

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



Corporate Performance Panel

Agenda

**Wednesday, 4th January, 2023
at 4.30 pm**

in the

**Council Chamber
Town Hall
Saturday Market Place
King's Lynn**

Available to view on You Tube:

<https://www.youtube.com/user/WestNorfolkBC>



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

21 December 2022

Dear Member

Corporate Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Wednesday, 4th January, 2023 at 4.30 pm** in the **Council Chamber, Town Hall, Saturday Market Place, King's Lynn PE30 5DQ** to discuss the business shown below.

Yours sincerely

Chief Executive

AGENDA

1. **Appointment of Vice Chair for the remainder of the Muncipal Year 2022/2023**
2. **Apologies**
3. **Minutes** (Pages 6 - 16)
To approve the minutes from the Corporate Performance Panel held on 31 October 2022.
4. **Matters Arising**
5. **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.

6. 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.

7. 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 to be heard before a decision on that item is taken.

8. Chair's Correspondence (if any)

9. Annual Communications Update (Pages 17 - 47)

To receive a presentation from Communications, Customer Information Manager, ICT Web Manager.

10. Q2 2022/23 Performance Indicator Monitoring Report (Pages 48 - 56)

To receive a report from the Assistant to the Chief Executive.

11. Council Tax Support - Final Scheme for 2023/2024 (Pages 57 - 75)

12. January 2021 to December 2021 Report on Use, or non-use of RIPA Powers (Pages 76 - 79)

13. Norfolk Climate Change Partnership (verbal report)

To receive a verbal report from the Chief Executive and Corporate Performance Manager in response to a Councillor request.

14. Report of the Informal Working Group - Council Meeting Arrangements (Pages 80 - 92)

15. Hunstanton Advisory Group (Pages 93 - 108)

To receive a report from the Monitoring Officer.

16. KLIC Repayment Plan (Pages 109 - 111)

17. Review of the Unreasonable Complainants Policy (Pages 112 - 124)

18. Portfolio Holders Question and Answer Session

The Panel are invited to submit any questions in advance of the meeting.

19. **Cabinet Forward Decisions List** (Pages 125 - 128)

20. **Panel Work Programme** (Pages 129 - 139)

To note the Panel's Work Programme

21. **Date of Next Meeting**

To note that the date of the next meeting of the Corporate Performance Panel will be held on 27 February 2023 at 4.30 pm in the Council Chamber, Town Hall, King's Lynn.

22. **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 paragraph 3 of Part 1 of Schedule 12A to the Act".

23. **EXEMPT REPORT: Call-in: Waste Contract Re-investing Performance Deductions** (Pages 139 - 148)

24. **EXEMPT REPORT: Review of the New Waste Collection Contract** (Pages 149 - 155)

To:

Corporate Performance Panel: B Ayres, C Hudson, J Kirk, J Lowe, C Manning, J Moriarty (Chair), C Morley, S Nash, C Rose, Mrs V Spikings and D Tyler

Portfolio Holders:

Councillor S Dark	-	Leader
Councillor H Humphrey	-	Corporate Services
Councillor P Kunes	-	Environment
Councillor A Lawrence	-	Property
Councillor G Middleton	-	Business, Culture and Heritage/Deputy Leader
Councillor S Sandell	-	People and Communities

Officers:

Alexa Baker	-	Monitoring Officer
Tim Baldwin	-	Communications Officer
Becky Box	-	Assistant Director, Central Services/Management Team Representative
Barry Brandford	-	Waste and Recycling Manager
Lorraine Gore	-	Chief Executive
Jamie Hay	-	Senior Internal Auditor

Matthew Henry	-	Assistant Director, Property and Projects
Jo Hillard	-	CIC Manager
Andrew Howell	-	ICT Web Manager
Honor Howell	-	Assistant to the Chief Executive
Jo Stanton	-	Revenues and Benefits Manager