

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



Corporate Performance Panel

Agenda

**Wednesday, 8th December, 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>



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30 November 2021

Dear Member

Corporate Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Wednesday, 8th December, 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 5 - 21)

To approve the minutes from the Corporate Performance Panel held on 8 November 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 on that item is taken.

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

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

8. **Town Deal: Youth and Skills Retaining Pledge** (Pages 22 - 32)

9. **Annual Communications Update - TO FOLLOW**

10. **Council Tax Support Scheme** (Pages 33 - 49)

11. **Corporate Performance Monitoring Update Q2 2021/2022** (Pages 50 - 55)

12. **Employment Monitoring Figures - Annual Report** (Pages 56 - 71)

13. **Cabinet Forward Decisions List** (Pages 72 - 75)

14. **Panel Work Programme** (Pages 76 - 85)

15. **Date of Next Meeting**

To note that the date of the next meeting of the Corporate Performance Panel will take place on 6 January 2022 at 4.30 pm in the Assembly Room, Town Hall, Saturday Market Place, King's Lynn.

16. **Exclusion of Press and Public**

To consider passing the following resolution:

"That under Section 100(A)(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act".

17. **Exempt Cabinet Report: Council's Insurance Tender** (Pages 86 - 317)

To:

Corporate Performance Panel: Councillors 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:

- Item 8: Councillor G Middleton – Deputy Leader/Business, Culture and Heritage
- Item 9: Councillor S Dark – Leader
- Item 10: Councillor S Sandell – People and Communities
- Item 11: Councillor S Dark – Leader
- Item 12: Councillor S Dark – Leader
- Item 17: Councillor Mrs A Dickinson - Finance

Officers:

- Item 8: Tom Humphries, Skills Policy Manager, Norfolk County Council
- Item 9: Becky Box, Assistant Director Central Services/Management Team Representative
 - Tim Baldwin, Communications Officer
 - Jo Hillard, CIC Manager
 - Andrew Howell, ICT Web Team Manager
- Item 10: Jo Stanton, Revenues and Benefits Manager
- Item 11: Ged Greaves, Senior Policy and Performance Officer
- Item 12: Becky Box, Assistant Director Central Services/Management Team Representative
- Item 17: Michelle Drewery, Assistant Director Resources

Alexa Baker, Monitoring Officer

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

CORPORATE PERFORMANCE PANEL

Minutes from the Meeting of the Corporate Performance Panel held on Monday, 8th November, 2021 at 4.30 pm in the Assembly Room, Town Hall, Saturday Market Place, King's Lynn PE30 5DQ

PRESENT: Councillor J Moriarty (Chair)
Councillors B Ayres, J Collop, I Devereux (Vice-Chair), C Joyce (substitute for Councillor C Hudson), C Manning, C Morley, S Nash, S Patel and C Rose

Portfolio Holders:

Councillor R Blunt, Development and Regeneration
Councillor S Dark, Leader (via Zoom)
Councillor P Kunes, Environment
Councillor B Long, Corporate Services
Councillor G Middleton, Deputy Leader/Business, Culture and Heritage

Under Standing Order 34:

Councillor P Beal for CP55

Officers:

Alexa Baker, Monitoring Officer
Becky Box, Assistant Director, Central Services
Lorraine Gore, Chief Executive
Ged Greaves, Senior Policy and Performance Officer (via Zoom)
Matthew Henry, Assistant Director, Property and Projects (via Zoom)
Wendy Vincent, Democratic Services Officer

CP48 **APOLOGIES**

Apologies for absence were received from Councillors C Hudson, J Kirk and D Tyler.

CP49 **MINUTES**

The minutes of the Corporate Performance Panel held on 1 September 2021 were agreed as a correct record and signed by the Chair.

CP50 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

CP51 **URGENT BUSINESS UNDER STANDING ORDER 7**

There was no urgent business.

CP52 MEMBERS PRESENT PURSUANT TO STANDING ORDER 34

Councillor P Beal was present under Standing Order 34 for Item 8.

CP53 CHAIR'S CORRESPONDENCE

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The Chair reported that he had been contacted at the end of last week and the weekend regarding a planning sifting issue and explained that what had transpired was the Parish Council had requested a Borough Councillor call in the planning application. However for whatever reason the application did not get called in and although PC had given a number of material planning reasons. The sifting panel had determined that the application be determined under delegated authority. The Chair added that this presented a problem as under the current system the Parish Council did not know if the Borough Councillor or the system stopped the call in going forward as they were not aware of items to be considered before sifting panel until after the sifting meeting had taken place.

The Chair stated that he thought it be useful if Members discussed the item today in case the Panel wished to put a recommendation to Cabinet and that Councillor Blunt, Portfolio Holder was present to give his thoughts.

At the invitation of the Chair, Councillor Blunt addressed the Panel and expressed his disappointment that this had happened. Councillor Blunt commented that there were two separate issues – the sifting process and the call-in process and that he would like some time to discuss the issues with the planning officers and the sifting panel to look at the processes.

Councillor Blunt undertook to discuss the issues raised with the planning officers to enable the processes were visible and clear and invited Members to forward any suggestions.

Councillor Devereux commented that recently he had experienced the issues outlined within his own parish and added that there appeared to be a visibility issue and that a protocol might help.

Councillor Joyce outlined the issues regarding significant changes to applications that Councillors had called in and then determined under delegated powers. Councillor Joyce asked for the following in regard to significant changes be recorded in the minutes:

“Councillor Blunt said in response to my question on significant changes (and the definition), restarting the planning process again when there was a significant change in the planning application.”

Councillor Morley asked if permitted development rights applications could be called in.

In response to the comments made by the Panel, Councillor Blunt advised that issues raised would be taken on board when he undertook the review of both the call in and sifting panel processes.

In conclusion, the Chair thanked Councillor Blunt for attending the meeting today and that the Panel accepted his offer. When the Panel discussed the agenda item on planning sifting it might be broadened to consider other planning matters.

CP54 **CALL-IN**

There were no call-ins.

CP55 **WASTE ISSUES HUNSTANTON PROMENADE**

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In presenting the report, the Waste and Recycling Manager explained that a Councillor had requested a report addressing the points raised as they related to the work of the Panel with specific reference to waste related matters on the Promenade at Hunstanton.

The Waste and Recycling Manager outlined the key issues and options considered as set out in the report.

The Assistant Director, Property and Projects explained that the report set out terms and conditions imposed upon the Borough Council's business tenants for kiosk operations. The Panel was informed that there were problems with policing some issues and highlighted that it was not possible to staff in place all day just in case one of the tenants did not comply with the conditions set out in their lease.

The Waste and Recycling Manager responded to questions from the Panel in relation to:

- The Borough Council's duty of care.
- Steps taken and could be taken by the Borough Council to address the actions such as people placing waste where it should not be on Borough Council owned land.
- Borough Council's Enforcement Policy and actions which could be taken to address any breach identified and evidenced.

In response to questions from the Chair on cigarette butts and a collaborative forum with other groups, the Waste and Recycling Manager explained that there was always discussions in various county groups who worked together, discussed such issues and a potential solution.

Under Standing Order 34, Councillor P Beal addressed the Panel and outlined the issues which had been ongoing for 3 years and highlighted the large percentage of water waste going down the drain, all pumping cleaning chemicals into the drain which directly went into the sea. Councillor Beal drew attention to page 35 – litter and that he as Ward Councillor had raised concern. Councillor Beal referred to photographs he had taken identifying issues relating to waste and added that managing these issues was difficult but that there was an easy cure, a bin was required for waste which could be collected twice weekly by the trade lorries and a bowser installed to deal with water waste.

Councillor Beal asked who currently paid the water rates on the kiosks. In response, the Assistant Director Property and Projects explained that it was unclear but outlined the work which was ongoing with Anglian Water to identify where the supply came from and the route to the kiosks. The Assistant Director undertook to meet with Councillor Beal to explore the issues raised but highlighted that disposal of waste was the responsibility of the tenant and that any potential solution would incur a cost to the kiosk operators.

In response to the issues raised by Councillor Beal, the Refuse and Recycling Manager explained that officers were always interested in evidenced photos which could identify who, where and when they were taken to identify any issues which required addressing. Councillor Beal offered the photographs he had taken to the Waste and Recycling Manager.

Councillor Long, Portfolio Holder for Corporate Services commented that as Portfolio Holder he had only actually had the resort for a short period of time. However, over the years he had had an interest in waste and recycling matters and that he was aware Councillor Beal had raised this specific issue kiosks on previous occasions and that evidence was required of any wrongdoing to enable any appropriate action to be taken. Councillor Long highlighted the importance of the resort being clean and tidy both for residents and visitors and that the council did a good job in ensuring that Hunstanton was clean and tidy on a daily basis.

Under Standing Order 34, Councillor Beal reiterated the importance of a clean resort and referred to the comments made by Councillor Long. Council Beal added that he had two shops in Hunstanton and every day visitors had passed comments on how clean the town was.

In response to questions raised by Councillor Joyce in relation to officers being on the ground and undertaking an educational role and the resource required, the Deputy Leader explained that he would take on board the points made in relation to the disposal of both solid and water waste. The Portfolio Holder for Business, Culture and Heritage added that the council could undertake an educational exercise during the winter months with regard to solid and water waste. The Panel was

informed of the Enforcement Policy which was being considered by the Environment and Community Panel on 9 November 2021.

With regard to the issues raised with the disposal of water waste, the Portfolio Holder for Business, Culture and Heritage explained that this was the responsibility of the kiosk tenant and if the traders ask the Borough Council to assist to identify a solution it was noted that the council could choose to invest, for example, installation of a pump system. However, it was noted that if traders sought the assistance of the council and this level of investment was made, it would be necessary for the council to look at the current tenancy agreement and levels of rent paid and there could be a potential increase in cost.

The Chair thanked the Waste and Recycling Manager for the report and the Portfolio Holders for attending and providing input into the debate.

RECOMMENDATION: 1) The Panel noted the report and the outcomes which were compliant with the law and provided for the delivery of the Corporate Plan and Policies of the Council.

2) Councillor Beal to attend a meeting with the Assistant Director, Property and Projects to discuss the issued he had raised set out above. The chair to be informed of the outcome of the meeting and be reported back to a future meeting of the Panel.

CP56 REVIEW OF THE PERSISTENT COMPLAINTS POLICY

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The Chair invited Councillor Nash to present his report which had been circulated with the Agenda.

Councillor Nash drew the Panel's attention to Page 43, the four recommendations set out below:

- The UPCP be returned to the March 2013 wording with three amendments. Subsequent amendments to that policy currently in force, whilst being negated will in fact be inherently satisfied by a proper appeal process.
- Under bullet point 9, the 'scattergun' definition be narrowed in accordance with this report.
- Under bullet point 12, new and relevant evidence/information can be presented at any time during the period in which an individual's complaint is registered under the policy.
- The Standards Committee be employed to administer appeals to the UPCP in a process commensurate with that of the Localism

Act 2011 standards regime whereby both parties to the complaint are afforded the opportunity to present their evidence to the committee either personally or through a representative. Additionally, it has already been established that the role description of the Council's Localism Act 2011, section 28 Independent Person allows for that individual to be nominated to a role commensurate with the Localism Act 2011 standards regime and as such, the Independent Person can be approached by either or both of the parties to the complaint in order for the Independent Person to provide an independent opinion before the Standards Committee reaches its decision.

Councillor Nash commented that he was speaking about this policy as he had had probably exclusive experience of being on both sides of the policy. Councillor Nash added that based on his experience to make it fair and useful policy for all concerned it was important to discuss those matters. Most points were discussed and agreed on at the October 2019 Corporate Performance Panel meeting and it should hopefully not be too laborious to go through them again.

Councillor Nash thanked the Chair.

The Chair thanked Councillor Nash and invited the Monitoring Officer to address the Panel.

The Monitoring Officer commented that she understood that on the last occasion, advised legal advice had been requested on the proposals put forward by Councillor Nash.

The Monitoring Officer provided a brief summary on the legal opinion.

The Monitoring Officer provided advice on whether the proposals could be accepted and changes made, except for a couple of areas which she would go through, the proposals could be accepted and that it was for Members to consider if whether they should be accepted and the reasons why.

The Monitoring Officer outlined the points that she considered would definitely need to stay in the policy as set out below:

Local Government Ombudsmen recommendations in relation to a complaint that was previously made:

- A requirement to set out a right for a review on a regular basis of the actual placement on the register.
- Review of the policy.

The Monitoring Officer advised that the above two points were contained in the current policy and that as she read the proposals the adoption of the 2013 policy would remove that. The Monitoring Officer

therefore advised she was very insistent that those two points would need to stay in.

In terms of the proposals as they were broken down, to return to March 2013 Policy - yes, subject to what she had said was possible. The Monitoring Officer stated that her overall legal opinion was that the current policy was preferable in a number of areas and she was happy to go through those, but that she did think that it was the preferable policy.

With regard to the proposal for adopting the 2013 policy, subject to those three amendments and that she would deal with those three amendments in turn because it maybe that alternative proposals could be put forward.

Scattergun Definition

The Monitoring Officer couldn't see actual wording about what Councillor Nash would like to change that to, so her comment there was that the current wording based on the 2013 policy and the current one was pretty much in accordance with the Local Government Ombudsmen's reference to the scattergun approach and it was just that the current one set out the various organisations and the point of that provision was to say that where a scattergun approach a complaint coming into the council, MP and different organisations. In the report there seemed to be a sort of understanding that it related to people in the council but if you actually read the wording of what was there it related to different organisations that was what the scattergun reference was to. Just to highlight Members to consider that, there was no wording to what Councillor Nash wanted to change it to and asked if Councillor Nash wished to come in on this point and clarify to Members what he was proposing it was changed to.

Councillor Nash commented that he did not have the new policy in front of him but stated the council was contemplating two policies I believe here, but if the council was to return to the 2013 policy there were serious problems with the scattergun approach because the scattergun approach actually contradicted the council's own complaints policy where it advised you to go to your councillor and it does in fact pretty much contradicted section 6 of the Whistleblowing policy which advised you to go to the Leader of the Borough Councillor, your ward councillor, the external auditor, a solicitor, the police, in fact all those in the 2013 policy. All of those people will score you bullet star prize for a place on the Unreasonable Persistent Complainants Policy, so there was a clear contradiction in two council policies and the council must not conflate the two policies at this point. If the council was to look at adopting the 2013 policy then that should be looked at.

In terms of the proposal, the Monitoring Officer asked Councillor Nash what proposal he wished to make on the scattergun, one of the proposals was to change the definition, Members needed to be clear

on what the changes you were proposing to be made. Councillor Nash added that this was a discussion once it had been agreed to adopt the 2013 policy, he was hoping there would be a further discussion as there was a lot to chew over at one meeting.

The Chair stated to Councillor Nash that he was not looking for this meeting to come forward with a proposal based on your report to the next Cabinet meeting but that he wanted an opportunity to explore the appropriate wording for scattergun. The Chair sympathised with Councillor Nash on the wording in relation to scattergun approach and that if he was a complainant he would be guilty of scattergun approach as he would go for legal advice, contact the Citizens Advice Bureau and advise others to take, but if it was a question of coming up with wording to clarify that this would do this after the meeting and therefore it would not be going as a recommendation to the next Cabinet meeting and maybe Full Council the final arbiter.

The Chair asked when previously discussed at the Corporate Performance Panel was there any wording suggested as an alternative. Councillor Nash responded that he did not think the Panel did, let me check. The Chair asked to park that and move onto the Monitoring Officer's next point.

Proposal to amend a bullet point within the 2013 policy in relation to when new and relevant evidence could be submitted

The Monitoring Officer explained that the next point was in relation to amending a bullet point within the 2013 policy in relation to when new and relevant evidence could be submitted, She did agree that if a complainant was on loosely termed the register then if there was new and relevant evidence then that should come forward and one would expect if there was new and relevant evidence that would be an appeal, therefore she did agree with that point.

Proposal in relation to the Appeals Process

In relation to the proposal that the appeals process be replaced with a process whereby the Standards Committee would be convened to hear an appeal, subject to changes in the Constitution that would be permissible. She added that she had not seen any other Council do that but there was no reason why this council could not do that. Members were invited to consider the reasoning of why they would go to that extent of extending the terms of reference of a committee of the council to include this process which was not routine but Members may well feel that if their constituents rights were being interfered with to such an extent that they were being told not to contact them then they might want that sort of involvement, so there was a reasonable basis on which Members may wish to consider this proposal but just to note if it was to go forward then there would need to be clear recommendations on changing the Constitution to extend the terms of reference of the Standards Committee.

Councillor Ayres commented that he spoken on this item previously and the Panel was still facing the same problem, the Panel was presented with a large amount of paperwork which had merits that needed to be looked at in a democratic fashion and that it required the input of more than one person. Councillor Ayres asked if there was a case of setting up an informal working group to look at the document and to bring the findings back to the Panel.

Councillor Nash referred to the appeals process and added that this was one of the important things to bring across from his report and commented that previously the council had experienced criticism for the way it had managed this policy. The use of the Standards Committee which he had said in his report had met only three times in the last eight years, the Standards Committee could be nominated for that role by law. If complaints got to the stage where it required that sort of scrutiny then the Standards Committee with its training was an ideal place to carry out an impartial review of the evidence from both sides and this had been lacking and this was a massive failure of the council and that this was picked by the Local Government Ombudsman when it carried out a review of a complaint.

The Chair commented that they had discussed it at a previous meeting and thought it through and did not agree that the Panel should re-justify its view, however he was attracted to the suggestion of an informal working group as it was very complicated and would explore it more after Councillor Middleton had addressed the Panel.

Councillor Middleton commented that there was a couple of things and that it might be his own opinion and everyone would form their own. Councillor Middleton added that the council had a robust policy and followed the legal guidelines for this type of policy and stated that from the Cabinet's point of view if the Corporate Performance Panel wished to put forward any recommendation it needed to be pretty robust and quite solid on the understanding what needed changing within that he asked Councillors to look at what was currently in front of them is one Councillors interpretation and opinion of what that current policy was and he thought that this definitely needed looking at as a Panel as it may not form the same opinion. One Councillor, Councillor Nash had done a look of research into it and formed his own opinion of that. The setting up of an informal working group could be a way to form the Panel's idea as what you wish if anything to Cabinet, but you may wish to form the decision that actually the policy was robust as it had been and therefore having an informal working group would drain resource from the council for the Panel to reach the same opinion that the council had a robust policy, why would councillors spend time looking at it because informal working group would put a recommendation forward based on at the moment one Councillor's opinion.

The Chair interrupted Councillor Middleton and stated that he felt Councillor Middleton was trying to guide the Panel.

In response, Councillor Middleton commented that it was up to the Panel to decide how to do it, but from a Cabinet's point of view whatever those recommendations looked like needed to be pretty robust and not woolly we think this needed to be changed.

The Chair added that the previous Chair of CPP when this item was discussed would have ensured that last set of proposals put forward were not woolly and he would ensure that future proposals were also not woolly.

At the invitation of the Chair, the Portfolio Holder for Corporate Services addressed the Committee and commented that he did not consider a review was required, but it was entirely within the gift of the Panel if it wanted to put forward recommendations to Cabinet, the route it got to that he was absolutely ok with. The point made by Councillor Middleton was right in that you did not necessarily change all the rules because one case did not fit the rules in place or someone felt he/she had not been dealt with properly in result of where the rules were and how they sat and if they were in the same part along the requirements as what you would see at most district level councils across the country, tweaking around the edges to make them to work better was all good if you get to that point and maybe an informal working group might be able to get to that point but the council did not want to stray too far away as to what was expected within the sector because ultimately anyone who was looking at in terms of an Ombudsman complaint would be judging against what they saw within the sector across the whole country rather than the fact that the words had been tweaked that would make it better for one person and not better for somebody else.

The Chair accepted the comments made by Councillor Long and added that no doubt he would had made that speech if the proposals from the Panel had gone forward as they should have done previously. The Chair added that he was determined that they will go forward but maybe if there was a compromise it would be done via an informal working group and take it to Cabinet and Council will make their decision. The Chair thanked Councillor Long for his contribution.

Councillor Nash commented that in view of the comments made if Councillor Ayres would like to propose that Motion then I will be more than happy to second the Motion

At the invitation of the Chair, the Chief Executive addressed the Panel and explained that this policy did not get used very often and it was only in very unique situations that the policy was used. The current policy had not been used in that period. The Chief Executive referred to Councillor Nash's report, second bullet point and the Monitoring Officer had accepted that point if Councillor Nash could come up with some wording this could come back to a further Panel meeting or a working group whichever way this was going to be done.

With regard to the first item, Councillor Nash look back at what his definition of scattergun, the Monitoring Officer could look at that come up with some wording to the Panel or working group or whatever route was determined.

As far as using the Standards Committee for dealing with appeals if that was the approach the Panel wished to do then again if it was fully transparent and a robust process there were no issues with that approach, what was required was a policy fit for purpose, robust and transparent and both herself and the Monitoring Officer would support that whether it was via an informal working group or bringing the proposals back to the Panel to take forward.

With regard to the proposal from Councillor Ayres on setting up an informal working group, the Chair asked if he had in mind the number of participants which did not need to be politically proportionate and meetings (no more than 2). Councillor Ayres agreed that two meetings would be sufficient and between 5 or 6 participants.

Councillor Ayres proposed that an informal working group be set up to consider the proposals put forward by Councillor Nash. The proposal was seconded by Councillor Moriarty and on being put to the vote was carried. Members of the informal working group – Councillors B Ayres, C Manning, J Moriarty, S Nash.

The Chair thanked all those present for their input into the debate.

RESOLVED: An informal working group be set up to consider the proposals put forward by Councillor Nash and to report back the findings at a future meeting of the Corporate Performance Panel.

CP57 **CABINET REPORT: REVIEW OF THE CORPORATE BUSINESS PLAN**

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The Senior Policy and Performance Officer presented the report which appended the revised Corporate Business Plan for the period to the next local elections in 2023 which would be considered by Cabinet on 16 November 2021.

The Panel was reminded that the six priority areas from the previously agreed plan had been retained and were set out at section 1.3 of the report, the detail beneath those priorities had been re-cast and that formed 12 objectives and 47 key initiatives.

The Senior Policy and Performance Officer explained that the Plan would focus the activities for the remainder of the Administrative term and progress updates would be presented to the Panel.

The Leader commented that he had nothing further to add but that he was available to answer any questions from the Panel.

The Leader responded to questions from Councillor Morley in relation to governance and communication of the Corporate Business Plan. The Leader invited Councillor Morley and the Panel to forward wording in relation to governance and Cabinet would look at that.

The Leader gave the Panel assurance that the Corporate Business Plan would be communicated widely.

The Chair thanked the Senior Policy and Performance Officer for attending and presenting the report.

RESOLVED: The Panel recommend to Cabinet the approval of the Corporate Business Plan.

CP58

CABINET REPORT: UPDATE TO THE MAJOR PROJECT BOARD TERMS OF REFERENCE

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The Assistant Director, Property and Projects presented the report and explained that the Council set up a Member Major Projects Board (MMPB) during 2019 to provide more formal over-sight and monitoring of the delivery of the Council's major projects and the programme of major projects.

It was highlighted that the operation and effectiveness of the Board had been hampered particularly by the Covid-19 pandemic, with many projects being stalled or delayed and Board meetings being cancelled.

The report sought to provide a greater degree of clarity in respect of the role of the MMPB and particularly its relationship with other existing Panels and Committees within the Council. The revised Terms of Reference for the Member Major Projects Board were set out in the report.

Councillor Joyce referred to page 10, 2.1(b) operate on behalf of the Cabinet, ... and commented that it naivety for the Labour Group to act on behalf of a Conservative Cabinet and added it should read operate on behalf of the Council. The Monitoring Officer explained that as it was a sub-committee of Cabinet it could only act on behalf of the Cabinet and not Council but that the alternative was to have a free standing committee.

The Chair added that 2.1(b) would remain, in principle, operate on behalf of Cabinet and that it was proposed there would be three representatives from other political groups and asked if those

representatives were allowed to be on scrutiny panels and would they be in effect be scrutinising themselves. The Monitoring Officer advised that there would be a conflict so would not be able to sit on a scrutiny panel. The Chair asked the Leader if this was considered a possible problem. In response, the Leader thanked the Assistant Director, Property and Projects and the Monitoring Officer for the report and that the Chair had raised a good question.

The Leader further added that Cabinet was trying to give some clarity because at the first meeting of the MMPB there were some issues around the role and remit of the Board and its importance to move forward. The Leader provided context and provided an overview of importance of the development of projects, scrutiny and what was missing and why the MMPB was set up.

Councillor Morley commented that Cabinet was marking its own homework and asked how the scrutiny panels would be linked into the MMPB and enable to panels to carry out scrutiny effectively. Councillor Morley added that a governance review was required across the board and was not content or convinced this was a step in the right direction and would look for some comfort that it would feed into the various scrutiny panels with relevant data and performance modules based upon project management methodology which was used throughout the country but may not be by this Administration.

The Chair commented understood why the council lost track of events because of the Pandemic but was looking for reassurance that whilst work in recent months that people go back to the report to the Audit Committee in May 2019 and to the flowchart presented to Audit Committee, because going on as the council was, was accepted that it was not acceptable and mistakes were made and how did the council avoid them in the future. The Chair asked if Cabinet had considered that the council should have a MMPB and an additional scrutiny body as he was not convinced of the make-up and Cabinet marking their own homework was going to prevent a similar set of events that occurred two or three years ago.

Councillor Long stated that he could see where the Panel was coming from regarding Cabinet marking their own homework. The most important thing that the council needed to get right was the methodology by which Cabinet approved a project to commence. Beyond that what process monitors it to ensure on track, time and budget to delivery right outcomes at the end. With regards to some projects the appropriate place, in his opinion, to be scrutinised was the appropriate panel.

Councillor Devereux commented that he recalled the earlier discussions at Cabinet where it had been decided that a MMPB was required and implicit in that decision was that there was process which managed the programmes of work and that they all conformed to a consistent process. In his view what was needed was a Project

Assurance Board which sat over the top look what happening across the authority to ensure projects were delivered on time, within budget, right outcomes, etc and were there were lessons to be learned that could feed in going forward to the management activity. In conclusion, Councillor Devereux explained that a simple board was required to give Members confidence that the right things were happening at the right time.

In response to observations made by the Chair, the Monitoring Officer explained that as an alternative to setting up a new scrutiny panel, the panel could look at reviewing the terms of the reference of the current scrutiny panels to consider whether you think they go further, far and specific enough to cover what was required to be scrutinised. The Chair expressed concern that this was a lesson learnt as to what happened previously that Councillors were not scrutinising efficiently enough, not doing their job properly and was the fault of Councillors that things went wrong and that they needed to change that. The Chair noted Councillor Devereux's reference to scrutiny and that the one thing MMPB did not do was scrutinise.

Councillor Blunt added that one thing that was lacking was the major project was set up and went through processes but there was not a way of presenting the project back to his need Cabinet and that this proposed role of the MMPB would enable this. Councillor Blunt commented that a continuous process of re-looking at any issues, monitoring, etc. and that he was suggesting it was a scrutiny body but a sub-committee of Cabinet. Cabinet needed to look at projects and enable the relevant Portfolio Holder to provide feedback on a particular project.

Councillor Joyce explained that the council needed some way to keep eye on major projects, the scrutiny system in place was a good system, but did not work, the right questions were asked and answers given. Councillor Joyce provided background information on the reasons why MMPB was set up. Councillor Joyce added that Cabinet took decisions on behalf of the council and if the MMPB was going to work in whatever form, then input was required from the opposition and that the aim was to make it work for the council.

In response, the Leader explained that he understood the points raised by Councillor Joyce and that the intent of the MMPB was to make it clearer to the opposition and would allow the Cabinet and three members of the opposition to see the projects and timelines, etc in that meeting which gave an opportunity would be making recommendations to Cabinet and made known to people. The Leader added that he took on board the comments from Councillor Joyce and undertook to look at the wording if it did cause Councillor Joyce difficulty, but in relation to principle and ethos put opposition members into the MMPB process to provide an overview of projects.

Councillor Joyce referred to 2.1(b) and suggested that the following words be taken out – operate on behalf of the Cabinet.

The Chair added that the Monitoring Officer had outlined what the situation was and asked Councillor Joyce if the above wording was deleted then there was a solution.

The Monitoring Officer explained that Councillor Dark had explained that he was happy to take away the comments made by Councillor Joyce and have a look at them before the Cabinet meeting.

Councillor Long stated that there had not been MMPB meetings during the Pandemic as he took a decision that it was not important was therefore a deliberate decision taken by myself in consultation with the Chief Executive not to hold meetings as there were more pressing duties for officers to be undertaking during the national Pandemic.

The Chair added that he was looking for confirming referring back to original problem encountered by the council and why the Audit Committee report came forward with a recommendation for such a board and liked the suggestion from the Monitoring Officer to review the terms of the reference of the scrutiny bodies as they did not do their job and would not put forward a proposal but would leave Cabinet to consider those points during their informal discussions.

Councillor Morley commented that would like some form of reporting module that set out performance, time and costs and a better defined management methodology that enable scrutiny panels to scrutinise effectively. In response, the Leader provided reassurance that a mechanism would be explored as to how projects could be monitored in the first meeting of the MMPB which included opposition Members and report back.

The Chair asked the Leader if the Cabinet would discuss the points raised by the Panel in the Cabinet meeting and that it was not just rubber stamping exercise. It had been an important debate and important that the council needed to get it right.

Councillor Joyce, seconded by Councillor Moriarty that 2.1(b) be amended as follows

- (b) To provide assurance that the council's major projects programme is run in accordance with the Officer Major Projects Board Terms of Reference.

And on being put to the vote was lost.

Councillor Patel, seconded by Councillor Manning proposed that the recommendation set out in the report, but on being put to the vote was lost.

RESOLVED: The Panel did not support the recommendation to Cabinet as set out in the report.

CP59 **FOR INFORMATION ONLY - FORMAL COMPLAINTS AGAINST THE BOROUGH COUNCIL 1 APRIL 2020 TO 31 MARCH 2021**

[Click here to view a recording of this item on You Tube](#)

The Ombudsman Interactive Map was shared on the screen for the Panel to view.

Ask question at sifting in terms of breakdown of the previous year's figures

The Chair referred to Appendix A and commented that it would be useful for the Panel to receive the breakdown by department of the 2019/2020 and would be included in the minutes of the meeting (the information requested is attached).

The Panel noted the annual report.

CP60 **CABINET FORWARD DECISIONS LIST**

[Click here to view a recording of this item on You Tube](#)

The Panel identified the following item for the next meeting on 8 December 2021:

- Council's insurance tender.

CP61 **PANEL WORK PROGRAMME**

[Click here to view a recording of this item on You Tube](#)

The Assistant Director, Central Services advised that the following item would be added to the 8 December meeting:

- Draft Business Case for the Youth and Skills Pledge which was part of the Town Deal.

CP62 **DATE OF NEXT MEETING**

The next meeting of the Corporate Performance Panel will be held on 8 December 2021 at 4.30 pm in the Assembly Room, Town Hall, King's Lynn, Norfolk.

The meeting closed at 6.39 pm

Appendix C

Breakdown of Corporate Complaints received in 2019/2020

Month	Total Received 2019-2020	Leisure	Parking	Property	Planning	Licensing	Central Services	Housing	Finance	Cumulative Total
Apr	4				1			1	2	4
May	4				1	1		1	1	8
Jun	1								1	9
July	5	2							3	14
Aug	2				2					16
Sept	0									16
Oct	2						1		1	18
Nov	1			1						19
Dec	2		1					1		21
Jan	1				1					22
Feb	1								1	23
Mar	0									23
Total	23	2	1	1	5	1	1	3	9	23

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Background Information

The King’s Lynn Youth Retraining Pledge project (KLYRP)

The project is one of seven projects to have been approved for inclusion in Vision King’s Lynn, the £25M Towns Fund portfolio recently awarded to the local authority from the Department for Levelling Up, Housing and Communities (DLUHC).

The Vision King’s Lynn portfolio also includes-

Project	Towns Fund Contribution (external funding value)
The Guildhall Complex	£4.85 Million
Town Centre repurposing	£1.75 Million
Public Realm fund	£0.25 Million
Active & Clean Connectivity	£6.8 Million
Riverfront regeneration	£6.7 Million
Multi-User Community Hub	£4.36 Million
Youth Retraining Pledge	£0.45 Million (revenue)

These projects have been selected through the work and analysis of the Towns Fund Board, established in October 2019 and responsible body for the development of the DLUHC Town Investment programme – the board comprising representatives from County and Borough local authorities, private sector, voluntary sector, education and community/specialist providers.

Utilising a wide range of community consultations, projects have been selected utilising a comprehensive needs assessment for King’s Lynn and aligning project concepts and proposals with the local strategic priorities in scope.

Project concept and development have also been supported by a number of Towns Fund Sub-Groups and in relation to the Youth Retraining Pledge project, the King’s Lynn Skills Forum. From February 2021, the Skills forum considered the challenge for young people, employers and education providers in the area, identifying a clear priority to deliver new opportunities for skills and jobs for our young people and improve their transition to employment.

Following initial development, confirmation of the project’s inclusion in the Town Fund portfolio was submitted on the 19th August 2021.

In line with HM Government Green book guidance, a full business case for the project has been developed which includes defined Strategic, Economic, Financial, Commercial and Management cases for the project’s rationale, operations and impact.

The business case was submitted for Towns Fund Board review on the 11th November 2021 and endorsed for inclusion in the Town Deal portfolio and with agreement for submission to DLUHC for funding on the 14th January 2022.

The King’s Lynn Youth Retraining Pledge project (KLYRP)

Key Project information

Our intention is to establish the King’s Lynn Youth Retraining Pledge project as an integral part of the skills infrastructure for unemployed and lower skilled young people in the town.

The project will establish the King’s Lynn Skills Partnership, the ‘Skills Department’ for the Town which will include a staff team to develop and deliver a wide range of employment & skills activity - driving forward King’s Lynn investment plan ambitions and increasing the skills and life opportunity for young people in the area

Project aims:

- To help young people overcome the personal barriers and challenges preventing them from engaging positively in learning or work.
- To provide a clear pathway for young people to increase their skills and future career path through training or employment.

Project Beneficiaries

- Young Adults (aged 18-30) who are employed without training.
These participants will be employed and/or residents within the Investment plan boundary and employed from 0.4 – 1.0 FTE. Categorized as low-skilled and/or under-employed.
- Young people aged 18-24 unemployed.
These participants will be resident in the Investment plan catchment area, economically active and unemployed.
- Young People (Aged 15-18) in fulltime education with focus on those at risk of NEET (not in employment, education or training).

Project Activities

- Re-Skilling - Developing a portfolio of accessible training, identified through and aligned to the skills needs of Kings Lynn's businesses and employees.
- Education & Business links – Engaging with employers and local education providers, facilitating industry-related learning, work-based training, work inspiration, IAG and employability activity for young people in the area.
- Deliver a range of positive activities, targeted at young people at risk of NEET and disengaging from education. The project will utilise providers from across the county in a direct delivery and commissioned approach, establishing these activities in accordance with young persons need and projected outcome.
- Co-ordination and Referral processes – Establish as a co-ordination entity in the area, maintaining oversight of available provision, services and project delivery in the locality and developing active referral and progression routes for participants & learners.
- Project Development – the Skills Partnership will support the ongoing sustainability of the project and skills needs in the locality, maintaining a strong insight into local needs and identifying project opportunities and funding opportunities.

Project Outputs

- 450 young people engaged with the project
- 255 young people gaining new qualifications
- 335 young people evidencing increased employability skills
- 335 young people engaged with employer-inspired activity
- 50 Large/SME organisations engaged in project activity
- 12 new courses facilitated/delivered.

Project Budget £442,000

Project Delivery period: 1st April 2022 – 31st March 2024

VISION KING'S LYNN

**Towns
Fund** 
Delivery Partner

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Corporate Performance Panel

The Kings Lynn Youth Retraining Pledge



Norfolk
County Council

Project Rationale & Context

Participation and Achievement levels amongst Young people are historically low – appearing entrenched in some key measures.

- At 86.84%, the participation rate in King's Lynn is well below both national and Norfolk averages in June 2021
- King's Lynn has a participation in higher education (POLAR) rate of only 17%, compared with 40% nationally.
- At 4.48%, the NEET (not in education, employment or training) rate in King's Lynn was higher than both national and Norfolk averages as of June 2021.
- In 2019 32.5% of BCKLWN students attained GCSE English and Maths Grade 9-5 compared to Norfolk (40.1%) and National (43.2%).
- In excess of 1300 young people (aged 18-24) are recorded as in Employment with no training in Kings Lynn Town deal catchment.

Project Rationale & Context

Workforce skill levels are low – in context of local and National higher skills demand

- King's Lynn and West Norfolk has a high rate of its working population with no qualifications, with large parts of the borough where 24% - 25.9% of residents have no or NVQ1 level qualifications attainment.
- Pockets of Kings Lynn town have over 30% of the population with no qualifications or Level one.
- Higher (technical) Qualification levels in King's Lynn are lower than average, 27% of the working population has NVQ level 4+ qualifications compared with 43% nationally.

Workforce earning are low for Residents

Area	Number of jobs (thousand)	Median £	Annual percentage change
KLWN	53	22,390	1.9
Norfolk	303	22,857	0.2
East of England	2,180	26,697	2.4
England	18,609	26,055	3.6

Kings Lynn Youth Retraining Pledge

Project aims-

- To help young people overcome the personal barriers and challenges preventing them from engaging positively in learning or work
- To provide a clear pathway for young people to increase their skills and future career path through training or employment

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Budget £442,000

Delivery: 1st April 2022 – 31st March 2024

Key Objectives

- Raise the participation and youth employment rates in the KL locality with supporting work inspiration, IAG and employability activities.
- Address Skills Gaps – design and deliver programmes/events to raise young people’s aspirations, increase work-related skills and raise awareness of career opportunities within Kings Lynn priority sectors.
- Develop and maintain key relationships with key local businesses and education providers – establishing forum where local skills needs are identified, solutions proposed and implemented.
- Develop a suite of industry-learning and re-training provision for young people aged 18-24, identifying transferable skills, increasing available provision and improving access to current & emerging training opportunities.
- To support transition to employment, the project will engage intensively with the secondary schools and further education provision, with targeted support at young people at risk of NEET and/or isolation due to Covid-19 effect.

Project Beneficiaries

1). Young Adults (aged 18-30) who are employed without training.

These participants will be employed and/or residents within the Investment plan boundary and employed from 0.4 – 1.0 FTE. Categorized as low-skilled and/or under-employed.

2). Young people aged 18-24 unemployed.

These participants will be resident in the Investment plan catchment area, economically active and unemployed.

3). Young People (Aged 15-18) in fulltime education with focus on those at risk of NEET.

Young people either resident and/or receiving education in the investment plan catchment area.

The project will establish the **Kings Lynn Skills Partnership**, establishing a project staff team in the town, who in partnership with local providers will develop and deliver a range of skills activity – raising the participation and skills levels within the catchment.

This will include-

- **Re-Skilling** - Developing a portfolio of accessible training, identified through and aligned to the skills needs of Kings Lynn's businesses and employees.
- **Education & Business links** – Engaging with employers and local education providers, facilitating industry-related learning, work-based training, work inspiration, IAG and employability activity for young people in the area.
- **Deliver a range of positive activities**, targeted at young people at risk of NEET and disengaging from education. The project will utilise providers from across the county in a direct delivery and commissioned approach, establishing these activities in accordance with young persons need and projected outcome.
- **Co-ordination and Referral processes** – Establish as a co-ordination entity in the area, maintaining oversight of available provision, services and project delivery in the locality and developing active referral and progression routes for participants & learners.
- **Project Development** – the Skills Partnership will support the ongoing sustainability of the project and skills needs in the locality, maintaining a strong insight into local needs and identifying project opportunities and funding opportunities.

Delivery Model

Key Elements

The Kings Lynn Skills Partnership

- Staff Team
- Training Hub

Delivery Partners (Skills Infrastructure)

- The College of West Anglia
- The Norfolk Adult/Community Learning Service

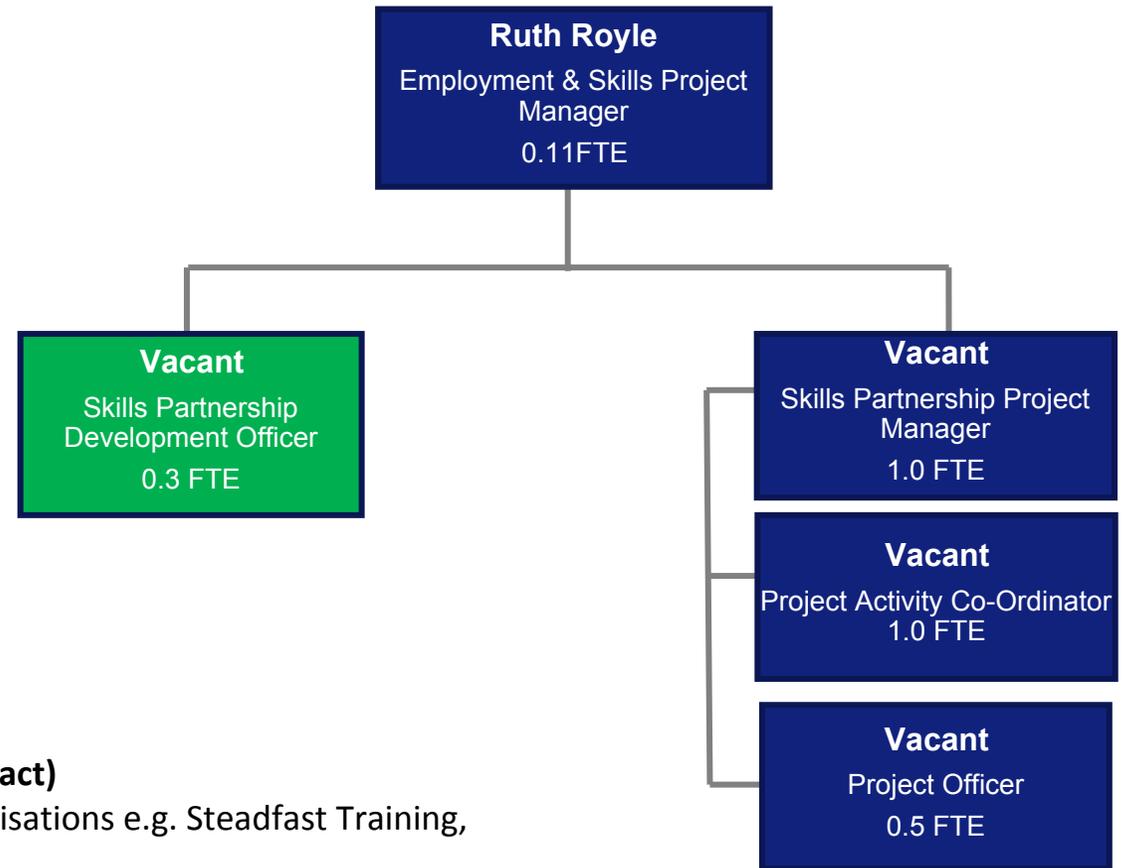
Procured Provision – Local framework/DPS approach

- Employability
- Positive Activities
- Health & Wellbeing
- Information, Advice and career Guidance

Procured provision based upon evidence of need and scale (Deliverability/Impact)

Anticipated to include a range of VCSE specialist youth support & Training organisations e.g. Steadfast Training, Turning Factor, YMCA, Princes Trust, Futures, Open Road, Freebridge etc.

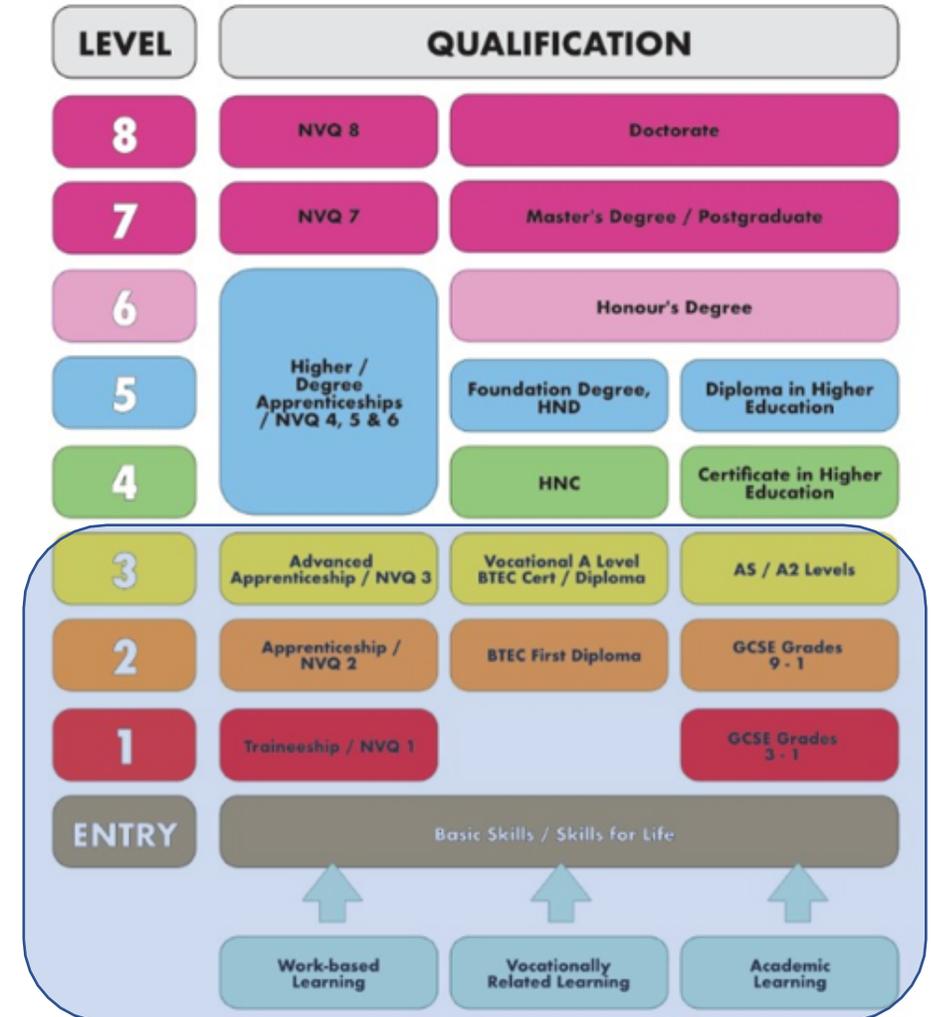
Leveraging Provision



Project Outputs

Project Outputs

- 450 young people engaged with the project
 - 335 young people engaging with new skills activity
 - 255 New Qualifications gained
- | | 2022/23 | 2023/24 |
|-----------|---------|---------|
| Level 1 | 71 | 74 |
| Level 2 | 42 | 43 |
| Level 3 | 12 | 13 |
| Sub Total | 125 | 130 |
- 335 young people evidencing increased employability skills
 - 335 young people engaged with employer-inspired activity
 - 50 Large/SME organisations engaged in project activity
 - 12 new courses facilitated/delivered.



Questions

32 Questions & Further Points of Clarity

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:	8 December 2021		
TITLE:	Council Tax Support Scheme 2022/2023– Final Scheme		
TYPE OF REPORT:	Policy Development		
PORTFOLIO(S):	People and Communities		
REPORT AUTHOR:	Jo Stanton, Revenues and Benefits Manager		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	Yes

REPORT SUMMARY/COVER PAGE**COUNCIL TAX SUPPORT SCHEME 2022/2023: FINAL SCHEME****PURPOSE OF REPORT/SUMMARY:**

The council must implement a Council Tax Support (CTS) scheme for its working age residents for each financial year. We must first decide on a draft CTS scheme which is open for public consultation, and then must agree a final CTS scheme, taking into account the consultation responses.

Since 2017, authority has been delegated to the council Leader, in consultation with the relevant Portfolio Holder and the s151 Officer, to agree the draft CTS scheme. The draft CTS scheme was open for consultation from 19 October 2021 to 29 November 2021 and the responses are included in this report.

The final CTS scheme for 2022/2023 is a continuation of the 2021/2022 CTS scheme, with an uplift to the maximum weekly CTS that can be paid under the scheme.

The current limit of 75% will increase to 84% for 2022/2023 onwards. This brings us in line with several other Norfolk authorities, and makes the CTS scheme more generous at a time when working age people may still be financially impacted by Covid-19.

KEY ISSUES:

We are free to design our own CTS scheme for working age people. CTS for pension age people is paid based on a national set of rules but we must cover the cost. As CTS is a discount it reduces our taxbase, and the taxbase for our preceptors.

The draft CTS scheme for 2022/2023 has been agreed by delegated decision and open to public consultation. This paper details the outcome of the consultation and information on the change for 2022/2023.

OPTIONS CONSIDERED:

See Section 4 below

RECOMMENDATIONS:

The Panel note the consultation responses and agree the draft CTS scheme for 2022/2023 which went to public consultation is recommended to Cabinet and Council as the final CTS scheme for 2022/2023.

REASONS FOR RECOMMENDATIONS:

To ensure a CTS scheme for working age people for 2022/2023 is agreed by full Council by 11 March 2022.

1. Introduction

- 1.1. Council Tax Support (CTS) is a reduction awarded to people on low incomes to help with the cost of their council tax bill. Since 2013 each district council is responsible for its own CTS scheme for working age people, and must review and agree the scheme each year. The CTS Scheme for 2022/2023 must be agreed by full Council by 11 March 2022, although in practice it needs to be agreed by January 2022 as it forms part of the taxbase and budget setting process.
- 1.2. The draft CTS scheme was agreed by a delegated decision earlier in the year and has been open to public consultation. This report details the results of the consultation, the comments made and the recommended final CTS Scheme for 2022/2023.
- 1.3. Details on the CTS scheme can be found on the council's website at https://www.west-norfolk.gov.uk/info/20019/council_tax_support.

2. Background

- 2.1. When deciding our CTS scheme for working age customers we must first consult with our major preceptors, then decide a draft CTS scheme to go to public consultation. Once the consultation has closed the final CTS scheme for the next year must then be agreed by full Council.
- 2.2. Our working age CTS scheme principles have remained largely unchanged since the scheme started in 2013, and are included at Appendix B. They are based on the rules for the old Council Tax Benefit scheme prior to 2013 and use many of the same principles as the ongoing Housing Benefit scheme. This makes the scheme easier for our customers to understand, and simpler to administer.
- 2.3. Since 2013 the working age CTS scheme rules have been amended to reflect wider welfare reform changes, including amendments to the Housing Benefit rules and the introduction of Universal Credit in 2018. There have been fewer changes in recent years as the pace of welfare reform has slowed. There have been no significant welfare reform changes in the current year that need to be reflected in our CTS scheme for 2022/2023.
- 2.4. CTS for pension age people is paid under national regulations. We are responsible for the administration of the pension age scheme, and we meet the cost of these claims, however central government is responsible for the rules of the scheme

3. The Current Council Tax Support Scheme - 2021/2022

- 3.1. The principles of the current CTS scheme for 2021/2022 are included at Appendix B.
- 3.2. The CTS scheme uses the same calculation method as the old Council Tax Benefit scheme (which ended in 2013) and the CTS scheme for pension age people. A person's total household income is assessed against an allowed amount which is based on their circumstances. If their income is less than the allowed amount, they receive the maximum amount of CTS payable under the scheme. If their income is more than the allowed amount, the maximum CTS is reduced by 20p for every £1 over the amount allowed.
- 3.3. For 2021/2022 the maximum amount of CTS payable for a working age person who is not in a protected group is limited to 75% of their weekly council tax bill. For

example, if their weekly council tax bill is £10 the maximum CTS they can receive is £7.50.

- 3.4. There are a number of people who are in a protected group and receive a higher amount of CTS due to their circumstances, including those receiving a Disability Premium, Carer's Allowance or who are responsible for a child under the age of five. Pension age people are paid under a national set of rules and are unaffected by any changes to our CTS scheme. These groups are also not subject to the limit on the maximum amount of CTS.

4. Options Considered

- 4.1. We can consider changes to the principles of the existing CTS scheme, for example to award people more CTS by increasing the maximum weekly council tax bill that is paid under the scheme. At present we pay up to 75% of the weekly council tax bill for non-protected groups but this can be changed. A more generous scheme would increase the incomes of local residents but would reduce our taxbase, raising the cost to us and our precepting authorities. Estimates of the additional costs for increasing the levels of support are shown at Appendix C. This extra cost would have to be found from within the existing budgets for each of the authorities.
- 4.2. Alternatively, we could consider reducing the cost of the CTS scheme by reviewing the Protected Groups as listed in Appendix B (with the exception of Pension Age people). We could consider removing some or all of the protections and only paying up to a certain percentage of the weekly council tax bill. To remove all the protections would lower the cost of our scheme by £1,081,000, reducing the cost to us and our preceptors. However, it would mean that people in the Protected Groups no longer benefit from a more generous CTS scheme and will pay more council tax. Full details of the costs for each of the Protected Groups are shown at Appendix D.
- 4.3. There are also alternative CTS scheme models that can be considered for our working age scheme, such as a banded discount scheme, where a set percentage discount is awarded based on a person's income and household. However, moving to an alternative model will involve significant changes and financial disruption for our customers, and inevitably there will be winners and losers. It would also mean the rules for working age customers were different to those for pension age customers, and different to the rules for Housing Benefit.

5. The 2022/2023 CTS Scheme

- 5.1. The CTS scheme for 2022/2023 is a continuation of the 2021/2022 scheme with an increase to the limit on the maximum amount of CTS.
- 5.2. Following a review of CTS Schemes for the other Norfolk authorities the maximum amount of the council tax bill covered by the scheme for working age people not in a protected group will **rise from 75% to 84% from 1 April 2022**. This brings us more in line with other CTS schemes across Norfolk and is the same as the proposed limit for Broadland Council and South Norfolk Council for 2022/2023.
- 5.3. The current and proposed CTS Scheme limits for 2022/2023 for the other Norfolk authorities are shown below:

	2021/2022	2022/2023
	Actual	Proposal
BCKLWN	75.0%	84.0%
Broadland	83.0%	84.0%
South Norfolk	85.0%	84.0%
Great Yarmouth	91.5%	91.5%
Norwich	100.0%	100.0%
Breckland	91.5%	91.5%
North Norfolk	91.5%	91.5%

5.4. The draft CTS scheme was open for consultation between 19 October 2021 and 29 November 2021. The consultation responses are reviewed at section 6 and Appendix E.

5.5. The change will reduce the amount of council tax that working age people who are not in a protected group will pay. For example:

- John and Jackie are a couple receiving Universal Credit. They live in a Band B property in King's Lynn and their weekly council tax bill is £28.92.
- Under our current scheme 75% of their council tax bill is covered by CTS. They receive £21.69 a week in CTS and pay £7.23 a week towards their council tax bill.
- The proposed changes mean 84% of their council tax bill is covered by CTS. They would receive £24.30 a week in CTS and would pay £4.62 a week towards their council tax bill.

5.6. Customers who are in a protected group, including those who have reached pension age, are not subject to the weekly maximum council tax limit, and can receive up to 100% CTS.

5.7. Pension age people account for 45% of our CTS caseload – around 4,500 claims. Working age people account for the other 55%, and of these around 3,500 claims (63%) are in a protected group so do not have the CTS limit applied. This leaves just under 2,000 people who are working age but not in a protected group, who are then subject to the maximum CTS limit and will benefit from an increase to this limit.

5.8. An analysis of this group is shown below. 40% of people in this group are working, and 40% have children over the age of five. The majority are in the lowest council tax bands.

	Total	Working	Not working	Council Tax Band	Total
Couple	156	62	94	A	1,350
Family	131	87	44	B	395
Lone Parent	650	322	328	C	142
Single Person	1,022	312	710	D	55
Total	1,959	783	1,176	E	13
		40%	60%	F	2
				G	2
					1,959

6. Council Tax Support Consultation

- 6.1. The CTS consultation was primarily available via the council's website and as a paper form if requested. Online responses were encouraged as data can be electronically logged and collated. The consultation opened on 19 October 2021 and was publicised through social media, council emails, newsletters, Members and parish clerks.
- 6.2. The consultation closed on 29 November 2021. 14 responses were received, up from 6 responses last year. The responses are included in full at Appendix E including the response from Norfolk County Council.
- 6.3. The majority of people who responded agreed with keeping the CTS Scheme, and with increasing the level of support to 84%. The majority also agreed that the increased cost of the scheme should be funded as proposed from within existing income (see paragraph 8.3).
- 6.4. A report on the proposed final CTS scheme for 2022/2023 will be taken to Cabinet on 11 January 2022 and full Council on 27 January 2022. The CTS scheme must be agreed before the council taxbase and the overall budget can be set.

7. Corporate Priorities

- 7.1. The CTS scheme supports Corporate Priority 1 – Provide important local services within our available resources.
- 7.2. Due to the budget setting timetable we must agree a CTS scheme for working age people for the 2022/2023 year by January 2022.

8. Financial Implications of Proposal

- 8.1. Increasing the maximum amount of council tax that can be paid under the CTS scheme from 75% to 84% has financial implications. As CTS is a discount it forms part of the council's taxbase calculations. Estimates show that increasing the generosity of the scheme will reduce the taxbase by around 85 band D properties. This is equal to just under £11,500 of annual council tax income for the borough.
- 8.2. Indicative figures for the extra cost of raising the maximum CTS limit to 84% are shown below. Figures for other options, including a limit of 100%, are shown at Appendix C. These figures relate to working age CTS claims only:

Maximum CTS		84%
Total CTS Before @ 75%		£5,177,248
Total CTS After		£5,343,520
Change - additional cost		£ 166,272
Shares 21/22:		
Norfolk County Council	75.41%	£ 125,386
Police and Crime Commissioner	14.23%	£ 23,661
BCKLWN	6.91%	£ 11,489
Parishes	3.45%	£ 5,736
		£ 166,272
Taxbase - Additional Reduction in Band D properties	£ 1,953.22	85.1

Based on actuals at 21 September 2021

8.3. Increasing the maximum CTS limit increases the cost to all the preceptors, including Norfolk County Council and the Police and Crime Commissioner. Raising the limit to 84% brings us into line with several other Norfolk authorities whilst remaining financially prudent.

8.4. The overall taxbase figures for the forthcoming financial year are currently being prepared. There has been strong growth in the taxbase, mostly due to an increase in new domestic properties being added to the council tax list. The proposed taxbase for 2022/2023 shows growth ahead of the taxbase in the Financial Plan and this growth will be sufficient to offset the loss in the taxbase caused by changes to the CTS scheme.

9. Current Financial Implications

9.1. As at 1 October 2021 the total cost of our 2021/2022 CTS scheme is £9.97m across 9,990 claims. CTS reduces our taxbase by the equivalent of 5,106 band D properties. This reduction in taxbase is equal to a cost of £688,646 to the borough council (5,106 x £134.87). £331,915 of this cost is for the CTS scheme for pension age people, paid under the national regulations. We have no powers to alter this element of the scheme or the associated costs.

	Claims	Total Cost	Average Cost Per Claim
Pension Age Claims	4,526 (45%)	£4.81m (48%)	£1,062
Working Age Claims	5,464 (55%)	£5.16m (52%)	£946
Total	9,990	£9.97m	£998

9.2. A rise in the number of working age CTS claims will increase the cost of the scheme and the impact on the council's taxbase. At present the cost of the CTS scheme is within the predictions in the Financial Plan and this is monitored weekly to identify any changes.

10. Any other Implications/Risks

10.1. The coronavirus pandemic has made a significant impact on the economy and the jobs market. Businesses closed and employees were made redundant. The pandemic caused an increase in our caseload, although it remained within the taxbase estimates in the Financial Plan.

10.2. We are currently seeing a reduction in the caseload as the economy improves but we are now heading into the autumn and winter seasons and the impact Covid-19 may have is not yet clear. The furlough scheme ended in September 2021 which may also contribute to further demand for welfare benefits.

10.3. Increasing the maximum amount of council tax we will pay under our scheme will increase the incomes of working age people as they will have more of their council tax bill covered by CTS. The impact of Covid-19 is likely to continue into 2022/2023 and making our scheme more generous will help those on low incomes who are likely to have experienced more of a financial impact.

10.4. The impact of the CTS scheme is, and will continue to be, reviewed monthly and is reported in the Members Bulletin in October each year.

11. Equal Opportunity Considerations

- 11.1. The pre-screening Equality Impact Assessment (EIA) is included at Appendix A. A full EIA was completed as part of the Cabinet Report of 7 September 2016. As the changes to the scheme since then and for 2022/2023 are minor and positive so no further assessment has been completed.

12. Consultation

- 12.1. The draft CTS scheme for 2022/2023 was open to public consultation from 19 October 2021 to 29 November 2022. The full results are summarised at section 6. and included in full at Appendix E.

13. Conclusion

- 13.1. The Panel is asked to agree that the draft CTS scheme for 2022/2023 which went to public consultation is recommended to Cabinet and full Council as the final CTS scheme for 2022/2023.

Appendix A Pre-Screening Equality Impact Assessment



Name of policy/service/function	Local Council Tax Support Scheme 2022/2023				
Is this a new or existing policy/ service/function?	Continuation of an Existing Policy				
Brief summary/description of the main aims of Policy being screened. Please state if this policy/service is rigidly constrained by statutory obligations	Council Tax Support is a discount given to residents on a low income. The Council is free to agree its own local scheme for the discount for working age people.				
Question	Answer				
<p>1. Is there any reason to believe that the policy/service/function could have a specific impact on people from one or more of the following groups according to their different protected characteristic, for example, because they have particular needs, experiences, issues or priorities or in terms of ability to access the service?</p> <p>Please tick the relevant box for each group.</p> <p>NB. Equality neutral means no negative impact on any group.</p>		Positive	Negative	Neutral	Unsure
	Age	√			
	Disability	√			
	Gender			√	
	Gender Re-assignment			√	
	Marriage/civil partnership			√	
	Pregnancy & maternity			√	
	Race			√	
	Religion or belief			√	
	Sexual orientation			√	
	Other (eg low income)	√	√		
Question	Answer	Comments			
2. Is the proposed policy/service likely to affect relations between certain equality communities or to damage relations between the equality communities and the Council, for example because it is seen as favouring a particular community or denying opportunities to another?	No				
3. Could this policy/service be perceived as impacting on communities differently?	No				
4. Is the policy/service specifically designed to tackle evidence of disadvantage or potential discrimination?	Yes	There are protections for those who have a disability, caring responsibilities, children under 5 or are pension age.			
<p>5. Are any impacts identified above minor and if so, can these be eliminated or reduced by minor actions?</p> <p>If yes, please agree actions with a member of the Corporate Equalities Working Group and list agreed actions in the comments section</p>	N/A	Actions:			
		Actions agreed by EWG member:			
Assessment completed by:	Joanne Stanton				
Job title	Revenues and Benefits Manager				
Date	10 November 2021				

Appendix B: Principles of the Current CTS Scheme

Our current CTS scheme assesses people's income against an allowed amount, called an 'applicable amount'. If their income is less than the applicable amount they receive full CTS, subject to a 25% contribution if they are working age and not in a protected group. If it is more than the applicable amount their CTS is reduced by 20p for every extra £1.

Our current CTS Scheme Principle:

An equal cut is made to everyone apart from those in a protected group.

The key points are:

- Working Age people have their CTS calculated based on 75% of their weekly CTS bill (to be increased to 84% from 2022/2023)
- A weekly £10 deduction is made for each non-dependent regardless of their income
- The maximum amount of Capital allowed is £6,000
- No Tariff Income is assumed for capital under £6,000
- Self Employed people are assumed to have an income of at least the minimum wage (NB this is currently suspended for the 2021/2022 CTS Scheme)
- There is no Second Adult Rebate

To fulfil the requirement to consider vulnerable groups, CTS will be paid based on the national, more generous scheme for the following groups:

- Those who have reached the qualifying age for State Pension Credit (under central government rules)
- Households with at least one child under the age of 5
- Those entitled to the Disability Premium, the Disabled Child Premium or the Carer Premium as part of their needs calculation
- Those in receipt of Carer's Allowance, Attendance Allowance or Constant Attendance Allowance
- Those receiving Working Tax Credit including a disability element
- Those in the Employment and Support Allowance Support group
- Those in receipt of Disability Living Allowance or Personal Independence Payment
- Those in receipt of Carer's Allowance
- Those in the ESA Support group

The CTS scheme also includes incentives to find work. People are allowed to keep an extra £10 (above the national limit) before their CTS is affected. This is known as a disregard and the amounts are:

- | | |
|-----------------------|-----|
| • Single | £15 |
| • Couple | £20 |
| • Disabled or a Carer | £30 |
| • Lone Parent | £35 |

We also have a local income disregard as below:

- War Pensions will be fully disregarded in the income calculation

General CTS Scheme Rules

- In all other areas the CTS Scheme rules will follow the rules for working age Housing Benefit claims

Appendix C – Cost of increasing maximum limit for CTS

The table below shows the estimated cost of increasing the maximum CTS limit across several options. The overall additional cost is shown, and the cost to each of the Precepting authorities is then calculated. The additional cost is equivalent to the amount of extra CTS people would receive.

CHANGE TO MAXIMUM CTS LIMITS (CURRENTLY 75%)						
Maximum CTS		100%	90%	85%	84%	80%
Total CTS Before @ 75%		£5,187,615	£ 5,187,615	£5,187,615	£5,177,248	£ 5,187,615
Total CTS After		£5,666,790	£ 5,470,796	£5,374,152	£5,343,520	£ 5,278,613
Change - additional cost		£ 479,174	£ 283,181	£ 186,537	£ 166,272	£ 90,998
Shares 21/22:						
Norfolk County Council	75.41%	£ 361,345	£ 213,546	£ 140,667	£ 125,386	£ 68,622
Police and Crime Commissioner	14.23%	£ 68,187	£ 40,297	£ 26,544	£ 23,661	£ 12,949
BCKLWN	6.91%	£ 33,111	£ 19,568	£ 12,890	£ 11,489	£ 6,288
Parishes	3.45%	£ 16,532	£ 9,770	£ 6,436	£ 5,736	£ 3,139
		£ 479,174	£ 283,181	£ 186,537	£ 166,272	£ 90,998
Taxbase - Additional Reduction in Band D properties	£	1,953.22	245.3	145.0	95.5	85.1

Appendix D – Analysis of Protected Groups

The tables below analyse the total cost of CTS paid to working age people in a protected group. These have their CTS calculated based on the more generous Pension Age CTS rules, and do not have restriction on the maximum CTS we can pay.

The tables show the impact of introducing a maximum CTS limit of 75% or 84% for this group. It decreases the cost of the CTS scheme, but this is additional council tax these groups would have to pay.

REDUCE PROTECTED GROUPS TO 75% MAXIMUM CTS						
Working Age - Protected Group	Claims on 21/09/2021	Total Cost @ 100%	Total Cost @ 75%	Change	%	
Attendance Allowance	2	£ 1,515	£ 858	-£ 657	-43%	
Carers Allowance	74	£ 89,961	£ 64,406	-£ 25,554	-28%	
Constance Attendance Allowance	-	£ 109	£ 80	-£ 29	-27%	
Carer Premium	129	£ 127,036	£ 92,118	-£ 34,917	-27%	
Child under 5	940	£ 874,761	£ 618,800	-£ 255,961	-29%	
Disabled Child Premium	4	£ 4,528	£ 3,089	-£ 1,439	-32%	
Disabled Premium	16	£ 20,190	£ 15,227	-£ 4,964	-25%	
Disability Living Allowance	322	£ 340,889	£ 248,364	-£ 92,525	-27%	
Employment and Support Allowance Support Group	533	£ 584,082	£ 432,937	-£ 151,144	-26%	
Other	146	£ 151,414	£ 112,259	-£ 39,155	-26%	
Personal Independence Payment	1,626	£ 1,853,466	£ 1,377,354	-£ 476,112	-26%	
Working Tax Credit - Disabled	1	£ 1,329	£ 966	-£ 363	-27%	
Not in a Protected Group	1,959	£ 1,167,720	£ 1,169,657	£ 1,937	0%	
	5,752	£ 5,216,999	£ 4,136,116	-£1,080,883	-21%	

REDUCE PROTECTED GROUPS TO 84% MAXIMUM CTS						
Working Age - Protected Group	Claims on 10/11/2021	Total Cost @ 100%	Total Cost @ 84%	Change	%	
Attendance Allowance	2	£ 1,773	£ 1,352	-£ 421	-24%	
Carers Allowance	75	£ 89,488	£ 73,126	-£ 16,362	-18%	
Constance Attendance Allowance	-	£ 109	£ 90	-£ 19	-17%	
Carer Premium	132	£ 137,589	£ 113,546	-£ 24,043	-17%	
Child under 5	937	£ 857,527	£ 694,156	-£ 163,371	-19%	
Disabled Child Premium	3	£ 3,703	£ 2,637	-£ 1,066	-29%	
Disabled Premium	16	£ 18,789	£ 15,737	-£ 3,052	-16%	
Disability Living Allowance	321	£ 339,078	£ 278,355	-£ 60,723	-18%	
Employment and Support Allowance Support Group	528	£ 579,042	£ 482,963	-£ 96,079	-17%	
Other	143	£ 146,972	£ 123,137	-£ 23,835	-16%	
Personal Independence Payment	1,620	£ 1,846,473	£ 1,541,569	-£ 304,904	-17%	
Working Tax Credit - Disabled	1	£ 1,340	£ 1,088	-£ 252	-19%	
Not Protected	1,962	£ 1,150,650	£ 1,153,762	£ 3,112	0%	
	5,740	£ 5,172,533	£ 4,481,518	-£ 691,015	-13%	

Appendix E – Council Tax Support 2022/2023 Consultation Responses

Question	Responses				Comments/Alternatives												
Should we keep the current Council Tax Support scheme?	<table border="1"> <thead> <tr> <th data-bbox="450 328 555 363">Yes</th> <th data-bbox="555 328 680 363">No</th> <th data-bbox="680 328 824 432">Don't Know / Blank</th> <th data-bbox="824 328 974 363">Total</th> </tr> </thead> <tbody> <tr> <td data-bbox="450 432 555 467">8</td> <td data-bbox="555 432 680 467">5</td> <td data-bbox="680 432 824 467">1</td> <td data-bbox="824 432 974 467">14</td> </tr> <tr> <td data-bbox="450 467 555 502">57%</td> <td data-bbox="555 467 680 502">36%</td> <td data-bbox="680 467 824 502">7%</td> <td data-bbox="824 467 974 502"></td> </tr> </tbody> </table>				Yes	No	Don't Know / Blank	Total	8	5	1	14	57%	36%	7%		<p>Keeping it the same</p> <p>I think it should continue as it is</p> <p>With inflation increasing I think the changes are reasonable and should be applied.</p> <p>I agree that in as a result of the pandemic and significant rising cost of living then a more generous scheme is justified and appropriate.</p>
Yes	No	Don't Know / Blank	Total														
8	5	1	14														
57%	36%	7%															
Do you agree with the change to the scheme (raising the maximum weekly council tax from 75% to 84%)?	<table border="1"> <thead> <tr> <th data-bbox="450 703 555 738">Yes</th> <th data-bbox="555 703 680 738">No</th> <th data-bbox="680 703 824 807">Don't Know / Blank</th> <th data-bbox="824 703 974 738">Total</th> </tr> </thead> <tbody> <tr> <td data-bbox="450 807 555 842">9</td> <td data-bbox="555 807 680 842">5</td> <td data-bbox="680 807 824 842">0</td> <td data-bbox="824 807 974 842">14</td> </tr> <tr> <td data-bbox="450 842 555 877">64%</td> <td data-bbox="555 842 680 877">36%</td> <td data-bbox="680 842 824 877">0%</td> <td data-bbox="824 842 974 877"></td> </tr> </tbody> </table>				Yes	No	Don't Know / Blank	Total	9	5	0	14	64%	36%	0%		
Yes	No	Don't Know / Blank	Total														
9	5	0	14														
64%	36%	0%															
Options for changes to the Council Tax Support scheme:																	
Should we not make the changes so there is no extra cost?	<table border="1"> <thead> <tr> <th data-bbox="450 991 555 1026">Yes</th> <th data-bbox="555 991 680 1026">No</th> <th data-bbox="680 991 824 1094">Don't Know / Blank</th> <th data-bbox="824 991 974 1026">Total</th> </tr> </thead> <tbody> <tr> <td data-bbox="450 1094 555 1129">5</td> <td data-bbox="555 1094 680 1129">9</td> <td data-bbox="680 1094 824 1129">0</td> <td data-bbox="824 1094 974 1129">14</td> </tr> <tr> <td data-bbox="450 1129 555 1165">36%</td> <td data-bbox="555 1129 680 1165">64%</td> <td data-bbox="680 1129 824 1165">0%</td> <td data-bbox="824 1129 974 1165"></td> </tr> </tbody> </table>				Yes	No	Don't Know / Blank	Total	5	9	0	14	36%	64%	0%		
Yes	No	Don't Know / Blank	Total														
5	9	0	14														
36%	64%	0%															

Should we change the CTS scheme and meet additional costs from raising council tax?	<table border="1"> <thead> <tr> <th>Yes</th> <th>No</th> <th>Don't Know / Blank</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>5</td> <td>9</td> <td>0</td> <td>14</td> </tr> <tr> <td>36%</td> <td>64%</td> <td>0%</td> <td></td> </tr> </tbody> </table>	Yes	No	Don't Know / Blank	Total	5	9	0	14	36%	64%	0%		As a large employer the council should lead a campaign to increase the hourly rate of pay of lower paid workers, they are the people whose work is usually essential.													
Yes	No	Don't Know / Blank	Total																								
5	9	0	14																								
36%	64%	0%																									
Should we change the CTS scheme and meet additional costs from savings elsewhere?	<table border="1"> <thead> <tr> <th>Yes</th> <th>No</th> <th>Don't Know / Blank</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>3</td> <td>9</td> <td>2</td> <td>14</td> </tr> <tr> <td>21%</td> <td>64%</td> <td>14%</td> <td></td> </tr> </tbody> </table>	Yes	No	Don't Know / Blank	Total	3	9	2	14	21%	64%	14%		If council tax charges increase to cover this surely it is defeating the object and the extra percentage will not show in bills. Everybody has undergone hardship throughout covid not just families in receipt of council tax support who did receive extra help during the pandemic													
Yes	No	Don't Know / Blank	Total																								
3	9	2	14																								
21%	64%	14%																									
Options ranked by preference	<table border="1"> <thead> <tr> <th colspan="4">Preferences</th> </tr> <tr> <th></th> <th>First Preference</th> <th>Second Preference</th> <th>Third Preference</th> </tr> </thead> <tbody> <tr> <td>Should we not make the changes so there is no extra cost?</td> <td>5</td> <td>3</td> <td>5</td> </tr> <tr> <td>Should we change the CTS and meet additional costs from raising council tax?</td> <td>6</td> <td>2</td> <td>5</td> </tr> <tr> <td>Should we not change the CTS and meet additional costs from savings elsewhere?</td> <td>3</td> <td>9</td> <td>2</td> </tr> <tr> <td>Total</td> <td>14</td> <td>14</td> <td>14</td> </tr> </tbody> </table>			Preferences					First Preference	Second Preference	Third Preference	Should we not make the changes so there is no extra cost?	5	3	5	Should we change the CTS and meet additional costs from raising council tax?	6	2	5	Should we not change the CTS and meet additional costs from savings elsewhere?	3	9	2	Total	14	14	14
Preferences																											
	First Preference	Second Preference	Third Preference																								
Should we not make the changes so there is no extra cost?	5	3	5																								
Should we change the CTS and meet additional costs from raising council tax?	6	2	5																								
Should we not change the CTS and meet additional costs from savings elsewhere?	3	9	2																								
Total	14	14	14																								
Any other comments	<p>Do not make the assumption that self employed people earn at least the minimum wage, far too often this is not the case</p> <p>Council tax is a big expense for everybody and any help provided should be given to those in need.</p> <p>I don't think there are many different options but I know it is the biggest monthly expense I have.</p> <p>Norfolk County Council response</p>																										



Norfolk CC CTS
2022-23 22-10-21.do

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:	8 December 2021		
TITLE:	Corporate performance monitoring update Q2 2021/22		
TYPE OF REPORT:	Monitoring		
PORTFOLIO(S):	Performance		
REPORT AUTHOR:	Ged Greaves, Senior Policy and Performance Officer		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

REPORT SUMMARY/COVER PAGE

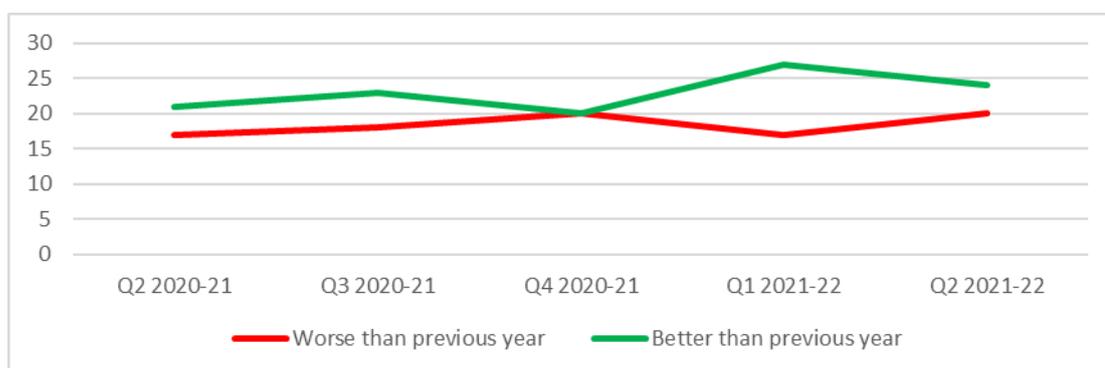
PURPOSE OF REPORT/SUMMARY:
<p>The council's performance management framework has historically included performance monitoring and reporting of performance. Performance monitoring reports have been presented to the Corporate Performance Panel.</p> <p>A Covid-19 Recovery Strategy was agreed by Council on 8 October 2020. This report provides an update on the corporate performance monitoring indicators for the Recovery Strategy for the 2021/22 year.</p>
KEY ISSUES:
<p>Indicators have been included to monitor key council services and impacts on borough wide issues. These indicators are linked to the Covid-19 Recovery Strategy and are grouped under the Corporate Business Plan's priorities. Forecasting and target setting are very challenging given uncertainties relating to Covid-19 and its consequences for the community and economy. Comparative data has been included where available along with an indication of trend.</p> <p>The Corporate Performance Panel monitors all indicators to provide a corporate overview of performance. Environment and Community and Regeneration and Development Panels may request the monitoring of appropriate performance indicators to be included within their respective work programmes.</p> <p>The Corporate Business Plan is under review and the performance indicator suite will be revised accordingly.</p>
OPTIONS CONSIDERED:
Not applicable as this is a monitoring report.
RECOMMENDATIONS:
The Panel is asked to review and note the council's performance indicators for Q2 2021/22. Performance against these indicators will continue to be reported to the Corporate Performance Panel via periodic updates.
REASONS FOR RECOMMENDATIONS:
The Corporate Business Plan and Covid-19 Recovery Strategy set the framework for the council's work for 2020 through to 2023. Members should use the information within the monitoring report to review progress on the agreed indicators and satisfy themselves that performance is at an acceptable level. Where progress is behind schedule members can seek additional information to explain variances however, available officer capacity will be limited given the priority of supporting the Covid-19 response.

1. Introduction

- 1.1 The council's performance management framework includes quarterly monitoring and reporting of performance.
- 1.2 The council monitors a range of indicators from across directorates as a form of corporate assurance, to demonstrate efforts to continuously improve services and to track progress with the Covid-19 Recovery Strategy.
- 1.3 The indicators to be monitored have been selected following consultation with senior officers and portfolio holders.
- 1.4 Processes are put in place to produce the required information by relevant services, and the information is then collated and analysed centrally by the Performance team.
- 1.5 The collated information is used to produce an overarching report which is presented to the Corporate Performance Panel and is made available to all councillors for information on the council's intranet known as Insite.
- 1.6 The performance indicators and targets will be reviewed following any future changes to the council's Corporate Business Plan and Covid-19 Recovery Strategy.

2. Indicators for the 2021/22 year

- 2.1 The indicators are grouped using the Corporate Business Plan priority framework as some indicators span portfolio responsibilities, the indicators will be reviewed alongside the development of the revised Corporate Business Plan 2021-23.
- 2.2 This report covers the Q2 2021/22 period. Trend information is included to reflect the end of year position pre-covid (2019/20) and covid response/recovery (2020/21).
- 2.3 During the covid response/recovery period (2020-21) the indicators were measured against performance levels achieved pre-covid (2019-20). In Q2 and Q3 overall performance was better despite the added pressures of the pandemic with the year ending on a level basis. In the current year, the recovery period (2021-22) is measured against the response period (2020-21) with performance improving at Q1 and the gap narrowing during Q2.



	Q2 2020-21	Q3 2020-21	Q4 2020-21	Q1 2021-22	Q2 2021-22
Worse than previous year	17	18	20	17	20
Better than previous year	21	23	20	27	24

3. Issues for the panel to consider

Members should note that the indicators have been discussed and agreed by senior officers and portfolio holders. These indicators will form the basis of the corporate performance monitoring report for the 2021/22 year. Appendix A includes the latest performance data.

4. Corporate priorities

Performance indicators are developed to monitor key activities which directly relate to the achievement of the council's Covid-19 Recovery Strategy and Corporate Business Plan 2020 to 2023.

5. Financial implications

None.

6. Any other implications/risks

None.

7. Equal opportunity considerations

None.

8. Environmental considerations

The Corporate Business Plan includes a priority of "Protecting and enhancing the environment including tackling climate change". The indicator suite incorporates measures that relate to the council's carbon footprint such as the council's energy usage and broader environmental issues via measures of waste collection, recycling and composting.

9. Consultation

Management Team, senior officers and portfolio holders.

10. Conclusion

The panel is asked to review and note the indicators set out in Appendix A.

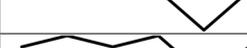
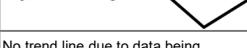
11. Background papers

- Corporate Business Plan 2020 to 2023
- Covid-19 Recovery Strategy

Q2 2021-22 Corporate Recovery Performance Indicators

Indicator performance is better than/same as previous year
 Indicator performance is worse than previous year
 No comparative data

Priority - Focus on delivery

Ref	Name	Quarter 1 2021/22			Quarter 2 2021/22			Q2 2021/22 cumulative performance	Q2 2020/21 cumulative performance	2020/21 full year performance	2019/20 full year performance	Comments/Trend
		April	May	June	July	August	Sept					
1.1	Average no of working days lost due to sickness absence per FTE employee - including both COVID-19 and non-COVID-19 related absence	0.51	1.18	1.70	2.35	2.94	3.80	3.80	4.12	8.19	Commenced in Q1 2020/21	No trend line due to data being cumulative
1.2	Average no of working days lost due to sickness absence per FTE employee - excluding COVID-19 related absence	0.50	1.17	1.69	2.27	2.80	3.61	3.61	3.77	7.33	8.69	No trend line due to data being cumulative
1.3	% of short term sickness - for both COVID-19 and non-COVID-19 related absences	28%	33%	35%	36%	37%	39%	39%	31%	33%	Commenced in Q1 2020/21	
1.4	% of short term sickness - excluding COVID-19 related absence	28%	33%	35%	34%	35%	36%	36%	31%	33%	44%	
1.5	% of supplier invoices paid within 30 days	99%	99%	99%	99%	98%	99%	99%	99%	99%	98%	
1.6	% of local supplier invoices paid within 10 days	96%	98%	96%	98%	91%	96%	96%	98%	97%	89%	
1.7	% of Council Tax collected against target (cumulative)	10%	19%	29%	38%	47%	56%	56%	55%	97%	98%	No trend line due to data being cumulative
1.8	% of Business Rates collected against target (cumulative)	7%	13%	22%	32%	41%	50%	50%	55%	98%	98%	Continued monthly monitoring
1.9	Number of digital and self-service transactions (web chats, online forms and Myaccount) benchmarked against pre-Covid 19 levels	3,283	3,185	3,766	4,034	3,545	4,774	22,587	23,400	43,870	38,462	Normally receive 450 'request a bin' forms a month however, 779 food caddy requests in July and 1,370 in September.

Priority - Delivering growth in the economy and with local housing

Ref	Name	Quarter 1 2021/22			Quarter 2 2021/22			Q2 2021/22 cumulative performance	Q2 2020/21 cumulative performance	2020/21 full year performance	2019/20 full year performance	Comments/Trend
		April	May	June	July	August	Sept					
2.1	Job seekers allowance claimant rate	369	282	252	222	206	188	188	567	441	278	
2.2	No in employment claiming Universal Credit	4,453	4,555	4,720	4,785	4,755	4,756	4,756	4,319	4,380	1,888	
2.3	% of rent achievable on industrial units	92.02%	95.83%	93.36%	94.08%	94.12%	94.43%	94.43%	92.00%	92.10%	90.28%	
2.4	% of rent arrears on industrial units	17.69%	17.57%	15.93%	17.59%	17.95%	19.16%	19.16%	18.63%	17.78%	5.50%	The level of arrears has increased as a result of payments for quarterly ground rents not being received. This is not untypical and we are confident that these payments will come in shortly.
2.5	% of rent achievable on retail/general units	100%	100%	100%	98%	98%	98%	98%	100%	100%	90%	2% relates to one unit, terms have been agreed with a tenant and the unit will be leased in Q3.
2.6	% of rent arrears on retail/general units	36.33%	34.39%	26.62%	28.79%	25.66%	24.13%	24.13%	27.18%	32.87%	6.28%	
2.7	Total value of payments paid to local suppliers	£334,669	£353,488	£282,765	£484,761	£357,134	£285,737	£2,098,554	£2,468,819	£5,280,913	£11,309,933	
2.8	Number of new homes delivered	43	30	43	53	22	26	217	77	340	591	
2.9	Number of planning applications received (excluding discharge applications or pre applications)	226	198	184	189	164	154	1,115	954	2,129	1,963	
2.10	% of decisions on applications for major development that have been overturned at appeal, measured against total number of major applications determined	0.96%	0.96%	0.98%	1.04%	1.11%	1.12%	1.12%	0.93%	0.99%	1.00%	In Q2 fewer major application decisions were made compared to the same time last year and therefore, results in a slight increase in percentage overturned at appeal, Q2 data relates to one appeal.

Q2 2021-22 Corporate Recovery Performance Indicators

Ref	Name	Quarter 1 2021/22			Quarter 2 2021/22			Q2 2021/22 cumulative performance	Q2 2020/21 cumulative performance	2020/21 full year performance	2019/20 full year performance	Comments/Trend
		April	May	June	July	August	Sept					
2.11	% of decisions on applications for non-major development that have been overturned at appeal, measured against total number of non-major applications determined	0.60%	0.67%	0.71%	0.75%	0.74%	0.79%	0.79%	0.70%	0.69%	0.60%	23 appeals were allowed against a fewer number of overall decisions made, therefore resulting in a slight increase in percentage overturned at appeal.

Priority - Protecting and enhancing the environment including tackling climate change

Ref	Name	Quarter 1 2021/22			Quarter 2 2021/22			Q2 2021/22 cumulative performance	Q2 2020/21 cumulative performance	2020/21 full year performance	2019/20 full year performance	Comments/Trend
		April	May	June	July	August	Sept					
3.1	Electricity usage (kWh) across Council sites	254,454	252,371	372,736	253,520	262,457	400,471	1,796,009	1,548,096	3,560,562	5,239,603	Leisure centres and pools were closed this time last year
3.2	Total tonnage of waste recycled and composted	2,279	2,223	3,119	2,947	2,598	2,781	15,947	15,441	27,056	28,034	
3.3	No of brown bins in use for composting	28,732	28,011	28,304	28,695	28,943	29,004	29,004	28,194	28,377	26,551	
3.4	Total tonnage of commercial waste	130.67	170.96	135.23	142.81	178.70	149.03	907.40	959.40	1710.89	1876.65	Holiday home data is not included in commercial waste. May and August data is slightly higher as 5 week months. Trading remains slow at some town venues, busier on the coast.

Priority - Improving social mobility and inclusion

Ref	Name	Quarter 1 2021/22			Quarter 2 2021/22			Q2 2021/22 cumulative performance	Q2 2020/21 cumulative performance	2020/21 full year performance	2019/20 full year performance	Comments/Trend
		April	May	June	July	August	Sept					
4.1	No of days to process new benefit claims	10.80	11.28	11.44	10.52	9.93	11.99	10.75	10.00	9.90	13.00	Due to Covid-19 the CTS caseload has increased. The number of CTS claimants who also receive UC has also nearly doubled, from 1,400 in March 2020 to just under 2,750 in November 2021. UC is updated each month and the DWP notify us of the changes so we can update our CTS claim. Due to this we now receive a high volume of monthly UC changes for CTS claims which is impacting on processing times. Benefits are working on a procedure to reduce the impact of these changes, and we are having weekly 'target days' but in the meantime they are causing a rise in our workload.
4.2	No of days to process changes of circumstances	11.06	12.51	22.26	22.30	27.40	22.78	24.03	8.00	8.61	10.00	
4.3	No in temporary accommodation - bed and breakfast	-	-	22	-	-	16	38	18	45	61	As a result of lifting moratorium on public rented sector evictions put in place during the pandemic, we are now experiencing increased levels of evictions, along with domestic abuse presentations and family breakdowns
4.4	Spend on bed and breakfast accommodation (gross)	-	-	£4,624	-	-	£2,833	£7,457	£6,107	£34,278	£43,441	
4.5	No of households with a homelessness declaration	-	-	193	-	-	213	406	135	552	469	
4.6	No of households prevented from becoming homeless for a minimum of 6 months	-	-	24	-	-	23	47	17	67	31	
4.7	No of households accepted as homeless with a need to be rehoused (Full housing duty)	-	-	6	-	-	8	14	11	43	34	
4.8	% of cases who were offered a prevention and relief duty who remain homeless and are owed no further duty.	-	-	5.0%	-	-	4.0%	9.0%	20.1%	23.0%	33.7%	
4.9a	No of verified rough sleepers	2	2	0	0	0	0	6	25	29	Commenced in Q1 2020/21	
4.9b	No accommodated in emergency housing	11	10	8	10	11	11	61	110	194	Commenced in Q1 2020/21	
4.9c	No at risk of becoming homeless eg, insecure accommodation, sofa surfing	20	25	22	22	24	19	132	146	372	Commenced in Q1 2020/21	
4.10	No of social housing lettings	-	-	105	-	-	125	230	100	375	511	

Priority - Creating and maintaining good quality places that make a positive difference to people's lives												
Ref	Name	Quarter 1 2021/22			Quarter 2 2021/22			Q2 2021/22 cumulative performance	Q2 2020/21 cumulative performance	2020/21 full year performance	2019/20 full year performance	Comments/Trend
		April	May	June	July	August	Sept					
5.1	Number of crime incidents within the Borough	874	903	912	872	786	805	5,152	4,872	9,373	8,401	
5.2	Number of anti social behaviour incidents within the Borough	133	121	154	172	149	131	860	1,616	2,332	2,225	
5.3	No of fly tipping incidents recorded	113	92	67	102	88	108	570	552	1,202	1,261	
5.4	King's Lynn car park revenue (excluding season tickets)	£140,060	£183,853	£196,858	£213,904	£230,516	£208,798	£1,173,988	£662,845	£1,208,865	£2,790,540	
5.5	Heacham, Hunstanton, Burnham Market car park revenue (excluding season tickets)	£87,927	£136,464	£213,269	£237,177	£311,774	£150,708	£1,137,319	£816,489	£989,857	£994,816	
5.6	King's Lynn long stay car parking tickets purchased	6,606	9,610	11,241	12,409	13,089	12,805	65,760	28,628	54,563	124,652	
5.7	King's Lynn short stay car parking tickets purchased	56,383	73,489	76,829	83,030	87,760	80,393	457,884	265,207	497,086	1,156,587	
5.8	No of unique visitors to Visit West Norfolk website	14,013	16,972	16,178	14,975	17,118	Not available	79,256	124,032	179,509	146,526	September data unavailable due to technical issues experienced by the external data management company.

Priority - Helping to improve the health and wellbeing of our communities												
Ref	Name	Quarter 1 2021/22			Quarter 2 2021/22			Q2 2021/22 cumulative performance	Q2 2020/21 cumulative performance	2020/21 full year performance	2019/20 full year performance	Comments/Trend
		April	May	June	July	August	Sept					
6.1	% of Careline alarms installed within 10 days from date of enquiry	77.4%	71.2%	95.8%	63.2%	80.0%	51.0%	74.1%	97.6%	94.3%	91.7%	The ability to respond to and book new installations has been impacted by staff leave, staff isolation due to covid restrictions and a high number of cancellations.
6.2	Hospital to Home - number of bed days saved	79	45	37	73	42	41	317	-	260 (Nov-Mar)	Commenced in Q3 2020/21	
6.3	Number of referrals to Lily	54	33	25	36	37	38	223	898	2,212	375	
6.4	Number of unique website visitors for Lily	2,853	2,511	3,085	3,571	4,022	4,022	20,064	16,040	32,530	39,994	

BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

Annual Employment Monitoring 2020/21

Background

The Council has undertaken monitoring of its recruitment and selection procedures since 1996 and of its workforce since 2000, with findings reported to Elected Members and Senior Managers over this period. Over time the reports have taken various formats, as systems for collecting information have been improved, and as guidance and legislation regarding the monitoring that should be undertaken has been revised.

The information is compiled into the annual 'Employment Monitoring' report, which has a particular emphasis on meeting the requirements of relevant equalities legislation which was consolidated in the Equalities Act 2010. Guidance supporting the Equalities Act has reinforced the importance of public authorities monitoring and reporting their staff profile, particularly in relation to recruitment, promotion, training, pay, grievances and disciplinary action.

In addition, the Equality Act 2010 (Specific Duties) Regulations which came into force in September 2011 require public bodies to publish information to demonstrate their compliance with the general equality duty. This includes a requirement to monitor and publish information about their employees. The specific duties are not prescriptive about the information that needs to be published, but this must include information relating to people who share a relevant protected characteristic. The contents of this employment monitoring report therefore demonstrate the Council's compliance with this requirement.

The details of the monitoring exercise also provide evidence of the Council's progress against the employment related objectives it has set, which include ensuring opportunities for promotion and training are available to all employees.

Details of the monitoring undertaken can be found summarised in Appendix 1, which is organised into sections as follows:

- i. The Council's workforce profile (section 1)
- ii. Recruitment activity (section 2)
- iii. Applications for promotion (section 3)
- iv. Training and development activities (section 4)
- v. The number of employees refused training (section 5)
- vi. The impact of performance assessments (section 6)
- vii. Grievance procedures (section 7)
- viii. Disciplinary procedures (section 8)
- ix. Employees leaving the Council's employment (section 9)
- x. Employees experiencing at least one period of sickness absence in the year (section 10)

Where possible, information for the most recent year, plus the five previous years, has been included.

NB. In considering the report it should be noted that the information contained within Appendix 1 relate only to those employees directly employed by the Council (i.e. the information excludes the employees of Alive West Norfolk since the leisure service was TUPE'd out in September 2014).

When reviewing the 2017/18 Monitoring Report, members of the Corporate Performance Panel requested that additional monitoring in relation to age be included in future reports. Therefore throughout the information provided in Appendix 1 age was added where the data had been collected and monitored for the first time in 2018/19. Unfortunately at that point we were unable to provide the age monitoring information for training or sickness. From 2019/20 we have been able to add this information for training and sickness and for future years it will therefore be possible to compare age related information for all categories.

Summary of Monitoring Results

i. The Council's Workforce Profile

The Council's workforce profile for the 2020/21 year has remained broadly the same as the past five years. When reviewing the Council's workforce profile a useful comparison is the relevant information on the population of West Norfolk, as compiled via the 2011 Census (the data from 2021 census is not published until Spring 2022). This shows that the population within the Council is broadly comparable with the population of West Norfolk as a whole:

	Council Workforce 2020/21	Council Workforce 2019/20	2011 Census
White	95.54%	95.48%	97.2%
Other Ethnic Group	1.62%	1.38%	2.8%
Undefined	2.84%	3.14%	0%

	Council Workforce 2020/21	Council Workforce 2019/20	2011 Census
Female	53.55%	53.64%	51%
Male	46.45%	46.36%	49%

ii. Recruitment Activity

It is interesting to monitor the number of applications received per vacancy in each of these years as shown below.

Year	Number of adverts placed	Average number of applications per vacancy
2016/17	127	10.48
2017/18	207	10.11
2018/19	147	16.64
2019/20	139	17.87
2020/21	95	13.28

However, it should be noted that these figures are an average – there are some specialist vacancies where we receive (as expected) very low number of applicants.

The figures shown in section 2 of Appendix 1 highlight that the number of job applications received within the last year has reduced. This monitoring year starts just as full covid-19 lockdown started, and initially for the first four months there was a recruitment freeze while the Council responded to the epidemic, and staff were re-deployed to other areas, and to assist the community, advertising re-commencement in August 2020. When recruitment started again, less people were changing jobs and many remained on Furlough with their employers. Overall therefore the number of both vacancies and applications are low compared to previous years.

iii. Applications for Promotion

During 2020/21 as recruitment in general was lower the Council figures show a reduction in number, however the percentage being shortlisted and successful remain a broadly similar level as in previous years. The Council continues to offer a range of vacancies to existing employees on an “internal only” basis, taking this approach to recruitment in circumstances where it is felt employees with suitable skills are already employed within the organisation. In addition, all employees can of course apply for those positions advertised on a wider basis.

iv. Training and Development Activities

The monitoring information shows that during 2020/21 the number of employees receiving training was considerably lower than in previous years. This is due to all face to face training being cancelled due to the pandemic and this has not been resumed. In the main just essential training such as first aid has been completed to ensure employees continue to keep their essential training up to date which otherwise would have run out.

v. The Number of Employees Refused Training

During 2020/21 there were no employees who were refused training, the same response as returned in 2019/20, 2018/19, 2017/18, 2015/16 and 2016/17.

vi. The Impact of Performance Assessments

During 2020/21 the performance assessments were not assessed in the usual way, and rather than following the usual performance management, they were assessed for employees response to covid in an unprecedented year. Therefore, we have been unable to measure or compare the data to previous years. 2021/22 performance management will return to usual, and data from that year will be compared to 2019/20 and earlier.

For the previous years, following the trial of the revisions to the Council's performance management scheme during 2017/18, the scheme has been updated from 2018/19. Previously the scheme assessed employees against definitions of 'exceeded', 'met' or 'partially met'. For the 2017/18 appraisal year onwards the assessment definitions have been revised to 'exceeded', 'achieved with merit' 'achieved' or 'partially met'. The aim of the revisions were to provide employees who more than met their targets, but not enough to gain an overall rating of exceeded, the ability to gain recognition for their performance during the year. The results from

the 2019/20, 2018/19 and 2017/18 appraisal year are reported in appendix 1. This information is shown as the number of staff achieving each grade.

vii. Grievance Procedures

During 2020/21 there was one grievance, the same as 2017/18 and 2015/16. During the other years there have been no grievances.

viii. Disciplinary Procedures

The number of disciplinary cases progressed during the 2020/21 has slightly decreased since last year, but remains slightly higher in comparison to the previous years.

ix. Employees Leaving the Council's Employment

The total number of employees leaving the Council's employment in 2020/21 is lower than in previous years turnover, this is due to most employers not recruiting at the start of the pandemic, and employees not taking the risk to change job roles while everything was so uncertain. For those that did leave, the spread between male and female, and the level of leavers from other ethnic group, with a disability and age range remains consistent.

x. Sickness Absence

The figures for 2020/21 are lower than in previous years with no areas of concern to report. When considering these lower figures, it is to be noted that for several months those considered critically vulnerable were isolating and many staff working from home, and when in the office staff were socially distanced etc for covid, so less usual colds/viruses circulating.

Employment Monitoring Information – 2020/21

1. The Number Of Employees In Post (Permanent, Fixed Term and Temporary Employees)

a. By Ethnic Origin

	% of Workforce*					
	2021	2020	2019	2018	2017	2016
White	95.54	95.48	96.17	96.40	96.78	96.01
Other Ethnic Group	1.62	1.38	1.01	1.00	0.80	1.20
Undefined#	2.84	3.14	2.82	2.60	2.41	2.79

Undefined relates to those employees for whom data has not been collected

b. By Disability

	% of Workforce*					
	2021	2020	2019	2018	2017	2016
Employees with a Disability	4.67	4.72	5.04	4.60	4.63	4.78

c. By Gender

	% of Workforce*					
	2021	2020	2019	2018	2017	2016
Female	53.55	53.64	53.63	53.60	54.12	54.38
Male	46.45	46.36	46.37	46.40	45.88	45.62

d. By Age

	% of Workforce*					
	2021	2020	2019	2018	2017	2016
25 and under	4.67	6.29	4.64			
26-44	34.89	33.20	34.88			
45 +	60.45	60.51	60.48			

* NB. Figures based on permanent, fixed term and temporary employees at 1st April each year

2. The Number Of Applicants For Employment

2.1 Applicants for Employment

a. By Ethnic Origin

Year		2020/21	2019/20	2018/19	2017/2018	2016/2017	2015/16
Number of Applicants	White	1206 (95.56%)	2406 (96.78%)	2389 (97.67%)	2027 (96.85%)	1301 (97.75%)	1694 (95.81%)
	Other ethnic groups	56 (4.44%)	79 (3.17%)	57 (2.33%)	66 (3.15%)	30 (2.25%)	74 (4.19%)

b. By Disability

Year	2020/21	2019/20	2018/19	2017/2018	2016/17	2015/16
No of applicants with a disability	68 (5.39%)	182 (7.19%)	123 (5.03%)	131 (6.26%)	94 (7.06%)	99 (5.60%)

c. By Gender

Year		2019/20	2018/19	2017/2018	2016/17	2015/16	
Number of Applicants	Female	718 (56.89%)	1388 (54.01%)	1183 (48.36%)	998 (47.68%)	598 (44.93%)	783 (44.29%)
	Male	544 (43.11%)	1182 (45.99%)	1263 (51.64%)	1095 (52.32%)	733 (55.07%)	985 (55.71%)

d. By Age

Year		2020/21	2019/20	2018/19	2017/2018	2016/17	2015/16
Number of Applicants	25 and under	358 (28.37%)	701 (27.70%)	643 (26.29%)			
	26-44	507 (40.17%)	914 (36.11%)	985 (40.27%)			
	45 +	397 (31.46%)	916 (36.19%)	785 (32.09%)			

2.2. Applicants Shortlisted For Employment

a. By Ethnic Origin

Year		2020/21	2019/20	2018/19	2017/2018	2016/17	2015/16
Number of Applicants shortlisted	White	302 (25.04%)	1035 (43.02%)	1029 (43.07%)	762 (37.59%)	432 (33.20%)	357 (21.07%)
	Other ethnic groups	13 (23.21%)	27 (34.18%)	30 (52.63%)	14 (21.21%)	7 (23.33%)	6 (8.11%)

b. By Disability

Year	2020/21	2019/20	2018/19	2017/2018	2016/17	2015/16
No of applicants with a disability shortlisted	17 (25%)	65 (35.71%)	51 41.46%)	51 (38.93%)	28 (43.75%)	19 (19.19%)

c. By Gender

Year		2020/21	2019/20	2018/19	2017/2018	2016/17	2015/16
Number of Applicants shortlisted	Female	136 (18.94%)	535 (38.54%)	361 (30.52%)	316 (31.66%)	169 (28.26%)	148 (18.90%)
	Male	179 (32.90%)	547 (46.28%)	698 (55.26%)	460 (42.01%)	270 (36.83%)	215 (21.83%)

d. By Age

Year		2020/21	2019/20	2018/19	2017/2018	2016/17	2015/16
Number of Applicants	25 and under	74 (20.67%)	237 (33.81%)	225 (34.99%)			
	26-44	115 (22.68%)	388 (42.45%)	450 (45.69%)			
	45 +	126 (31.74%)	445 (48.58%)	370 (47.14%)			

2.3 Shortlisted Applicants Appointed

a. By Ethnic Origin

Year		2020/21	2019/20	2018/2019	2017/2018	2016/17	2015/16
Number of shortlisted Applicants appointed	White	82 (27.15%)	204 (19.71%)	227 (22.06%)	102 (13.39%)	83 (19.21%)	99 (27.73%)
	Other ethnic groups	1 (7.69%)	3 (11.11%)	1 (3.33%)	2 (14.29%)	0 (0%)	2 (33.33%)

b. By Disability

Year	2020/21	2019/20	2018/2019	2017/2018	2016/17	2015/16
No of shortlisted applicants with a disability appointed	5 (29.41%)	8 (12.31%)	7 (13.73%)	5 (9.80%)	2 (7.14%)	4 (21.05%)

c. By Gender

Year		2020/21	2019/20	2018/2019	2017/2018	2016/17	2015/16
Number of shortlisted Applicants appointed	Female	25 (18.38%)	76 (14.21%)	57 (15.79%)	44 (13.92%)	31 (18.34%)	36 (24.32%)
	Male	58 (32.40%)	133 (24.31%)	171 (24.49%)	60 (13.04%)	52 (19.26%)	65 (30.23%)

d. By Age

Year		2020/21	2019/20	2018/2019	2017/2018	2016/17	2015/16
Number of Applicants	25 and under	16 (21.62%)	53 (22.36%)	30 (13.33%)			
	26-44	30 (26.09%)	59 (15.21%)	84 (18.66%)			
	45 +	37 (29.36%)	96 (21.57%)	111 (30%)			

The Number Of Applicants For Promotion

a. By Ethnic Origin

Year	Ethnic Group	Applied For Promotion	Shortlisted For Promotion	Achieved Promotion
2020/21	White	34	26 (76.47%)	13 (50%)
	Other Ethnic Group	1	1 (100%)	1 (100%)
	Undefined	0	0	0
2019/20	White	62	46 (74.19%)	22 (47.83%)
	Other Ethnic Group	1	0	0
	Undefined	0	0	0
2018/19	White	59	52 (88%)	28 (54%)
	Other Ethnic Group	0	0	0
	Undefined	0	0	0
2017/18	White	85	68 (80%)	30 (44%)
	Other Ethnic Group	2	2 (100%)	1 (50%)
	Undefined	0	0	0
2016/17	White	63	46 (73%)	21 (46%)
	Other Ethnic Group	0	0	0
	Undefined	0	0	0
2015/16	White	67	52 (77.61%)	23 (44.23%)
	Other Ethnic Group	0	0 (0%)	0 (0%)
	Undefined	0	0	0

b. By Disability

Year	Applied For Promotion	Shortlisted For Promotion	Achieved Promotion
2020/21	1	1	1
2019/20	4	3	0
2018/19	1	1	1
2017/18	3	2	1
2016/17	4	3	0
2015/16	0	0	0

c. By Gender

Year	Gender	Applied For Promotion	Shortlisted For Promotion	Achieved Promotion
2020/21	Female	17	15 (88.23%)	7 (46.67%)
	Male	18	12 (66.67%)	7 (58.33%)
2019/20	Female	28	21 (75%)	10 (47.62%)
	Male	34	25 (73.53%)	12 (48%)
2018/19	Female	30	27 (90%)	13 (48.15%)
	Male	29	25 (86.21%)	15 (60%)
2017/18	Female	48	39 (81.25%)	15 (38.46%)
	Male	39	31 (79.49%)	16 (51.61%)
2016/17	Female	20	17 (85%)	8 (47%)
	Male	43	29 (67%)	13 (45%)
2015/16	Female	32	25 (78.13%)	8 (32%)
	Male	35	27 (77.14%)	15 (55.55%)

d. By Age

Year	Age Range	Applied For Promotion	Shortlisted For Promotion	Achieved Promotion
2020/21	25 and under	4	4 (100%)	2 (50%)
	26-44	20	15 (75%)	10 (66.67%)
	45 +	11	8 (72.73%)	2 (25%)
2019/20	25 and under	8	7 (87.5%)	2 (28.57%)
	26-44	28	18 (64.29%)	11 (61.11%)
	45 +	26	21 (80.77%)	9 (42.86%)
2018/19	25 and under	12	9 (75%)	4 (44.44%)
	26-44	30	19 (63.33%)	14 (73.68%)
	45 +	17	14 (82.35%)	9 (64.29%)

4. The Number Of Applicants For Training

a. By Ethnic Origin

	% of Staff per Group Receiving Training					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
White	59.24%	89.91%	92.54 %	93.15%	84.82%	92.53%
Other Ethnic Group	75%	100%	100%	100%	100%	85.71%
Undefined	50%	100%	100%	100%	100%	100%

b. By Disability

	% of Staff per Group Receiving Training					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
Employees with a disability receiving training	56.52%	95.8%	88%	82.61%	86.95%	79.17%

c. By Gender

	% of Staff per Group Receiving Training					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
Female	68.56%	91.58%	89.47%	97.76%	86.25%	93.41%
Male	48.47%	88.98%	96.18%	89.22%	84.65%	92.58%

d. By Age

	% of Staff per Group Receiving Training					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
25 and under	78.26%	96.88%				
26-44	65.12%	95.86%				
45 +	54.36%	86.69%				

5. The Number Of Employees Receiving Training

During the 2013/14 year there was one request for training that was refused. In all other years there have been no instances where requests for developmental training have been refused.

6. The Number Of Employees Who Benefit Or Suffer Detriment As A Result Of Performance Assessment Procedures

Please note the figures are not shown for 2020/21 due to the appraisal process being administered different that year and was linked to covid response/recovery, with specific covid ratings, therefore unable to compare that year.

a. By Ethnic Origin

2019/20	Performance Rating			
Ethnic Group	Exceeded	Achieved with Merit	Achieved	Partially Met
White	25	72	327	8
Other Ethnic Group	0	1	5	0
Undefined	1	2	11	0

2018/19	Performance Rating			
Ethnic Group	Exceeded	Achieved with Merit	Achieved	Partially Met
White	19	90	346	3
Other Ethnic Group	0	1	4	0
Undefined	0	0	0	1

2017/18	Performance Rating			
Ethnic Group	Exceeded	Achieved with Merit	Achieved	Partially Met
White	14	56	359	4
Other Ethnic Group	0	0	4	0
Undefined	0	4	7	0

2015/16	Performance Rating		
Ethnic Group	Exceeded	Met	Partially Met
White	47	387	7
Other Ethnic Group	0	4	0
Undefined	1	10	0

2015/16	Performance Rating		
Ethnic Group	Exceeded	Met	Partially Met
White	50	400	10
Other Ethnic Group	0	6	0
Undefined	1	13	0

2014/15	Performance Rating		
Ethnic Group	Exceeded	Met	Partially Met
White	47	394	12
Other Ethnic Group	0	5	0
Undefined	2	8	0

b. By Disability

Employees with a disability	Performance Rating			
	Exceeded	Achieved with merit	Achieved/Met	Partially Met
2019/20	2	3	18	0
2018/19	2	4	15	1
2017/18	1	1	19	1
2016/17	1	n/a	20	1
2015/16	0	n/a	20	4
2014/15	1	n/a	19	1

c. By Gender

Year	Gender	Performance Rating			
		Exceeded	Achieved with merit	Achieved/Met	Partially Met
2019/20	Female	19	44	178	2
	Male	7	31	165	6
2018/19	Female	10	47	182	1
	Male	9	43	163	2
2017/18	Female	7	29	210	0
	Male	7	31	160	4
2016/17	Female	26	n/a	221	2
	Male	22	n/a	180	5
2015/16	Female	31	n/a	225	5
	Male	20	n/a	419	5
2014/15	Female	33	n/a	219	8
	Male	16	n/a	188	4

d. By Age

2019/20	Performance Rating			
	Exceeded	Achieved with Merit	Achieved	Partially Met
25 and under	0	4	15	1
26-44	12	29	112	1
45+	14	42	216	6
2018/19	Performance Rating			
	Exceeded	Achieved with Merit	Achieved	Partially Met
25 and under	0	3	12	1
26-44	11	35	110	1
45+	8	52	224	1

7. The Number Of Staff Involved In Grievance Procedures

a. By Ethnic Origin

Ethnic Group	Number of Grievances					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
White	1	0	0	1	0	1
Other Ethnic Group	0	0	0	0	0	0
Undefined	0	0	0	0	0	0

b. By Disability

	Number of Grievances					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
Cases involving employees with a disability	0	0	0	0	0	0

c. By Gender

	Number of Grievances					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
Females	0	0	0	1	0	1
Males	1	0	0	0	0	0

d. By Age

	Number of Grievances					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
25 and under	0	0	0			
26-44	0	0	0			
45+	1	0	0			

8. The Number Of Staff Involved In Disciplinary Procedures

a. By Ethnic Origin

	Number of Disciplinary Procedures					
Ethnic Group	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
White	14	18	10	8	12	4
Other Ethnic Group	0	1	0	0	0	0
Undefined	0	0	0	0	0	0

b. By Disability

	Number of Disciplinary Procedures					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
Cases of employees with a disability	0	0	0	1	0	0

c. By Gender

	Number of Disciplinary Procedures					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
Females	5	4	1	1	4	2
Males	9	15	9	7	8	2

d. By Age

	Number of Disciplinary Procedures					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
25 and under	0	0	1			
26-44	2	5	1			
45+	12	14	8			

9. The Number Of Employees Who Cease To Be Employed By The Authority

a. By Ethnic Origin

	Number of Leavers					
Ethnic Group	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
White	34	42	54	59	53	52
Other Ethnic Group	0	0	0	1	2	2
Undefined	2	2	2	0	3	3

b. By Disability

	Number of Leavers					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
Leavers with a disability	2	1	2	3	4	3

c. By Gender

	Number of Leavers					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
Female	16	21	26	29	31	27
Male	20	23	30	31	27	30

d. By Age

	Number of Leavers					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
25 and under	8	1	1			
26-44	6	14	22			
45+	22	29	33			

10. The Number Of Employees Absent Due to Sickness

a. By Ethnic Origin

	% of Staff per Group Taking At Least One Period of Sickness Absence					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
White	50.53%	66.05%	65.41%	69.50%	71.10%	71.58%
Other Ethnic Group	50%	42.86%	20%	40%	50%	87.5%
Undefined	78.57%	93.75%	71.43%	61.54%	91.6%	64.29%

b. By Disability

	% of Staff per Group Taking At Least One Period of Sickness Absence					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
Employees absent due to sickness with a disability	65.22%	87.5%	68%	86.96%	73.91%	75%

c. By Gender

	% of Staff per Group Taking At Least One Period of Sickness Absence					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
Female	57.95%	68.13%	69.55%	73.51%	77.69%%	79.49%
Male	43.67%	64.83%	60%	63.79%	64.04%%	62.88%

d. By Age

	% of Staff per Group Taking At Least One Period of Sickness Absence					
	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
25 and under	60.87%	78.12%				
26-44	45.93%	70.41%				
45 +	53.69%	63.31%				

FORWARD DECISIONS LIST

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
14 December 2021						
	Council's Insurance Tender	Key	Cabinet	Finance Asst Dir – M Drewery		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
11 January 2022						
	Hackney Carriage and Private Hire Licensing Procedures and Conditions Review	Non	Council	Environment Assistant Director – S Ashworth		Public
	Review of Governance of Council Companies	Non	Cabinet	Leader Chief Executive		Public
	Custom and Self Build Site – Stoke Ferry	Non	Cabinet	Regeneration and Development Assistant Director - D Hall		Public
	Members Allowances Independent Review	Non	Council	Finance Chief Executive		Public

	Asset Management – Land and Property Disposals	Key	Cabinet	Property Asst Dir Property and Projects		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Balloon and Lantern Policy	Non	Cabinet	Corporate Services and Environment Asst – M Chisholm		Public
	Corporate Enforcement Policy	Non	Council	Development Asst Dir J Greenhalgh		Public
	Notice of Motion 7-21 – Councillor Kemp – Equalities	Non	Council	Leader Asst Dir B Box		Public
73	Review of Legal Services	Key	Council	Leader Chief Executive		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Appointment of External Auditors	Key	Council	Finance S151 officer		Public

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
8 February 2022						
	Budget	Key	Council	Leader S151 Officer Asst Dir Resources		Public
	Capital Programme	Key	Council	Leader S151 Officer Asst Dir Resources		Public
	Treasury Management Strategy	Key	Council	Leader S151 Officer Asst Dir Resources		Public
	Capital Strategy	Key	Council	Leader S151 Officer Asst Dir Resources		Public
	Derelict Land & Building Group	Non	Council	Regeneration & Development Asst Director – Duncan Hall & S Ashworth		
74	Lynnsport One	Key	Council	Project Delivery Asst Dir Companies & Housing Delivery – D Ousby		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Procurement Strategy	Non	Cabinet	Finance Asst Dir Resources		Public
	Housing Delivery Test Action Plan	Non	Cabinet	Development & Regeneration Asst Director S Ashworth		Public
	Five Year Housing Land Supply assessment	Non	Council	Development & Regeneration Asst Director S Ashworth		Public
	Guildhall Future Governance Options	Non	Council	Business, Culture and Heritage – G Middleton Asst Director – D Hall		Public

Date of	Report title	Key or	Decision Maker	Cabinet Member and Lead	List of	Public or Private
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meeting		Non Key Decision		Officer	Background Papers	Meeting
15 March 2022						

CORPORATE PERFORMANCE PANEL WORK PROGRAMME 2021/2022

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
2 June 2021	Appointment of Vice-Chair			To appoint a Vice-Chair for the Municipal Year 2021/2022.
2 June 2021	Call-in (if any)			
2 June 2021	Nominations to Outside Bodies and Partnerships – Hunstanton Sailing Club	Appointment to Outside Body		To appoint a representative.
2 June 2021	Cabinet Forward Decisions List			
2 June 2021	Panel Work Programme			
2 June 2021	Exempt: KLIC Settlement Agreement and Repayment Plan	Quarterly Update	M Henry	Agreed on 2 September 2020 the Panel would receive quarterly updates.
2 June 2021	Corporate Performance Monitoring Update Full Year		H Howell	
21 July 2021	Call-in (if any)			
21 July 2021	Corporate Performance Monitoring Update – Interim Report		H Howell	
DATE OF	TITLE	TYPE OF	LEAD	OBJECTIVES AND DESIRED

MEETING		REPORT	OFFICER	OUTCOMES
21 July 2021	Freedom of the Borough		S Winter	To consider the recommendations of the IWG following the Notice of Motion from Cllr Rust.
21 July 2021	Interim Meetings arrangements	Cabinet report	H Howell	
21 July 2021	Provision of Monitoring Officer	Cabinet report	H Howell	
21 July 2021	Allocations of Members budget	Cabinet report	L Gore	
21 July 2021	Members Enquiries Arrangements	Cabinet report	H Howell	
21 July 2021	Cabinet Forward Decisions List			
21 July 2021	Panel Work Programme			
1 September 2021	Call-in (if any)			
1 September 2021	Hunstanton Tourist Information Centre (Request from Councillor P Beal)	Councillor Referral	D Hall	To give consideration to the issue raised by Councillor Beal.
1 September 2021	Procurement Update	Update	D Ousby	
1 September 2021	Q1 2021-2022 Corporate Recovery Performance Indicator Monitoring Report	Update	G Greaves/ H Howell	
DATE OF	TITLE	TYPE OF	LEAD	OBJECTIVES AND DESIRED

MEETING		REPORT	OFFICER	OUTCOMES
1 September 2021	Persistent Complainants Policy (referral from Cllr Nash)	Cllr Referral	H Howell	To review the policy.
1 September 2021	Cabinet Forward Decisions List			
1 September 2021	Panel Work Programme			
1 September 2021	Exempt: KLIC Repayment Plan	Quarterly Update	M Henry	Agreed on 2 September 2020 the Panel would receive quarterly updates.
1 September 2021	Exempt Report: Hunstanton Sailing Club (Prior to receiving the update, the Panel to determine if the item should be discussed as an exempt report)	Annual Update	Councillor C Rose	The Panel to receive a report from the Borough Council's Representative (Councillor C Rose).
8 November 2021	Call-in (if any)			
8 November 2021	Waste Issues Hunstanton Promenade (Request from Councillor P Beal)	Councillor Referral	B Brandford	To give consideration to the issue raised by Councillor Beal.
8 November 2021	Review of the Persistent Complainants Policy	Policy Review	Request from Councillor Nash	Further information and legal advice requested at the Panel meeting on 1 September 2021.

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
8 November 2021	Formal Complaints against the Borough Council 1 April 2020 – 31 March 2021 The number of compliments received also to be reported.	Annual	D Ess	For information only.
8 November 2021	Cabinet Report: Review of the Corporate Business Plan (currently scheduled for 16 November 2021 Cabinet meeting)	Cabinet Report	G Greaves	
8 November 2021	Cabinet Report: Update to the Major Project Board Terms of Reference	Cabinet Report	M Henry	
8 November 2021	Cabinet Forward Decisions List			
8 November 2021	Panel Work Programme			
8 December 2021	Call-in (if any)			
8 December 2021	Town Deal: Youth and Skills Retaining Pledge		Tom Humphries, NCC	

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
8 December 2021	Annual Communications Update	Annual Update	T Baldwin, A Howell, J Hillard	
8 December 2021	Council Tax Support Scheme		J Stanton	
8 December 2021	Q2 Performance Monitoring Report	Monitoring	G Greaves	
8 December 2021	Employment Monitoring Figures – Annual Report	Annual	B Box	For information only
8 December 2021	Exempt Report: Cabinet Report: Council's Insurance Tender	Cabinet	M Drewery	
8 December 2021	Cabinet Forward Decisions List			
8 December 2021	Panel Work Programme			
6 January 2022	Call-in (if any)			

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
6 January 2022	Review of New Waste Collection Contract performance – Stage 1 – a) of the contract change transition from Kier to SERCO, and b) throughout the pandemic; with actions on the lesson to be learned.	Review	M Chisholm	Stage 2 of the Review of the New Waste Collection Contract – June 2022
6 January 2022	Presentation on the Borough Council vehicles – Types, age, asset values, disposal strategy, market residual values, electric parking locations, process used mileage v consumption.	Monitoring	M Chisholm/ N Johnson	
6 January 2022	How the new Portfolio objectives meet the Corporate Business Plan objectives via Directorate/Service Plans/Key Performance Indicators/timescales		G Greaves	Suggested by Councillor Morley at Panel meeting on 21 July 2021
6 January 2022	Summary of 2020/2021 outturn position of all council owned companies		M Drewery	
6 January 2022	Report from the Informal Working Group – Review of the Persistent Complainants Policy	Informal Working Group	A Baker	

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
6 January 2022	Corporate Complaints Policy			
6 January 2022	Cabinet Report: Review of Legal Services	Cabinet	L Gore	
6 January 2022	Cabinet Report: Review of Governance of Council Companies	Cabinet	G Greaves	
6 January 2022	Cabinet Report: Procurement Strategy	Cabinet	D Ousby	
6 January 2022	Cabinet Report: Guildhall Future Governance Options	Cabinet	D Hall	
6 January 2022	Cabinet Forward Decisions List			
6 January 2022	Panel Work Programme			
6 January 2022	Exempt: KLIC Repayment Plan	Quarterly Update	M Henry	Agreed on 2 September 2020 the Panel would receive quarterly updates.
3 March 2022	Call-in (if any)			
3 March 2022	Persistent and Vexatious Customers		H Howell	
3 March 2022	Post Evaluation Review of H & M	Post Evaluation Review	M Henry	To undertake a review of the project.

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
3 March 2022	Review of the Council's working structure to support the Corporate Business Plan. (Organisational chart setting out FTE had been allocated to service areas to ensure delivery of the Corporate Business Plan).	Review	B Box	
3 March 2022	Hunstanton TIC – Perception from Portfolio Holder following meeting with businesses.	Report Back from Portfolio Holder - Business Culture and Heritage	Councillor G Middleton	From CPP 1 September 2021: RESOLVED: 1) That the Portfolio Holder for Business, Culture and Heritage be requested to meet with the businesses in Hunstanton. 2) The Portfolio Holder for Business, Culture and Heritage be invited to attend the Panel in 6 months' time to present his perception of those views, and if appropriate set up and informal working group to explore the issues raised.
3 March 2022	Cabinet Forward Decisions List			
3 March 2022	Panel Work Programme			
3 March 2022	EXEMPT: KLIC Repayment Plan	Update	M Henry	To receive a quarterly update report.

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
13 April 2022	Call-in (if any)			
13 April 2022	Request from Councillor A Ryves - A summary of the issue the performance of the council owned businesses, West Norfolk property, West Norfolk housing and Alive West Norfolk, and any other 100% owned or partially owned business which operate independently of the Council	Update	L Gore	
13 April 2022	Planning Enforcement			
13 April 2022	Tourism - harmful or helpful ? A review of the key qualitative and quantitative factors influencing the future growth of Tourism resourcing, processes and benefits - do our residents benefit from our approach to promoting tourism in West Norfolk ?	Review	D Hall	Item put forward by Councillors Moriarty and Devereux
13 April 2022	Cabinet Forward Decisions List			
13 April 2022	Panel Work Programme			

Forthcoming items to be programmed

- Annual Sickness Monitoring Report
- Guidance in respect of Council Tax Support Scheme ahead of when it is presented to Council for approval – M Drewery
- Planning Sifting (last presented to CPP 22 July 2020).
- Review of New Waste Collection Contract Performance (a two stage review) 1) Feedback on 'Customer' and Community experience a) of the contract change transition from Kier to SERCO, and b) throughout the pandemic; with actions on the lessons to be learned (Before end of 2021), 2) Review of the legal and technical contract performance for Year 1 of the Contract (end of Q1 2021/2022 – June 2022).
- Scrutiny – to look at the compulsory statutory guidance and practice elsewhere.
- Post Evaluation – Cinema, Corn Exchange

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