

**BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**

**CABINET DECISION SHEET**

**Decision Sheet from the Meeting of the Cabinet held on Tuesday, 12th November, 2019 at 3.30 pm in the Council Chamber - Town Hall, Saturday Market Place, King's Lynn PE30 5DQ**

**PRESENT:** Councillor B Long (Chair)  
Councillors R Blunt, P Gidney, P Kunes, A Lawrence, G Middleton and  
E Nockolds

Apologies for absence were received from Councillors I Devereux

1 **MINUTES**

**RESOLVED:** The Minutes of the Meeting held on 24 September 2019 were approved as a correct record and signed by the Chair.

2 **URGENT BUSINESS**

None

3 **DECLARATIONS OF INTEREST**

None

4 **CHAIR'S CORRESPONDENCE**

None for this meeting

5 **MEMBERS PRESENT UNDER STANDING ORDER 34**

Councillors J and S Collop – Parish Partnerships fund referral from KLACC  
Councillor M de Whalley – Forward Decisions and the Guildhall  
Councillor J Moriarty – Unreasonable Persistent Complaints

6 **CALLED IN MATTERS**

None

7 **FORWARD DECISIONS**

The Forward Decision list was noted.

Under standing order 34, Councillor de Whalley addressed Cabinet regarding the Climate Change Notice of Motion he had submitted to Council which had been referred to Cabinet. He expressed concern about the report not being submitted to this meeting. He referred to the fact that Norfolk County Council was due to be considering the issue. Councillor Long explained the item would go to Cabinet on 7 January providing a suitable report could be prepared in time for the meeting. Otherwise it would go to the 4 February meeting.

8 **MATTERS REFERRED TO CABINET FROM OTHER BODIES**

The KLACC referral of the Parish Partnership Fund was dealt with in the item.

9 **PARISH PARTNERSHIPS FUND - REFERRAL FROM KING'S LYNN AREA CONSULTATIVE COMMITTEE**

**RESOLVED:** 1) That the request for match funding for the provision of one SAM2 sign in the Newlyn (Queensway) area of the town be approved.

2) That the proposal for the bus shelters at Peckover Way, Minster Court/William Booth Road and Saddlebow Road be endorsed subject to bus shelters being eligible in the scheme, and the County Councillors contributing to the proposal with part of their ward allowance. If agreed, the match funding will be paid for through an increase in King's Lynn special expenses to be incorporated in the Budget document.

**Reason for Decision**

Cabinet is required to consider any Parish Partnership fund bids endorsed by KLACC, as per the Committee's terms of reference.

The decision on the bus shelters is to ensure they would be eligible for County Council funding as part of the scheme, and to ensure buy in from County Councillors with the use of some of their ward allowance.

10 **CORPORATE COMPLAINTS POLICY**

**RECOMMENDED:** 1) That the Corporate Complaints Policy be approved.

2) That delegated authority to make any minor amendments considered necessary to the policy be granted to the Chief Executive in consultation with the Leader of the Council.

**Reason for Decision**

To ensure the council has a robust, consistent and easily accessible policy for staff, members and customers to manage the complaints process and associated expectations.

## 11 **REVISED UNREASONABLE COMPLAINTS POLICY**

**RECOMMENDED:** 1) That the revised policy on managing the behaviour of unreasonable complainants be approved subject to:

- the addition of reference to the use of social media to further persistent complaints
- a further discussion between the Chair and Vice-Chair and Councillor Moriarty on the minor points raised.

2) That delegated authority to make minor amendments to the policy be granted to the Chief Executive in consultation with the Leader of the Council.

### **Reason for Decision**

To ensure a clearly defined process is in place for the management of unreasonably persistent complainants, to provide fairness, transparency and accountability within the process, to safeguard the health and wellbeing of officers handling such complainants and to ensure the policy is in line with the Local Government Ombudsman's best practice.

The reference to CPP wishing to review the policy annually was a matter for CPP to decide, not a matter of a Cabinet decision.

## 12 **MID YEAR TREASURY MANAGEMENT REVIEW**

**RESOLVED:** That the report and the treasury activity be noted.

### **Reason for Decision**

The Council has formally adopted the Chartered Institute of Public Finance and Accountancy's (CIPFA) Code of Practice on Treasury Management (updated 2017) and remains fully compliant with its requirements.

One of the primary requirements of the Code is that a mid-year review will be made.

## 13 **GUILDHALL COMPLEX**

**RESOLVED:** That the Expression of Interest be submitted and delegated authority be granted to the Chief Executive in consultation

with the Portfolio Holder for Culture, Heritage and Health to make amendments as required and submit the document.

**Reason for Decision**

To enable the restoration of the Guildhall complex to take place and create a sustainable future for the site.

**The meeting closed at 4.38 pm**