

Borough Council of
**King's Lynn &
West Norfolk**



Corporate Performance Panel

Agenda

Monday, 8th November, 2021
at 4.30 pm

in the

**Assembly Room
Town Hall
Saturday Market Place
King's Lynn**

Also available to view on
<https://www.youtube.com/user/WestNorfolkBC>



King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX
Telephone: 01553 616200

29 October 2021

Dear Member

Corporate Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Monday, 8th November, 2021 at 4.30 pm** in the **Assembly Room, Town Hall, Saturday Market Place, King's Lynn PE30 5DQ** to discuss the business shown below.

Yours sincerely

Chief Executive

AGENDA

1. Apologies

2. Minutes (Pages 6 - 31)

To approve the minutes from the Corporate Performance Panel held on 1 September 2021.

3. Declarations of Interest

Please indicate if there are any interests which should be declared. A declaration of an interest should indicate the nature of the interest (if not already declared on the Register of Interests) and the agenda item to which it relates. If a disclosable pecuniary interest is declared, the Member should withdraw from the room whilst the matter is discussed.

These declarations apply to all Members present, whether the Member is part of the meeting, attending to speak as a local Member on any item or simply observing the meeting from the public seating area.

4. Urgent Business Under Standing Order 7

To consider any business which, by reason of special circumstances, the Chairman proposed to accept as urgent under Section 100(b)(4)(b) of the Local Government Act 1972.

5. **Members Present Pursuant to Standing Order 34**

Members wishing to speak pursuant to Standing Order 34 should inform the Chair of their intention to do so and on what items they wish to be heard before a decision is taken.

6. **Chair's Correspondence (if any)**

7. **Call-in (if any)**

8. **Waste Issues Hunstanton Promenade** (Pages 32 - 40)

9. **Review of the Persistent Complaints Policy** (Pages 41 - 47)

10. **Cabinet Report: Review of the Corporate Business Plan** (Pages 48 - 57)

11. **Cabinet Report: Update to the Major Project Board Terms of Reference - REPORT TO FOLLOW**

12. **For Information Only - Formal Complaints against the Borough Council 1 April 2020 to 31 March 2021** (Pages 58 - 64)

13. **Cabinet Forward Decisions List** (Pages 65 - 68)

14. **Panel Work Programme** (Pages 69 - 77)

15. **Date of Next Meeting**

To note that the date of the next meeting of the Corporate Performance Panel will take place on 8 December 2021.

To:

Corporate Performance Panel: B Ayres, J Collop, I Devereux (Vice-Chair), C Hudson, J Kirk, C Manning, J Moriarty (Chair), C Morley, S Nash, S Patel, C Rose and D Tyler

Portfolio Holders:

Councillor S Dark, Leader

Councillor P Kunes, Environment

Councillor B Long, Corporate Services

Officers:

Alexa Baker, Monitoring Officer

Becky Box, Assistant Director, Central Services

Lorraine Gore, Chief Executive

Ged Greaves, Senior Policy and Performance Officer

Matthew Henry, Assistant Director Property and Projects