

Council Agenda

Members of the Council

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

Date & Time:

Thursday 15 December 2022 at 7pm

Place:

Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich NR7 0DU

Trevor Holden – Managing Director - 7 December 2022

Contact:

Dawn Matthews tel (01603) 430404

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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 no later than 5pm on Monday 12 December 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

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 13 October 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 22)
 - 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 any questions received from members of the public in accordance with Procedural Rule 10.
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 25 October, 15 November, 22 November 2022; (minutes attached – page 23)
9. **Cabinet** – to receive the minutes of the meeting on 1 November 2022
(minutes attached – page 55)
10. **Cabinet** – to receive the minutes of the meeting on 29 November 2022
(minutes attached – page 61)

The following items need consideration by Council:

- 10.1 **Minute no: 60 – Strategic Performance and Finance Report for Quarter 2 2022/23**
(recommendation at page - 64)

To recommend to Council

 - (1) the land charge fees and charges as detailed in paragraph 3.28 of the report
 - (2) that the 23/24 Remote Working Capital Budget of £135,000 is brought forward to 22/23.

10.2 Minute no: 62 – Best in Class Housing – Temporary Accommodation

(recommendation at page - 66)

To recommend to Council to:

- (1) Create an additional capital budget of £1,356,000, to purchase additional temporary accommodation and to capitalise the staff costs of any purchases;
- (2) increase the current allocated opportunities reserve from £900,000 to £1,000,000, to facilitate the purchase of a property and pay for the renovation works to make the property ready for use;
- (3) To agree to the increase in establishment of 1 x FTE officer for every additional purchase of 10 units of temporary accommodation, which will be paid for by the additional income received from those properties.

10.3 Minute no: 64 – Anti-Social Behaviour Policy

(recommendation at page 68)

To recommend to Council to agree the adoption of the proposed Antisocial Behaviour Policy

10.4 Minute no: 70 – Frettenham Depot – Award of Redevelopment Contract

This matter will be considered at item 21.1 below

Copies of the reports/policies relating to the recommendations above are available at [Cabinet agenda 29 November 2022](#)

11.Planning Committee - to receive the decisions of the meetings on 5 October, 2 November and 30 November 2022; (decisions attached – page 73)

12.Audit Committee – to receive the minutes of the meeting held on 27 October 2022 (minutes attached – page 76)

13.Licensing and Regulatory Committee – to receive the non-exempt minutes of the two meetings held on 23 November 2022 (minutes attached – page 88)

The following item needs consideration by Council:

13.1 Minute no 11 – Local Government (Miscellaneous Provisions) Act 1976 - Town Police Clauses Act 1847 -Taximeter Tariff (table of fares) Consultation Responses

To recommend Council to adopt the table of fares document with a view to the agreed fares taking effect from 1 April 2023 (table of fares attached – page 92)

14.Standards Committee – to receive the minutes of the meeting held on 1 December 2022 (copy attached – page 95)(Note: The recommendation on page 98 relating to the Model Code of Conduct will be dealt with at item 15 below)

15. The LGA Model Code of Conduct (report attached – page 99)
(Note: Appendix 1 has been provided by an external source; we cannot guarantee that it is fully accessible.)

16. Report of the Monitoring Officer (report attached – page 125)

17. 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 131)

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

18.1 Question from Cllr Laming

UK biodiversity is in decline and a spotlight will be on the subject during the COP15 event in Canada from 7-19 December 2022.
Has Broadland District Council ever commissioned a report on the state of biodiversity in Broadland, and does it plan to do so in the near future?

18.2 Question from Cllr S Gurney and Cllr David King

A recent political leaflet from another party to ours, distributed in Hellesdon, which comprises two electoral wards situated in the Broadland District Council area stated:- "The Tories spent £8.5 millions pounds of Your district council tax on new offices".

Would the Leader of Broadland District Council please confirm how much council tax money was actually spent by BDC to purchase a new office?

19. Motions – to consider any motions received in accordance with Procedural Rule 13:

20. Exclusion of Press and Public

The Chairman will move 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.

21. Cabinet - to receive the exempt minutes of the meeting on 29 November 2022 (minutes attached – page 135)

The following item needs consideration by Council:

21.1 Minute no 70 – Frettenham Depot – Award of Redevelopment Contract

To consider the recommendations contained in the exempt minutes.
(recommendation at page 137)

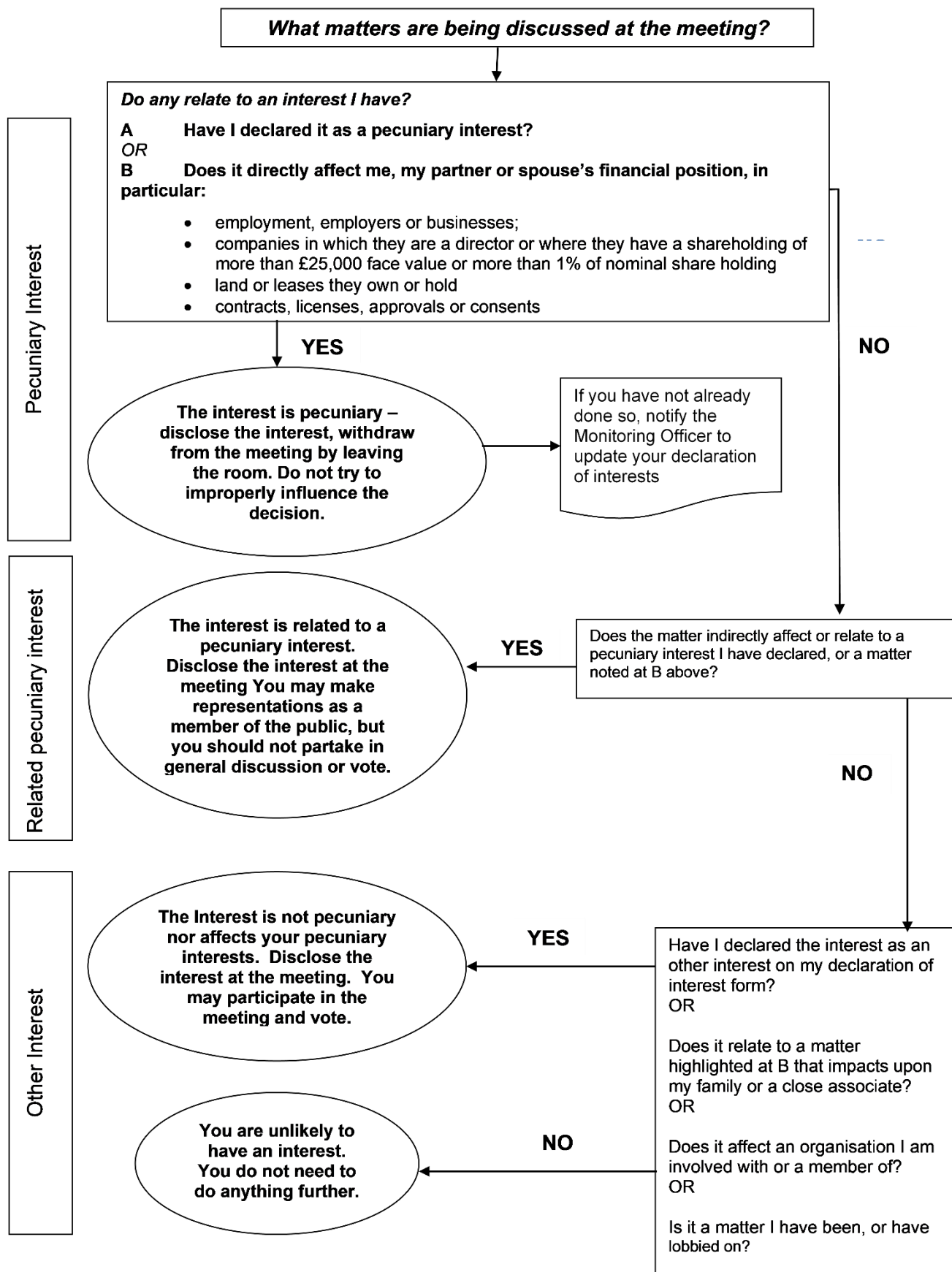
DECLARATIONS OF INTEREST AT MEETINGS

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.

<p>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>
<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 Council 4. Affect land you or your spouse / partner own 5. Affect a company that you or your partner own, or have a shareholding in <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 13 October 2022 at 7pm at the Council Offices

Members Present: Councillors: A D Adams, S C Beadle, N J Brennan, P E Bulman, S J Catchpole, S M Clancy, J Davis, J J Emsell, J F Fisher, R R Foulger, S C Gurney, S I Holland, N C Karimi-Ghovanlou, K S Kelly, D King, E C Laming, S Lawn, K E Lawrence, J Leggett, K G Leggett, I J Mackie, T M Mancini-Boyle, I N Moncur, M L Murrell, G K Nurden, G Peck, S Riley, C E Ryman-Tubb, L A Starling, D M Thomas, K A Vincent, S A Vincent, J M Ward, F Whymark

Officers in Attendance: The Managing Director, the Director Resources, the Director Place, the Governance Manager (Deputy Monitoring Officer), the Assistant Director Finance (Section 151 Officer), and the Committee Officer (DM).

Council stood for a minutes silence to remember Queen Elizabeth II and Councillor Nigel Shaw. The Chairman paid tribute to Cllr Shaw who had served as a district councillor since 2002 and as a county councillor and a town councillor. He had been a member of a number of committees and had been Chairman of the Audit Committee. He had also been a representative on a number of outside organisations, in particular, the Strategic Aviation (Special Interest Group).

133 DECLARATIONS OF INTEREST

Member/Officer	Minute No & Heading	Nature of Interest
Cllr F Whymark	146 - Community Governance Review – Spixworth	Non- pecuniary interest – Member of Norfolk County Council for the area the subject of the Review
Cllr S Holland		Non – pecuniary interest – Member of the District Council for Spixworth

134 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors D J Britcher, J K Copplestone, A D Crotch N J Harpley, D Harrison, L H Hemsall, J A Neesam, R E Potter, S M Prutton, D Roper and J Thomas.

135 MINUTES

The minutes of the meeting held on 28 July 2022 were agreed as a correct record and signed by the Chairman.

136 MATTERS ARISING

No matters were raised.

137 ANNOUNCEMENTS

Members noted the civic engagements undertaken by the Chairman and Vice Chairman of the Council since the last meeting. The Chairman added that he had also attended the opening of the Bure Valley footpath on 23 September 2022 which had been secured with European funding. On 11 September 2022, the Chairman stated it had been a very great honour to undertake the proclamation of the new King and he thanked all officers and members who had joined him on this very important occasion. He thanked all staff for the arrangements put in place following the sad passing of Queen Elizabeth II. The Chairman then went on to congratulate all those who took part in the Marriott's Way 10k race, including Cllrs D Thomas and J Davis.

The Leader of the Council made the following announcements:

County Deals

The Secretary of State, Simon Clarke, for the Department for Levelling Up, Housing and Communities had confirmed the intention to progress County Deals. Norfolk County Council remained as one of the front runners to conclude a deal and discussions had been ongoing between the Government and the County about the text of the deal. Information regarding the North York and Yorkshire Deal had been published, albeit it appeared to be policy information as opposed to an actual deal in terms of a contract, but this gave an indication of the nature of the possible text of a Norfolk deal. The Leader had met with the Minister for Levelling Up and other Norfolk Leaders the previous day and a number of questions and points for clarification had been put forward, the responses to which were contained in a letter from the Minister received earlier that day which was circulated to all members (attached at appendix 1 to the signed copy of these minutes). With regard to the relocation of functions between tiers of local government, the letter confirmed these would remain unchanged and there was no plan for a top down reorganisation of local government. Regarding engagement with district councils, the Minister had apologised for the lack of engagement and going forward this would be improved and that one of the

district Leaders representing Norfolk (the Leader at Gt Yarmouth and Chairman of the Norfolk Leaders Group) would now have sight of the draft text when available. It was recognised in the Minister's letter that it was important to seek a deal which delivered for residents and businesses in all local authorities in Norfolk. It was likely the draft text would be with the Secretary of State for consideration in the near future, which would then lead to wider approval within other Whitehall departments. Once that process had been concluded, the County Council would receive the text of a deal which would, amongst other things, confirm the ultimate scope of the deal including long-term investment funding and other investment in Norfolk that would follow from the deal.

The timing of any announcement of the deal would be determined by the Government with Norfolk County Council having the ultimate final say through a resolution to move towards a directly elected Leader in approximately a year's time. The Leader undertook to keep Council informed of progress on this matter.

Investment Zones - Expression of Interest

On 2 October 2022 Simon Clarke the Secretary of State for the Department of Levelling Up, Housing and Communities had written to all local authority leaders and chief executives outlining the intention to invite expressions of interest from upper tier local authorities for Investment Zones.

Each upper tier authority (in this region, Norfolk County Council) would be able to submit one expression of interest for an Investment Zone which could include several sites. Submission would be subject to an assessment of economic opportunity, pace of delivery and wider strategic considerations. Any proposal required the support of the Local Planning Authority.

Investment Zones ranged from being zones which included limited taxes, planning restrictions and regulation to being simply a call for sites based on established treasury templates. A comparable example was the Local Development Order established by Broadland District Council for the Food Enterprise Park which had seen the setting of planning requirements thereby avoiding the need for each developer to go through the normal planning process as the same planning parameters applied to the whole development order area.

The concept was still evolving and Council would be kept informed of progress. The current position was that the Council had been working with Norfolk County Council officers to produce a list of potential sites for inclusion in the expression of interest. The list of possible sites had been evaluated by County officers over the weekend of 8/9th October and considered by district Leaders at a meeting on 12 October to secure Leaders' endorsement for: inclusion of the sites, the strategic approach and the outline governance model. This was the first time Leaders had seen the list of sites and the grading for each.

There had been much speculation that an Investment Zone would be offered to Norfolk. Should this be the case, and the Investment Zone included sites in Broadland, the Council would need to develop the proposal further in terms of:

- how the site would benefit from changes/relaxation of any regulation or tax incentives;
- consideration of any development board;
- planning authority delegations (or not) and any formal approvals;
- staffing to accelerate delivery;
- overall governance of any Norfolk sites or more local delivery model;
- any financial implications.

All of these issues would require formal approval but at this Expression of Interest stage there were no wider questions for Council to consider. The Leader undertook to keep members informed of progress.

The Portfolio Holder for Finance advised members that details would soon be emailed to all members about two grants schemes: “Keep it Going” and “Warm Spaces Grants” and she encouraged applications. She was also pleased to announce that, following much work on the 2023/24 budget, the current administration were intending to recommend to Council that the Broadland element of Council Tax for 2023/24 should be frozen. She hoped this would go some way to help in the current difficult financial climate.

The Portfolio Holder for Environmental Excellence thanked staff and Veolia for the smooth rollout of the extended food waste service. She made reference to the “Solar Together” initiative currently detailed on the Council’s website and that £95k of funding had been made available to help with interest free loans to take part in the scheme. The Portfolio Holder also made reference to the “Sustainability Fund” launched by Veolia in partnership with the district council which provided funding to support inspirational ideas and projects aiming to make a positive change in local communities. Applications could be made up to 4 November and further details were again available on the Council’s website.

The Portfolio Holder for Communities, Housing and Planning reminded members that member grants were available on application which could be used in their communities and also grants were available from the Norfolk Community Foundation to support voluntary organisations, charities and individuals with good work in their local communities. Loneliness continued to be a big area of concern and funding could be used to support events or provide equipment at village/community halls.

The Portfolio Holder for Transformation and Organisational Development thanked all staff involved in the Horizon project, the purchase of which was now complete. A fact sheet of information had now been circulated to all Councillors explaining the latest position. He commended the project which had benefits for residents, for the OneTeam and for the environment, with the Council’s building carbon footprint being reduced by over 80% as a result of the purchase.

The Managing Director reminded members that, as from 4 November 2022, South Norfolk House would be closed with all staff in the OneTeam operating out of Thorpe Lodge. The facilities at Thorpe Lodge would also now be shared with Councillors from South Norfolk whilst the OneTeam were preparing for the move to the Horizon building.

138 QUESTIONS FROM THE PUBLIC

The following question had been received from a 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?”

In response, the Portfolio Holder for Environmental Excellence stated

ADEPT, was the association of directors of environment, economy, planning and transport. They represented directors of county, unitary and combined authorities, along with directors of local enterprise partnerships, sub-national transport boards and corporate partners drawn from key service sectors throughout England. Broadland Council was not a part of this group.

ADEPT had identified five priorities of the "Blueprint for Accelerating Climate Action and a Green Recovery at the Local Level". These already aligned closely with the Council's Environmental Strategy and would be reflected in the forthcoming Environmental Delivery Plan. The document also set out a number of actions that upper tier authorities and central government could take to accelerate the ability of local authorities to influence the transition to a Net Zero economy. Those priority recommendations falling within the remit of the Broadland District Council were already being actioned. The draft Environmental Strategy was available on the Council's website and would be considered at the forthcoming meeting of the Environmental Excellence Panel. The Council would continue to get on with delivering environmental targets and not just talking about it.

139 PUBLIC SPEAKING

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

140 OVERVIEW AND SCRUTINY COMMITTEE

The minutes of the Overview and Scrutiny Committee meetings held on 6 September and 20 September 2022 were received.

The Leader of the opposition commented that the minutes of the above meetings had not as yet been approved by the Overview and Scrutiny Committee.

141 CABINET

The minutes of the meeting held on 20 September 2022 were received.

A member raised a concern about what they regarded as the abdication of duty in respect of minute 43 of Cabinet – Economic Awarding of Contracts in Relation to the Mobilisation of the Horizon Centre - and the delegation to officers (in consultation with the Leader of the Council) of authority to award the contracts for the fitting out of the centre as long as they were within budget. This made scrutiny of the matter more difficult.

The following matter needed consideration by Council:

Minute no: 40 – Using Intelligence to achieve a First-Class Customer Service

The Portfolio Holder for Transformation and Organisational Development invited Council to support the recommendations, stating that the proposals would enable the Council to use data and intelligence efficiently and effectively and enhance customer service. Examples given were the improving situation with the telephony system and progress being made within the housing service.

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

RESOLVED to support

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.

142 PLANNING COMMITTEE

The decisions of the Planning Committee meetings held on 10 August and 7 September 2022 were received.

143 AUDIT COMMITTEE

The minutes of the Audit Committee meetings held on 21 July and 22 September 2022 were received.

The Chairman of the Committee drew attention to the Committee's approval of the Annual Governance Statement, subject to amendments, including some amendments that may have been missed in error. He also drew attention to outstanding internal audit recommendations and the Committee's request for more detailed information from officers on progress on these. Members' attention was also drawn to the completion of the external audit for 2020/21 and

that this would now be considered at an additional meeting of the Audit Committee on 27 October 2022.

144 LICENSING AND REGULATORY COMMITTEE

The non-exempt minutes of the Licensing and Regulatory Committee meeting on 5 September 2022 were received.

145 STANDARDS COMMITTEE

The minutes of the Standards Committee meeting on 27 September 2022 were received. The Chairman drew attention to the Committee's desire to endorse the new Councillor Code of Conduct which would replace the existing code which had been in place for a number of years and needed updating. A consultation on the new proposals would take place until 16 November 2022 before the final code was recommended to Council.

The following matter needed consideration by Council:

Minute no: 6 – Civility in Public Life

The Chairman advised members that the Committee was keen to adopt a member protocol to include a number of issues set out in the report/minutes. The final protocol would be submitted to Council for approval.

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

RESOLVED

To adopt 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.

146 COMMUNITY GOVERNANCE REVIEW - SPIXWORTH

Members considered the report of the Governance Manager which set out details of an issue with a previous parish boundary change which inadvertently resulted in changes to ward and county boundaries being made incorrectly. This matter had been considered by the Electoral Arrangements Committee and the committee was recommending that the Council requested the Boundary Commission to make alterations to the ward boundaries in time for the 2023 elections.

The Chairman of the Electoral Arrangements Committee stated that effectively the proposal was to correct a previous error and ensure that voters were able to vote in the correct district ward and county division. He invited Council to endorse the proposals.

RESOLVED

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.

147 REPORT OF THE MONITORING OFFICER

The Leader introduced the report of the Monitoring Officer which sought agreement for a request for a dispensation from the six month rule for a member who was currently not able to attend meetings.

RESOLVED

to grant 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.

148 OUTSIDE ORGANISATIONS/MEMBER CHAMPION FEEDBACK

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

149 QUESTIONS FROM MEMBERS

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

1. Question from Cllr 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?

Response from the Portfolio Holder for Communities, Housing and Planning

Yes, the Council recognised the need to retain the best and most versatile agricultural land. Government policy and legislation sought to protect the best and most versatile agricultural land from significant, inappropriate or unsustainable development proposals, and protect all soils by managing them in a sustainable way. More specifically, the National Planning Policy Framework (NPPF) stated that "planning policies and decisions should contribute to and enhance the natural and local environment by, amongst other things, recognising the economic and other benefits of the best and most versatile agricultural land".

Supplementary Question from Cllr Laming

Since 2010 there had been no systematic monitoring in the UK to show what had happened to high grade agricultural land. Would the Council be willing to introduce a system to identify and track land use patterns in its district.

Response from Portfolio Holder for Communities, Housing and Planning

The Portfolio Holder stated he was not sure if this was happening and if it was not he felt it was something that could be looked into.

2. Question from Cllr D Roper (read out by Cllr Catchpole, in the absence of Cllr Roper)

In the light of the earlier announcement by the Leader of the latest position on the County Deal, the questioner amended the question as follows:

How confident are you that district council will be retained?

Response from the Leader

The Leader commented that he was surprised to receive a question on a County Devolution Deal from a councillor who was also a county councillor as it was the County Council who were the lead authority in relation to County Deals. He stated he would rather this was not the position but it had been reinforced very recently at a meeting with the Minister who had also confirmed this the proposal was not reorganisation by the back door and district council powers would remain with districts. The Leader stated he was confident from Minister's assurances that the district council would remain as it was.

The Leader reiterated that, in terms of the deal for Norfolk, this was a deal which would be agreed by the County Council and the Government. He was however keen to see that the deal was one that was worth it in terms of additional investment in Norfolk and its impact on Broadland. With regard to the decision-making structures, there was a need for assurance that the Council could continue to build on the strong partnerships that already existed across Norfolk and retain the successful and strong relationships in Norfolk across Local Government and the wider Public Sector. There was already a good track record of working together in partnerships and on big projects, including Greater Norwich, Shared CIL, Cambridge Norwich Tech Corridor and the Public Sector Leaders Board.

The Leader undertook to ensure the Council was kept informed but reiterated that County Deals were negotiated between the County Council and Central Government and this Council had not as yet seen a copy of the proposed draft agreement.

Supplementary Question from Cllr Catchpole

The Investment Zone was likely to be linked to the County Deal and planning regulations would be simplified in the Investment Zone – are we likely to see a nuclear power station in Norfolk?

Response from the Leader

The Leader stated he would be surprised if there was a proposal for a Nuclear Power Station and he stressed that the local planning authority would continue to set the planning requirements within Investment Zones.

3. Question from Cllr D Roper (read out by Cllr Beadle, in the absence of Cllr 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?

Response from the Leader

With regard to the purchase of the Horizon Centre, the completion of the purchase was really good news and would enable the OneTeam to come together, and would see a significant reduction in running costs and the Council's Carbon footprint.

With regard to the way the information was communicated, members took the decision to purchase the building following a very comprehensive process. Having agreed to the purchase, members had been kept up to date via the regular member's bulletin. Members were informed by video clip that the purchase had been completed, which was followed up with the article in the member's bulletin.

The use of a video clip was not new. The Managing Director regularly used video clips as a way to communicate to all staff and this worked well in terms of giving short, bit sized updates. It was the Managing Director's decision to extend this to members, and it was felt it worked well. The Council needed to be open to different ways of communication with the purpose of delivering a clear message, in a timely fashion that was easily understood. The video achieved all these aims and efforts would continue to explore different ways of communicating with podcasts and video clips forming an important part of the approach.

Supplementary Question from Cllr Beadle

There was a lack of detail within the fact sheet circulated to members. Can members be reassured that members and officers will be consulted on the layout of any conversion and that the fact sheet will include savings of joint working and not just the office move?

Response from the Leader

The Council had already taken steps to ensure these were in place and would move forward in the appropriate way and, yes, members would be kept informed in the appropriate way.

4. Question from Cllr S Holland

At a recent Overview and Scrutiny Committee 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?

Response from the Leader

The Council signed a Mutual Confidentiality Agreement that was legally binding. Under Part 4 of the Council's constitution - Members access to information and council documents - Section 4.4 stated that members did not have the right to documents/information in relation to contract negotiations. The purchase had now moved on and subsequently been completed and the information was no longer bound by the non-disclosure agreement and had been therefore been released.

The Leader went on to add that elected members were not excluded from the decision making process: members had set the price envelope within which the purchase could take place and members had agreed the budget for the associated works. All these documents had been shared with members and agreed by Council.

Supplementary Question from Cllr Holland

Whilst section 4.4 controlled access to information and council documents, section 4.5 provided a stronger common law right for members to understand how money was spent. She was aghast that there was never a direct reply to any question. The purchase of the Horizon Centre had already gone through when the request for information was made and she could not understand why the information was not available when requested. What was the date of the purchase?

Response from the Leader

The Leader stated that he believed the Overview and Scrutiny Committee meeting that had sought the information was held on 20 September 2022 which was prior to the completion. A press article had been published on 23 September stating that the purchase had failed. The purchase had actually been completed on 24 September 2022. Within the non-disclosure agreement was a requirement that permission be sought from the other party to share information. That permission was sought following the completion of the purchase and the information shared at the earliest opportunity on 12 October 2022.

150 MOTIONS

The following motion had been received in accordance with Procedural Rule 13.

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”.

In proposing the motion, the Portfolio Holder for Environmental Excellence stated that the current Environmental Strategy set a net zero target well ahead of the Government’s target of 2050. The Council was now in a position to formally set its net zero target for 2030. The Council had measured and published its carbon footprint for the past 3 years and, based on the 2021 report, two actions: HVO fuel for waste vehicles and moving to the Horizon building, would lead to an 87% reduction in the Council’s omissions. Other activities undertaken by the Council included measuring its tree canopy which was at 19% and the provision of tree grants for community groups. The Council had also promoted the “Solar Together” scheme and had provided interest free green loans to those taking part. The refreshed Environmental Strategy reflected what else needed to be done and this was currently going through the committee process. Residents would be able to see the actions proposed and could hold the Council to account for these.

Cllr Davis stated he supported the target of 2030 but felt more could be achieved in terms of Broadland as a whole. Planning had a huge impact on carbon emissions and, mindful of the large amount of housebuilding being undertaken, measures could have been taken to ensure these houses were more energy efficient and of a higher quality to achieve a higher target reduction across Broadland as a whole. Whilst the target was to be welcomed across the Council’s estate, it would be good to be ahead of the Government target and to look to achieve this target across Broadland as a whole.

He proposed an amendment to the motion, seconded by Cllr Laming, to read as follows:

“Broadland District Council recognises the need to take action to combat the effects of climate change. Therefore Broadland District Council agrees to adopt an organisational 2030 target for achieving net-zero carbon emissions and across Broadland as a whole in Panel and Committee deliberations.

Some members expressed support for the amendment stating that the amendment would enable the Council to take a leadership role in seeking a Net Zero carbon emission and help influence the behaviour of others. It would support the development of a design code which sought Net Zero carbon emission buildings and help influence planning going forward.

In seconding the amendment, Cllr Laming said she felt the Council was slower than many others to publicly declare the need to address the issue of climate change and that progress was being made only because the Council had started from such a low base. Declaring an organisational target was a first step but was late in coming. A lot more should have been done to enable the Council to face the looming climate crisis. The Council needed to set its own operational Net Zero target but also needed to lead and guide on making the whole district Net Zero by retaining local control of planning, rejecting the idea of investment zones, insisting that existing protections for the environment and nature were

fully enforced, promoting the insulation of homes and work places, using cleaner cheaper renewable energy, putting systems in place that promoted active travel, encouraging local business to produce food locally and most importantly by seeking more funding and investment from Central Government.

Other members felt the Council should prioritise its own carbon footprint and focus on those areas it could directly impact as opposed to areas where it had no power to take action. The onus was on Central Government to address the wider challenges. The proposed amendment lacked clarity and was unspecific in what it hoped to achieve. The Council had been a place leader in terms of the environment and driving forward Net Zero despite the acknowledged constraints of the National Planning Policy Framework which did not require this. If it did then the Council could seek to enforce this through planning policy. In any event, the Council did strive to encourage this. Through Broadland Growth the Council had sought levels of development which were well above normal standard and had seen the completion of the passive homes and the first passive plus home in Norfolk. It had also seen the creation of the Food Enterprise Zone and the building of the Food Innovation Centre which would see the construction of what was believed to currently be the largest vertical farm in Europe.

The Portfolio Holder for Environmental Excellence stated she was disappointed that some members did not recognise the achievements of the Council and she reiterated the need for the Council to put its own house in order before endeavouring to tell others what to do. The Council could use its own actions as examples to help influence others. She stated that the Environmental Strategy Action Plan was available on the Council's web site and this made reference to the work of the Council and to actions which could be taken by others.

In supporting the amendment, Cllr Davis welcomed the refresh of the Council's Environmental Strategy which was a vast improvement on the previous strategy and had come about partly as a result of the many deliberations in Panel and Committees. It had been claimed that the Council was leading the way and he stated that, if this was the case, members should support the amendment to demonstrate its commitment to leading the way by giving examples, encouraging and providing guidance and reviewing its policies to ensure it was moving to Net Zero as quickly as possible.

Members then voted on the amendment and, with 10 members voting for, 23 against, the amendment was lost.

In seconding the original motion, the Portfolio Holder for Finance stated that the Council's priority, unlike others, was to deliver outcomes and not to focus on making declarations about a climate emergency. The Council continued to deliver on its environmental priorities and she welcomed the opportunity to support the motion.

Members then voted on the original motion and it was, with 31 members voting for, 0 against and 2 abstentions,

RESOLVED to support the following motion:

“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”.

Chairman

(Meeting closed at 8:34 pm)

**CIVIC ENGAGEMENTS FOR THE CHAIRMAN and VICE CHAIRMAN
FOR THE PERIOD: 14 OCTOBER – 15 DECEMBER 2022**

16 October	The Chairman's Civic Service, held at Thorpe St Andrew Community Church.
20 October	St Martins 50 th Anniversary Gala to raise money to support those living on the streets and provide the specialist help needed.
21 October	The Council's Community at Heart Awards, which recognises and celebrates the outstanding achievements of residents from across the district.
26 October	Open Day and tour at Broadlands Lodge Care Home.
28 October	Presentation of cheque to Hellesdon Dementia Group
13 November	Parade and wreath-laying at Thorpe St Andrew Memorial for Remembrance Sunday
17 November	Tour at Swallowtail Place, Acle, for the Independent Living Scheme, which hopes to deliver 58 new affordable homes for the over-55s.
17 November	YMCA event to celebrate the organisation and its young people.
24 November	Official Reopening of Hellesdon Community Centre event.
6 December	Opening of The Oaks development at Postwick.
12 December	Carol Service hosted by Thorpe St Andrew School and Sixth Form.

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 25 October 2022 at 10.00am when there were present:

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

Apologies: Councillors: N Harpley and K Leggett.

Substitute Members: Councillor S Clancy (for K Leggett).

Other Members in Attendance: Councillors: J Emsell and J Leggett.

Officers in Attendance: The Managing Director (T Holden), the Assistant Director of ICT / Digital and Transformation (C Lawrie), the Strategy and Intelligence Manager (S Carey), the Assistant Director for Community Services (S Phelan), the Internal Consultancy Lead Waste Services, (S Bruton), the Senior Governance Officer (E Goddard) and the Democratic Services Officer (D Matthews).

56 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Harpley and Cllr K Leggett.

57 MINUTES

The minutes of the meetings held on 6 September and 20 September 2022 were agreed as a correct record, save for the following amendment:

Minute No: 42 Digital Connectivity (6 September 2022)

Members noted that some of the most vulnerable residents in the District might not have landlines and that this should be taken into account when providing services.

58 CHAIRMAN'S ANNOUNCEMENT

The Chairman welcomed back James Overy, the Democratic Services Officer following his illness. He would initially be taking up his duties remotely.

CABINET REPORTS

59 FIRST CLASS CUSTOMER SERVICE – CUSTOMER EXPERIENCE, PHASE ONE

The Assistant Director for ICT/Digital and Transformation introduced the report, which proposed seeking consultancy support to further explore the One Team vision for delivering a first-class customer experience from a people, process and technology perspective.

Members were reminded that Cabinet had already agreed to earmark £49,500 for the development of a full business case for a Customer Relationship Management (CRM) system and the report was seeking authority to use these reserves for the Council's contribution to the £110,000 cost of the discovery phase.

The discovery phase would include an analysis and assessment of where and how the customer journey and experience could be improved along with a future-state analysis and construct of how a first-class customer service and customer experience should look.

The report set out the principles of providing an effective customer service, which included a reduction in the cost of end-to-end service delivery, whilst enabling customers to interact in a more efficient way and accessing Council services 24/7.

Members were advised that the benefits of delivering a first-class customer service would provide real cost and efficiency savings. Examples of the savings achieved elsewhere by the introduction of CRM systems were set out in the report at paragraph 5.1.

The Chairman advised the meeting that the Service Improvement and Efficiency Committee had amended the recommendation in the report to more accurately reflect Broadland's contribution of £49,500 to the discovery exercise. He also reminded the Committee that the proposal was for the

appointment of consultants and that any issues regarding the levels of service should be raised outside of the meeting.

In response to a query about how the collection of multiple customer records would accord with General Data Protection Regulations (GDPR), the Assistant Director for ICT/Digital and Transformation confirmed that anonymised data would be used for the discovery phase to better understand what information was needed. This would, in turn, allow protocols to be put in place to align with GDPR for the CRM system.

In answer to a concern that the project was placing a greater emphasis on technology, efficiencies and savings than on the Council's customers, the Assistant Director for ICT/Digital and Transformation reassured the Committee that the technology would be an enabler for an improved customer experience. However, it was recognised that some services might not be appropriate for inclusion within the CRM and these would be addressed by more conventional means.

Some members noted that many of the most vulnerable residents did not have access to the internet and could require a face to face or telephone service and that it was important that these people were not missed, as they were some of the people in greatest need. In response, the Assistant Director for ICT/Digital and Transformation confirmed that the aim of the discovery phase was to assess the different demands on Council services, so that the right channels could be directed at the right customers. This would allow those who could self-serve to access services themselves and those who needed more help to be assisted in ways that were more appropriate for them.

It was also emphasised that there was no intention of ceasing telephone access for Council services. Telephone performance data continued to be monitored by managers and Corporate Management Team received this data on a weekly basis. In addition to this Cabinet Performance Reports included telephone data as part of its customer satisfaction measures, so that members were kept informed about how the Council was responding to telephone enquiries.

The Committee was also informed that the consultants had experience, knowledge and technical skills that were not available at the Council and were essential for informing the vision of first-class customer service.

In reply to a query about the provision of satellite offices for residents who did not want to access services digitally, the Assistant Director for ICT/Digital and Transformation confirmed that the discovery phase would collate the outputs

from customers, but it could not be confirmed at this early stage what options would eventually be proposed for determination by Cabinet.

Members were informed that, when in place, the CRM system would update customers automatically on the status of the services they had requested. For example, planning applicants would be informed of progress with their applications at each stage of the process.

In summary, it was confirmed that the discovery phase would seek to better understand the services and transactions that would benefit from using technology to deliver them. This would then progress to the production of a suggested programme of work, which would inform a full business case for a CRM system. This would then be considered by the Overview and Scrutiny Committee before being taken to Cabinet for a final decision.

The Managing Director also confirmed that the CRM would be a complementary system that would provide choice for how and when customers engaged with the Council. But it was also recognised that for some residents telephone or face to face contact was more appropriate and there was no intention that the introduction of the CRM would make it more difficult for residents to access Council services through these channels.

Following a show of hands and with 10 in favour and 2 against it was

RECOMMENDED TO CABINET

1. To agree to initiate the discovery phase as the first phase towards establishing the current state, the future state and the underpinning technology to inform a fully-costed business case for investment to deliver a First-Class Customer Service; and
2. To utilise Broadland District Council's contribution of £49,500 from the Earmarked Reserves agreed by Cabinet on 8 February 2022 on consultancy resource to support in the development of a full outline business case.

60 FINDINGS OF THE PEER REVIEW TEAM

The Strategy and Intelligence Manager introduced the report, which presented an overview of the Local Government Association Peer Challenge, which took place between the 11 and 15 July 2022 and the feedback report from the Peer Team, as well as an Action Plan that had been developed from their work.

The Peer Team had considered the following five themes which were critical to performance and improvement.

1. Local priorities and outcomes
2. Organisational and place leadership
3. Governance and culture arrangements
4. Financial planning and management
5. Capacity for improvement

In addition to these areas the Peer Team had considered the joint partnership.

Overall the Peer Team praised the work being done with town and parish councils and were impressed with the work carried during the Covid-19 pandemic across organisational boundaries, especially through the Help Hub. The Team also highlighted that the Councils had some of the highest performing results in the country with tax collection rates being spotlighted.

The Team also provided the following constructive recommendations for the Councils to consider:

Recommendation 1 - Better celebrate your innovation and best practice initiatives – you are underselling your achievements and role as place leaders.

Recommendation 2 - Clarify member and officer roles and responsibilities across both councils and create a culture of trust, mutual respect, confront poor behaviour and encourage challenge.

Recommendation 3 - Establish a clear outcome based joint vision for the partnership – political relationships are undermining the aspiration. Members from both councils need to be on board, standing together to promote the benefits you are achieving.

Recommendation 4 - Review the office accommodation move project-listen to the specialists, agree a realistic timeline and milestones and then communicate.

Recommendation 5 - Streamline processes and procedures around governance to improve officer capacity, resilience and accountability and take the partnership forward.

Recommendation 6 - Strengthen corporate oversight of project and programme management, performance management and transformation portfolios – empower managers

Recommendation 7 - Review, refresh, refine and stress test the Medium-Term Financial Strategy at the start of the budget process.

Recommendation 8 - Remember the power of consistent and timely communication.

Following the Peer Team's feedback a draft Action Plan had been produced by senior officers in consultation with Portfolio Holders and the Leaders to consider how the recommendations could be taken forward and implemented.

The Committee was informed that the Peer Team would be returning in six months' time to conduct a review to assess progress with the implementation of the recommendations.

In answer to query, it was confirmed that changes to the Action Plan could be made by the Committee at this stage, if required.

A member expressed concern that the report had found that junior officers were shielded from poor member behaviour. He asked who was responsible for this poor behaviour and why the members responsible were not being brought before the Standards Committee.

In response, the Managing Director advised the meeting that the Peer Team had been impressed by the organisation, but had noted that some work needed to be done on improving behaviours. The Peer Team had stressed that this should be kept in context, but that there were improvements to be made to how the organisation worked. In particular, they were mindful of the move to a single building in this process.

This would, provide an opportunity to work on this area that covered behaviour between members and officers, members and members and officers and officers. It was, therefore, proposed to look at values and behaviours and robustly challenge any bad behaviours. As part of this process the Monitoring Officer would be meeting with Committee Chairmen and conducting a review of the member/officer protocol. Senior officers were also working to ensure that officer to officer relations were strong and positive.

The Managing Director emphasised that the comments about behaviours should be taken in context against the very good work being carried out in Broadland and South Norfolk, which in some cases was exemplar.

A member suggested that it would be difficult to approve the publication of the Report and Action Plan without more time to consider it carefully. She also considered that there was too much emphasis on the political rather than the administration of the Councils and the implication was that the political side needed to change. She suggested that the report had not taken a balanced view as to how well the administration was working, whilst recognising that they were two sovereign Councils, which might choose to differ in their political approach.

In response, the Managing Director informed the meeting that the Action Plan was only the starting point of this process and that the Peer Team would return in six months' time to assess progress with the recommendations. The Team had been made up of both members and officers, led by an experienced politician and had considered both the political and the administrative side of both Councils and was not commenting on their

sovereign nature. The recommendations about behaviours were about how members and officers worked together, not what they did together and was intended to be constructive.

A member noted the Action Plan recommendation for a review of the member/officer protocol, as well as training for Chairmen and he suggested that senior officers might also require training on interacting with members.

In response, the Managing Director advised the Committee that the member/officer protocol would cover both parties in the relationship. In respect of Chairman training it would not be specific to members, but would cover all aspects of what took place in meetings.

He also confirmed that work on the recommendations in the Action Plan was not time critical and it was entirely up to both Councils how they were progressed. The Action Plan would also be brought back to members with a progress report ahead of the return of the Peer Review Team.

The Chairman noted that a number of the Actions had completion dates by the end of 2022, so that members could consider progress in the New Year.

A member suggested that a decision on the Action Plan should be deferred until members had the opportunity to debate its content and she proposed that a member workshop should be held to do this.

In response, the Managing Director confirmed that an all-member workshop would be useful. He asked that the Headline recommendations in the Action Plan be agreed, as they had been drawn up from the Peer Review recommendations and provided the framework for moving the work along and that an all-member workshop be arranged as soon as possible to go through the Action Plan in detail.

The Vice-Chairman suggested that the recommendations in the Action Plan were unclear and lacked detail about what some of the Actions entailed. He also suggested that the greater alignment of the One Team served to restrict the political independence of each authority. For example, the proposed alignment of Portfolios. He was also concerned that Peer Team members might have had preconceived views on collaboration.

The Managing Director advised the meeting that the Peer Team had no political preconceptions and the recommendations in the Action Plan had not been influenced by the Leaders. He added that whilst alignment was sought it was not prescriptive. Different practices were in place at each authority where they were required by members, but he reminded members that the areas where the most significant progress had been made were in collaborative working such as the first class housing service, which was being held up as an exemplar. He also emphasised that there was no suggestion that the Peer Review Team were trying to restrict or erode the political independence of either Council.

The Managing Director added that one focus of the Peer Review had been the number of items that were considered at multiple meetings before they were approved and it had been recommended that this be reviewed to assess if this process could be made more streamlined and efficient.

A member commented that he was disappointed that the Collaboration Working Group had not been able to finalise its report, which included many of the issues raised in the Peer Review report. He suggested that a series of themed workshops might be needed to fully assess the Action Plan.

Members generally concluded that the Peer Review Report should be published, but that the Action Plan should be subject to consideration by an all member workshop before it was approved.

Following a show of hands, it was unanimously:

RECOMMENDED TO CABINET

1. To approve the publishing of the Peer Review Report; and
2. That an all-member session/s be arranged to review the proposed Actions in relation to the Peer Review Report recommendations, including further member involvement regarding devising and agreeing outcomes. The outcome of the sessions and proposed Action Plan to be reported to a further meeting of Cabinet to be agreed.

The Overview and Scrutiny Committee also resolved that progress with the Action Plan be reported back to the Committee in due course

The Committee adjourned at 11.44am and reconvened at 11.54am, when all the Committee members listed above were present.

61 FRETtenham DEPOT AWARD OF REDEVELOPMENT CONTRACT

The Assistant Director for Community Services introduced the report, which presented the outcome of the tender exercise completed by Veolia on behalf of the Council for the redevelopment of the Council owned Frettenham refuse depot.

Members were informed that the Council owned the refuse depot site, which had been leased to Veolia for over 30 years and that the current site was no longer fit for purpose and therefore Cabinet had agreed that the redevelopment of the site go out for tender.

The following three tenders for a fixed price design and build contract were received with all bids meeting the requirements of the contract:

£ 2,791,938 + 12.5% contingency - Contractor A
£ 2,813,911 + 12.5% contingency - Contractor B

£ 2,807,101 + 12.5% contingency - Contractor C

An independent assessment of the tender pack and an estimate of the cost of the works based on current market conditions had been commissioned, which estimated that the scheme should be £5,235,955 including the contingency. As the tenders received were significantly lower than this figure the tenders were being checked to ensure that they met the required specification.

The costs of the tenders received included £400,000 of enhanced renewables which includes the following:

- A heat recovery and ventilation system
- Air source heat pump
- Workshop Ceiling Heating, included low voltage lighting
- 80 PV to the main building roof area including 6 No. EV charging points.
- 96 PV on south and east facing parking bays Including 10 No. EV Charge points.
- A rainwater collection system
- 40 PVs on top of the lorry parking bays

The enhancements would greatly improve the carbon footprint of the depot and help the Council meet its target to reach carbon zero by 2030. The solar panels would generate enough electricity for the site to initially be self-sufficient, up to the point when a number of the Refuse Collection Vehicles might be switched to electric and would yield a carbon reduction of approximately 30,000 CO₂ kg/year.

In answer to a query, it was confirmed that batteries were included for the storage of excess electricity generated on the site. However, the National Grid had confirmed that it would not buy electricity from the site. The current electrical supply was not being upgraded as the estimated costs would be in the order of £500,000 and it was still not clear whether this would be needed in future, as the technology for powering Refuse Collection Vehicles was still developing.

It was confirmed that the contract required procurement to be carried out on an ethical basis and this was to be verified by the Council's consultants.

Following a show of hands, it was unanimously

RECOMMENDED TO CABINET

1. Approve the release of the capital funding required for Veolia to proceed with awarding the Contract to Bidder A; and

2. Allocate £400,000 from the Opportunities Project – Net Zero Reserve to fund the enhanced renewables as part of the depot redevelopment; and
3. Recommend to Council that the approved Capital Budget for Waste Vehicle/Depot is increased by £275,561 to £2,740,930 – giving a total budget allocation of £3,140,930 for the depot redevelopment.

(The meeting concluded at 12.11pm)

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 15 November 2022 at 10.00 am when there were present:

Committee Members Present: Councillors: S Riley (Chairman), N Brennan, P Bulman, S Catchpole, S Clancy, J Davis, N Harpley, S Holland, C Karimi-Ghovanlou, K Kelly, G Nurden and S Prutton

Cabinet Members Present: Councillors: J Leggett and F Whymark

Officers in Attendance: The Director of Place (P Courtier), the Chief of Staff (Monitoring Officer) (E Hodds), the Assistant Director for Regulatory (N Howard), the Assistant Director for Economic Growth (G Denton) the Assistant Director for Finance (R Fincham) the Senior Environmental Health Officer (Community Protection) (T Garland), the Food Safety and Licensing Team Manager (L Chant) and the Democratic Services Officer (L Arthurton)

62 DECLARATIONS OF INTEREST

No declarations of interest were made.

63 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllrs K Leggett (with Cllr Clancy appointed substitute) and M Murrell.

64 MINUTES

The minutes of the meeting held on 25 October 2022 were agreed as a correct record.

The Chairman informed Committee that the item on the Frettenham Depot award of the redevelopment had been withdrawn from the Cabinet meeting.

He further explained that Cabinet requested further information. Members noted that the item would be heard at the next Cabinet meeting.

Members noted that the additional recommendation proposed by Overview and Scrutiny regarding minute no.60: Findings of the Peer Review Team was not accepted by Cabinet. The Chairman informed members that the Managing Director had confirmed that a member workshop would be arranged to discuss the report further. The Monitoring Officer confirmed that this would take place before the end of the year and would provide members with the opportunity to ask further questions and review the action plan.

65 CHAIRMAN'S ANNOUNCEMENTS

The Chairman noted that the annual budget workshop had taken place and the proposed questions from the discussions would be review in the Work Programme section later in the meeting.

66 PUBLIC SPEAKING

There was no public speaking

67 REVIEW OF EARLY INTERVENTION ANTI-SOCIAL BEHAVIOUR OFFICER PILOT SERVICE – REVIEW OF PROGRESS

The Assistant Director for Regulatory introduced the report, which presented a review of the progress of the Early Intervention Anti-Social Behaviour Officer pilot service following its introduction in April 2022.

The Early Intervention Anti-Social Behaviour Officer pilot service was started in April 2022 with the planned project outcomes to:

- Gather more early intelligence, identify and tackle root causes of anti-social behaviour in the Council's Regulatory services, in order to produce long-term improvements in neighbour relations and community safety.
- Increase the capacity and drive, speed and impact of the Council's service by taking an early intervention approach to anti-social behaviour and environmental offending.
- Offer stronger visibility and community reassurance.
- Detect better and earlier any wider victimisation, vulnerability and support needs, and safeguarding issues.
- Optimise the deterrence, investigation and enforcement of anti-social behaviour (within the Council's remit) where offences have been committed causing harassment, alarm, distress or environmental harm.
- Test the scope for stronger coordination of responses and tactics for dealing with significant ongoing anti-social behaviour issues and incidents, operating (within the Council's remit) closely alongside Norfolk Constabulary as a key regulatory partner.

The early intervention operating model had proven effective and efficient, as indicated by the results against its success measures. The indications were that this service remodelling and transformation would offer significant benefits to the Council and to local communities.

The added value overall of the early intervention pilot service could be summarised within the following two key benefits:

- Hundreds of cases had been quickly resolved, with sound and accurate background information enabling proportionate responses and quickly completed service delivery meeting the expectations agreed in advance with service users.
- The Community Protection Team was able to focus more time on those cases that needed more in-depth investigation and more formal interventions and enforcement. As a result, the Council could demonstrate a growing body of successful outcomes and – where informal interventions were not complied with – robust enforcement action ranging from written warnings and formal notices to fixed penalty notices and, where necessary, prosecutions.

Strong support for the service had been expressed from several partner agencies. Officers were exploring whether partnership funding could be found to sustain the early intervention service going forwards in an extension of the pilot service through 2023-24, enabling a further period of evaluation to focus on the longer-term outcomes.

One member queried the increase in cases and asked officers for further information on the reasons. Officers explained that the COVID pandemic had an impact on the rise of cases, with more people spending time at home and working from home. Officers further reassured members that any issues were being addressed earlier and faster to minimise disruption.

In answer to a query the Assistant Director for Regulatory informed the meeting that the Community Protection Team had received 1,801 anti-social behaviour complaints in 2018, 1,054 in 2019 and 2021/22 2,700, which showed the uplift that the Council had seen. The report highlighted that during the service's peak month of August this year demand had been 70 percent higher than it was four years ago. On an annual basis there remained a continuing increase in service demand of around 32 percent above pre-Covid levels.

In response to a query about the Team's ability to cope with any further increase in demand on the Service, the Assistant Director for Regulatory informed the meeting that one aim of the pilot service was to enable little and often contact for the lower risk anti-social behaviour cases. This was an adaptable model that would allow for less or more work to be undertaken as was necessary. In 80 percent of cases the issues were resolved with one contact which demonstrated that this model of intervention worked. Overall,

the Team had the capacity to manage any further increase in demand by taking a flexible approach within existing resources.

The Director of Place drew members' attention to paragraph 6.1 of the report, which showed that there was no budget for the service beyond the pilot period, but there was the possibility that the Police and Crime Commissioner might be able to contribute to the service. Also as much of the demand involved fly-tipping Veolia or other waste services might be able to offer support to extend the service. He was, therefore, optimistic about attracting funding for this service going forward, without drawing from the Council's base budget.

In answer to a query, the Assistant Director for Regulatory informed the Committee that from 1 April to 31 October this year 811 cases had been dealt with, by the two Anti-Social Behaviour officers. More senior officers, with enforcement powers, dealt with the more complex cases and those that could not be resolved by a single visit. The percentages quoted in the report were against the case load as a whole, which totalled 2,600 on an annual basis.

In reply to a query from the Chairman regarding complaints that had escalated to action from the police, the Assistant Director for Regulatory informed the Committee that the Council and the police each had roles in relation to anti-social behaviour under the Crime and Disorder Act and joint powers under the Anti-Social Behaviour Policing and Crime Act 2014. Officers worked on a daily basis with colleagues at Norfolk Constabulary, in respect of nuisance related activity, but only a very small percentage of these cases were referred to the police for criminal investigation.

The meeting was informed that officers had daily access to the previous 24 hours of call volumes from the police control room and could select those that were more appropriate for the Council to deal with.

In answer to a query, the Senior Environmental Health Officer (Community Protection) confirmed that there was a direct dial telephone number for the Business Support Team, although it was preferred that residents contact the Team via the web form, as they were then triaged and progressed according to their priority. The Council received 80 percent of calls for the service through this channel.

A member noted that some residents had limited access to the internet and that it was essential that services remained available via the telephone. Officers confirmed that the direct dial number for the Team would be placed on the Council's website. It would also be ensured that numbers for other essential services would be forwarded to members

Members were informed that around 40 percent of the cases received were in Broadland and the other 60 percent were in South Norfolk. Most complaints were about noise, such as dogs barking, amplified music and building work. The County Council did not take a significant operational role in respect of anti-social behaviour and most of the work by Broadland was in partnership

with the police, the Council took the lead in anti-social behaviour, whilst the police led on more serious criminal matters.

The Chairman requested that the Committee's Work Programme be updated to include a further review of the Early Intervention Anti-Social Behaviour Officer pilot service to evaluate how successful the scheme had been in 12 Months.

In answer to a question about the success criteria of the pilot, the Assistant Director for Regulatory confirmed that officers were satisfied that the measures in place were sufficient to assess the pilot scheme and that these would be monitored closely, as it progressed.

The Chairman proposed, and it was agreed, to amend recommendation three to make a more robust affirmation of the Committee's support for the scheme.

Following a show of hands, it was;

AGREED

1. To receive the review of the Early Intervention Anti-Social Behaviour Officer pilot service to date, and to note that this matter will be brought back to the Committee once further information is available to evaluate the success of the pilot.
2. To consider the success criteria and progress to achieve them in section 3 of this report.
3. To commend the service provided to date and propose that the proposed extension of the Early Intervention Anti-Social Behaviour Officer pilot service to March 2024 subject to funding being secured.

The Committee adjourned at 10.49am and reconvened at 11.02am, when all the Committee members listed above were present.

68 REVIEW OF BUSINESS REGULATORY SUPPORT HUB PILOT SERVICE – REVIEW OF PROGRESS

The Assistant Director for Regulatory presented the report, which reviewed the progress of the Business Regulatory Support Hub pilot service following its introduction in January 2022.

Members were informed that the Council's Regulatory Service was responsible for inspecting business compliance and providing support and guidance, as well as enforcement.

The aim of the Business Regulatory Support Hub pilot service was to ensure that businesses had strong pro-active and balanced support for those businesses that the Council had a regulatory relationship with.

One of the planned outcomes of the pilot was to provide a shop window for Council services, including enhanced compliance services such as business start-up support and pre-inspection support.

The pilot tested the potential for the following two elements of service transformation:

- Extending the information and advice offer from the Council's Regulatory services to help businesses to maximise compliance with legal requirements and, as a result, protect the public and consumers.
- Connecting more closely a range of Council services with which businesses engage, so that when businesses contact one of them officers can help those businesses ensure they are fully informed about, and engaging with, others.

Section three of the report included nine success measures for the pilot scheme against which it could be assessed.

Members attention' was drawn to Appendix One to the report, which illustrated the range of contact points that were available to businesses, including licensing, planning, commercial waste, business rates, economic growth and training. The Business Regulatory Support Hub would act as a link to all these services when a start-up business first contacted the Council.

It was intended to seek £32,000 in external funding from the Shared Prosperity Fund, to allow an extension of the pilot to March 2024, in order to evaluate the scheme against the planned outcomes.

In response to a query about any areas that could be improved, the Food Safety and Licensing Team Manager advised members that raising awareness of the service was an area that could be improved to encourage further start-ups and existing businesses to take advantage of the service.

A member suggested that the report did not have enough hard data, with which to judge the success of the pilot so far.

In response, the Assistant Director for Regulatory confirmed that a set of success criteria had been used to design the pilot and it had taken from January to May this year to gather all the existing advice and information for the Regulatory Services for the launch of the pilot. The scheme was, therefore, at an early stage and it was anticipated that more hard data would be available as the scheme progressed.

A member commended the initiative which would be a valuable source of information for small businesses starting out. The Food Safety and Licensing Team Manager added that the advantage of this scheme was that it was a dedicated service for providing advice, instead of being a supplementary element of the enforcement work of the Environmental Health Officers. This

scheme would, therefore, reach businesses faster and more consistently than had previously been possible by operational services.

In answer to a question about advising businesses about reducing carbon emissions and success measures to demonstrate this the Assistant Director for Economic Growth informed the meeting that businesses would be signposted to the Economic Development Team and the Business Builder programme, which provided funding and advice to businesses in Broadland. As part of this businesses were encouraged to consider the green agenda in all of their planning and applications for funding. For example, pollution prevention, zero waste to landfill targets, car-pooling and cycling to work etc.

The answer to some queries from the Chairman, the Director for Place informed members that external funding would be sought to extend the period of the scheme, rather than drawing on the Council's base budget. Of the 187 enquiries for information, support and advice provided by the Business Regulatory Support Hub 61 percent of these were in South Norfolk and 39 percent in Broadland. These figures broadly equated to the number of businesses in each District.

The Chairman noted that most of the enquiries appeared to be from one person start-up businesses.

A member suggested that business continuity should be added as a stream of advice for new businesses. The Assistant Director for Regulatory confirmed that this information could be added to the list of connections cultivated by the Hub and that this would be taken forward as an action.

Another member asked about the format that information was made available in, and if disabilities were taken into account when providing advice.

In response, the Food Safety and Licensing Team Manager informed members that the first point of contact was in English, but translated material was available on a needs basis. The Assistant Director for Regulatory confirmed that the Hub was designed to be an accessible point of contact for businesses and to have the time available to meet individual needs. Firstly to identify what information would be useful and secondly to identify any information that the Council did not hold that could then be located and provided for the caller. Different formats could be provided and a lot of testing to ensure that the information delivered was accessible.

The Chairman proposed amending recommendation two to better reflect the level of support expressed by the Committee for the scheme. He suggested deleting 'To note' and replacing it with 'To support'.

The Chairman's proposal was agreed and following a show of hands it was unanimously:

AGREED

1. To receive the review on progress of the Business Regulatory Support Hub pilot service and make recommendations as appropriate, and to note that this matter will be brought back to the Committee once further information is available to evaluate the success of the pilot.
2. To support the proposed extension of the Business Regulatory Support Hub pilot up to March 2024 subject to confirmation of temporary Shared Prosperity Fund funding to enable longer pilot delivery, testing and evaluation.

69 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

The Chief of Staff (Monitoring Officer) updated the Committee on its Work Programme.

The progress reviews of the following two items would be added to the Work Programme for November 2023:

- Review of the Early Intervention Anti-Social Behaviour Officer Pilot Service
- Review of Business Regulatory Support Hub Pilot Service

The items scheduled for the 24 January 2023 meeting were: the Joint Budget meeting with Cabinet, the Housing Allocations Policy and the Community Safety Police and Crime Plan. It was hoped that a representative from the Police and Crime Commissioner would be in attendance for the last item.

In April the Committee would receive a presentation on Digital Connectivity – Better Broadband for Norfolk, as well as a report on the Council Partnership Register Review and the Annual Report of the Overview and Scrutiny Committee.

In respect of the Water-supply, management and climate change item that was scheduled for updates, as and when appropriate, members were informed that a £268,000 precept, was paid to the Broads Authority and Norfolk Rivers Internal Drainage Board and they were proposing a ten percent increase over four years. It was suggested that the Chief Executive of the Water Management Alliance be asked to attend a meeting of the Committee to explain why they were seeking this increase and to set out the proposed measures for ensuring water security for Norfolk residents in the future. Cllr Kelly suggested that an invitation to the January meeting, ahead of the budget, would be most appropriate. Members agreed with this as an action.

It was confirmed that normal business could continue during the pre-election period, so there were no restrictions on the Committee considering the items on the Work Programme scheduled for the 4 April 2023 meeting.

A Review of the move to the Horizon building would be placed on the Work Programme, with a date to be confirmed. The date of the move would be

confirmed following the procurement process and associated works were finalised.

A member expressed disappointment that the Horizon building was not going to have a changing place facility. The Monitoring Officer suggested that the member email the concern directly to her and the Managing Director for a response.

The date for the Peer Review Action Plan would be confirmed following the all-member workshop.

The Assistant Director for Individuals and Families had confirmed that the proposal for the Task and Finish Group Review of Housing Providers throughout Broadland had been scoped out. Once this was agreed by the Task and Finish Group in December a meeting would be arranged for early January 2023.

The Assistant Director for Finance reminded members that a Finance Workshop was held last week, which allowed for suitable questions to be formulated to ensure Cabinet were making appropriate decisions and drawing valid assumptions when setting next year's budget.

Members had been sent copies of the questions that were drafted as a result of the Workshop, which the Committee were requested to consider and agree for submission to Cabinet.

The Committee adjourned at 11.45am and reconvened at 11.49am, when all the Committee members listed above were present, except for Cllr J Davis and Cllr Karimi-Ghovanlou.

Members were informed that the Medium Term Financial Plan (MTFP) would be published along with the Budget.

The current budget figures had been based on the assumption that the Council's settlement from the Government would be the same as last year, but this would not be confirmed until the settlement was announced.

The following questions were agreed by the Committee.

1. What budget assumptions have been made regarding the disposal of Thorpe Lodge? And what would be the impact on the budget if the disposal is delayed, or the value achieved is less than anticipated, or if it was not sold?
2. What are the costs, risks and opportunities arising from the Council decision, on 13 October 22, to adopt an organisational 2030 target for achieving net zero carbon emissions? And how have these been factored into the 23/24 budgets?

3. The Council has seen a significant increase in homeless presentations and associated temporary accommodation costs. What assumptions are included in the 23/24 budget regarding these pressures? And what actions are being taken to mitigate these pressures?
4. The Capital Programme includes £7m for investment in Broadland Growth. How likely is this spend?
Will nutrient neutrality affect this investment?
Will the current economic climate affect this investment?
What return is anticipated on this spend?
If an investment is made in Broadland Growth how will the investment be overseen by Members?
If the return on this investment is intended to help fill the £1m funding gap in the MTFP, what if it fails to do so?
5. The capital budgets tend to be fixed amounts for each year i.e. £220,000 a year for the server and PC replacement programme. Should future years budgets be increased to take account of future inflationary pressures?
6. First Class Customer Service is a key Council priority. What changes are being made to the 23/24 budgets to help improve our customer service?
7. The Capital Budget includes a provisional allowance for investment in a Taverham hub. Will this amount be sufficient? And if successful, is their provision for expansion of this model to other locations?
8. It is understood that we are still in discussion with the waste contractor on the 'true up' provisions in contract. What assumptions are being made regarding the Waste Contract cost in the budget? And what risks are there if agreement is not reached prior to the budget being agreed?
9. The Council is looking to upgrade the Frettenham Depot. This is likely to include energy efficiency measures which will benefit the contractor as they will benefit from lower running costs. How will the Council ensure that it receives the benefit from the lower running costs?
10. How will nutrient neutrality effect planning income? And what assumptions have been made in the 23/24 budget relating to this?
11. What safeguards had been put in place to address the Council's financial position in the event that the financial settlement is less than anticipated?

(The meeting concluded at 12.03pm)

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 22 November 2022 at 10.00am when there were present:

Committee Members Present: Councillors: M Murrell (Chairman), N Brennan, P Bulman, S Catchpole, J Davis, N Harpley, S Holland, C Karimi-Ghovanlou, K Leggett and S Prutton.

Apologies: Councillors: G Nurden and S Riley.

Cabinet Members in Attendance: Councillors: J Emsell, J Leggett and F Whymark.

Officers in Attendance: The Director for Resources (D Lorimer), Chief of Staff (Monitoring Officer) (E Hodds), the Assistant Director for Finance (R Fincham), the Assistant Director for Planning (H Mellors), the Assistant Director for Individuals and Families (M Pursehouse), the Assistant Director for Economic Growth (G Denton), the Assistant Director for Community Services (S Phelan), the Strategy and Intelligence Manager (S Carey), the Capital and Treasury Accountant (D Slowther), the Senior Housing and Wellbeing Manager (R Dunsire), the Help Hub and Communities Senior Manager (K Gallagher), the National Management Trainee (E Howman), the Strategic Growth Projects Manager (N Cunningham), the Programme Manager (D Baillie-Murden), the Clean Growth and Sustainability Manager (A Sommazzi), the Environmental Coordinator (K Burns) and the Democratic Services Officer (L Arthurton).

70 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr G Nurden and S Riley.

71 DECLARATIONS OF INTEREST

In respect of item 78 (Electric Vehicle Charging Point Installation on Council Owned Land) and in the interest of openness and transparency Cllr J Davis declared that he was the Company Secretary, Norwich Community Solar.

CABINET REPORTS

72 STRATEGIC PERFORMANCE AND FINANCE REPORT FOR QUARTER 2 2022/23

The Strategy and Intelligence Manager introduced the report, which provided an overview of the performance of the Council against the key outcomes set out in the Delivery Plan for 2022/24. In order to improve future performance reporting it was proposed to bring forward an additional performance and finance report in Quarter 3 each year.

The Committee was advised that 18 measures had met the green year-end success criteria. Nine measures had not met the year-end target and were rated amber. No measures had been rated red (not meeting their target by a significant amount).

In response to a query about delays in some project delivery timescales, members were directed to the column in the Delivery Plan, which explained the rationale for any delays for individual projects. For example, the review process of Freedom of Information Requests, which had been paused as this was likely to be implemented as part of the Customer Relationship Management software.

In answer to a question about a possible reduction in planning income caused by nutrient neutrality, the Assistant Director for Planning advised members that there were some undetermined Planning Applications that were delayed subject to nutrient neutrality mitigation measures. Overall, this should not adversely affect Planning income, but could delay the receipt of some fees until the following Financial Year. A report on a Programme of Mitigation for Nutrient Neutrality would be brought to Cabinet in the New Year.

In respect of the measure for progress towards delivery of the predicted £8.6m savings through collaboration, which was rated amber, the Assistant Director for Finance informed members that some of the savings had been delayed due to the impact of the pandemic. The forecast was currently for around £8.4m in savings for the five year period, but it was expected that this savings gap could be closed by year five. Members were referred to the papers of the Collaboration Working Group for details of the individual savings.

In answer to a question about the adverse variance against budget of £311,000, in Community Services the Assistant Director for Finance informed the meeting that this gap was mainly due to a saving made when the Waste Contract was re-tendered which reduced the cost baseline and inflationary pressures that had arisen since the contract was agreed. Discussions with the contractor in respect of this issue were ongoing.

In reference to the £3m allocated to Broadland Growth Ltd to fund development, members were advised that this sum would be carried forward, until a suitable scheme was agreed.

In answer to a query about staff retention, which was rated amber, the Committee was informed that recruitment was proving difficult, which reflected the national picture. To address this a more targeted advertising approach was being taken. To complement this a new and improved induction process had been rolled out across the Council to encourage better staff retention. Work was also currently underway to benchmark against the Council's local government family and local authority neighbours. This information would be reported back in the Quarter 3 performance report.

The Committee was informed that it was proposed that Land Charge fees be increased to better reflect the level of work required. Previously this had not been covered by the fees and a significant proportion of the cost had fallen on Council Tax payers.

In response to a query about ongoing support for infrastructure once it had been delivered through the Greater Norwich Growth Board, members were informed that this was a question that would be better put forward when the Greater Norwich Five Year Infrastructure Investment Plan was considered in the New Year.

In answer to a question about the £135,000 capital budget for remote working being brought forward to 2022/23; members were informed that an upgrade had always been scheduled, but with the move to the Horizon building it was considered that it was an appropriate time to bring it forward.

Following a show of hands it was unanimously:

RECOMMENDED TO CABINET

1. Note the revenue and capital position for Quarter 2 (variance details in Appendix 1).
2. Note the 2022/23 performance for Quarter 2 (detail in Appendix 2).
3. Note the mid-year update of the 2022/24 Delivery Plan (detail in appendix 3).

4. Approve the proposed change in reporting frequency which will bring forward an additional performance and finance report to Cabinet in Quarter 3 each year.
5. Recommend to Council the land charge fees and charges as detailed in paragraph 3.28
6. Recommend to Council that the 23/24 Remote working Capital Budget of £135,000 is brought forward to 22/23.

73 TREASURY MANAGEMENT QUARTER 2 REPORT 2022/23

The Capital and Treasury Accountant introduced the report, which reviewed the treasury management activity during the first six months of the financial year 2022/23 and reported on the prudential indicators.

The Committee was informed that interest rates had increased significantly since the budget was agreed in February and the Council had taken advantage of this by the use of fixed term investments, some of which had reached five percent.

Members were informed that income received on investments during the financial year was forecast to be around £1,109,600, which is £706,900 above the budget of £403,700. There had been no need to externally borrow so far this financial year and there had been no breaches of the Council's Prudential Indicators.

In response to a query about investments made with countries that had subsequently been removed from the list of countries that met the Council's ethical investment criteria, it was confirmed that this information would be provided to the Committee following the meeting. Currently the majority of the Council's investments were in the UK.

It was emphasised that the main aim of the Council's investment strategy was to maximise the security of its investments, which could be at the expense of yield if necessary.

Members were advised that the return on investments was countered by inflationary pressures, but overall the Council remained in a positive financial position due to its prudent level of reserves.

Following a show of hands, it was unanimously:

RECOMMENDED TO CABINET

1. Endorse the treasury activity for the first half of the year and that it complies with the agreed strategy.
2. Note the 2022/23 prudential indicators for the first six months of the year.

74 BEST IN CLASS HOUSING – TEMPORARY ACCOMMODATION

The Assistant Director for Individuals and Families introduced the report, which set out a plan to address the anticipated increase in demand for temporary accommodation in the District.

The Committee was advised that the Council had a strong track record of delivering housing services and was highly rated by its partner organisations. However, due to the worsening economic climate, the Council was facing a significant increase in homelessness, caused by the pandemic, the cost of living crisis and pressures on housing stock.

To address this issue it was proposed to increase the amount of temporary accommodation stock that the Council directly owned and managed, by 43 units. This investment would help mitigate the increasing costs of funding bed and breakfast accommodation, which had risen from £35 to £50 per night since 2020.

It was confirmed that the Council sought to ensure that people fleeing domestic violence were housed in secure properties at a safe distance away from their original dwelling. This was an advantage of having One Team working over two Districts. The Housing Team was also working towards Domestic Abuse Housing Alliance accreditation for its work.

The Portfolio Holder for Communities, Housing and Planning emphasised that the proposal would help support the Council's most vulnerable residents, through a well-considered investment that could be sold in the future if the need for temporary accommodation receded. He commended the report and asked members to give it their support

In answer to a final question, it was confirmed that the Council had a number of grants and funds available to help residents stay in their own homes and that temporary accommodation was only used as a last resort.

Following a show of hands, it was unanimously

RECOMMENDED TO CABINET

1. Delegate authority to the Assistant Director of Individuals and Families, in consultation with the Section 151 Officer, the Portfolio Holder for Communities, Housing and Planning Policy and the Portfolio Holder for Finance to purchase individual properties up to £750,000.

Cabinet is asked to recommend to Council to:

2. Create an additional capital budget of £1,356,000, to purchase additional temporary accommodation and to capitalise the staff costs of any purchases.
3. To increase the current allocated opportunities reserve from £900,000 to £1,000,000, to facilitate the purchase of a property and pay for the renovation works to make the property ready for use.
4. To agree to the increase in establishment of 1 x FTE officer for every additional purchase of 10 units of temporary accommodation, which will be paid for by the additional income received from those properties.

The Committee adjourned at 11.00am and reconvened at 11.12am, when all the Committee members listed above were present.

75 **REPORT ON BROADLAND DISTRICT COUNCIL'S COST OF LIVING RESPONSE**

The Help Hub and Communities Senior Manager introduced the report, which set out the Council's response to the cost of living crisis.

Members were reminded that key areas of high inflation were currently transport, food and energy and it was anticipated that 33 percent of people in the UK would be in fuel poverty after April 2023. Vulnerable groups included those on benefits and low income, the elderly and lone parents.

To help support vulnerable residents a programme had been developed with the following four work streams:

- **Living Well** – ensuring residents had necessities such as energy, housing, food, and household items.
- **Participating in Daily Life** – reducing isolation and ensuring they felt safe and able to be part in their local communities and carry on with their daily life.
- **Our Businesses** – support for businesses through targeted grant provision and regulatory advice.
- **Our Staff** – support and training to help staff deal with rising demand for our services, alongside the personal impacts of the crisis.

Work currently being undertaken included, the funding of community warm spaces across the District and an Energy Rebate Scheme to support residents across Broadland who were on a low income and needed help with increases to their energy bills. The Council also offered debt, welfare, and

budgeting support through the Help Hub and a Household Support Fund to provide grant support to help cover the costs of household bills or essential items for those in need.

It was emphasised that in order to ensure that this support reach those in need the Help Hub was being promoted as the key point of contact.

To identify households that might be in need a new LIFT (Low Income Family Tracker) tool would also be used, so that support could be targeted and prioritised.

In answer to a query it was confirmed that the Energy Rebate Scheme was flexible and could provide support on a case by case basis.

Members were informed that their suggestions were welcomed and would be followed up to improve the support offered by the Council. The Committee was also advised that to support staff a series of internal workshops would be held to share best practices and referral pathways to help frontline workers manage the expected increase in demand from residents.

The Committee was also informed that part of the Living Well work stream included access to food through foodbanks, social supermarkets and community fridges.

It was reiterated that the first point of contact for residents in need of support was the Help Hub. A fact sheet summarising the services available would be forwarded to members following the meeting.

Following a show of hands, it was unanimously

RECOMMENDED TO CABINET

1. Endorse the current programme and direction of travel of the council to support the rise in cost-of-living, as set out in this report, and
2. Comment on other potential areas to explore.

76 ANTI-SOCIAL BEHAVIOUR POLICY

The Assistant Director for Individuals and Families introduced the report, which proposed a new Anti-Social Behaviour Policy for adoption.

The Committee was advised that it was proposed that a common Anti-social Behaviour Policy approach be adopted with South Norfolk Council as a collaborating partner, to reflect common geographic and community concerns across both districts.

Members were informed that the policy was very much about early intervention to prevent problems escalating.

Following a show of hands, it was unanimously

RECOMMENDED TO CABINET

1. Cabinet to recommend to Council to agree the adoption of the proposed Anti-social Behaviour Policy at Appendix 1.

77 RURAL ENGLAND PROSPERITY FUND

The Strategic Growth Projects Manager introduced the report, which sought approval for Broadland's Rural England Prosperity Fund (REPF) proposal.

The REPF funded capital projects to support business development, farm business diversification and community infrastructure with the aim of improving productivity generating growth to strengthen the rural economies and communities.

The Council had been allocated £569,552, subject to the receipt of a compliant proposal. The report proposed that the funding should focus on the Supporting Business Investment Priority comprising £319,552 for business grants and up to £250,000 to purchase a key piece of food processing equipment to be located at the Broadland Food Innovation Centre, which could actively support the growth plans of a number of micro and small food and drink businesses.

A member suggested that the proposed allocation for the equipment should be spread across a number of projects across the District, instead of purchasing one piece of equipment. In response, the meeting was informed that the project would benefit a large number of micro and small businesses over the course of its life and would more enable locally grown food to be processed locally.

Another member suggested that farmers should be supported through the fund, instead of the proposed project. In response, the meeting was informed that eligible County Farms would be allowed to bid for grant funding.

The Committee was advised that although there was a deadline of 30 November 2022 to inform central Government of the proposed two year investment plan, a detailed piece of work would be undertaken to identify and specify the most useful piece of equipment to deliver the maximum levels of growth. It was also confirmed that any substantive changes to the principal areas of investment would be brought back to Cabinet for approval.

Following a show of hands, with five in favour, four against and one abstention it was:

RECOMMENDED TO CABINET

1. Approve the principal areas of investment as set out in section 4 of this report.
2. Delegate to the Director of Place, in consultation with the Section 151 Officer, the Managing Director and the Leader of the Council, for the sign off and submission of an addendum to the UKSPF investment plan to meet the requirements of the funding.
3. Delegate to the Director of Place, in consultation with the Section 151 Officer, the Managing Director and the Leader of the Council, to make any non-substantive changes to the principal areas of investment as required by the Department for Environmental, Food and Rural Affairs.
4. Recommend a mid-point review of the Rural Business Builder grant programme in March 2024.

78 ELECTRIC VEHICLE CHARGING POINT INSTALLATION ON COUNCIL OWNED LAND

The Clean Growth and Sustainability Manager introduced the report, which sought approval for the installation of Public Electric Vehicle Charging Points (EVCP) infrastructure within Council carparks.

The report proposed that the Council awarded a contract to a third-party supplier for an end-to-end delivery solution. This meant that the supplier would pay the Council an annual licence fee for any EVCPs and be responsible for funding and delivering the necessary civil engineering works, as well as the ongoing management, maintenance and operation of EVCPs on Council owned and managed carparks.

The licences would be for a ten year period, with an option for a further five year extension.

It was confirmed that tenderers for the contract would be required to ensure that their charges were competitive.

Following a show of hands, it was unanimously:

RECOMMENDED TO CABINET

1. Agree to the principle that EVCPs should be installed at council owned and managed carparks.
2. Delegate to the Assistant Director of Economic Growth, in consultation with the Portfolio Holder for Economic Development, decisions regarding an award of contract to a third-party supplier

3. Agree to explore, as per Economic Success Policy Members recommendation, solar canopy carports and the role they may play in supporting with a phase two roll out of EVCP infrastructure as an additional project.

79 ENVIRONMENTAL STRATEGY & DELIVERY PLAN

The Clean Growth and Sustainability Manager introduced the report, which recommended the approval and adoption of an updated Environmental Strategy and the associated Delivery Plan.

The report also proposed amending the scheme of delegation to agree that the Assistant Director for Economic Growth, in consultation with the Portfolio Holder for Environmental Excellence, had the authority to agree additional environmental projects to be funded from the Environmental Projects Reserve.

Members were advised that the revised Strategy has been drafted to replace the one agreed in 2020 and to demonstrate the Council's achievements to date and to set more ambitious environmental targets.

The revised Strategy included the following two new key commitments:

- 2030 net-zero target for organisational emissions; and
- A commitment to align to the Government's 2050 target for wider District decarbonisation.

The Environmental Strategy and Delivery Plan would continue to be living documents, updated regularly to ensure they continued to address local priorities and opportunities. Progress against activities would be presented to Members as part of existing performance management reports.

In answer to a question about community projects, the meeting was informed that there were a number of schemes embedded in the Strategy, such as tree planting and that one of the outcomes of this was to engage with community groups to meet tree planting targets. There were also events at Broadland Country Park, to promote biodiversity and engage people with the projects taking place there.

The Council also provided support for the development of neighbourhood and community led plans, which encouraged a proactive approach to mitigating and adapting to climate change by considering issues such as, flooding, water supply and biodiversity.

The Portfolio Holder for Environmental Excellence commended the revised Strategy and Delivery Plan and informed the meeting that the Council could also provide community tree grants of up to £1,000. Green loans were also available and would be subject to a publicity campaign in the New Year.

It was emphasised that the Strategy aimed to meet the main ambitions of the Council and move quickly to the 2030 net-zero target for emissions. At the same time the Council would welcome suggestions for smaller community led projects that it could support, as part of the green agenda.

A member suggested that the Council should draft a Planning Policy Statement to ensure that new developments met minimum environmental standards, as had been done at other Planning Authorities.

The Assistant Director for Economic Growth confirmed that he would pass on this suggestion to his colleagues in the Planning department.

Following a show of hands, it was unanimously

RECOMMENDED TO CABINET

1. Approve and adopt an updated Environmental Strategy (Appendix 1)
2. Approve and adopt the Delivery Plan (Appendix 2)
3. Amend the delegation agreed by Cabinet in December 2021 and agree that the Assistant Director for Economic Growth, in consultation with the Portfolio Holder for Environmental Excellence, has the authority to agree additional environmental projects to be funded from the Environmental Projects Reserve, each project to be no more than £100,000 in value.

80 EXCLUSION OF THE PRESS AND PUBLIC 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.

81 FRETtenham DEPOT - AWARD OF REDEVELOPMENT CONTRACT

The Assistant Director for Community Services introduced the exempt report, which sought approval for capital funding for the redevelopment of the Frettenham depot.

Following consideration of the report and a show of hands, it was

RECOMMENDED TO CABINET

To agree the recommendations as set out in the report.

(The meeting concluded at 12.17pm)

Chairman



CABINET

Minutes of a meeting of Cabinet held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich, on Tuesday 1 November 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.

Other Members in Attendance: Councillors: S Holland, G Nurden and S Riley

Officers in Attendance: The Managing Director (T Holden), Director of Place (P Courtier), Chief of Staff (Monitoring Officer) (E Hodds), Assistant Director of Finance (R Fincham), Assistant Director ICT/Digital and Transformation (C Lawrie), Assistant Director – Community Services (S Phelan), Strategy and Planning Lead (R Webber), Democratic Services Manager (C White).

48 MINUTES

The minutes of the meeting of Cabinet held on 20 September 2022 were agreed as a correct record.

49 OVERVIEW AND SCRUTINY COMMITTEE

The Vice-Chairman of the Overview and Scrutiny Committee advised Members on the views expressed by the Committee when it reviewed the Cabinet Agenda on 25 October 2022, as each item was considered.

50 SERVICE IMPROVEMENT AND EFFICIENCY COMMITTEE

Cabinet received the Minutes of the meeting of the Service Improvement and Efficiency Committee held on 17 October 2022.

Minute 10 - *Minute no: 4 – Collaboration Work Group.*

The Portfolio Holder for Transformation and Organisational Development drew members' attention to the above minute and advised members that following a meeting with the Leader a further report would be made to the next meeting of the Committee on progress with the Collaboration Working Group Report and that members of the Working Group would be invited to attend the meeting.

51 FIRST CLASS CUSTOMER SERVICE – CUSTOMER EXPERIENCE, PHASE ONE

The Assistant Director for ICT/Digital and Transformation introduced the report, which proposed initiating a discovery phase to explore the delivery of a first-class customer experience, via a Customer Relationship Management (CRM) system.

She advised Cabinet that recommendation 2 in the report should be amended to the following:

- 2. To utilise Broadland District Council's contribution of £49,500 from the Earmarked Reserves agreed by Cabinet on 26 April 2022 on consultancy resource to support in the development of a full outline business case.*

Cabinet was informed that as part of the One Team collaboration, work had been undertaken to consolidate the Council's systems and as customer demand continued to increase this now needed to focus on how the Council delivered services.

The ICT and Digital Strategy set out a commitment to use technology in order to transform the delivery of services, so that they were more effective and efficient. It was, therefore, proposed to explore if digitising services via a CRM would free up capacity to do more value added services with less.

The Discovery Phase outputs would provide a full costed business case and work programme for the delivery of a CRM and would be brought back to Cabinet for determination upon its completion.

The Portfolio Holder for Transformation and Organisational Development noted the importance of improving customer service and that this project would assess how the Council was currently performing, how this could be improved and the put forward a full business case for introducing a CRM.

In response to a query the Assistant Director for ICT/Digital and Transformation confirmed that the £49,500 would include the cost of a full business case.

In response to a query about systems being used by other local authorities and if the business case would identify any preferred software, the Assistant Director for ICT/Digital and Transformation advised members that there were two types of CRM; Enterprise and

Low-Code. Enterprise software was for large complex organisations, whilst Low-Code was an approach that required little to no coding in order to build applications and processes. The Discovery Phase would explore which system was appropriate for the Council. The business case would not recommend a software provider, as a procurement process would need to be undertaken if a decision to go ahead with a CRM was made.

In answer to queries about the examples of the benefits of a CRM cited in the report and the procurement route Assistant Director for ICT/Digital and Transformation confirmed that some of the examples in the report were county councils and that the benefits for Broadland would be better explored through the Discovery Phase. Examples of how a CRM could improve customer choice were through additional contact channels (online portal, chat, etc.), which did not require costly human intervention, could replace poor work practices and provided efficiencies. In terms of the procurement route a direct award approach would be taken using the Council's Procurement Framework.

The Leader confirmed that when the full business case was presented to Cabinet it would include the benefits that could be realised for the Council.

In response to a question about the total cost of the project the Assistant Director for ICT/Digital and Transformation that the figure of £110,000 in the report was based on the procurement and configuration phase for the CRM.

The Vice-Chairman of the Overview and Scrutiny Committee advised the meeting that the Committee had been broadly in favour of going ahead with the Discovery Phase. Some concerns had been raised that the implementation of a CRM might result in residents no longer being able to contact the Council by telephone; but members had been reassured that this was not the case.

In response, the Leader emphasised that if a CRM system was introduced all communication channels to the Council would remain open.

Following a show of hands it was unanimously:

RESOLVED

1. To agree to initiate the discovery phase as the first phase towards establishing the current state, the future state and the underpinning technology to inform a fully-costed business case for investment to deliver a First-Class Customer Service; and
2. To utilise Broadland District Council's contribution of £49,500 from the Earmarked Reserves agreed by Cabinet on 26 April 2022 on consultancy resource to support in the development of a full outline business case.

Reasons for Decision

To explore the introduction of a CRM in order to provide an improved customer experience and meet the Council's strategic objectives.

52 PEER REVIEW FEEDBACK AND ACTION PLAN REPORT

The Managing Director introduced the report, which presented an overview of the Local Government Association Peer Challenge, which took place between the 11 and 15 July 2022.

The Peer Team had conducted a sector led review of the Council and provided pointers in areas where the Council could improve its performance.

As a result of the review a report had been produced that provided a number of recommendations and from this feedback an Action Plan for their implementation had been developed. In accordance with the Local Government Association's guidance the Peer Challenge Report and associated Action Plan should be published within six weeks and the Peer Team should be invited to return in six months' time to review progress with the recommendations.

Cabinet was informed that the Peer Team had been very complimentary about the work being undertaken across both Councils and what they had achieved through collaboration.

Recommendations had been made where areas for improvement had been identified, but as they had noted, this should be borne in the context of a Report that the lead Chief Executive in the Peer Team had said she 'would be envious of receiving at his Council'.

The Leader noted that the Review was a snapshot in time that looked at where the Council currently was and where it was going. The Report had identified where the Council was doing well and where it was not doing so well, so that these areas could be looked at and improved. However, this was in the context of a very positive overall report. The review also took place at a time when the move to a single building was being looked at, which meant that there had been some uncertainty for both members and officers.

The Leader proposed the recommendations in the report and noted that following its adoption the Action Plan would go to a Broadland and South Norfolk all member workshop in order to provide input and feedback to enhance and develop it for implementation.

In seconding the proposal the Portfolio Holder for Finance informed the meeting that she was proud of the report and that the Council was seen as a partner of choice across Norfolk and that it was considered to have sound financial management.

The Portfolio Holder for Economic Development noted how positive the Report was and how it had identified Broadland as a Place Leader. The work and investment into the Food Innovation Centre, had also been commended. She thanked the Managing Director and all the staff for getting Broadland in such a favourable place and that the Report confirmed that collaboration had been the correct route for the Council to take.

The Portfolio Holder for Transformation and Organisational Development suggested that undertaking a Peer Review at a time when the Council was preparing to move to new premises, as well as coming out of the pandemic and moving forward with collaboration was a brave thing to do that underlined the confidence that the Council had in the way it was progressing.

The Portfolio Holder for Communities, Housing and Planning noted how positive the report was in many areas, such as collaboration, housing allocation and the Help Hub, which was singled out as a best practice example of strategic working. The report also highlighted that further opportunities for partnership working would become available when the move to the Horizon building was completed. He emphasised that, as recommended in the Action Plan, the Council should better publicise the excellent work that it is doing.

The Portfolio Holder for Environmental Excellence echoed many of the comments already made and noted that it was a very positive Report, which had identified a 'huge ambition for place' across both districts, as well as a strong track record of delivery by the Council.

In summary, the Leader advised the meeting that he was immensely proud of the Council and the One Team and the levels of service that they provided despite being faced with significant challenges. In particular, the excellent work to support residents and businesses during the pandemic and that the Council had come out of this much stronger than before. He also noted that the Council had not been particularly good at publicising the very good work that it did and this was an area where improvements could be made and that by implementing the constructive recommendations made by the Peer Review Team, both Councils could make even greater improvements in the services they delivered across their respective districts.

Following a show of hands it was unanimously:

RESOLVED

1. Approve the publishing of the Peer Review Report, and;
2. Adopt the Peer Review Action Plan.

The Vice-Chairman of the Overview and Scrutiny Committee advised the meeting that the Committee had made an alternative recommendation 2, which proposed that an all-member workshop be arranged to consider the Action Plan, as some of the recommendations were not clear in respect of resource, finance and structure. Members had also requested that progress with the Action Plan be reported back to the Committee.

In response, the Leader pointed out that an all-member workshop was to be held to consider the Action Plan and that the subsequent development and delivery of the Action Plan would be brought back to Cabinet for approval, which would accord with the recommendation that had been made by the Overview and Scrutiny Committee.

The Managing Director added that the recommendation by the Overview and Scrutiny Committee for an all-member workshop had been very helpful and would be a good

means of unpacking the report for the wider membership of both Councils and assessing how the recommendations in the Action Plan could be taken forward and implemented.

Reasons for Decision

To commit to the recommendations in the Action Plan in order to further develop, enhance and improve the performance of the Council.

53 FRETtenham DEPOT AWARD OF REDEVELOPMENT CONTRACT

This item was deferred to the 29 November 2022 meeting of Cabinet.

54 FORWARD PLAN

Cabinet noted the Forward Plan.

(The meeting concluded at 6.42 pm)

Chairman

CABINET

Minutes of a meeting of Cabinet held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich, on Tuesday 29 November 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.

Other Member in Attendance:

Councillor: M Murrell.

Officers in Attendance:

The Managing Director (T Holden), the Director for Resources (D Lorimer), the Director of Place (P Courtier), the Director for People and Communities (J Sutterby), the Chief of Staff (Monitoring Officer) (E Hodds), the Assistant Director of Finance (R Fincham), the Assistant Director for Regulatory (N Howard), the Assistant Director for Community Services (S Phelan), the Assistant Director for Economic Growth (G Denton), the Assistant Director for Planning (H Mellors), the Capital and Strategy Accountant (D Slowther), the Housing and Wellbeing Senior Manager (R Dunsire), the Help Hub and Communities Senior Manager (K Gallagher), the Strategic Growth and Projects Manager (N Cunningham), the Clean Growth and Sustainability Manager (A Sommazzi), the Community Safety Interventions Lead (T Munro), the Environmental Coordinator (K Burns) and the Democratic Services Manager (C White).

55 MINUTES

The minutes of the meeting of Cabinet held on 1 November 2022 were agreed as a correct record.

56 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 22 November 2022, as each item was considered.

57 ENVIRONMENTAL EXCELLENCE POLICY DEVELOPMENT PANEL

Cabinet received the minutes of the meeting held on 20 October 2022.

58 ECONOMIC SUCCESS POLICY DEVELOPMENT PANEL

Cabinet received the minutes of the meeting held on 7 November 2022.

59 COMMUNITIES, HOUSING AND PLANNING POLICY DEVELOPMENT PANEL

Cabinet received the minutes of the meeting held on 2 November 2022.

60 STRATEGIC PERFORMANCE AND FINANCE REPORT FOR QUARTER 2 2022/23

The Director for Resources introduced the report, which provided an overview of the performance of the Council against the key outcomes set out in the Delivery Plan for 2022/24.

Members' attention was drawn to page 41 of the Agenda (Performance Dashboard Overview), which set out the 27 performance delivery measures used to analyse performance according to red, amber and green ratings. During the Quarter 2 period, 18 measures had met the green year-end success criteria; no measures had been rated red and nine measures had not met the year-end target and were rated amber. The measures rated amber would be monitored and mitigations put in place, where necessary. Appendix 2 to the report provided more detailed analysis of the measures and Appendix 3 was an updated Delivery Programme.

Cabinet was asked to note that the cost of living crisis was likely to impact on performance measures going forward. A report on the work being undertaken by the Council to address these issues would be considered by Cabinet later in the meeting.

The Assistant Director for Finance informed members that inflationary pressures had led to overspends in the Waste Service, where the cost of fuel had increased and in Housing, which had seen an increase in homelessness and demand for temporary accommodation. A report on proposed mitigation measures for temporary accommodation would be considered in more detail later in this meeting.

Cabinet was informed, however, that these cost pressures were being offset by the Council's buoyant investment income due to increasing interest rates, which were now reaching four percent. This was resulting in a predicted underspend for this financial year. Capital expenditure during this period would be around £10.775m; the main schemes funded would be the Food Innovation Centre and the Horizon Building.

Cabinet was advised that there were two additional recommendations in the report. These were an increase in land charge fees and charges and to bring forward the Capital Budget of £135,000 for remote working from 2023/24 to 2022/23.

The Portfolio Holder for Finance noted the economic pressures facing the Council and the welcome increase in income, which would offset this. She advised members that it was the duty of the Council to recover the costs for its services and that it was right that the cost of land charge searches should fall on those requesting them, rather than the general Council Tax payer. Areas to also note in the report were the high level of Council Tax and Business Rates collection and the level of support that was offered to those that were having difficulty in paying them.

The Portfolio Holder for Environmental Excellence highlighted the draft recycling rate for 2021/22, which was 50.6 percent (21.4 dry recycling and 29.2 green recycling). Since an expanded kerbside collection scheme was introduced in April the Council had also collected 80 tonnes of textiles, small electrical items and batteries, which would have previously gone into residual waste.

In respect of food waste collection the Portfolio Holder for Environmental Excellence suggested that the number of caddies put out should be measured, rather than the tonnage collected, as reducing food waste was to be encouraged.

The Portfolio Holder for Communities, Housing and Planning drew members' attention to the measure for the number of residents supported in living independently and the number of grants and adaptations available to allow residents to remain in their homes. He also highlighted the number of planning decisions being made within statutory timescales, which was well above national targets.

The Portfolio Holder for Economic Development highlighted the external funding of £1.3m to support growth received from the UK Shared Prosperity Fund and nearly £570,000 of capital funding from the Rural England Prosperity Fund to support rural businesses. Also members were asked to note the Business Builder scheme that was funded through the Norfolk Strategic Fund, which was providing support, training, mentoring and grant aid for local businesses.

Minor typographical errors were pointed out on pages 85 and 89 of the report.

The Portfolio Holder for Transformation and Organisational Development informed the meeting that a lot of work was being undertaken on reaching the target for customer satisfaction. This was a new measure that was being developed during a challenging time and when Council services were under significant pressure. However, he was pleased that it was moving in the right direction. Staff satisfaction and staff absences were both rated green and it was anticipated that this would be maintained after the move to the Horizon building. Staff retention was projected to be slightly above the 90 percent target and it was notable that this was a problem nationally. However, the Council was increasing the percentage in the workforce in apprenticeships or graduate roles, which was a very positive development.

The Leader commended the report, which he noted demonstrated how well the One Team was working.

Following a show of hands it was

RESOLVED

To

1. Note the revenue and capital position for Quarter 2 (variance details in Appendix 1).
2. Note the 2022/23 performance for Quarter 2 (detail in Appendix 2).
3. Note the mid-year update of the 2022/24 Delivery Plan (detail in appendix 3).
4. Approve the proposed change in reporting frequency which will bring forward an additional performance and finance report to Cabinet in Quarter 3 each year.

RECOMMENDED TO COUNCIL

1. To approve the land charge fees and charges as detailed in paragraph 3.28; and
2. That the 23/24 Remote working Capital Budget of £135,000 is brought forward to 22/23.

Reasons for Decision

The report was factual account.

61 TREASURY MANAGEMENT QUARTER 2 REPORT 2022/23

The Capital and Treasury Accountant introduced the report, which reviewed the treasury management activity during the first six months of the financial year 2022/23 and reported on the prudential indicators.

Cabinet was informed that interest rates had increased significantly since the budget was agreed in February and the Council had taken advantage of this by the use of fixed term investments, some of which had reached five percent. Interest rates appeared to be levelling off now to between 3.5 to 4 percent.

Income had been derived from a number of sources including cash balances, money market funds, long-term investments and a diversified income fund. There had been no need to externally borrow so far this financial year and there had been no breaches of the Council's Prudential Indicators.

The Portfolio Holder for Finance advised the meeting that she was pleased to see there had been no breaches of the Prudential Indicators and that the increase in investment income had been achieved whilst meeting the ethical standards set by the Council.

The Leader commended the very healthy return on investments being achieved by the Council.

Following a show of hands, it was unanimously:

RESOLVED

To

1. Endorse the treasury activity for the first half of the year and that it complies with the agreed strategy; and
2. Note the 2022/23 prudential indicators for the first six months of the year.

Reasons for Decision

The report was a factual account.

62 BEST IN CLASS HOUSING – TEMPORARY ACCOMMODATION

The Assistant Director for Individuals and Families introduced the report, which set out the Council's response to the anticipated increase in demand for temporary accommodation in the District.

Cabinet was advised that Broadland had a strong track record of delivering housing services and was highly rated by its partner organisations. However, due to the worsening economic climate, the Council was facing a significant increase in homelessness, caused by the pandemic, the cost of living crisis and pressures on housing stock.

To address this issue it was proposed to increase the amount of temporary accommodation stock that the Council directly owned and managed to 43 units. This investment would help mitigate the increasing costs of funding bed and breakfast accommodation.

Cabinet was also informed that regionally there had been a 26 percent reduction in the private rental sector and a 19 percent increase in rents. The number of repossessions was also increasing, as were rent arrears. These factors were all increasing demand on the housing service.

The prevention of homelessness in the first place was a key priority of the Council and to allow the Core Team to focus on this it was proposed that additional staff be recruited for every ten units of temporary accommodation. The cost of these staff would be paid for by the additional income and would be at nil cost to the Council.

The extra properties would be managed by the One Team, which would be operating with the advantage of being able to locate residents in either District if necessary. However, the authority which owed the homelessness duty would pay for the accommodation costs. Moreover, each Council would retain its own stock and be responsible for costs and maintenance.

The Portfolio Holder for Communities Housing and Planning emphasised that the report was about people more than buildings and it was a response to a number of factors that were out of the control of the Council. The proposal in the report would help mitigate the

unsustainable costs of funding bed and breakfast accommodation and would allow for temporary accommodation to be managed to the right quality for the residents that the Council owed a duty to. He proposed the recommendations in the report for approval, subject to amending recommendation 1, to remove the delegation for the purchase of individual properties to the Portfolio Holder for Communities Housing and Planning. In seconding the proposal, the Portfolio Holder for Finance commended the aim to make the energy efficiency of a property part of the criteria for selection, with the commitment to make them carbon neutral as soon as financially possible.

In response to a query about the number of properties to be purchased it was confirmed that the total target was 43 temporary accommodation units per Council.

The Leader noted that this proposal was people focused, forward looking and investing in a solution to address the increasing demand on both the Council's finances and its housing service.

Following a show of hands, it was unanimously

RESOLVED

To delegate authority to the Assistant Director of Individuals and Families, in consultation with the Section 151 Officer and the Portfolio Holder for Finance to purchase individual properties up to £750,000.

RECOMMENDED TO COUNCIL

1. To create an additional capital budget of £1,356,000, to purchase additional temporary accommodation and to capitalise the staff costs of any purchases;
2. To increase the current allocated opportunities reserve from £900,000 to £1,000,000, to facilitate the purchase of a property and pay for the renovation works to make the property ready for use; and
3. To agree to the increase in establishment of 1 x FTE officer for every additional purchase of 10 units of temporary accommodation, which will be paid for by the additional income received from those properties.

Reasons for decision

To respond to an increase in demand for Temporary Accommodation in the District.

63 REPORT ON BROADLAND DISTRICT COUNCIL'S COST OF LIVING RESPONSE

The Help Hub and Communities Senior Manager introduced the report, which set out the Council's initial response to the cost of living crisis and asked Cabinet to support the proposals in it.

Members were reminded that key areas of high inflation were currently transport, food and energy and it was anticipated that 33 percent of people in the UK would be in fuel poverty

after April 2023. Vulnerable groups included those on benefits, low income households, people of pensionable age, families with children and lone parents.

The overarching aim set out in the report was to enable residents, employees and businesses to weather the impacts of the cost of living crisis now and in the future. This accorded with the strategic aims of the Council to grow the economy, support individuals, empower communities and protect and improve the natural and built environment, whilst maximising quality of life.

To help support vulnerable residents a programme had been developed with the following four work streams:

- **Business Support** – including the Business Builder and Regulatory Support.
- **Staff** – support and training to help staff deal with the rising demand on services, alongside the personal impacts of the crisis.
- **Living Well** – ensuring residents had the necessities for everyday life.
- **Participating in Daily Life** – allowing residents to be part of their local communities and carry on with their daily lives.

Work currently being undertaken included, the funding of community warm spaces across the District and an Energy Rebate Scheme to support residents across Broadland who were on a low income and needed help with increases to their energy bills. The Council also offered debt, welfare and budgeting support through the Help Hub and a Household Support Fund to provide grant support to help cover the costs of household bills or essential items for those in need. Social supermarkets were also going to be established with Reepham and Acle, as the initial prioritised areas. A grant would also be available for organisations to undertake food related activity, such as training, equipment and food stock.

To identify households that might be in need a new LIFT (Low Income Family Tracker) tool would also be used, so that support could be targeted and prioritised.

In order to ensure that this support reached those in need, the Help Hub was being promoted as the key point of contact through a campaign that would commence in December.

The Leader noted that the campaign would also be promoted in *Broadland News*.

The Portfolio Holder for Communities Housing and Planning emphasised the importance of good communication, as there was a lot of funding and support available for those in need. He also noted the importance of working with the Health and Wellbeing Partnership, which enabled more to be done with less. This had enabled approximately 2,500 people to be helped by the Council, so far this year. He proposed approving the recommendations in the report

In seconding the proposal, the Portfolio Holder for Transformation and Organisational Development noted that the Council was leading the way in its support for residents.

It was pointed out that paragraph 4.11 of the report incorrectly stated that grant funding for the Business Builder programme was being delivered through the 'Norfolk Shared Prosperity Fund'. It was in fact being delivered through the 'Norfolk Strategic Fund'.

The Leader congratulated the Team on its work and that it was delivering the programme within budget.

Following a show of hands, it was unanimously

RESOLVED

To endorse the current programme and direction of travel of the Council to support the rise in cost of living, as set out in the report.

Reasons for Decision

To support residents during the cost of living crisis.

64 ANTI-SOCIAL BEHAVIOUR POLICY

The Assistant Director for Regulatory introduced the report, which proposed a new Anti-Social Behaviour Policy for adoption, with South Norfolk Council as a collaborating partner, to reflect common geographic and community concerns across both districts.

The Policy would establish a documented framework that would inform the Council's approach to anti-social behaviour and how it would be dealt with whilst working with partner organisations. It would also provide information and assurance to residents in respect of anti-social behaviour.

The Policy sets out a progressive and robust approach in a fresh and more documented format and included specific considerations concerning balanced engagement with vulnerable people.

In response to a query, it was confirmed that as the adoption of the Policy required an amendment to the Council's policy framework, it required final determination by full Council, rather than by a resolution of Cabinet.

Following a show of hands, it was unanimously

RECOMMENDED TO COUNCIL

To agree the adoption of the proposed Anti-social Behaviour Policy at Appendix 1.

Reasons for Decision

To adopt a balanced prevention and intervention enforcement policy that would meet the expectations of recognised good practice.

65 RURAL ENGLAND PROSPERITY FUND

The Strategic Growth Projects Manager introduced the report, which sought approval for Broadland's Rural England Prosperity Fund (REPF) proposal.

The REPF for capital projects aimed to support rural business development, farm business diversification and community infrastructure initiatives with the aim of improving productivity and generating growth to strengthen rural economies and communities.

The Council had been allocated £569,552, subject to the receipt of a compliant proposal. The report proposed that the funding should focus on the Supporting Business Investment Priority comprising £319,552 for business grants and up to £250,000 to purchase a key piece of food processing equipment to be located at the Broadland Food Innovation Centre, which could actively support the growth plans of a number of micro and small food and drink businesses.

The Assistant Director for Economic Growth added that this was an excellent opportunity to support local businesses and these projects would form part of a holistic package of support being offered by the Council to businesses in the District. It would complement the Business Builder Programme and would help break down entry barriers to competitive markets such as food processing. In particular, it would provide an opportunity to further develop agri-tech, which was a key business sector for the District.

The Portfolio Holder for Economic Development welcomed the capital funding, which was a rare opportunity for the Council to provide equipment for businesses, and proposed the recommendations in the report.

Following a show of hands, it was unanimously

RESOLVED

To

1. Approve the principal areas of investment as set out in section 4 of this report;
2. Delegate to the Director of Place, in consultation with the Section 151 Officer, the Managing Director and the Leader of the Council, for the sign off and submission of an addendum to the UKSPF investment plan to meet the requirements of the funding;
3. Delegate to the Director of Place, in consultation with the Section 151 Officer, the Managing Director and the Leader of the Council, to make any non- substantive changes to the principal areas of investment as required by the Department for Environmental, Food and Rural Affairs; and
4. Agree a mid-point review of the Rural Business Builder grant programme in March 2024.

Reasons for Decision

To utilise Government funding to support rural business in the District.

66 ELECTRIC VEHICLE CHARGING POINT INSTALLATION ON COUNCIL OWNED LAND

The Clean Growth and Sustainability Manager introduced the report, which sought approval for the installation of Public Electric Vehicle Charging Points (EVCP) infrastructure within Council carparks.

The report proposed that the Council awarded a contract to a third-party supplier for an end-to-end delivery solution. This would require the supplier to pay the Council an annual licence fee for any EVCPs and be responsible for funding and delivering the necessary civil engineering works, as well as the ongoing management, maintenance and operation of EVCPs on Council owned and managed carparks. At the end of the licence fee term there would be the opportunity for the EVCP infrastructure to be transferred to the Council.

The Portfolio Holder for Economic Development informed the meeting that this was the easiest means of delivering EVCPs across the District at no cost to the Council.

In answer to a query from the Leader about timescales for the roll out of phase two of the project, which would include solar canopy carports, Cabinet was informed that a report would be brought to them in early 2023.

Following a show of hands, it was unanimously:

RESOLVED

To

1. Agree to the principle that EVCPs should be installed at Council owned and managed carparks.
2. Delegate to the Assistant Director of Economic Growth, in consultation with the Portfolio Holder for Economic Development, decisions regarding an award of contract to a third-party supplier.
3. Agree to explore, as per Economic Success Policy Members recommendation, solar canopy carports and the role they may play in supporting with a phase two roll out of EVCP infrastructure as an additional project.

Reasons for Decision

To enable the transition towards low emission vehicles and improving air quality in the District, whilst supporting the Council's economic growth agenda.

67 ENVIRONMENTAL STRATEGY & DELIVERY PLAN

The Clean Growth and Sustainability Manager introduced the report, which recommended the approval and adoption of an updated Environmental Strategy and the associated Delivery Plan.

Members were advised that the revised Strategy has been drafted to replace the one agreed in 2020 and to demonstrate the Council's achievements to date and to set more ambitious environmental targets.

The Delivery Plan would be a companion document that outlined the activities that would take place over the next two years to support net-zero commitments and would include wider actions to address climate change.

The Environmental Strategy and Delivery Plan would continue to be living documents, updated regularly to ensure they continued to address local priorities and opportunities. Progress against activities would be presented to Members as part of existing performance management reports.

The report also proposed amending the scheme of delegation to agree that the Assistant Director for Economic Growth, in consultation with the Portfolio Holder for Environmental Excellence, had the authority to agree additional environmental projects to be funded from the Environmental Projects Reserve.

The Portfolio Holder for Environmental Excellence thanked the Team for updating the Strategy and noted that significant progress had been made since it was first adopted in 2020, most notably by setting a 2030 net-zero target for organisational emissions. The Strategy provided an opportunity to demonstrate what the Council had achieved and how it would work towards its ambitious targets, including the 2050 target for district wide decarbonisation.

The Portfolio Holder for Communities, Housing and Planning noted the objective in the Strategy to assist residents and communities to make the switch to electric vehicles and suggested that this was something that could be looked at as part of planning policy for new developments in the District.

The Leader concurred with this view and noted that some Neighbourhood Plans already proposed EVCPs in new developments and that this might be replicated in the Council's Planning Policies.

Following a show of hands, it was unanimously

RESOLVED

To

1. Approve and adopt the updated Environmental Strategy (Appendix 1);
2. Approve and adopt the Delivery Plan (Appendix 2); and
3. Amend the delegation agreed by Cabinet in December 2021 and agree that the Assistant Director for Economic Growth, in consultation with the Portfolio Holder for Environmental Excellence, has the authority to agree additional environmental projects to be funded from the Environmental Projects Reserve, each project to be no more than £100,000 in value.

Reasons for Decision

To demonstrate the Council's commitment to the environment and confirm its aspirations to meet its environmental targets.

68 FORWARD PLAN

Cabinet noted the Forward Plan.

69 EXCLUSION OF THE PRESS AND PUBLIC

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.

70 FRETtenham DEPOT - AWARD OF REDEVELOPMENT CONTRACT

The Assistant Director for Community Services introduced the report (as detailed in the exempt minute), which sought approval for capital funding for the redevelopment of the Frettenham depot.

Following consideration of the report and a show of hands, it was

RESOLVED

To agree the recommendations as set out in the exempt minute.

Reasons for Decision

To authorise the award of a contract.

(The meeting concluded at 7.33 pm)

Chairman

DECISIONS ON APPLICATIONS – 5 October 2022

App'n No	Location	Description of Development	Decision
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	Delegated authority to Approve subject to ecological matters being resolved and conditions
20221273	Drayton Drewary, Reepham Road, Drayton, NR8 6QS	Create car park, form earth bund and installation of a height barrier.	Approved subject to conditions

DECISIONS ON APPLICATIONS – 2 November 2022

App'n No	Location	Description of Development	Decision
20212094	Land north of Damgate Lane, Acle	4 no self-build dwellings (Outline)	Authorise the Assistant Director Planning to APPROVE subject to conditions and unilateral undertaking relating to self-build and GIRAMS contribution
20221213	Land at Brandiston Road, Cawston	Five three bedroomed single storey dwellings, comprising three self-build and 2 build-to-rent	REFUSED
20220923	75 The Green, Freethorpe, NR13 3NY	Deed of Variation of the Section 106 Agreement from 20200261 to remove the need to provide affordable housing	Variation of S106 to reduce affordable housing from 5 affordable units to 3 and include a review mechanism within the S106. APPROVED
20211071	Land north of Bintree Road, Foulsham	Change of use of land to create plant training area with associated parking and three portable offices	Authorise the Assistant Director Planning to APPROVE subject to no adverse comments from the Highway Authority and conditions
20212306	Firbank, Green Lane, Horsford, NR10 3ED	Outline planning application with all matters reserved for the part demolition of the existing workshop block and erection of up to 1no. new home and associated works	Authorise the Assistant Director Planning to APPROVE subject to satisfactorily addressing the requirements under the Habitats Regulations regarding nutrient neutrality and conditions.

DECISIONS ON APPLICATIONS – 30 November 2022

App'n No	Location	Description of Development	Decision
20220488	Land Near Car Park, Buxton Mill, The Street, Lamas, NR10 5AF	Change of use for storage of plastic canoes - laying on their side on the ground.	Deferred
20220802	Glenone House, 23 School Road, Frettenham, NR12 7LL	Subdivision of existing garden. Erection of new dwelling and garage and erection of new garage to existing dwelling. Creation of new vehicle access.	Authorise the Assistant Director of Planning to approve subject to Nutrient Neutrality mitigation and a Unilateral Undertaking being entered into that secures contributions towards GIRAMS, and subject to conditions
20221511	Broadland Food Innovation Centre, Enterprise Way, Honingham, NR9 5FX	1 x building logo, 1 x funding plaque, 1 x post mounted totem sign, 2 x directional signs with branding	Approved subject to conditions

AUDIT COMMITTEE

Minutes of a meeting of the Audit Committee of Broadland District Council, held on Thursday 27 October 2022 at 10.01am.

Committee Members Present: Councillors: G Nurden (Chairman), P Bulman (for part of meeting) and S Holland

Apologies for Absence: Councillors: A Crotch and K Vincent

Substitute: Councillor: N Brennan (for A Crotch)

Officers in Attendance: The Assistant Director of Finance (R Fincham), the Finance Manager (J Brown), the Corporate Accountant (D Staff-Howes) and the Democratic Services Officer (J Hammond)

Also in Attendance: Mr A Paylor, from Ernst & Young (EY)

17 DECLARATIONS OF INTEREST

No declarations of interest were received.

18 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr A Crotch (with Cllr N Brennan substituting) and Cllr K Vincent.

19 MINUTES

The minutes of the meeting of the Audit Committee held on 22 September 2022 were agreed as a correct record.

20 MATTERS ARISING

Cllr P Bulman arrived at the meeting during the consideration of this item.

Minute No: 7 – Annual Governance Statement 2021/22

The Chairman requested an update on whether the remaining requested changes to the Annual Governance Statement 2021/22 could be implemented.

The Assistant Director of Finance informed the Committee that all the requested changes would be made. The updated Statement would be confirmed with the Chairman of the Audit Committee, before being resigned by the Managing Director and Leader of the Council.

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

The Assistant Director of Finance updated members on the progress of the Public Sector Audit Appointments Ltd (PSAA) procurement exercise.

Members were advised that PSAA had now completed the auditor appointments and that Councils within Norfolk and Suffolk had been provisionally assigned to EY. He explained that PSAA were now holding a consultation on the proposed appointments, which would allow Local Authorities to object to the appointment, based on certain criteria. Once completed Local Authorities would receive formal confirmation of the auditor appointments.

Members highlighted the delays and poor communication experienced during the 20/21 audit and requested assurance from EY that those issues would not reoccur. Mr Paylor reassured members that changes had been made by EY to address the issues raised.

With regard to the proposed fees, members were informed that the 21/22 scale fees were fixed based on the current PSAA contract. However, for the 23/24 audit the Council could expect an estimated 150% increase in the fee rate. The exact fee rate would be confirmed at a later date.

The Assistant Director of Finance further explained that 6 accredited firms had been appointed as part of the procurement exercise and outlined the respective share of the audit work:

- Grant Thornton – 36%
- Mazars – 22.5%
- Ernst & Young – 20%
- KPMN – 14%
- Bishop Fleming – 3.75%
- Azets Audit Services – 3.25%

In response to queries on the small number of firms, Mr Paylor explained that some Auditor firms did not possess the knowledge base and/or staffing levels required to carry out the audits. He added that Public Sector Audits were often not profitable for Audit firms, but noted that the proposed 150% fee increase might make it more profitable for more firms in the future.

The Chairman advised members that due to the absence of the Head of Internal Audit, the Committee would consider the remaining matters arising from the minutes of the meeting held on 22 September 2022 (attached at Appendix 1 of the minutes), at its next scheduled meeting.

21 STATEMENT OF ACCOUNTS 2020/21

The Finance Manager presented the final Statement of Accounts 20/21 to the Committee. She explained that the draft statement had been approved by the Assistant Director of Finance on 30 July 2021 and published on the Council's website.

The Accounts were also made available for public inspection from 2 August 2021 to 13 September 2021, with one inspection request received from a journalist. In response to questions, the Assistant Director of Finance explained that the journalist had requested information regarding:

- The amount of Covid relief grants paid – Officers referred them to the published data on the Council's website.
- Whether any rent holidays were awarded during the Covid pandemic – Officers advised that no 'holidays' were given, however extensions were given to allow longer to pay.

Members were then advised that, since its approval, the following changes had been made to the draft statement:

1. Reduction in pensions liability to reflect actual return on investment assets (following revised report from actuaries)
2. Net increase in property valuations
3. Correction of Business Rates Income (transferred from Council Tax income) £124k on the face of the Comprehensive Income and Expenditure Statement with no bottom line impact.

The Balance Sheet net assets had increased by £787k as a result of the audit adjustments, with the Pensions Reserve increasing by £675k and the Revaluation Reserve increasing by £112k from the draft accounts. The Finance Manager further explained that a small number of minor adjustments were also made to disclosures in the accounts.

With regard to the inclusion of a bad debt provision for sundry debtors, Members were informed that having considered EY's suggestion, it would not be included in the Statement of Accounts for 20/21. This was due to the difficulty and time required to calculate an accurate provision given the length of time which had passed, as well as the unavailability of required data. The Assistant Director of Finance assured the Committee that the absence of a bad debt provision for sundry debtors would not materially affect the Statement. He further confirmed that, as it was best practise, a bad debt provision for sundry debtors would be included in future years.

Discussion turned to the changes in property valuations. In response to requests for further clarification Mr Paylor explained that the valuations of two properties had been amended.

- EY had found inconsistencies in the floor area of one property, which resulted in the valuation decreasing by £130,900.
- EY had considered that a parcel of land had been undervalued by £242,500.

After further detailed discussion, it was unanimously

RESOLVED

To

1. Note the adjustments to the Statement of Accounts 2020/21.
2. Delegate to the Chair of the Audit Committee to sign the letter of representation alongside the Assistant Director of Finance.

22 AUDIT RESULTS REPORT 2020/21

Mr A Paylor from EY presented the Audit Results Report and informed the Committee that EY were recommending a clean unqualified audit opinion for 20/21.

Members were reminded of the three adjustments as well as the proposed inclusion of a bad debt provision for sundry debtors, which had been discussed in the previous item.

Mr Paylor informed the Committee that EY had provided two additional recommendations with regard to internal control. These recommendations included:

- The development of an approach to consider the recoverability of receivables at the Balance Sheet date and review the need and extent of any impairment to the balance

- Reemphasis of the need to complete and submit member related party declarations.

Members were informed that two member related party declarations had not been submitted for 20/21. In response to questions, the Assistant Director of Finance explained that officers were no longer chasing the declarations for 20/21 and that for 21/22 only one declaration had not been received, which related to a member with a current dispensation due to illness. Members discussed the importance of obtaining the 22/23 declarations before the district elections in May 2023. Officers explained that the forms would be sent out in April 2023, followed by a reminder email, and follow up phone calls to any members who had not responded. Members then highlighted the need to clearly state the importance of completing/returning the declarations when sending out the forms to members.

Discussion turned to the value for money (VFM) risk assessment carried out by EY. Mr Paylor reminded members that a VFM report was brought to the Committee at its meeting in September 2021. He confirmed that EY had continued to monitor the VFM assessment and had, too date, no matters to report. He added that the final VFM commentary would be presented to the Committee in January 2023 as part of the Auditor's Annual Report.

Moving onto the 21/22 Audit, members queried when EY were due to begin the audit work. Mr Paylor confirmed that the work was scheduled to begin the week commencing 16 January 2023 up until the end of February 2023. Members were informed that, barring any delays, EY hoped to present the Audit Results Report 21/22 to the Committee at its meeting in March 2023. In response to further questions, he explained that EY would likely continue with a hybrid approach of working, with a combination remote working and days in the Council office.

The Chairman thanked Mr Paylor for presenting his report to the Committee. He also reiterated the Committee's disappointment in the delays previously experienced and their hope for improvement in the upcoming year.

It was then

RESOLVED

To note the Audit Results Report for the year ending 31 March 2021

23 AUDIT COMMITTEE WORK PROGRAMME

The Committee considered each item within the Work Programme.

The Chairman advised that the Committee was due to consider the Draft Statement of Accounts 2021/22 at its next meeting.

Members requested that the Audit Results Report 2021/22 and formal approval of the Statement of Accounts 2021/22 be added to the Work Programme for the meeting of the Audit Committee on 16 March 2022.

(The meeting concluded at 10.42am)

Chairman

Appendix 1

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 Wednesday 23 November 2022 at 10:00 am.

Committee Members Present:	Councillors: D King (Chairman), S J Catchpole, J Davis, C Karimi-Ghovanlou, K S Kelly, K G Leggett, S M Prutton,
Officers in Attendance:	The Licensing Team Leader (SH), the Licensing Officer (IS) and the Democratic Services Officer (DM)
Others in Attendance:	Sarah Moss – Solicitor NPLaw (the Committee’s legal advisor)

7 DECLARATIONS OF INTEREST

None made.

8 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors: R R Foulger, N Harpley, D G Harrison and M L Murrell.

9 MINUTES

The non-exempt minutes of the meeting held on 5 September 2022 were confirmed as a correct record.

10 MATTERS ARISING

No matters were raised.

**11 LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS ACT) 1976
TOWN POLICE CLAUSES ACT 1847 – TAXIMETER TARRIF (TABLE OF
FARES) CONSULTATION RESPONSES**

The report detailed the results of a consultation exercise in respect of a proposed table of fares which would be applicable to any licensed hackney carriages operating in the District from 1 April 2023.

The Licensing Team Leader reminded members that in 2021 the Council had adopted the new Policy and Conditions relating to Hackney Carriage and Private Hire Vehicles and, as part of this, there was a requirement that all Hackney Carriages be fitted with taximeters with effect from April 2023. A proposed table of fares had been drafted and submitted for an eight week period of consultation.

In setting the charges, attempts had been made to accurately take account of the current and foreseeable financial climate over the next 12 months but this had been difficult because of the unsettled nature of the current financial situation. To ensure that charges remained relevant it was proposed that a system of reviewing fares be adopted. The Licensing Team Leader drew attention to the range of factors which had a direct impact on the costs of operating hackney carriages which would be taken into account in reviewing charges and a table of the source of data on costs was circulated to members and is attached at appendix 1 to the signed copy of these minutes.

The Licensing Team Leader drew attention to the responses received to the consultation and advised the Committee that, where applicable, comments made had been taken into account in drafting the table of charges. A copy of a table of comparative charges with other councils was circulated to members (attached at appendix 2 to the signed copy of these minutes).

The Licensing Team Leader then answered questions from members. She confirmed that, disability needs fell outside the remit of this consultation exercise, which dealt with proposed fares for licensed hackney carriages; the Council's Policy had been reviewed in 2021 and consideration had been given at that time to disability needs, for example, all drivers were now required to undertake disability awareness training. She reaffirmed the proposal to undertake reviews of the charges, probably annually, but in light of the current financial climate, fees would be monitored regularly. It was acknowledged that fares could potentially be reduced as well as increased depending on the prevailing financial circumstances. Any proposed changes to fees would be presented to the Committee / Council for consideration.

Reference was made by members to the shortage of taxis in the district and it was noted that this was due to a number of reasons but had probably been impacted by COVID. There were no Hackney Carriages in Broadland as the district lacked any major market towns or railway stations which tended to

attract the service. It was noted however that compared to other districts, the Council had a large number of licensed private hire vehicles/drivers and the number of applications being received was very high. Members noted that Hackney Carriages could only be hailed or use taxi ranks within the district where the licence was held.

In response to a comment that the proposed fares were at the higher end of the scale of charges made by other councils, the Licensing Team Leader advised that the proposed charges were similar to those adopted in Breckland and Gt Yarmouth where charges had recently been reviewed. Other Councils in the comparison table had not recently reviewed their charges. Officers had been in contact with other local authorities during the formulation of the table of proposed charges. It was also confirmed that the charges proposed set the maximum amounts that Hackney Carriage operators/drivers could charge and that it was possible for lower amounts to be charged than shown on the taximeter or a lower price for a particular journey to be agreed before the start of the journey.. There was however a requirement for a meter to be running during a fare which would show the maximum tariff.

In response to a question about the correlation between private hire charges and hackney carriage charges, the Licensing Team Leader explained that unlike the hackney carriage charges, there was no requirement for councils to produce a table of fares for private hire vehicles and that these were determined by the operator/driver and agreed with a passenger at the point of booking. Hackney carriages tended to be hailed at the side of the road and the table of charges helped to protect the passenger from being overcharged.

Having considered the draft table of fares document and the responses to the consultation exercise, it was

RESOLVED:

To recommend Council to adopt the table of fares document (attached at appendix 3 to the signed copy of these minutes) with a view to the agreed fares taking effect from 1 April 2023.

12 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.

13 MINUTES

The exempt minutes of the meeting held on 5 September 2022 were confirmed as a correct record and signed by the Chairman.

(The meeting concluded at 10.35 am)

Chairman

BROADLAND DISTRICT COUNCIL PROPOSED TABLE OF FARES

Tariffs	Initial hiring charge	Distance / waiting time for initial charge	Subsequent distance / waiting time charge	Extra charges
Tariff 1 (Mon–Sat 0600 – 2300)	T1: £5.00	For the first mile or 600 seconds or part thereof or a combination of parts of such distance and time	For each subsequent 176 yards or one minute or part thereof or a combination of parts of such distance and time 25p	For cleaning following the soiling of the interior of the vehicle, a charge not exceeding £80.00
Tariff 2 (Mon–Sun 2300 – 0600)	T2: £6.50	For the first mile or 600 seconds or part thereof or a combination of parts of such distance and time	For each subsequent 176 yards or one minute or part thereof or a combination of parts of such distance and time 30p	For cleaning following the soiling of the interior of the vehicle, a charge not exceeding £80.00
Tariff 3 (Sunday 0600 – 2300 and public holidays)	T3: £5.50	For the first mile or 660 seconds or part thereof or a combination of parts of such distance and time	For each subsequent 160 yards or one minute or part thereof or a combination of parts of such distance and time 25p	For cleaning following the soiling of the interior of the vehicle, a charge not exceeding £80.00

LICENSING AND REGULATORY COMMITTEE

Minutes of a meeting of the Licensing and Regulatory Committee of Broadland District Council, held at the Council offices on Wednesday 23 November 2022 at 11:15 am.

Committee Members Present:	Councillors: D King (Chairman), J Davis and C Karimi-Ghovanlou
Officers in Attendance:	The Licensing Team Leader (SH), the Licensing and Enforcement Officer (CN) and the Democratic Services Officer (DM)
Others in Attendance:	Sarah Moss – Solicitor NPLaw (the Committee’s legal advisor)

14 DECLARATIONS OF INTEREST

None made.

15 APOLOGIES FOR ABSENCE

None received.

16 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.

17 PERSONAL LICENCE – CONVICTION OF A RELEVANT OFFENCE

The Committee considered the exempt report detailing matters involving a relevant conviction of a Personal Licence Holder and options for further action. After due consideration, as detailed in the exempt appendix, it was

RESOLVED to revoke the personal licence.

(The meeting concluded at 11.47pm)

Chairman

STANDARDS COMMITTEE

Minutes of a meeting of the Standards Committee held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on Thursday 1 December 2022 at 6.00pm when there were present:

Committee Members Present:	Councillors: N Brennan (Chairman), K Leggett MBE and D Roper
Apologies for Absence:	Mrs R Goodall, Ms M Evans and Mr K Wilkins
Officers in Attendance:	The Monitoring Officer (E Hodds), the Governance Manager and Deputy Monitoring Officer (L Mockford), the Senior Governance Officer (E Goddard) and the Democratic Services Officer (L Arthurton)

7 APOLOGIES FOR ABSENCE

Apologies for absence were received from Mrs R Goodall, Ms M Evan and Mr K Wilkins.

8 DECLARATIONS OF INTEREST UNDER PROCEDURAL RULE NO 8

No declarations of interest were received.

9 MINUTES

The minutes of the meeting of the Standards Committee held on 27 September 2022 were confirmed as a correct record.

10 CODE OF CONDUCT COMPLAINTS

The Monitoring Officer introduced the report which provided members with information on the complaints received in the 2020/2022 period. The report was part of the Committee's request from the last meeting held on 27 September 2022 for further information on the Council's complaints history.

The report provided a full picture from the initial conversations to any outcomes regarding any complaints received. Members noted that further details on formal complaints could be seen in the exempt appendix of the report.

The Committee noted that the last section of the report detailed information regarding officer complaints about members and the outcomes of any discussions. The Monitoring Officer explained that a training session had taken place with the Chairmen and Vice-Chairmen of Committees/Panels to address issues. Within the session, discussions had taken place around the role of the Chairman within meetings and procedures in place to address any situations which might arise.

The Chairman asked how many complaints the Council received on average each year and officers explained that only one had been dealt with via the formal Committee process. The majority of the complaints received were dealt with informally with the advice and view of the appointed independent person. Members noted that the Council received several complaints from Parish and Town Councils.

One member highlighted the recent Peer review report which noted poor member behaviour and asked for further clarification on the procedure for officers making complaints against councillors. The Monitoring Officer explained that the majority of complaints were dealt with through informal discussions and not formal complaints. Members noted that if a conversation was required with a councillor resulting from an informal complaint being made, the Group Leader for the party concerned would always be involved. The Monitoring Officer explained that usually members of staff preferred an informal discussion over a formal approach.

In response to a question regarding the number of complaints received outside the formal process, officers explained that the number varied. Members noted that there had been a number of informal complaints regarding the Overview and Scrutiny Committee, but these had decreased over the last few months. The Committee agreed and reinforced that all councillors needed to respect the Code of Conduct within council meetings.

Discussion turned to councillor's behaviour towards planning officers. One member urged that councillors needed to respect and understand the Planning Committee report process and separate this from other elements of the planning service. Officers agreed, adding that this was currently being addressed.

Further clarification was given relating to the procedure for complaints from staff. The committee were made aware that all officers could make an informal complaint formal if needed. It was suggested and agreed that further work

was needed to look at methods of recording all complaints received, while understanding their sensitive nature.

One member referred to the need for the Member Development Panel to be reviewed with further clarification about its role moving forward. The Monitoring Officer explained that this was a part of an ongoing review to see what member training would be relevant and beneficial for councillors. The new training programme would see a Code of Conduct review every eight months to refresh members throughout the four-year cycle.

It was then unanimously

RESOLVED

To receive the report.

11 LOCAL GOVERNMENT ASSOCIATION MODEL OF COUNCILLOR CODE OF CONDUCT

Members considered the report of the Monitoring Officer which provided the results of the consultation exercise on the Local Government Association (LGA) Model code of conduct and sought the Committee's agreement on adopting it as the new Councillor Code of Conduct for Broadland District Council.

The Committee noted that all District Councillors and Parish/Town Councils had been consulted on the code and had been asked to complete a survey. Officers explained that the Council had received a small number of responses to the survey which could be seen in appendix two of the report.

It was noted that some Parish Councils had already adopted the Code of Conduct, but work was still needed to update the administration of it. This would be addressed if the Code was approved by Council and would include any necessary updates to documents. Officers would also encourage Parish/Town Councils to do the same.

The Governance Manager highlighted key sections of the report for comments which included the £50 gift and hospitality threshold and new obligations for declaring Other Registrable or Non-Registrable interests for all members including a new obligation for Cabinet Members when exercising their executive function.

Turning to the gift and hospitality threshold, officers explained that as part of the consultation, respondents were asked to consider whether an accumulation of small gifts received from the same source over a period of

time should be registered. The majority of respondents thought they should be registered and a range of thresholds and timescales were suggested.

One member thought that councillors should not accept gifts and the Governance Manager pointed out that section 10 of the code provided guidance for members about the appropriateness of accepting gifts. Members noted that Broadland's existing code already included registering gifts over £50 but no items had been declared by Councillors over the last few years.

Members considered the various thresholds and timescales suggested for registering an accumulation of small gifts and agreed that an accumulation of small gifts totalling £100 over one year seemed suitable, noting that Norfolk County Council followed the same approach. The Monitoring Officer added that Norfolk County Council had already adopted the LGA code, and adoption by Broadland District Council would provide a unified approach.

Committee noted that, if the Code of Conduct was approved by Council, further training and guidance would be provided to members.

It was then unanimously

RESOLVED

having considered the results of the consultation exercise on the Local Government Association's (LGA) Model Code of Conduct, to

Recommend to Council

To adopt the proposed Code of Conduct in full, with an additional section to be added to Part 10 – registering gifts and hospitality; for Councillors to register with the Monitoring Officer, an accumulation of small gifts received from the same source totalling £100 over a period of one year.

(The meeting concluded at 6.40pm)

Chairman

The LGA Model Code of Conduct

Report Author(s):

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Portfolio:

The Leader

Ward(s) Affected:

All

Purpose of the Report:

To recommend to Council that the Local Government Association (LGA) model code of conduct be adopted, in full, as the new Councillor Code of Conduct for Broadland.

Recommendations:

That Council agrees:

To adopt the LGA Model Councillor Code of Conduct, in full, as Broadland's new member code of conduct with effect from 5 May, 2023, with the additional section to be added to Part 10 – registering gifts and hospitality:

'I register with the Monitoring Officer, an accumulation of small gifts received from the same source totalling £100 over a period of one year.'

Summary

- 1.1 This report recommends that the LGA's code is adopted as the Broadland code of conduct.

2. Background

- 2.1 Section 27 of the Localism Act 2011 (the Act) places a duty on relevant authorities to promote and maintain high standards of conduct. In order to discharge its duty a council must adopt a Code dealing with the conduct that is expected of members of the authority when they are acting in that capacity. Section 28 of the Act provides that a relevant authority must secure that a Code adopted by it is, when viewed as a whole, consistent with the Nolan Principles. There is also a requirement to ensure that appropriate measures are taken to record and declare interests. Other than these requirements, it is a matter for each council to adopt a Code that is relevant to its particular circumstances and the Code must be adopted by full Council.
- 2.2 Following a review of the ethical framework for members, the Committee on Standards in Public Life (CSPL) recommended that there should be a national model Code of Conduct, but this should not be mandatory and could be adapted by individual authorities. This recommendation was passed to the LGA to progress and in 2020, the LGA released a draft Model Member Code of Conduct for consultation. There were extensive consultations on the draft which resulted in some changes and a finalised Model Code was released in May, 2021.

3. Current position

- 3.1 The Standards Committee met on 27 September, 2022 to consider the LGA's code of conduct and agreed that it should be consulted on, in full, before recommending a final code to be adopted by Council. All district councillors and parish/town councils were consulted on the code and were asked to complete a survey. The consultation period ran from 5 October – 16 November. The LGA's Model Code of Member Conduct is attached at **Appendix 1** and the detailed consultation responses to the survey are attached at **appendix 2**.
- 3.2 The Standards Committee met again on 1 December to consider the results of the consultation exercise. There were 23 responses to the survey (23.46%) – 12 from district councillors and 11 from parish/town councils. In addition, four parish/town councils replied separately that they had already adopted the code in full and two parish councils supported the code and were intending to adopt it the New Year.
- 3.3 The majority of respondents to the survey also supported adopting the code. In summary, the responses to the survey was as follows:

Standards of Conduct

- 3.4 The model code sets out obligations, which would be the minimum standards of conduct required of councillors.

- 3.5 Almost 100% of district councillors fully agreed with the Standards of councillor conduct set out in the model code. There was only one comment from a councillor regarding one of the categories – bullying/harassment. These comments are detailed in Appendix 2 (Q1).
- 3.6 Almost 100% of parish/town respondents fully agreed with Standards of councillor conduct, apart from two that disagreed with the category not disclosing information given to councillors in confidence. The specific comments relating to the category are detailed in in Appendix 2 (Q1).
- 3.7 Standards committee agreed with the obligations and felt the code included clear expectations of what is expected of members.

Registration of Interests

- 3.8 The model code sets out ‘Other Registerable Interests’ (ORIs) that councillors must register (Table 2 of Appendix B of the code), in addition to pecuniary interests, as follows:
- a) any unpaid directorship*
 - b) any body of which you are in a position of general control or management and to which you are nominated or appointed by your authority*
 - c) any body*
 - (i) exercising functions of a public nature*
 - (ii) directed to charitable purposes or*
 - (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union)*
Of which you are a member or in a position of general control or management
- 3.9 100% of district councillors fully supported the inclusion of the categories of ‘Other Interests’ for registration set out in Table 2 of the code.
- 3.10 73% of parish/town respondents fully supported the inclusion of all categories in the code. 18% of respondents (two) fully supported all categories but one only partially supported the inclusion of unpaid directorships. The other respondent did think it was necessary to declare membership of a political party.
- 3.11 The Standards Committee agreed with these categories.

Registering gifts and hospitality

- 3.12 The model code proposes a threshold of £50 for registering gifts and hospitality. Respondents were asked if this was an appropriate threshold.
- 3.13 67% district councillors thought it was appropriate, 25% thought it should be higher and 8% thought it should be lower. 73% of parish/town respondents thought the £50 threshold was appropriate but 18% thought it should be lower. A range of alternative amounts were suggested and these are included in appendix

2 (Q3).

- 3.14 The Standards committee agreed with the £50 threshold. The committee also considered whether an accumulation of small gifts received from the same source over a period of time should be registered. The model code guidance suggests an accumulation total of £50 received over a couple of months should be registered. The model code guidance suggests an accumulation total of £50 received over a couple of months should be registered.
- 3.15 83% of district councillors agreed that a cumulative total should be included and 17% disagreed. 90% of parish/town respondents agreed with an accumulation of small gifts. A range of alternative amounts and time periods were suggested and these are included in appendix 2 (Q4).
- 3.16 The Standards Committee agreed that an accumulation of small gifts from the same source should be registered and suggested that the threshold should be £100 over a period of one year. It would be the councillor's responsibility to monitor this to ensure they registered the gifts once the threshold was met.

Declaring Other Registerable interests (ORIs)

- 3.17 The code states that where a matter arises at a meeting which directly relates to the financial interest or wellbeing of one of a councillors ORIs (as listed in paragraph 3.8), they may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless they been granted a dispensation.
- 3.18 83% of respondents agreed and 17% partially agreed that councillors should declare ORIs and not be able to speak or take part in the meeting as outlined in the code. No-one disagreed. Specific comments are detailed in Appendix 2 (Q5).
- 3.19 81% of parish/town respondents agreed that councillors should declare ORIs and not be able to speak or take part in the meeting. One respondent disagreed, as they felt councillor may have something relevant to say but they should not be allowed to vote (comments in Appendix 2 – Q5).
- 3.20 The Standards Committee agreed that councillors should declare ORIs as outlined in the code.

Declaring Non Registerable Interests (NRIs)

- 3.21 The code introduces another category of interest – Non Registerable Interests (NRIs). An NRI arises where the interest is that of a councillor or their partner (which is not a disclosable pecuniary interest) or of a relative or close associate. Councillors are not expected to have to register the interests of their relatives or close associates but under the Code, councillors are expected to declare them as and when relevant business occurs which affects their finances or wellbeing. The Code states councillors should not participate in the relevant business in two circumstances:

- a) when a matter directly relates to that interest: or
- b) when a matter affects that interest to a greater extent than it affects the financial interests of the majority of inhabitants of the ward affected by the decision and a reasonable member of the public would believe that it would affect the councillor's view of the wider public interest.

The councillor may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise they must not take part in any discussion or vote on the matter and must not remain in the room unless granted a dispensation.

- 3.22 83% of district councillors agreed that councillors should declare NRIs and not be able to speak or take part in the meeting as outlined in the code. Two councillors (16%) partially agreed or disagreed. Their specific comments are detailed in Appendix 2 (Q6).
- 3.23 82% of parish/town respondents agreed that councillors should declare NRIs and not be able to speak or take part in the meeting. One respondent disagreed.
- 3.24 The Standards Committee agreed that NRIs should be declared as outlined in the code.

Cabinet members

- 3.25 The model code suggests that where a councillor has an ORI or NRI on a matter to be considered by a Cabinet member in exercise of their executive function, they must notify the Monitoring Officer of the interest and not take any steps or further steps in the matter apart from arranging someone to deal with it. Respondents were asked whether this should be included in the code.
- 3.26 92% of district councillors agreed. One councillor (8%) disagreed. Detailed comments are included in Appendix 2 (Q7). 91% of parish/town respondents agreed.
- 3.27 Standards Committee agreed that this should be included in the Code.

4. Proposed Actions

- 4.1 That Council adopt the code in full with an additional paragraph regarding the requirement to register an accumulation of small gifts from the same source.

5. Other Options

- 5.1 To keep the current code. However, this is outdated and does not comply with some of the CPSL recommendations on maintaining standards in public life.

6.1 Issues and risks

- a. **Resource Implications** – no implications.
- b. **Legal Implications** – included in the report.
- c. **Equality Implications** – the model Code of Conduct includes Equalities obligations.
- d. **Environmental Impact** – no implications
- e. **Crime and Disorder** – no implications
- f. **Risks** – no other risks identified.

7. Conclusions

- 7.1 From the consultation exercise, there appears to be wide support for adopting the LGA code.

8. Recommendations

That Council agrees:

To adopt the LGA Model Councillor Code of Conduct, in full, as Broadland's new member code of conduct with effect from 5 May, 2023, with the additional section to be added to Part 10 – registering gifts and hospitality:

'I register with the Monitoring Officer, an accumulation of small gifts received from the same source totalling £100 over a period of one year.'

Background papers

The Committee on Standards in Public Life report
The LGA's Guidance on the model Code



Local Government Association

Model Councillor Code of Conduct 2020

Joint statement

The role of councillor across all tiers of local government is a vital part of our country's system of democracy. It is important that as councillors we can be held accountable and all adopt the behaviors and responsibilities associated with the role. Our conduct as an individual councillor affects the reputation of all councillors. We want the role of councillor to be one that people aspire to. We also want individuals from a range of backgrounds and circumstances to be putting themselves forward to become councillors.

As councillors, we represent local residents, work to develop better services and deliver local change. The public have high expectations of us and entrust us to represent our local area, taking decisions fairly, openly, and transparently. We have both an individual and collective responsibility to meet these expectations by maintaining high standards and demonstrating good conduct, and by challenging behaviour which falls below expectations.

Importantly, we should be able to undertake our role as a councillor without being intimidated, abused, bullied, or threatened by anyone, including the general public.

This Code has been designed to protect our democratic role, encourage good conduct and safeguard the public's trust in local government.

Introduction

The Local Government Association (LGA) has developed this Model Councillor Code of Conduct, in association with key partners and after extensive consultation with the sector, as part of its work on supporting all tiers of local government to continue to aspire to high standards of leadership and performance. It is a template for councils to adopt in whole and/or with local amendments.

All councils are required to have a local Councillor Code of Conduct.

The LGA will undertake an annual review of this Code to ensure it continues to be fit-for-purpose, incorporating advances in technology, social media and changes in legislation. The LGA can also offer support, training and mediation to councils and councillors on the application of the Code and the National Association of Local Councils (NALC) and the county associations of local councils can offer advice and support to town and parish councils.

Definitions

For the purposes of this Code of Conduct, a “councillor” means a member or co-opted member of a local authority or a directly elected mayor. A “co-opted member” is defined in the Localism Act 2011 Section 27(4) as “a person who is not a member of the authority but who

- a) is a member of any committee or sub-committee of the authority, or;
- b) is a member of, and represents the authority on, any joint committee or joint sub-committee of the authority;

and who is entitled to vote on any question that falls to be decided at any meeting of that committee or sub-committee”.

For the purposes of this Code of Conduct, “local authority” includes county councils, district councils, London borough councils, parish councils, town councils, fire and rescue authorities, police authorities, joint authorities, economic prosperity boards, combined authorities and National Park authorities.

Purpose of the Code of Conduct

The purpose of this Code of Conduct is to assist you, as a councillor, in modelling the behaviour that is expected of you, to provide a personal check and balance, and to set out the type of conduct that could lead to action being taken against you. It is also to protect you, the public, fellow councillors, local authority officers and the reputation of local government. It sets out general principles of conduct expected of all councillors and your specific obligations in relation to standards of conduct. The LGA encourages the use of support, training and mediation prior to action being taken using the Code. The fundamental aim of the Code is to create and maintain public confidence in the role of councillor and local government.

General principles of councillor conduct

Everyone in public office at all levels; all who serve the public or deliver public services, including ministers, civil servants, councillors and local authority officers; should uphold the [Seven Principles of Public Life](#), also known as the Nolan Principles.

Building on these principles, the following general principles have been developed specifically for the role of councillor.

In accordance with the public trust placed in me, on all occasions:

- I act with integrity and honesty
- I act lawfully
- I treat all persons fairly and with respect; and
- I lead by example and act in a way that secures public confidence in the role of councillor.

In undertaking my role:

- I impartially exercise my responsibilities in the interests of the local community
- I do not improperly seek to confer an advantage, or disadvantage, on any person
- I avoid conflicts of interest
- I exercise reasonable care and diligence; and
- I ensure that public resources are used prudently in accordance with my local authority's requirements and in the public interest.

Application of the Code of Conduct

This Code of Conduct applies to you as soon as you sign your declaration of acceptance of the office of councillor or attend your first meeting as a co-opted member and continues to apply to you until you cease to be a councillor.

This Code of Conduct applies to you when you are acting in your capacity as a councillor which may include when:

- you misuse your position as a councillor
- Your actions would give the impression to a reasonable member of the public with knowledge of all the facts that you are acting as a councillor;

The Code applies to all forms of communication and interaction, including:

- at face-to-face meetings
- at online or telephone meetings
- in written communication
- in verbal communication
- in non-verbal communication
- in electronic and social media communication, posts, statements and comments.

You are also expected to uphold high standards of conduct and show leadership at all times when acting as a councillor.

Your Monitoring Officer has statutory responsibility for the implementation of the Code of Conduct, and you are encouraged to seek advice from your Monitoring Officer on any matters that may relate to the Code of Conduct. Town and parish councillors are encouraged to seek advice from their Clerk, who may refer matters to the Monitoring

Standards of councillor conduct

This section sets out your obligations, which are the minimum standards of conduct required of you as a councillor. Should your conduct fall short of these standards, a complaint may be made against you, which may result in action being taken.

Guidance is included to help explain the reasons for the obligations and how they should be followed.

General Conduct

1. Respect

As a councillor:

1.1 I treat other councillors and members of the public with respect.

1.2 I treat local authority employees, employees and representatives of partner organisations and those volunteering for the local authority with respect and respect the role they play.

Respect means politeness and courtesy in behaviour, speech, and in the written word. Debate and having different views are all part of a healthy democracy. As a councillor, you can express, challenge, criticise and disagree with views, ideas, opinions and policies in a robust but civil manner. You should not, however, subject individuals, groups of people or organisations to personal attack.

In your contact with the public, you should treat them politely and courteously. Rude and offensive behaviour lowers the public's expectations and confidence in councillors.

In return, you have a right to expect respectful behaviour from the public. If members of the public are being abusive, intimidatory or threatening you are entitled to stop any conversation or interaction in person or online and report them to the local authority, the relevant social media provider or the police. This also applies to fellow councillors, where action could then be taken under the Councillor Code of Conduct, and local authority employees, where concerns should be raised in line with the local authority's councillor-officer protocol.

2. Bullying, harassment and discrimination

As a councillor:

2.1 I do not bully any person.

2.2 I do not harass any person.

2.3 I promote equalities and do not discriminate unlawfully against any person.

The Advisory, Conciliation and Arbitration Service (ACAS) characterises bullying as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient. Bullying might be a regular pattern of behaviour or a one-off incident, happen face-to-face, on social media, in emails or phone calls, happen in the workplace or at work social events and may not always be obvious or noticed by others.

The Protection from Harassment Act 1997 defines harassment as conduct that causes alarm or distress or puts people in fear of violence and must involve such conduct on at least two occasions. It can include repeated attempts to impose unwanted communications and

contact upon a person in a manner that could be expected to cause distress or fear in any reasonable person.

Unlawful discrimination is where someone is treated unfairly because of a protected characteristic. Protected characteristics are specific aspects of a person's identity defined by the Equality Act 2010. They are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The Equality Act 2010 places specific duties on local authorities. Councillors have a central role to play in ensuring that equality issues are integral to the local authority's performance and strategic aims, and that there is a strong vision and public commitment to equality across public services.

3. Impartiality of officers of the council

As a councillor:

3.1 I do not compromise, or attempt to compromise, the impartiality of anyone who works for, or on behalf of, the local authority.

Officers work for the local authority as a whole and must be politically neutral (unless they are political assistants). They should not be coerced or persuaded to act in a way that would undermine their neutrality. You can question officers in order to understand, for example, their reasons for proposing to act in a particular way, or the content of a report that they have written. However, you must not try and force them to act differently, change their advice, or alter the content of that report, if doing so would prejudice their professional integrity.

4. Confidentiality and access to information

As a councillor:

4.1 I do not disclose information:

- a. given to me in confidence by anyone**
- b. acquired by me which I believe, or ought reasonably to be aware, is of a confidential nature, unless**
 - i. I have received the consent of a person authorised to give it;**
 - ii. I am required by law to do so;**
 - iii. the disclosure is made to a third party for the purpose of obtaining professional legal advice provided that the third party agrees not to disclose the information to any other person; or**
 - iv. the disclosure is:**
 - 1. reasonable and in the public interest; and**
 - 2. made in good faith and in compliance with the reasonable requirements of the local authority; and**
 - 3. I have consulted the Monitoring Officer prior to its release.**

4.2 I do not improperly use knowledge gained solely as a result of my role as a councillor for the advancement of myself, my friends, my family members, my employer or my business interests.

4.3 I do not prevent anyone from getting information that they are entitled to by law.

Local authorities must work openly and transparently, and their proceedings and printed materials are open to the public, except in certain legally defined circumstances. You should work on this basis, but there will be times when it is required by law that discussions, documents and other information relating to or held by the local authority must be treated in a confidential manner. Examples include personal data relating to individuals or information relating to ongoing negotiations.

5. Disrepute

As a councillor:

5.1 I do not bring my role or local authority into disrepute.

As a Councillor, you are trusted to make decisions on behalf of your community and your actions and behaviour are subject to greater scrutiny than that of ordinary members of the public. You should be aware that your actions might have an adverse impact on you, other councillors and/or your local authority and may lower the public's confidence in you or your local authority's ability to discharge your/its functions. For example, behaviour that is considered dishonest and/or deceitful can bring your local authority into disrepute.

You are able to hold the local authority and fellow councillors to account and are able to constructively challenge and express concern about decisions and processes undertaken by the council whilst continuing to adhere to other aspects of this Code of Conduct.

6. Use of position

As a councillor:

6.1 I do not use, or attempt to use, my position improperly to the advantage or disadvantage of myself or anyone else.

Your position as a member of the local authority provides you with certain opportunities, responsibilities, and privileges, and you make choices all the time that will impact others. However, you should not take advantage of these opportunities to further your own or others' private interests or to disadvantage anyone unfairly.

7. Use of local authority resources and facilities

As a councillor:

7.1 I do not misuse council resources.

7.2 I will, when using the resources of the local authority or authorising their use by others:

- a. act in accordance with the local authority's requirements; and**
- b. ensure that such resources are not used for political purposes unless that use could reasonably be regarded as likely to facilitate, or be conducive to, the discharge of the functions of the local authority or of the office to which I have been elected or appointed.**

You may be provided with resources and facilities by the local authority to assist you in carrying out your duties as a councillor.

Examples include:

- office support
- stationery
- equipment such as phones, and computers
- transport

- access and use of local authority buildings and rooms.

These are given to you to help you carry out your role as a councillor more effectively and are not to be used for business or personal gain. They should be used in accordance with the purpose for which they have been provided and the local authority's own policies regarding their use.

8. Complying with the Code of Conduct

As a Councillor:

8.1 I undertake Code of Conduct training provided by my local authority.

8.2 I cooperate with any Code of Conduct investigation and/or determination.

8.3 I do not intimidate or attempt to intimidate any person who is likely to be involved with the administration of any investigation or proceedings.

8.4 I comply with any sanction imposed on me following a finding that I have breached the Code of Conduct.

It is extremely important for you as a councillor to demonstrate high standards, for you to have your actions open to scrutiny and for you not to undermine public trust in the local authority or its governance. If you do not understand or are concerned about the local authority's processes in handling a complaint you should raise this with your Monitoring Officer.

Protecting your reputation and the reputation of the local authority

9. Interests

As a councillor:

9.1 I register and disclose my interests.

Section 29 of the Localism Act 2011 requires the Monitoring Officer to establish and maintain a register of interests of members of the authority.

You need to register your interests so that the public, local authority employees and fellow councillors know which of your interests might give rise to a conflict of interest. The register is a public document that can be consulted when (or before) an issue arises. The register also protects you by allowing you to demonstrate openness and a willingness to be held accountable. You are personally responsible for deciding whether or not you should disclose an interest in a meeting, but it can be helpful for you to know early on if others think that a potential conflict might arise. It is also important that the public know about any interest that might have to be disclosed by you or other councillors when making or taking part in decisions, so that decision making is seen by the public as open and honest. This helps to ensure that public confidence in the integrity of local governance is maintained.

You should note that failure to register or disclose a disclosable pecuniary interest as set out in **Table 1**, is a criminal offence under the Localism Act 2011.

Appendix B sets out the detailed provisions on registering and disclosing interests. If in doubt, you should always seek advice from your Monitoring Officer.

10. Gifts and hospitality

As a councillor:

- 10.1 I do not accept gifts or hospitality, irrespective of estimated value, which could give rise to real or substantive personal gain or a reasonable suspicion of influence on my part to show favour from persons seeking to acquire, develop or do business with the local authority or from persons who may apply to the local authority for any permission, licence or other significant advantage.**
- 10.2 I register with the Monitoring Officer any gift or hospitality with an estimated value of at least £50 within 28 days of its receipt.**
- 10.3 I register with the Monitoring Officer any significant gift or hospitality that I have been offered but have refused to accept.**

In order to protect your position and the reputation of the local authority, you should exercise caution in accepting any gifts or hospitality which are (or which you reasonably believe to be) offered to you because you are a councillor. The presumption should always be not to accept significant gifts or hospitality. However, there may be times when such a refusal may be difficult if it is seen as rudeness in which case you could accept it but must ensure it is publicly registered. However, you do not need to register gifts and hospitality which are not related to your role as a councillor, such as Christmas gifts from your friends and family. It is also important to note that it is appropriate to accept normal expenses and hospitality associated with your duties as a councillor. If you are unsure, do contact your Monitoring Officer for guidance.

Appendices

Appendix A – The Seven Principles of Public Life

The principles are:

Selflessness

Holders of public office should act solely in terms of the public interest.

Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must disclose and resolve any interests and relationships.

Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

Honesty

Holders of public office should be truthful.

Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

Appendix B Registering interests

Within 28 days of becoming a member or your re-election or re-appointment to office you must register with the Monitoring Officer the interests which fall within the categories set out in **Table 1 (Disclosable Pecuniary Interests)** which are as described in “The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012”. You should also register details of your other personal interests which fall within the categories set out in **Table 2 (Other Registerable Interests)**.

“Disclosable Pecuniary Interest” means an interest of yourself, or of your partner if you are aware of your partner's interest, within the descriptions set out in Table 1 below.

"Partner" means a spouse or civil partner, or a person with whom you are living as husband or wife, or a person with whom you are living as if you are civil partners.

1. You must ensure that your register of interests is kept up-to-date and within 28 days of becoming aware of any new interest, or of any change to a registered interest, notify the Monitoring Officer.
2. A ‘sensitive interest’ is as an interest which, if disclosed, could lead to the councillor, or a person connected with the councillor, being subject to violence or intimidation.
3. Where you have a ‘sensitive interest’ you must notify the Monitoring Officer with the reasons why you believe it is a sensitive interest. If the Monitoring Officer agrees they will withhold the interest from the public register.

Non participation in case of disclosable pecuniary interest

4. Where a matter arises at a meeting which directly relates to one of your Disclosable Pecuniary Interests as set out in **Table 1**, you must disclose the interest, not participate in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a ‘sensitive interest’, you do not have to disclose the nature of the interest, just that you have an interest. Dispensation may be granted in limited circumstances, to enable you to participate and vote on a matter in which you have a disclosable pecuniary interest.
5. [Where you have a disclosable pecuniary interest on a matter to be considered or is being considered by you as a Cabinet member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it]

Disclosure of Other Registerable Interests

6. Where a matter arises at a meeting which **directly relates** to the financial interest or wellbeing of one of your Other Registerable Interests (as set out in **Table 2**), you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a ‘sensitive interest’, you do not have to disclose the nature of the interest.

Disclosure of Non-Registerable Interests

7. Where a matter arises at a meeting which **directly relates** to your financial interest or well-being (and is not a Disclosable Pecuniary Interest set out in Table 1) or a financial interest or well-being of a relative or close associate, you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest.
8. Where a matter arises at a meeting which **affects** –
 - a. your own financial interest or well-being;
 - b. a financial interest or well-being of a relative or close associate; or
 - c. a financial interest or wellbeing of a body included under Other Registrable Interests as set out in **Table 2**

you must disclose the interest. In order to determine whether you can remain in the meeting after disclosing your interest the following test should be applied

9. Where a matter (referred to in paragraph 8 above) **affects** the financial interest or well-being:
 - a. to a greater extent than it affects the financial interests of the majority of inhabitants of the ward affected by the decision and;
 - b. a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest

You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.

If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

10. [Where you have an Other Registerable Interest or Non-Registerable Interest on a matter to be considered or is being considered by you as a Cabinet member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it]

Table 1: Disclosable Pecuniary Interests

This table sets out the explanation of Disclosable Pecuniary Interests as set out in the [Relevant Authorities \(Disclosable Pecuniary Interests\) Regulations 2012](#).

Subject	Description
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract made between the councillor or his/her spouse or civil partner or the person with whom the

	<p>councillor is living as if they were spouses/civil partners (or a firm in which such person is a partner, or an incorporated body of which such person is a director* or a body that such person has a beneficial interest in the securities of*) and the council —</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p>
Land and Property	<p>Any beneficial interest in land which is within the area of the council.</p> <p>‘Land’ excludes an easement, servitude, interest or right in or over land which does not give the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners (alone or jointly with another) a right to occupy or to receive income.</p>
Licenses	<p>Any licence (alone or jointly with others) to occupy land in the area of the council for a month or longer</p>
Corporate tenancies	<p>Any tenancy where (to the councillor’s knowledge)—</p> <p>(a) the landlord is the council; and</p> <p>(b) the tenant is a body that the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners is a partner of or a director* of or has a beneficial interest in the securities* of.</p>
Securities	<p>Any beneficial interest in securities* of a body where—</p> <p>(a) that body (to the councillor’s knowledge) has a place of business or land in the area of the council; and</p> <p>(b) either—</p> <p>(i) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or</p> <p>(ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were</p>

	spouses/civil partners have a beneficial interest exceeds one hundredth of the total issued share capital of that class.
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* 'director' includes a member of the committee of management of an industrial and provident society.

* 'securities' means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

Table 2: Other Registrable Interests

You must register as an Other Registrable Interest :

- a) any unpaid directorships
 - b) any body of which you are a member or are in a position of general control or management and to which you are nominated or appointed by your authority
 - c) any body
 - (i) exercising functions of a public nature
 - (ii) directed to charitable purposes or
 - (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union)
- of which you are a member or in a position of general control or management

Appendix C – the Committee on Standards in Public Life

The LGA has undertaken this review whilst the Government continues to consider the recommendations made by the Committee on Standards in Public Life in their report on [Local Government Ethical Standards](#). If the Government chooses to implement any of the recommendations, this could require a change to this Code.

The recommendations cover:

- Recommendations for changes to the Localism Act 2011 to clarify in law when the Code of Conduct applies
- The introduction of sanctions
- An appeals process through the Local Government Ombudsman
- Changes to the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012
- Updates to the Local Government Transparency Code
- Changes to the role and responsibilities of the Independent Person
- That the criminal offences in the Localism Act 2011 relating to Disclosable Pecuniary Interests should be abolished

The Local Government Ethical Standards report also includes Best Practice recommendations. These are:

Best practice 1: Local authorities should include prohibitions on bullying and harassment in codes of conduct. These should include a definition of bullying and harassment, supplemented with a list of examples of the sort of behaviour covered by such a definition.

Best practice 2: Councils should include provisions in their code of conduct requiring councillors to comply with any formal standards investigation and prohibiting trivial or malicious allegations by councillors.

Best practice 3: Principal authorities should review their code of conduct each year and regularly seek, where possible, the views of the public, community organisations and neighbouring authorities.

Best practice 4: An authority's code should be readily accessible to both councillors and the public, in a prominent position on a council's website and available in council premises.

Best practice 5: Local authorities should update their gifts and hospitality register at least once per quarter, and publish it in an accessible format, such as CSV.

Best practice 6: Councils should publish a clear and straightforward public interest test against which allegations are filtered.

Best practice 7: Local authorities should have access to at least two Independent Persons.

Best practice 8: An Independent Person should be consulted as to whether to undertake a formal investigation on an allegation, and should be given the option to

review and comment on allegations which the responsible officer is minded to dismiss as being without merit, vexatious, or trivial.

Best practice 9: Where a local authority makes a decision on an allegation of misconduct following a formal investigation, a decision notice should be published as soon as possible on its website, including a brief statement of facts, the provisions of the code engaged by the allegations, the view of the Independent Person, the reasoning of the decision-maker, and any sanction applied.

Best practice 10: A local authority should have straightforward and accessible guidance on its website on how to make a complaint under the code of conduct, the process for handling complaints, and estimated timescales for investigations and outcomes.

Best practice 11: Formal standards complaints about the conduct of a parish councillor towards a clerk should be made by the chair or by the parish council, rather than the clerk in all but exceptional circumstances.

Best practice 12: Monitoring Officers' roles should include providing advice, support and management of investigations and adjudications on alleged breaches to parish councils within the remit of the principal authority. They should be provided with adequate training, corporate support and resources to undertake this work.

Best practice 13: A local authority should have procedures in place to address any conflicts of interest when undertaking a standards investigation. Possible steps should include asking the Monitoring Officer from a different authority to undertake the investigation.

Best practice 14: Councils should report on separate bodies they have set up or which they own as part of their annual governance statement and give a full picture of their relationship with those bodies. Separate bodies created by local authorities should abide by the Nolan principle of openness and publish their board agendas and minutes and annual reports in an accessible place.

Best practice 15: Senior officers should meet regularly with political group leaders or group whips to discuss standards issues.

The LGA has committed to reviewing the Code on an annual basis to ensure it is still fit for purpose.

LGA Model Code of Conduct - Responses received for Broadland

Appendix 2

Responses from BDC councillors (12 responses – 25.5% of councillors)	Responses from BDC parish/town councils (11 responses – 21.5% of parish/towns)
Q 1: Do you agree that the section on general conduct makes it clear on the specific obligations of members outlined in the code?	
<p>Fully agree with all categories – 11 Fully agree with categories apart from bullying and not comprising officers where they partially agreed – 1</p> <p>One comment: Bullying/Harassment - Is it clear enough that this includes members of one's own political party? Where is the line between compromising the impartiality of Officers and imposing the majority party's own policies on the conclusions/recommendations in reports provided by Officers? And/or is it the case that some Senior Managers are more readily inclined to align with one party than another leading to them imposing a view on more Junior Managers? This is a genuine question.... Can the 'line' be expressed?</p>	<p>Fully agree with all categories – 9 Fully agree with categories apart from not disclosing information given to councillors in confidence – 2</p> <p>One comment: There should be caveats and responsibility imposed to disclose where the information would have a detrimental to the Councillor fulfilling their duty, Parish Standing Orders, Parish Risk Assessment, Insurance and an issue that could be extremely damaging to the Parish Council. This could include resigning from post.</p>
Q 2: Do you support the inclusion of these categories of 'Other Interests' for registration?	
<p>Fully supported all categories – 12</p>	<p>Fully supported all categories – 8 Fully supported all categories except partially supported unpaid directorships – 1 Fully supported all categories except not supported declaring membership of a political party – 1 Skipped questions - 1</p>
Q 3: The mode code proposes £50 as the threshold for registering gifts and hospitality. Is this an appropriate threshold? If not, what threshold is appropriate?	
<p>Yes – 8</p>	<p>Yes – 8</p>

<p>No, the amount should be higher – 3 Threshold suggested - £75, £100 and £150 No, the amount should be lower – 1: threshold: £0</p>	<p>No – the amount should be lower – 2 Threshold - £30 and £0 Skipped questions – 1</p>
<p>Question 4: The Standards Committee also considered whether an accumulation of small gifts received from the same source over a period of time should be registered. Do you agree that a cumulative total should be included in the code? What maximum amount would you suggest and over what period of time?</p>	
<p>Yes – 10 No – 2 Suggested thresholds (6 responses): £50 over 2 month, 6 months or measured over financial year £75 £100 over 3 months £300 every 6 months</p>	<p>Yes – 10 Suggested thresholds (4 responses): £0 £50 appropriate but who will be monitoring the gifts to ensure this is checked? £50 over 2 month or 12 months £250 over 12 months Skipped question – 1</p>
<p>Q 5: Do you agree that Councillors should declare ORIs and not be able to speak or take part in the meeting when discussing ORIs as outlined in code?</p>	
<p>Agree – 10 Partially agree – 2 One comment: Depends on what the subject matter is that is being discussed.</p>	<p>Agree – 9 Disagree – 1, Councillor may have something relevant to the discussion but they should not be able to vote Skipped question – 1</p>
<p>Q 6: Do you agree that Councillors should declare NRIs and not be able to speak or take part in the meeting when discussing NRIs as outlined in Appendix B of the code?</p>	
<p>Agree – 10 Partially agree 1 - Define "someone they are associated with"</p>	<p>Agree – 9 Disagree - 1 Skipped question - 1</p>

Disagree 1 - You may not support a relative or partners view with a NRI. You would be able to express your own view as part of complying with the Nolan principles.	
Q7: the model code suggests that where a councillor has an Other Registrable Interest or Non-Registrable Interest on a matter to be considered or is being considered by a Cabinet member in exercise of their executive function, they must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging someone to deal with it. Do you agree that this should be included in the code?	
Agree – 11 Disagree – 1 - You may not support a relative or partners view with a NRI. You would be able to express your own view as part of complying with the Nolan principles	Agree – 10 Skipped question - 1
Q8: Any other comments about the Model Councillor Code of Conduct?	
<p>2 responses:</p> <p>Model Codes of conduct are only as good as the person/committee who holds the power to implement. Monitoring and penalties are often perceived as ineffective.</p> <p>It seems comprehensive, has clarity, and I would be happy for Broadland District Council to adopt it. An annual review could be carried out, just in case any issues arise which might indicate that the council might want to consider adopting any re-wording of it in future, although I would imagine that would be unlikely</p>	<p>2 responses:</p> <p>I am shocked this isn't already in place to this level?!! No wonder there are the rumours there are about BDC officers. If smaller parish councils have adopted this tougher CoC, there is absolutely no argument that those with actual power and influence should have to abide by the same rules!!</p> <ol style="list-style-type: none"> 1. How often will the training be – annual? And will be there a cost or will this be offered free of charge? 2. The code of conduct does talk about decision making powers of which we don't really have any we can only make recommendations... I wonder if that needs to be clarified for the parish council version. 3. The register of interests and gifts and hospitalities – will monitoring officer put a process in place to reach out and ask for details or will we need to do that. We cover interests as an agenda item for each meeting but it may be as simple as adding G&H as an agenda item and we all confirming none given or received at each meeting. For those of us that hold other roles.

	<p>4. Appendix C is interesting and I see they are saying recommended practice so clarification as to whether Broadland would expect Parish Councils to adopt these... there are a couple that are interesting:</p> <ol style="list-style-type: none"> 1. Seek views of local public on the policy content.... 2. Having access to 2 independent persons...who would those be for parish councils? 3. Then point 9 talks about having to put a decision notice on our website on results of any allegations/investigations... that could be interesting bearing in mind the number some PCs get from the same parishioners.
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Monitoring Officer Report

Report Author: Emma Hodds
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Portfolio: The Leader

Ward(s) Affected: All

Purpose of the Report:

This report covers the allocations of seats on committees and the appointment to outside bodies as a result of the recent by-election.

Recommendations:

That Council agrees:

1. the allocation of committee seats to each political group as set out in Appendix A
2. the appointment of members to committee seats, as set out in section 4 of the report
3. the appointment of Chairman and Vice Chairman on the Service Improvement and Efficiency Committee
4. the appointment to outside bodies as set out in section 4 of the report

1. Summary

- 1.1 This report covers the allocations of seats on committees and the appointment to outside bodies as a result of the recent by-election.

ALLOCATION OF COMMITTEE SEATS

2. Background

- 2.1 Following the recent by-election and the resignation of a Councillor from the Conservative Group it has been necessary to recalculate the political balance of the Council.
- 2.2 Accordingly, officers have undertaken a review of the representation of different political groups at committees of the council, in accordance with the political balance rules below. The impact on the Council's committees are outlined within this report.
- 2.3 The requirement for committees and sub-committees of the council to be politically proportionate to the number of the seats on the council is covered by Section 15 of the Local Government and Housing Act 1989. The principles governing political proportionality are that:
- a) No one group to have all the seats;
 - b) The group with the majority of seats on the Council to have a majority of seats on each committee;
 - c) seats are allocated on each committee in the same proportion as the overall number of seats on the Council; and
 - d) the total number of seats on committees are allocated in proportion to the overall number of seats on the Council.
- 2.4 Section 15 also states that allocations outside the usual proportionality requirements can be agreed provided no member votes against them.
- 2.5 The Local Government Act 2000 exempted Cabinet from the requirement to be politically proportionate. Licensing sub-committee panels are appointed under the Licensing Act, 2003. These panels are quasi-judicial in nature and the 2003 Act does not extend political balance requirement to them.
- 2.6 Section 16(1) of the 1989 Act provides that appointments be made in such a way as to give effect to such wishes about who is to be appointed to the seats on that body which are allocated to a particular political group as are expressed by that group.

3. Current position

- 3.1 Due to the above the division of member seats and percentage allocation of each political group on the Council is as follows:

Conservative Group	29 members	63%
Lib Dem Group	12 members	26%
Labour Group	3 members	7%
Green Group	2 members	4%
Independent	1 member	not classed as group under political balance rules

4. Proposed action

- 4.1 In accordance with the principles of the 1989 Act, a review of the representation of political parties to committees has been undertaken.

There are 104 committee seats and based on the percentages of each group as above (para 3.1) this has resulted in the Conservative Party losing 3 seats and the Labour Party gaining 3 seats, as follows.

Group	Existing seats	New allocations
Conservative Group	69	66
Lib Dem Group	27	27
Labour Group	4	7
Green Group	4	4
Total	104	104

- 4.2 A calculation has been carried out to allocate seats to each committee based on the percentages, following the principles of the 1989 Act. The calculations have resulted in fractions of seats, requiring some rounding up and down (generally 0.49% and below is rounded down and 0.50% and above is rounded up).
- 4.3 The Leaders of the political parties whose seat allocations have changed, have been consulted on the new allocation of committee seats (as set out in appendix A).
- 4.4 The Leaders have also been consulted on the appointments to committee seats and they have nominated members to be added, removed or replaced to committees. This has resulted in a number of changes for Council to approve, as follows:

Conservatives

Appeals Committee – Cllr Justine Thomas to be removed

Overview & Scrutiny Committee – Cllr Clancy to replace the late Cllr Shaw

Planning – Cllr Fisher to be removed

Service Improvement and Efficiency Committee – Cllr Nurden to be removed and Cllr Kelly to become the Vice Chairman

Labour

Appeals –to be confirmed

Planning – to be confirmed

Service Improvement and Efficiency Committee – to be confirmed

- 4.5 The Leader of the Conservative Group has also indicated that he wishes to “gift” one of their seats on the Service Improvement and Efficiency Committee to Cllr Justine Thomas, and for this Councillor to retain the Chairmanship for continuity over the last few months of the political cycle.
- 4.6 In accordance with paragraph section 15 of the Act, the allocation of this seat to an Independent, will require that no member votes against the proposal.

APPOINTMENTS TO OUTSIDE BODIES

- 4.7 Due to the sad passing of the late Cllr Shaw appointments need to be made to outside bodies, this has been confirmed by the Leader as follows:
- Community Safety Partnership Scrutiny Panel – Cllr Prutton
- Broad (2006) Internal Drainage Board – vacant
- Local Government Association Strategic Aviation ((Special Interest Group) (LGA) (SASIS)) – vacant
- Norwich Airport Limited Consultative Committee – Cllr Copplestone

5. Issues and risks

- 5.1 **Resource Implications** – no implications.
- 5.2 **Legal Implications** – the recommendations contained within this report ensure that the Council remains compliant with legislation.
- 5.3 **Equality Implications** – no implications.
- 5.4 **Environmental Impact** – no implications
- 5.5 **Crime and Disorder** – no implications
- 5.6 **Risks** – no other risks identified.

7. Recommendations

That Council agrees:

- 6.1 the allocation of committee seats to each political group as set out in Appendix A
- 6.2 the appointment of members to committee seats, as set out in section 4 of the report

- 6.3 the appointment of Chairman and Vice Chairman on the Service Improvement and Efficiency Committee
- 6.4 the appointment to outside bodies as set out in section 4 of the report

Background papers

Guidance to political balance calculation

Appendix A

Seat allocations – politically proportionate committees

Committee	No of seats	Cons	Lib Dem	Labour	Green
Appeals	8	5	2	1	0
Audit	5	4	1	0	0
Awards	10	6	3	0	1
Emergency Committee	6	4	2	0	0
Electoral Arrangements	10	6	2	1	1
Joint Scrutiny	6	4	2	0	0
Joint Appts. Panel	4	3	1	0	0
Licensing	13	8	3	1	1
Overview & Scrutiny	15	9	4	1	1
Planning	11	7	3	1	0
SIEC	11	7	3	1	0
Standards	5	3	1	1	0
Total	104	66	27	7	4

Changes highlighted in yellow.

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 R Potter - Young Persons Update – December 2022

There was an anti-bullying conference which was supported by PC Vicky Bailey on Wednesday 16 November. The feedback was fantastic, and some terrific outcomes were achieved. There were also some after event sessions which focussed on networking and signposting for the young people who attended. It was open to any professional or young person in Norfolk. Broadland YAB ran several workshops on the day. A total of 215 people turned up at the event and it was a complete sell out. The purpose was to educate young people in what bullying looks like and to keep them engaged beyond the conference.

Youth work celebration event - Monday 28 November. It's a celebration of what youth workers are doing and what they have achieved. Their funding has got progressively smaller, but they are continuing to achieve great things and ensure they keep young people engaged. It was held at Norwich arts centre and Melanie Blanch, the senior youth worker for MAP facilitated the event.

Xadventure October half term - all of the YABs got together and did some team building activities, learnt some confidence activities, some wilderness survival skills where they ate bugs, made homemade herbal tea and baked their own bread outdoors. As a result of this activity, they learnt how to develop their problem-solving skills and were able to understand what leadership means and how they can apply it to everyday life. The Young Commissioners also ran workshops where they were able to finalise the plan on how to use the holiday activity fund for next August for their annual residential.

Afternoon activity clubs continue to happen after school at Xadventure at Horsford. MAP have worked with them to devise a structured feedback monthly session to ensure that both value for money is being achieved and that the young people are enjoying the sessions on offer.

MAP have recommissioned Lola Stafford to complete project SMILE. This is a coaching programme, often 1:1 where young people are coached and signposted to various job opportunities and helps them understand their transferable skills. The feedback from last year's programme was extremely positive, with over 150 students reached. A number of them went on to secure job interviews and one of the key outputs was improved mental health. This programme will continue until September 2023.

Cllr S Prutton - Report to Members of Broadland District Council from External Organisations between September and December 2022

NASP - Norfolk Anti Scam Panel

We held a successful day at the Forum in mid-October covering fraud, scams and cyber awareness. The cyber escape rooms were popular but attendance at the presentations was not very high. We were located in the Gallery, an area to which people had to be directed. This resulted in the footfall not being as high as we would have liked although we were however able to talk to a fair number of people throughout the day.

As I have mentioned before – County Hall do hold a number of call blocker devices

centrally, which are available to help people who have been victims of scams. However, they do have to be allocated via formal application / recommendation and not merely because someone decides they would like one – please apply initially to Teresa Haxell in Trading Standards.

#

NHOSC – Norfolk Health Overview and Scrutiny Committee

I find this a very difficult committee on which to report as I have no in depth NHS training and although I have a curiosity into things pertaining to health matters I have no actual expertise.

The nature of the way these subjects are scrutinised means that big issues rarely open and close but rather, they roll into one another or spawn an additional line of reporting. Nothing ever seems to be completed, though one contrary example surrounding the location of a new GP surgery in King's Lynn did get resolved; this is a rarity.

After the Covid restrictions were lifted medical staff continued to be allowed to address the meeting remotely. To my mind, this made for greater efficiency because we could find that in the course of a three-hour meeting we would be covering three different issues. This could mean that as many as 20 different health service staff would come into the council chamber having travelled from anywhere within the Norfolk / Waveney region, making me think “no wonder the Health Service costs so much money”.

However, the current chair, Alison Thomas (SNC), seems to prefer to have them in the council chamber so that they can perhaps be better able to sense the serious manner in which their reports are received and questioned.

Meanwhile I continue to circulate the summary papers or circulars sent to me because they could equally be of interest to you and of course, they are easy enough for you to bin if they are not. It is easier for me to do this than to try to précis the very complicated debates full of medical terms and acronyms, which are not easy to decipher.

#

BOPP – Broadland Older People's Partnership

The most recent public meeting that BOPP organised was at the end of October when we gathered in the Court House at Blofield. These public meetings are arranged about three times per year and we move around various locations within Broadland hoping to attract different people. Indeed, we do attract different people but only in a specific location - in other words, they do not follow us around so our audiences fail to enlarge.

Our July meeting was on environmental issues concerning waste handling whilst October's was also devoted to environmental issues but much more along the lines of pollution and its prevention.

The committee is trying to decide whether to move from morning meetings to those held in the afternoon to see whether this makes any difference to the level of support they receive at each location although to my mind the biggest deterrent is simply the lack of advertising.

The committee has tried to use the Just Regional magazines and parish magazines that are published. They have also used Broadland's own publications but it is quite difficult for the chairman who does all the organising to tie up dates with the various publications. I advise as far as possible but I am only an observer, not elected to the committee.

**NOT FOR PUBLICATION BY VIRTUE OF SCHEDULE 12A OF PART 1
PARAGRAPH 3 OF THE LOCAL GOVERNMENT ACT 1972 (AS AMENDED) THE
LOCAL AUTHORITIES (ACCESS TO INFORMATION) (VARIATION) ORDER 2006
(Contains information relating to: an individual; the financial or business
affairs of any particular person and action to be taken in connection with the
prosecution of a crime)**

Pages 135 to 137 are not available to the public because the information is confidential as it includes exempt information about the financial or business affairs of a person