

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



Corporate Performance Panel

Agenda

Monday, 12th September, 2022
at 4.30 pm

in the

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



King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX
Telephone: 01553 616200
Fax: 01553 691663

Friday 2nd September 2022

Dear Member

Corporate Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Monday, 12th September, 2022 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. Apologies

2. Minutes (Pages 6 - 20)

To approve the minutes from the Corporate Performance Panel held on 16 June 2022.

3. Matters Arising

4. 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.

5. 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.

6. 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.

7. Chair's Correspondence (if any)

8. Call-in (if any)

9. Call-in of Officer Delegated Decisions (Pages 21 - 25)

10. Town Deal Board - Governance (Pages 26 - 55)

11. Q1 2022/2023 Corporate Performance Monitoring Report (Pages 56 - 63)

12. Notice of Motion from Council 14 July 2022: Menopause Workplace Pledge

A discussion to be held on the views of the Panel:

iv) Councillor S Squire proposed the following Notice of Motion (7/22), seconded by Councillor Rust.

“Menopause Workplace Pledge”

It is estimated there are some 13 million women in the UK that are currently peri or menopausal. Menopausal women are the fastest growing demographic in the workforce and almost 8 out of 10 menopausal women are in work. This council is aware that over 50% of our workforce and 25% of our councillors are women. It recognises that peri-menopause and menopause and the wide ranging symptoms involved can be a difficult time for women, can lead to a loss of confidence which may then lead to women leaving the workforce. This council would like to demonstrate they are fully supportive of both staff and councillors experiencing menopause and wish to be a Menopause Friendly Employer. Therefore, we agree to sign the Menopause Workplace Pledge, nominate a dedicated Menopause Champion amongst the staff and to arrange regular support and advice sessions that can be accessed by both staff and councillors. Councillors Squire and Rust spoke in support of the Motion. Under

standing order 14.6 Councillor Dark proposed that the Motion be referred to the Corporate Performance Panel for consideration. Council debated referring the matter to the Panel. On being put to the vote the proposal was agreed.

RESOLVED: That the Motion be referred to the Corporate Performance Panel for consideration

13. Portfolio Questions and Answers

Members are invited to submit questions prior to the meeting.

14. Cabinet Forward Decisions List (Pages 64 - 68)

15. Panel Work Programme (Pages 69 - 79)

To note the Panel's Work Programme for 2022/2023

16. Date of Next Meeting

To note that the date of the next meeting of the Corporate Performance Panel will take place on 3 October 2022 at 4.30 pm in the Council Chamber, Town Hall, King's Lynn.

17. 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".

18. Exempt Report: KLIC Repayment Plan

19. Exempt Report: Update on Crofters

To:

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

Relevant Portfolio Holders

Relevant Officers

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**CORPORATE PERFORMANCE PANEL**

Minutes from the Meeting of the Corporate Performance Panel held on Thursday, 16th June, 2022 at 4.30 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn PE30 5DQ

PRESENT: Councillor J Moriarty (Chair)
Councillors C Bower (substitute for Councillor C Manning),
I Devereux (substitute for Councillor J Kirk), C Hudson, H Humphrey,
C Joyce (substitute for Councillor J Collop), C Morley, S Nash, C Rose,
Mrs V Spikings and D Tyler

Portfolio Holders:

Councillor R Blunt, Development
Councillor P Kunes, Environment
Councillor B Long, Corporate Services
Councillor G Middleton, Business, Culture and Heritage

Under Standing Order 34:

Councillor M de Whalley

Officers:

Stuart Ashworth, Assistant Director Environment and Planning
Alexa Baker, Monitoring Officer
Becky Box, Assistant Director, Central Services/Management Team Representative
Barry Brandford, Waste and Recycling Manager
Martin Chisholm, Assistant Director Operational and Commercial Services
Lorraine Gore, Chief Executive
Ged Greaves, Corporate Performance Manager (Zoom)
Duncan Hall, Assistant Director, Regeneration Housing and Place (Zoom)
Wendy Vincent, Democratic Services Officer

CP1 **APPOINTMENT OF VICE-CHAIR FOR THE MUNICIPAL YEAR 2022 TO 2023**

RESOLVED: That Councillor H Humphrey be appointed Vice-Chair for the Municipal Year 2022/2023.

CP2 **APOLOGIES**

Apologies for absence were received from Councillors J Collop, C Manning, J Kirk and Portfolio Holder for Property Councillor A Lawrence, Portfolio Holder for Finance Councillor Mrs A Dickinson.

CP3 **MINUTES**

The minutes of the Corporate Performance Panel meeting held on 13 April 2022 were agreed as a correct record and signed by the Chair.

CP4 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

CP5 **URGENT BUSINESS UNDER STANDING ORDER 7**

There was no urgent business.

CP6 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillor M de Whalley was present under Standing Order 34.

CP7 **CHAIR'S CORRESPONDENCE**

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The Chair informed the Panel that he has received a letter from Stoke Ferry Parish Council and summarised the contents.

The Chair also advised that he had received an email from the Chief Executive regarding an exemption notice for the Levelling Up Fund which would be considered at a special Cabinet meeting on 24 June 2022.

CP8 **CALL-IN (IF ANY)**

There were no call-ins.

CP9 **TOURISM - HARMFUL OR HELPFUL: A REVIEW OF THE KEY QUALITATIVE AND QUANTITATIVE FACTORS INFLUENCING THE FUTURE GROWTH OF TOURISM RESOURCING, ETC**

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The Assistant Director, Regeneration, Housing and Place explained that the purpose of the report was to seek views of panel members and aid a discussion which could lead subsequently to policy or strategy development.

The key issues were outlined as set out in the report.

Councillor de Whalley addressed the Panel under Standing Order 34.

The Panel discussed the report and a summary of the key issues/concerns are set out below:

- Adverse house prices – mitigate by providing opportunities for local people to buy local property. Councillor Morley stated that this should be considered as a separate item by the Panel.
- Tourism provided income to the Borough and supported businesses.
- Habitat Regulation Levy used to mitigate the increase in tourism and enable both visitors and residents to visit green spaces, etc.
- What could the Borough Council do to help local residents to alleviate the pressures identified within the whole Borough – rural, coastal and west of borough
- Lack of infrastructure.
- Standard of holiday accommodation.
- Role of Norfolk Coastal Partnership.
- Role of Wash and Marine Partnership.
- Increasing pressures in rural areas.
- Conservation Areas had not been reviewed, extra pressures on that part of the community.
- Fishing and Bird watching tourist attractions within the Borough, for example, Welney and associated pressures on the roads, etc.
- Encourage businesses to West Norfolk
- Car parking difficulties in all areas of the Borough.

The Chair drew the Panel's attention to Section 2 of the report and asked for clarification on the table of figures and information within that paragraph. The Assistant Director, Regeneration, House and Place undertook to respond direct to the Chair.

Following questions from the Chair, the Assistant Director, Regeneration, Housing and Places explained that there was a proposal to establish a countywide tourist/countryside pressures group to bring together stakeholders and employ an officer in order that there was somewhere for Parish Councils who had concerns regarding tourism pressures to express their concerns and be supported towards routes to resolve the problem.

The Portfolio Holder for Business, Culture and Heritage explained that conservation areas were not within his remit. The Portfolio Holder commented it was important to recognise that there were pressures in areas of the county with growing tourist destinations and that more could be done by the council or wider county council in order to assist with infrastructure changes recognised by the Coastal Pressures Group and those same pressures are now being faced in land. The Portfolio Holder commented that the key word in the report was potential mitigation which represented an appetite with Norfolk Council and its partners to set up a pressure group.

In conclusion, the Portfolio Holder for Business, Culture and Heritage explained that the previous Coastal Pressures Group had identified the pressures faced by residents and stated that the next step as Cabinet Member was for himself to have discussions with Norfolk County Council and ask that the group be set up and that the Borough Council would play an active role.

The Panel adjourned for a comfort break at 6.13 pm and reconvened at 6.18 pm.

CP10 **REVIEW OF NEW WASTE COLLECTION CONTRACT PERFORMANCE - STAGE 2**

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

The Panel received a presentation from the Waste and Recycling Manager, a copy of which was circulated with the Agenda.

The Assistant Director, Operations and Commercial and the Waste and Recycling Manager responded to questions/comments in relation to:

- Refuse and Recycling Contract – service exemplary.
- Disruption experienced on the A10 when collecting refuse/recycling in West Winch.
- Failure to report – recordable accidents.
- Whether deduction payments for poor performance had been incurred by the Council.
- Series of waste collection related services e.g. reuse of furniture, bulky collection, outstanding small electrical items/batteries
- Community grants – to collect smaller items, e.g. batteries, bulky waste, etc. **The Assistant Director advised that this was the subject of ongoing discussions to identify a commencement date.**
- Levels of significant contamination – aspect of education to encourage residents to place correct items in relevant bins.
- Complaints received by residents to Ward Councillor(s).
- Outstanding issues, USP's rolled out elsewhere, why not here.
- Collection dates/reporting weekends/bank holidays.
- Changing rounds without consulting offices and Councillors.

Councillor de Whalley addressed the Panel under Standing Order 34.

In response to questions raised by Councillor de Whalley relating to the use of online forms to report missed bin collections, the Refuse and Recycling Manager explained that the council would like to go through the processes and have a reporting tool available for a whole range of services provided by the Council to enable residents to do the very best form of self-service/certification. Work was currently in progress to

develop a report tool which would automatically load information into the Serco management system.

Councillor Long, Portfolio Holder Corporate Services addressed the Panel and commented that this was a good set of figures and results.

Councillor Kunes, Portfolio Holder Environment addressed the Panel and gave an example of a complaint he had received within his Ward.

The Chair thanked Assistant Director, Operations and Commercial and the Waste and Recycling Manager for the presentation.

RESOLVED: The Panel received a further report addressing the outstanding issues as set out below (prior to Christmas 2022):

- Collection dates/reporting weekends/bank holidays
- USP's – rolled out elsewhere – why not rolled out here.
- Changing rounds without consulting officers and Councillors.

CP11 **CORPORATE PERFORMANCE MONITORING UPDATE FULL YEAR 2021/22**

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In presenting the report, the Corporate Performance Management explained that the Council's performance management framework had historically included performance monitoring and reporting of performance.

The Panel was reminded that a Covid-Recovery Strategy was agreed by Council on 8 October 2020. The report provided the final overview on the corporate recovery performance indicators for the Recovery Strategy for the 2021/22 year.

The key issues were outlined as set out in the report.

The Panel's attention was drawn to the sections of the report 2.2 and 2.3.

In response to a question from the Chair in relation to indicator 1.8 %of Business Rates collected against target (cumulative), the Corporate Performance Manager explained that this target had been based on historical trends over many years and 98% was a realistic target. The Chief Executive provided clarification on the point raised by the Chair.

Councillor Humphrey reference to indicator 4.1 no of days to process new benefit claims – why had the number of days peaked in February. The Corporate Performance Manager to investigate and report back to the Panel. *Following the meeting it had been confirmed that the processing times peak in February because the systems were taken*

down for a couple of days for annual billing and the Council was unable to process any work during this time. At the same time the Council were clearing the welfare benefit increases which were notified to the authority in bulk during January.

Councillor Morley commented that he wished to place on record his appreciation of the Corporate Performance Manager in looking at KPI's with him in detail and reshaping them for the future year.

The Portfolio Holder, Environment responded to questions from Councillors Morley and Nash on fly-tipping within the Borough and the additional pressures on the County Council to dispose of waste and charges incurred at waste recycling centres for DIY materials/waste, etc. The Portfolio Holder, Corporate Services added that the County Council collected the waste from district councils and the data collected did not account for the individual number of fly tipping incidents.

The Chair referred to 2.4 % of rent arrears on retail units and what arrangement the Council had in place to collect payment. In response, the Assistant Director Property and Projects explained that when Covid hit Central Government put in place protections for commercial tenants so commercial landlords could not take their usual rent arrear action. The Assistant Director provided an overview of the 2020 and 2022 Acts and action available to commercial landlords. The legislation set out the covid rates and this enabled commercial landlords to set out what was a Covid and non-Covid debt, the Council therefore working through the legislation and would then work out a place to deal with the rent arrears. It was noted that the Council's approach would be discussed with the relevant Portfolio Holder.

RESOLVED: The Panel reviewed and noted the Council's performance indicators for 2021/22. Performance against the recovery indicators would be replaced with a new suite of performance indicators for 2022/23.

CP12 **HUNSTANTON PROMENADE WASTE WATER - UPDATE**

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The Assistant Director, Property and Projects provided a verbal update and advised that kiosk tenants had been contacted and asked how they disposed of their waste items including water. There were still a number of responses outstanding which were being followed up by the Property Services Team. It was highlighted that this was difficult to police.

The Chair advised that Council Beal had tendered his apologies but had sent in a photograph which was passed to the Assistant Director, Property and Projects who advised that a member of the Property Services Team would investigate.

Hunstanton Ward Councillor Bower commented that Councillor Beal had been pursuing the issue over a long period of time and it was thought related to one particular kiosk which he had taken a photo of.

Councillor Nash commented that the tenants would have duty of care for waste disposal and asked whether it was possible for the Borough Council to provide a waste disposal facility for an additional charge.

RESOLVED: A further update be provided to the next meeting of the Panel on 18 July 2022.

CP13 **NOMINATION TO OUTSIDE BODIES AND PARTNERSHIPS - HUNSTANTON SAILING CLUB**

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RESOLVED: 1) Councillor C Rose be nominated to the observer role only to the Hunstanton Sailing Club.

2) That the report arrangements be noted, as shown in the report.

3) That Council be requested to approve the nomination made by the Panel.

CP14 **CABINET REPORT: RESOURCING - DEVELOPMENT MANAGEMENT TEAM (PLANNING)**

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The Executive Director presented the report and explained that to increase capacity within the Development Management team to reflect increased workloads and the need to provide an acceptable level of service to those engaged in the planning process. The structure will also respond to the changes put forward in the Levelling up and Regeneration Bill in respect of planning and in particular the need to improve speed and quality of decision making.

In response to questions from Councillor Joyce on the current structure of the Development Management team, the Assistant Director, Central Services advised that the information requested was set out in the structure chart at page 67 of the Agenda.

Councillor Devereux commented that he was pleased to see the report with the proposed additional resource, particularly an Ecologist post and Arboricultural Assistant/Officer.

In response to comments made by Councillor Nash on the level of service expected by residents when submitting an application, the Executive Director explained that each planning application was

determined on a case by case basis. If a resident was unhappy with the service received then a corporate complaint form could be completed and submitted to the council.

Following a question from the Chair in relation to 2.5, the Assistant Director Environment and Planning explained that there was the option to agree an extension of time with planning applications but if the application determination date exceeded 6 months and if an extension of time had not been agreed past the 6 months, then the planning fee would need to be repaid. He stated that at present there was too much reliance on extensions of time.

In response to questions from Councillor Morley with regard to recruitment of the proposed additional officers, the Executive Director explained that it would be a challenging process and there were currently a number of vacant posts.

The Chair referred to 4.1 and the income from pre-application, street naming and numbering advice. The Executive Director explained that any charges for those services would be paid by the developer.

Following comments from Councillor Nash, the Assistant Director, Environment and Planning added that a charge was made for pre-application advice but this was a voluntary service and applicants could not be forced to use the pre-application service. The Assistant Director agreed to clarify situations where the pre-application service was not appropriate or utilised, following concerns raised by Councillor Nash about the pre-application service.

Following questions from the Chair on 4.3, the Executive Director explained that the 20% ring fenced funds for planning was included in the overall budget.

The Portfolio for Development, Councillor Blunt provided an overview of the work that had been undertaken and highlight the major changes including the move from two area teams (north and south) to three area teams (north, central and south). It was noted that this change was intended to provide greater management support within the department and would enable planning officers to cover a smaller geographical area.

The Chair commented that at the previous Corporate Performance Panel meeting, the Portfolio Holder for Development gave an undertaking that enforcement would improve and there would be a better customer interface. The Chair referred the Panel to 3.2 where it was proposing that the Enforcement Team would also be strengthened through the creation of a new enforcement post and the creation of a new support officer who would focus on providing a better customer interface with the public in terms of updating on the progress of cases. The Chair thanked the Portfolio Holder for Development.

The Chair thanked the Executive Director for presenting the report.

RECOMMENDED: That the Panel supported the recommendations to Cabinet as set out below:

1. Cabinet is recommended to approve the recruitment of the following new posts:
 - 1 x Principal Planner
 - 6 x Planning Officers
 - 1 x System and Performance officer
 - 1 x Ecologist
 - 1 x Cil Officer
 - 1 x Technical Support Team Leader
 - 1 x Technical Support Officer
 - 1 x Arboricultural assistant/officer
 - 1 x Enforcement Officer
 - 1 x Enforcement Support Officer

2. That the planning fee income in the budget be increased from £1.1 million to £2 million to more accurately reflect the income received over the past 3 years and the increase in planning fees set out in the Levelling up and Regeneration Bill.

CP15 **CABINET REPORT: PLANNING SCHEME OF DELEGATION/SIFTING PANEL**

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The Assistant Director, Environment and Planning presented the report and highlighted the key proposed changes and drew the Panel's attention to 2.8 which set out other changes to the Scheme of Delegation.

Councillor Joyce referred to the letter read out at the beginning of the meeting by the Chair from Stoke Ferry Parish Council. Councillor Joyce outlined the reasons why the Borough Councillor should determine in his/her own mind whether they wished to call-in a planning application. In response, the Chair explained that the letter from Stoke Ferry Parish Council was in relation to an inadvertent omission to call-in a planning application and to ask if there was an alternative way for a Parish Council to call-in an application if there was a breakdown in relationships/communication. The Chair commented, could the Parish Council contact the Chair of the Planning Committee as an option to call-in an application.

Councillor Mrs Spikings commented that this would be a disadvantage for King's Lynn as there was no Parish Council and there needed to be a fair approach for all. Councillor Mrs Spikings added that the current system worked well with the correct checks and balances in place.

The Assistant Director, Environment and Planning explained that a Councillor could only call in a planning application within their own ward unless there were exceptional circumstances. Councillor Spikings advised that Councillors currently had 28 days to call in an application and that the Parish Council could send a reminder to the relevant Borough Councillor to call in an application. The Chair added that at the next training session for Parish Councils it be suggested that the Parish Council email the Borough Councillor to call in an application and copy in the Planning Department. The Executive Director, Environment and Planning confirmed training would be scheduled for Parish Councils at the end of the summer.

In response to questions from Councillor Joyce on Councillors, Officers or former Councillors acting as Planning Agents and the LGA guidance, the Monitoring Officer referred to an email from a Councillor regarding planning issues relating to former officers and councillors and any such planning applications should be determined by the Planning Committee and explained that the LGA and Planning Advisory Service offered guidance which was not statutory. The Monitoring Officer provided a summary of the guidance and the Borough Council's current position.

The Chair referred to 2.8 on tree works applications that could not be called in by Councillors and asked if Councillors received prior notification of any such works. In response, the Assistant Director Environment and Planning undertook to check whether or not they were on the weekly list, and respond direct to the Chair.

The Chair referred to the agenda for the Planning Sifting Panel not containing details of the applications to be sifted. The Portfolio Holder for Development explained that often the details of the applications were not known until 24 hours prior to the Sifting Panel but that the decisions of the Planning Sifting Panel were published on the Borough Council's website. Councillor Spikings explained that the Sifting Panel did not debate any application, but that the planning officer presented the application, Councillors on the sifting panel would determine if the application went to the Planning Committee or could go under delegated authority for a decision.

Councillor Nash commented that there should be a mechanism for the correspondence for the sifting panel to be available when the Agenda was published. In response the Assistant Director explained that the Planning Officer presented the report and advised of representations received from Parish Councils and the Councillors made the decision whether the application be determined by the Planning Committee or Scheme

The Portfolio Holder for Development added that if there was any doubt then the application would be determined by the Planning Committee.

The Chair drew the Panel's attention to the recommendations set out on page 68 of the Agenda.

Councillor Joyce commented that he was quite happy with recommendation 1 but not recommendation 2 and that the Borough Council should adopt the Local Government Association Guidance to include applications submitted from both present and former Councillors, officers and Planning Agents who had a pecuniary interest to be determined by the Planning Committee.

The Monitoring Officer advised that what Councillor Joyce proposed would affect recommendation 1.

The Chair therefore drew the Panel's attention to Recommendation 1: That the scheme of delegation be amended as set out in the report, and as attached to this report.

The Chair asked if there were any amendments.

Councillor Joyce proposed an amendment to recommendation 1 that the addition of planning applications from former councillors and officers should be determined by the Planning Committee.

The Monitoring Officer clarified the amendment from Councillor Joyce and that addition planning applications submitted by former councillors and acting as planning agents be determined by the Planning Committee.

Councillor Joyce confirmed the amendment as set out by the Monitoring Officer and that the Borough Council adopt the Local Government Association Guidance.

Councillor Spikings expressed concern that there was no timescale identified. Councillor Spikings stated that this was not necessary if a Councillor left the authority but recognised that the Borough Council wished to be transparent and that placed a former Councillor at a disadvantage.

Councillor Nash seconded the proposal made by Councillor Joyce.

On being put to the vote was lost.

The Chair drew the Panel's attention to Recommendation 1 as set out in the report and on being put to the vote was carried. There were two abstentions – Councillors Moriarty and Morley.

The Chair thanked the Assistant Director, Environment and Planning for presenting the report and responding to questions and comments from the Panel.

RECOMMENDATION: The Panel support the recommendations to Cabinet as set out below in the report.

- 1) That the scheme of delegation be amended as set out in the report, and as attached to the report.
- 2) That the operation of the scheme be reviewed in summer 2023, to assess the impact of the changes.

CP16 **PORTFOLIO AND ANSWER SESSION**

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The Chair encouraged the Panel to submit any questions in advance of each meeting to enable the Portfolio Holder to undertake any appropriate research in order to provide a response.

The Chair advised that the question to the Leader for an update on devolution/ mayoralty would be deferred until the next meeting.

CP17 **CABINET FORWARD DECISIONS LIST**

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The Chair invited the Panel to forward any items for consideration to be included on the work programme.

CP18 **WORK PROGRAMME 2022/2023**

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The Chair invited the Panel to forward any items for consideration at the next sifting meeting.

CP19 **DATE OF NEXT MEETING**

The next meeting of the Corporate Performance Panel would be held on 18 July 2022 in the Assembly Room, Town Hall, Saturday Market Place, King's Lynn.

CP20 **EXCLUSION OF PRESS AND PUBLIC**

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RESOLVED: That under Section 100(A)(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following items 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.

CP21 **EXEMPT REPORT - KLIC REPAYMENT PLAN**

The Assistant Director, Property and Projects provided a verbal update and responded to questions and comments from the Panel.

The meeting closed at 7.25 pm

Dear Cllr. Moriarty,

I would like you to consider this at your next CPP meeting.

Does King's Lynn & West Norfolk Borough Council's planning system work?

For the most part, yes. But...when it goes wrong there is no provision to make any amendments which is why I'm challenging the process.

Here is how it recently went wrong at Stoke Ferry.

A planning application was made for a building within the village's development boundary and inside the Conservation area. The NCC's Highways Department correctly objected to the application on the grounds that the access road to the development had poor visibility. The application was then re-submitted with the entrance changed to another very narrow road which also has poor visibility. In the re-submitted application, construction traffic was to access the site through the original entrance. The Highways Department did see this as an issue even though there are three businesses directly opposite the entrance road with traffic and parking already an issue. The Council's Conservation Officer originally had an issue with the vista but at a subsequent review found no reason to object.

All of this is part of the planning process, whereby all consultees make their comments to give the planning officers a full picture in order to allow them to make an informed decision. As a consultee, Stoke Ferry Parish Council reviewed the application at a meeting on August 11th which was attended by residents and our Borough Councillor. After a substantial debate, the Parish Council rejected the application citing material planning considerations and asked for its Borough Councillor to "call in" the application, which he confirmed he would do.

And it is at this point where flaws in the planning process became apparent. The Borough Councillor did not "call in" the application. Further, at the sifting panel it was decided the application would be determined by the delegated officers i.e., it would not go before the full Planning Committee. This is in direct contradiction to the Borough Council's Portfolio holder for Development (Cllr Richard Blunt) who claims, "the sifting panel members are careful to consider the views of Parish Councils and if they have a material planning consideration, supporting or objecting, that is contrary to the views of the officers they will immediately recommend that application go to full planning committee, I'll guarantee that." This was stated at a Corporate Performance Panel Meeting on 22nd July 2020 and available on YouTube.

I understand not all Parish Councils deal with planning applications as fully as they should. There are some who reject every application, others give reasons for opposing applications which are not material planning considerations, and there are some who want all applications "called in," while, I believe, there are some Borough Councillors who don't "call in" any applications.

My point is that when a Parish Council follow the correct process and its Borough Councillor does not “call-in” the application as requested, and the sifting panel also ignores Parish Council material objections and does not send the application to full planning committee, then there must be a way to correct this. I don’t expect the application to be automatically rejected, but if a Parish Council were given the opportunity to speak at the full Planning Committee meeting it can put forward its material considerations along with local knowledge that would ensure the application is given the fullest deliberation.

The crucial role of a Borough Councillor of “calling in” an application exists as a layer of security to ensure applications are fully considered. A Borough Councillor chooses whether to “call in” an application and can even “call in” for the developer even if the elected Parish Council opposes the development.

In the example outlined above, the delegated officers approved the planning application. As a consequence, Stoke Ferry Parish Council is looking to make a formal complaint but, once again, the process works against a Parish Council body. Any investigation process involves the complaint being considered by an experienced officer from the very Department that is being complained about. That means the planning officers will be sitting in judgement on conduct or a decision they themselves have ratified.

So, what should Stoke Ferry Parish Council do next? Well, we will be asking for two things:

1. That the Corporate Performance Panel looks at a way to improve the planning process. They need to find a way to ensure if a Parish Council has material planning considerations at odds with the Planning Officers’ view then the application is automatically “called in” to be reviewed by the full Planning Committee.
2. That the complaint procedure needs to be dealt with by officials outside of the Department being complained against, or, at the very least, in conjunction with an independent person.

I hope you will spend some time to review this, and I look forward to hearing from you in due course.

Kind regards

Sue Lintern

Chair of Stoke Ferry Parish Council

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:	12 September 2022		
TITLE:	Call-in of Officer Delegated Decisions		
TYPE OF REPORT:	Policy Development		
PORTFOLIO(S):	Leader		
REPORT AUTHOR:	Monitoring Officer		
OPEN/EXEMPT		WILL BE SUBJECT TO A FUTURE CABINET REPORT:	Yes/No

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
<p>A discussion paper was sought by the Chair of CPP on the issue of the call-in of officer delegated decisions. The ability for Overview & Scrutiny Panels to call in decisions of the executive is required by legislation, but the detail of the procedure for call-in is a locally determined matter for each Council. This Council's constitution does not list officer delegated decisions as decisions that can be called-in. The recommendation proposed is that they should be added to this list and Standing Orders duly amended.</p>
KEY ISSUES:
<p>This Council has a Cabinet & Leader governance structure. The explanatory notes to the legislation which introduced this form of governance structure state that the objective is to deliver greater efficiency, transparency and accountability of local authorities. The arrangements are intended to ensure that decisions can be taken more quickly and efficiently than in committee systems, that the individuals or bodies responsible for decision-making can be more readily identified by the public, and that those decision-makers can be held to account in public by overview and scrutiny committees.</p> <p>The counter-weight to the Cabinet model is the Overview and Scrutiny function, which in this Council is performed by the Corporate Performance Panel. Part of this function is the mechanism to review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are the responsibility of the executive before the decision is implemented, with the option of referring the decision back to the decision-maker to recommend that the decision be reconsidered. This is termed a 'call-in'.</p> <p>Call-in procedures are locally determined by each Council. This Council's constitution does not list officer delegated decisions as decisions that can be called-in. Historically, the only decisions of officers that could be called-in were key decisions, and because under this Council's constitution officers are not able to make key decisions, it was therefore unnecessary to include officer delegated decisions as those that could be called-in.</p> <p>This limitation on the type of officer delegated decisions that can be called in has now been removed, and to bring this Council in line with best practice it is recommended that Standing Orders be amended to include officer delegated decisions to those that can be called in.</p>
OPTIONS CONSIDERED:
<ul style="list-style-type: none"> • <i>Maintaining the status quo:</i> officers do make executive decisions and these ought to be captured as part of the checks and balances that CPP provides to the executive

Cabinet model of governance within this Council.

- *Specifying a limitation on only key decisions of officers being capable of call-in: this limitation can be assigned to a historical requirement and is not in line with current best practice.*

RECOMMENDATIONS:

That Cabinet be recommended to recommend on to Full Council the following changes to Standing Orders:

1.

12 The calling-in of Cabinet recommendations and executive decisions

12.1 Any Cabinet decision or Cabinet recommendation to the Council, delegated Cabinet Member's decision or officer delegated decision, may be presented for call-in to the Corporate Performance Panel

2.

30.5 Record of individual decision

As soon as reasonably practicable after an Executive decision has been taken by an individual member of the Executive or an officer, they will prepare, or instruct the proper officer to prepare, a record of the decision, a statement of the reasons for it and any alternative options considered and rejected.

REASONS FOR RECOMMENDATIONS:

To ensure the Council's call-in procedure aligns with legislative requirements and best practice.

REPORT DETAIL

1. Introduction

- 1.1 This Council has a Cabinet & Leader governance structure. The explanatory notes to the legislation which introduced this form of governance structure state that the objective is to deliver greater efficiency, transparency and accountability of local authorities. The arrangements are intended to ensure that decisions can be taken more quickly and efficiently than in committee systems, that the individuals or bodies responsible for decision-making can be more readily identified by the public, and that those decision-makers can be held to account in public by overview and scrutiny committees.
- 1.2 The counter-weight to the Cabinet model is the Overview and Scrutiny function, which in this Council is performed by the Corporate Performance Panel. Part of this function is the mechanism to review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are the responsibility of the executive before the decision is implemented, with the option of referring the decision back to the decision-maker to recommend that the decision be reconsidered. This is termed a 'call-in'.
- 1.3 Call-in procedures are locally determined by each Council. This Council's constitution does not list officer delegated decisions as decisions that can be called-in. Historically, the only decisions of officers that could be called-in were key decisions, and because under this Council's constitution officers are not able to make key decisions, it was therefore unnecessary to include officer delegated decisions as those that could be called-in. This limitation on the type of officer delegated decisions that can be called in has now been removed, and therefore it is prudent to update the call-in procedures.
- 1.4 Recently, there have been officer delegated decisions that Members have sought to call-in, but as stated, the Council's Constitution does not provide for this. This led to a request from the Chair of CPP for the matter to be considered at CPP.

2. Proposal

The call-in procedure of each Council is locally determined and to bring this Council's procedures in line with best practice, the following changes to Standing Orders are proposed:

1.

12 The calling-in of Cabinet recommendations and executive decisions

12.1 Any Cabinet decision or Cabinet recommendation to the Council, delegated Cabinet Member's decision or officer delegated decision, may be presented for call-in to the Corporate Performance Panel

2.

30.5 Record of individual decision

As soon as reasonably practicable after an Executive decision has been taken by an individual member of the Executive or an officer, they will prepare, or instruct the proper officer to prepare, a record of the decision, a statement of the reasons for it and any alternative options considered and rejected.

3. Issues for the Panel to Consider

Executive decision making vests in the Cabinet, which can be delegated to individual Cabinet members in relation to their portfolios and further delegated to officers. The delegation to officers is intrinsically required to effect the operational running Council.

Local Benchmarking

From a review of other Norfolk authorities' constitutions:

Authority	Officer delegated decisions included in call-in procedure
Norfolk County Council	Yes
Breckland	Yes
Broadland	Key decisions only
Great Yarmouth	N/a – committee structure
South Norfolk	Yes
North Norfolk	Yes
Norwich City	Yes

4. Corporate Priorities

Strong governance supports all of the Corporate priorities.

5. Financial Implications

There will be a resource implication in the Democratic Services team if there is an increase in the number of called in decisions.

6. Any other Implications/Risks

If the Council does not bring its procedures in line with best practice then there is a risk of challenge to its decisions.

7. Equal Opportunity Considerations

No direct considerations.

8. Environmental Considerations

None

9. Consultation

None

10. Conclusion

A discussion paper was sought by the Chair of CPP on the issue of the call-in of officer delegated decisions. The ability for Overview & Scrutiny Panels to call in decisions of the executive is required by legislation, but the detail of the procedure for call-in is a locally determined matter for each Council. This Council's constitution does not list officer delegated decisions as decisions that can be called-in. The recommendation proposed is that they should be added to this list and Standing Orders duly amended.

11. Background Papers

None

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:			
TITLE:	Towns Fund Management & Governance Arrangements		
TYPE OF REPORT:	Update		
PORTFOLIO(S):			
REPORT AUTHOR:	Jamie Hay / Mike Tweed		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
A request was received by Internal Audit to undertake a review of the Towns Fund management and governance arrangements, in particular the Towns Deal Board (TDB).
KEY ISSUES:
The contents of this report forms part of the overall Internal Audit of the Towns Fund which was initially due to be undertaken in quarter 4 as per the agreed Internal Audit Plan for 2022/23. This element of the audit was brought forward following this request and the full audit will form part of the progress report to be taken to Audit Committee later this year. The following areas have been covered under this element of the audit: <ol style="list-style-type: none"> 1. The TDB has met the set-up requirements set by Government since its inception. 2. Membership of the TDB is representative of the stakeholders and partnerships involved in the Towns Fund projects. 3. Regular meetings of the TDB take place to monitor the progress of each project. 4. Meetings of the TDB are minuted with evidence that issues identified are addressed in an action plan and resolved. 5. Transparent decision making takes place within the TDB. 6. Members of the TDB are required to submit declarations of interest on an annual basis to the BCKLWN Monitoring Officer (MO) and advise the MO of any changes within 28 days, so that the Register of Members' Interests (held on the Vision King's Lynn website) can be maintained. 7. Members of the TDB are required to notify the MO of any gifts and hospitality that they may receive, so that this can be recorded in the Register of Gifts & Hospitality (held on the Vision King's Lynn website).
OPTIONS CONSIDERED:
This report is for information as per the request and comments can be referred to Internal Audit for consideration as part of the overall audit of the Towns Fund.
RECOMMENDATIONS:
Please see the attached report
REASONS FOR RECOMMENDATIONS:
N/A

REPORT DETAIL

1. Introduction

The Towns Fund is a £3.6 billion fund investing in towns as part of the government's plan to level up the country's regions. In June 2021, King's Lynn was awarded a £25m Town Deal by government to deliver a range of programmes and projects that will result in economic productivity through urban regeneration, planning and land use, skills and enterprise infrastructure and connectivity. The £25m Town Deal award was based upon the **Town Investment Plan (TIP)** which was submitted to government in October 2020 and subsequently updated in February 2021. On 24th August 2021, Cabinet endorsed seven projects agreed by the Town Deal Board under the Town Deal for Kings Lynn, in the Council's capacity as the accountable body.

The **King's Lynn Town Deal Board (KLTDDB)** was established in January 2020 to support the development of the TIP for King's Lynn and identify and agree the funding priorities for a potential Town Deal. The TIP provides the vision and strategy for the framework for planning and implementing the regeneration of King's Lynn over the next ten years.

Central government, as part of the funding conditions, set out that the accountable body (BCKLWN) must establish a Town Board and also stipulated the required membership of the board. BCKLWN let a contract to a firm of management consultants, Metro Dynamic, who facilitated the first few sessions of the establishing and setting up of the Town Board.

The aim of the KLTDDB is to create an effective public-private partnership which brings together the agencies, organisations and business interests with a commitment to the physical regeneration and delivery of the TIP. The KLTDDB has the long term role of overseeing the development of business cases and delivery of the Town Deal by 31st March 2026 and identifying priorities in the TIP for future funding opportunities. The role of the KLTDDB is to:

- develop and agree an evidence-based TIP;
- develop a clear programme of interventions to improve the town's economic growth;
- ensure effective co-ordination between the activities and actions of the agencies and organisations involved in the development and delivery of the TIP; to serve in an advisory capacity to the lead Council (BCKLWN);
- to maintain an overview of the planning, development and delivery of development projects, providing a collective, co-ordinated response to issues, challenges and risks;
- to provide regular updates to partner committees, Boards and Towns Fund team;
- overseeing each step of agreeing a Town Deal, and overseeing compliance with the Heads of Terms Agreement with government;
- agree in principle the Town Deal with government and the Lead Council;
- identify future funding opportunities that align with the vision and priorities set out in the TIP, and work together to secure additional funding;
- to monitor and review the progress of the programme and effectiveness of the actions.

The membership of the KLTDDB is made up of representatives from BCKLWN and Norfolk County Council, the local MP, and representatives from local organisations (such as the New Anglia Local Enterprise Partnership (LEP), Chambers of Commerce, College of West Anglia, Queen Elizabeth Hospital), community organisations (such as Community Action Norfolk) and local businesses.

The role of BCKLWN with regards to the Towns Fund is to:

- be the Lead Council and accountable body for the Towns Fund;
- be the main point of contact and liaison with the Department for Levelling Up, Housing & Communities (DLUHC, formerly known as MHCLG) in preparation and negotiation of the Town Deal;
- work in partnership with other government bodies to ensure the TIP aligns with county and regional strategic plans;
- identify and engage the Board in other funding opportunities that would help to deliver the aims and objectives of the TIP;
- define the area the KLTDDB will represent on a map;
- uphold the Nolan Principles;
- ensure decisions made by the KLTDDB are in accordance with good governance principles;
- publish the KLTDDB's governance structure and ways of working, such as a statement on how the Board will engage with stakeholders and agree decisions over time.

In addition, BCKLWN is responsible for:

- supporting the process of developing a good TIP;
- providing technical expertise for business case development;
- developing agreed projects in detail and undertaking any necessary feasibility studies;
- helping develop detailed business cases;
- developing a delivery team, delivery arrangements and agreements;
- liaising with potential private investors in identified local projects and schemes;
- signing the Head of Terms Agreement with government;
- monitoring and evaluating the delivery of individual Towns Fund projects;
- submitting regular monitoring reports to the **Towns Hub**;
- receiving and accounting for the Towns Fund funding allocation; BCKLWN remains the accountable body for all monies received through capacity funding and any other funding that will be allocated from the Towns Fund and will set out how this money is spent.

BCKLWN Cabinet, the **Regeneration & Development Panel**, **Corporate Performance Panel (CPP)**, and other relevant Panels and Committees, will receive reports on the progress of activities in line with the Council's Constitution.

The **Towns Hub** consists of the central towns team within the Cities & Local Growth Unit (CLGU) in DLUHC, towns-focused colleagues in CLGUs regional teams, and the Towns Fund Delivery Partnership. The central towns team in DLUHC is responsible for ultimately receiving and evaluating the TIPs and business cases and facilitating the signing off of the Heads of Terms. The Towns Fund Delivery Partner Town Coordinators supplement government's role by providing technical support to LAs to develop their TIP and business cases.

The **Town's Fund Steering Group** is a collaborative partnership of key stakeholders. It is responsible for co-ordinating, commissioning and developing the TIP and project business cases under the direction of the Board, ensuring alignment with local, regional, and national strategy. The following groups liaise with the Towns Fund Steering Group:

- West Norfolk Transport & Infrastructure Steering Group – informs priority interventions to be appraised as part of the investment planning process;
- Skills Working Group – as above;
- TIP Project Team – to inform and develop priority interventions;
- Youth Forum
- St. George’s Guildhall Complex & Creative Hub Advisory Group
- Guildhall Complex & Creative Hub Task Group
- St. George’s Guildhall Complex & Creative Hub Community & Stakeholder Group
- Town Centre Repurposing & Public Realm Group.

The **Kings Lynn Town Deal Local Assurance Framework** (KLTDLAF) (approved by Cabinet in August 2021) sets out the governance and decision-making structure of the KLTDDB in relation to the Towns Fund. Sub-groups have been established to develop the detail of each project business case and to report progress to the KLTDDB. The Board will approve each business case, ensuring that they align with the TIP and have been developed with engagement with local communities and businesses. The Board will receive reports on progress, key milestones and any issues/risks identified during the development of the business cases.

The **Town Deal Programme Board** (a BCKLWN led board consisting of senior managers from BCKLWN, NCC and LEP, and chaired by the BCKLWN Chief Executive) is responsible for approving business cases on behalf of the accountable body and monitor and manage the delivery of the Town Deal. It will be supported by a **Programme Delivery Team** based in the Regeneration Service Area. As at August 2021, the following Towns Fund projects had been approved by government which the KLTDDB could prioritise for funding under the signed Heads of Terms offer:

- Town Centre Repurposing
- Kings Lynn Youth & Retraining Pledge
- Town Centre Public Realm
- St. George’s Guildhall Complex refurbishment
- Active & Clean Connectivity
- Riverfront Regeneration
- Multi User Community Hub (MUCH).

The **Town Fund Delivery Plan** will set out the resources, programme and key milestones for each intervention which the Town Deal Programme Board will monitor progress against.

The KLTDDB will oversee the development of full business cases for each of the TIP projects. The business case development will be carried out by a Project Manager supported by the Programme Delivery Team. The process will be managed by the Town Deal Programme Manager who will provide progress reports to the KLTDDB. Independent appraisal of the business cases will be carried out prior to submission to government; once a project has been approved by the DLUHC, it will move onto the delivery stage. BCKLWN will be responsible for the day to day delivery and making operational decisions. The KLTDDB will be responsible for strategic programme decisions and overseeing delivery of the programme, monitoring and evaluating each project and compliance with Head of Terms Agreement with government.

As at 8th June 2022, as reported to Cabinet, of the above seven projects within the Town Deal, two have had business cases completed, submitted and agreed by government,

allowing delivery to commence in March 2022. These are the Youth & Retraining Pledge and the Public Realm project. The remaining five projects have not yet had the business case process completed; Cabinet were asked to approve adjustments to funding profile and the number of projects to be submitted as final business cases. Four of the projects (MUCH, Guildhall, Active & Clean Connectivity and Riverfront Regen) had proposed changes and revised TD allocations made against each one; the remaining project (**Town Centre Re-Purposing**) was removed from the programme, with some of its funding, outcomes and outputs reallocated to the MUCH project.

Updates at key points for projects reaching appropriate stages have been taken to the relevant Policy Review & Development Panels (R&D and CPP); Member briefings were given on all Town Deal projects in Feb 2022 and on governance arrangements/process in March 2022. The TD Programme Board, chaired by the Chief Executive, has received regular updates on progress and to ensure that the KLTDLAF is being complied with. The KLTDDB meet every month to ensure programme oversight and management.

As reported to Cabinet on 8th June 2022, the total TDF programme cost is £37,056,707, with £25m funding from the Town Deal Fund, and the remaining £12,056,707 in “match funding”, covering the following six projects:

- Youth Re-Training Pledge – total project cost £479,967 (£442,000 from TDF and £37,967 from match funding).
- Multi-User Community Hub (MUCH) – total cost £12,400,000 (£7,400,000 TDF and £5,000,000 match).
- St. George’s Guildhall & Creative Hub – total cost £12,174,091 (£8,097,181 TDF and £4,076,910 match).
- Active & Clean Connectivity – total cost £6,267,625 (£4,232,876 TDF and £2,034,750 match).
- Riverfront Regeneration – total cost £5,004,023 (£4,178,943 TDF and £825,080 match).
- Town Centre Public Realm – total cost £327,000 (£245,000 TDF and £82,000 match).
- Included within the TDF of £25m are programme management costs of £404,000.

The **Towns Fund Delivery Partner “Match Funding Guidance”** states that typically, the TFDP would anticipate co-funding sitting alongside Towns Fund monies to deliver the interventions proposed, and where this co-funding equals the contribution made by the Towns Fund this would be denoted as “match funding”.

2. Proposal

To note the contents of this report and forward any comments to Internal Audit to form part of the overall reporting of the internal audit of the Towns Fund due in quarter 4 of the 2022/23 annual internal audit plan.

3. Issues for the Panel to Consider

None.

4. Corporate Priorities

The Towns Fund and its related projects encompass the Corporate Business Plan's "vision", **West Norfolk is a place where:**

- businesses and people can flourish
- communities are active and healthy
- residents and visitors can access fulfilling cultural, leisure and sporting activities
- a good quality of life and environment are available to all

As part of our vision, we're committed to ensuring equality for all residents of and visitors to west Norfolk, and to its employees.

The Towns Fund and its related projects furthermore encompass all 6 of the Corporate Business Plan priorities and objectives:

1. Focusing on delivery

- set a Medium-Term Financial Strategy to fund council services by a prudent mix of investment, services and tax income, while maintaining adequate reserves
- develop and increase the range and effectiveness of the Council's approach to communicating and engaging with employees, businesses, local communities and visitors
- be attentive to our customer and community needs

2. Delivering growth in the economy and with local housing

- develop our town centres and the rural offering; recognised as great places to live, visit and invest into
- deliver the Local Plan

3. Protecting and enhancing the environment including tackling climate change

- deliver on our commitment to be carbon neutral by 2035, or earlier, by implementing the council's carbon reduction strategy and encourage and collaborate with our partners, communities and local businesses to reduce their environmental impact

4. Improving social mobility and inclusion

- assist our residents to maximise their opportunities by accessing the support and services they are entitled to
- ensure the Council participates in a range of initiatives which support the development of skills in and pathways to work for local people

5. Creating and maintaining good quality places that make a positive difference to people's lives

- target littering and fly-tipping.
- maintain standards for open and green spaces.

6. Helping to improve the health and wellbeing of our communities

- improve and develop the quality of local sport and leisure facilities.
- work with our partners to improve community cohesion and reduce crime, the fear of crime and anti-social behaviour

5. Financial Implications

None.

6. Any other Implications/Risks

None.

7. Equal Opportunity Considerations

None.

8. Environmental Considerations

None.

9. Consultation

None.

10. Conclusion

Internal Audit to make the relevant recommendations resulting from the Towns Fund audit and establish agreed actions and deadlines with relevant responsible officers.

11. Background Papers

A wide range of documentation has been reviewed to form this report and the wider internal audit of the Towns Fund. Attached are the findings and recommendations (Appendix A) as well as a compliance checklist against the Towns Fund Guidance (Appendix B).

Findings, Risks and Recommendations

Summary of Key Control Issues and Risks

The key control issues (*and risks*) identified in the audit review are:

- The TDB Terms of Reference do not refer to some elements of the role and responsibility of the TDB as set out in the Government's Towns Fund Guidance at 4.10, such as undertaking Environmental Impact Assessments (EIAs) and complying with the Equality Act (*the TDB fail to meet the Government's requirements*).
- The role and responsibilities of the Lead Council acting as the Accountable Body (BCKLWN), as listed in the TDB Terms of Reference, do not refer to the Government requirement that the Lead Council undertake EIAs or Public Sector Equalities Duties, as per the Towns Fund Guidance at 4.10 (*the TDB fail to meet the Government's requirements*).
- The Towns Fund Guidance and Prospectus require that all tiers of local government should be represented on the TDB. However, the TDB does not include representatives from those local Parish Councils which lay within the Town Deal Boundary Map (*the TDB fail to meet the Government's requirements*).
- The Towns Fund Guidance says that it is important to ensure a balance of views are heard and to create opportunities for fresh perspectives and challenge, so membership could extend to those with other specific expertise, such as clean growth (4.9). However, only one of the local businesses has any connection to clean growth (*the TDB fail to meet the Government's requirements*).
- An Action Plan/Log is not used to record agreed actions arising from TDB meetings. From review of the TDB minutes, there is a lack of evidence of all actions being implemented (*Issues arising during TDB meetings are not identified and resolved*).
- From review of the TDB Board Members' declaration of interests, one Member's completed form could not be accessed, and another Member's declaration form was more than a year old. Under the Code Of Conduct, each Board Member is required to update their declaration of interests form on an annual basis. (*TDB Board Members declaration of interests are out of date*).
- On occasion, there is a delay of several months between the TDB Board Member completing their declaration of interests form and it being received by the Monitoring Officer (*TDB Board Members declaration of interests are out of date*).
- The TDB's Register of Member's Interests, as published on the Vision King's Lynn website, is out of date and has not been updated to reflect the current membership of the TDB (*TDB Board Members' declaration of interests is out of date*).
- Lack of evidence of gifts or hospitality being declared by TDB Board Members. Members are not required to submit an annual declaration relating to gifts and hospitality (*gifts and hospitality not being declared by Members*).
- A Register of Gifts & Hospitality for the TDB is not held, due to Members not declaring any gifts or hospitality (*no record maintained of gifts and hospitality offered or received by Members*).

Findings, Risks and Recommendations

Summary of Key Recommendations

The following recommendations are made:

- The TDB's Terms of Reference should be updated to include all of the Government's requirements included in the Towns Fund Guidance, such as undertaking EIAs and complying with the Equality Act.
- The TDB's Terms of Reference relating to the role of the Lead Council and Accountable Body should be revised to include reference to undertaking EIAs and Public Sector Equalities Duties.
- In accordance with the Government's Towns Fund Guidance and Prospectus, the TDB should include representatives from those local Parish Councils which lay within the Town Deal Boundary.
- Consideration should be given to expanding the number and range of local businesses included as TDB Board Members and including at least one more business with experience in clean growth.
- An Action Log/Plan should be maintained recording all actions identified at TDB meetings; it should include the agreed action, the officer responsible, the due date and the date the action was implemented.
- All TDB Board Members should be required to submit a declaration of interests form on an annual basis to the Monitoring Officer.
- TDB Board Members should be reminded of the need to submit their completed declaration of interests form to the Monitoring Officer promptly so that their declaration of interests can be updated in a timely manner.
- The TDB's Register of Members' Interests should be updated.
- A Register of Gifts & Hospitality for the TDB should be maintained by the Monitoring Officer.

Findings, Risks and Recommendations

Rec. no.	Finding / Risk	Recommendation
1.	<p><u>Finding</u> The Towns Fund Guidance, published in June 2020, details the set-up requirements set by Government. Paragraphs 4.5-4.14 detail the requirements for “Running a Town Deal Board”. It states that the TDB is responsible for producing the Town Investment Plan (TIP), putting forward suitable projects which align with the objectives of the Towns Fund, and for overseeing compliance with the Heads of Terms Agreement with Government.</p> <p>It is noted that the TDB Terms of Reference does not refer to the following which are included as part of the role and responsibility of the TDB in the Towns Fund Guidance (paragraph 4.10):</p> <ul style="list-style-type: none"> • embedding arrangements in local plans and undertaking Environmental Impact Assessments and fulfilling duties on public authorities under the Equalities Act, in particular, and the public sector equality duty; • ensuring communities voices are involved in shaping design and decision making; • ensuring diversity in its engagement with local communities and businesses. <p><u>Risk</u> The TDB fails to meet the Government’s set up requirements.</p>	<p>The TDB’s Terms of Reference should be revised to include the following (as per the Towns Fund Guidance issued by Government):</p> <ul style="list-style-type: none"> • embedding arrangements in local plans; • undertaking Environmental Impact Assessments; • fulfilling duties on public authorities under the Equalities Act and the public sector equality duty; • ensuring local communities are involved in shaping design and decision making at each phase of development; • ensuring diversity in its engagement with local communities and businesses.
2.	<p><u>Finding</u> The role and responsibilities of the Lead Council acting as the Accountable Body (BCKLWN), as listed in the TDB Terms of Reference, do not refer to the Government requirement that the Lead Council undertake any required Environmental Impact Assessments or Public Sector Equalities Duties (as per the Towns Fund Guidance, paragraph 4.10).</p> <p><u>Risk</u> The TDB fails to meet the Government’s set up requirements.</p>	<p>The TDB’s Terms of Reference relating to the role of the Lead Council and Accountable Body should be revised to include reference to undertaking any required Environmental Impact Assessments and/or Public Sector Equalities Duties (as per the Towns Fund Guidance issued by Government, paragraph 4.10).</p>

Findings, Risks and Recommendations

Rec. no.	Finding / Risk	Recommendation
3.	<p><u>Finding</u> The Government's Towns Fund Guidance and Prospectus require that all tiers of local government should be represented on the TDB. However, the TDB does not include representatives from those local Parish Councils which lay within the Town Deal Boundary Map.</p> <p>From review of the Town Deal Boundary Map posted on the Vision King's Lynn website, it is noted that the Town Deal Boundary covers an area larger than just the Non-Civil Parish of King's Lynn. It includes the Parishes of North Wootton, and at least parts of the Parishes of North Runcton, West Winch and Wiggshall St. Germans. The TDB Board membership includes representatives of local government from BCKLWN and NCC but does not include any representation from any of the local Parish Councils which lay within the Town Deal Boundary.</p> <p><u>Risk</u> The TDB fails to meet the Government's set up requirements.</p>	<p>In accordance with the Government's Towns Fund Guidance and Prospectus, the TDB should include representatives from those local Parish Councils which lay within the Town Deal Boundary.</p>
4.	<p><u>Finding</u> The Government's Towns Fund Guidance says that it is important to ensure a balance of views are heard and to create opportunities for fresh perspectives and challenge, so membership could extend to those with other specific expertise, such as clean growth (4.9).</p> <p>Of the original 18 local businesses included as members of the TDB, when it was set up in 2020, only one, Greenworld, could be said to have connections to the "clean growth" agenda. Currently, only four local businesses are represented on the TDB.</p> <p><u>Risk</u> The TDB fails to meet the Government's set up requirements.</p>	<p>Consideration should be given to expanding the number and range of local businesses included as TDB Board Members and including at least one more business with experience in clean growth.</p>
5.	<p><u>Finding</u></p>	<p>An Action Log/Plan should be maintained recording all actions identified at</p>

Findings, Risks and Recommendations

Rec. no.	Finding / Risk	Recommendation
	<p>Issues identified during the course of TDB meetings are recorded in the minutes. Where necessary, an action is recorded in the minutes (in bold) identifying the action required and the officer responsible for implementing the action. However, from review of the TDB minutes, it is noted that a due date by when the action should be implemented by is not included. Actions from previous meetings are recorded as Matters Arising in the minutes; an Action Plan/Log is not used to record agreed actions. From reading through the minutes, it is not clear whether all of the identified actions arising from previous meetings have actually been implemented.</p> <p><u>Risk</u> Issues arising during the course of TDB meetings are not identified and resolved.</p>	<p>TDB meetings. It should include the agreed action, the officer responsible, the due date and the date the action was implemented. This would make it easier to track the progress of agreed actions and ensure that all actions are implemented.</p>
6.	<p><u>Finding</u> From review of the TDB Board Members' declaration of interests on the Vision King's Lynn website, it was noted that the declaration form submitted by one Member could not be accessed, and another Member's declaration form was more than a year old. Under the Code Of Conduct, each Member of the TDB is required to update their declaration of interests form on an annual basis.</p> <p>Guidance for the completion of the declaration of interest form is contained within the form itself. Furthermore, members of the board have now been notified to contact the Monitoring Officer if they are unsure about the requirements of the form. The forms were based upon the Borough Council forms already in place (as per 2.19 of the Towns Fund Prospectus – November 2019)</p> <p><u>Risk</u> TDB Board Members declaration of interests on the Vision King's Lynn website are out of date.</p>	<p>All TDB Board Members should be required to submit a declaration of interests form on an annual basis to the Monitoring Officer.</p>
7.	<p><u>Finding</u> It is noted that on occasion there is a delay of several months between the TDB Board Member completing their declaration of interests form and it being received</p>	<p>TDB Board Members should be reminded of the need to submit their completed declaration of interests form to the Monitoring Officer promptly so that their declaration of interests on the Vision King's Lynn website can be</p>

Findings, Risks and Recommendations

Rec. no.	Finding / Risk	Recommendation
	<p>by the Monitoring Officer.</p> <p><u>Risk</u> Vision King's Lynn website is not updated in a timely manner with TDB Board Members' declaration of interests.</p>	updated in a timely manner.
8.	<p><u>Finding</u> The TDB's Register of Member's Interests, as published on the Vision King's Lynn website, is out of date and has not been updated to reflect the current membership of the TDB. The register records the date when the completed declaration form was received by the Monitoring Officer from each Member. The latest date on the register stated that a completed declaration of interest form was received on 11/12/20. IA notified the Monitoring Officer that the register is out of date, who then agreed to update the register for the current membership.</p> <p><u>Risk</u> TDB Board Members' declaration of interests are out of date.</p>	The TDB's Register of Members' Interests should be updated to reflect the current membership of the TDB.
9.	<p><u>Finding</u> There is no evidence of gifts or hospitality being declared by TDB Board Members since the inception of the Board. TDB Board Members are not currently required to submit an annual declaration relating to gifts and hospitality.</p> <p><u>Risk</u> TDB Board Members fail to notify the Monitoring Officer of any gifts or hospitality offered or received.</p>	TDB Board Members should be reminded of the requirement to inform the Monitoring Officer of any gifts or hospitality offered or received. To assist in raising awareness of the need to declare gifts and hospitality, the Monitoring Officer should require TDB Board Members to submit an annual declaration return relating to gifts and hospitality.
10.	<p><u>Finding</u> Discussion with the Monitoring Officer identified that the TDB does not have a Register of Gifts & Hospitality; one has not been set up because the Monitoring Officer has not received any notification from TDB Board Members of gifts or hospitality having been offered or received.</p>	A Register of Gifts & Hospitality for the TDB should be maintained by the Monitoring Officer.

Findings, Risks and Recommendations

Rec. no.	Finding / Risk	Recommendation
	<u>Risk</u> No record maintained of gifts or hospitality received by TDB Board Members.	

BCKLWN Compliance with Towns Fund Guidance (June 2020) regarding the set-up of a Town Deal Board

Ref. no.	Government's Towns Fund Guidance (June 2020)	Operation of the BCKLWN Town Deal Board (TDB)	Level of Compliance	Recommendations
4.5	Town Deal Boards are responsible for producing Town Investment Plans, including putting forward suitable projects which align with the objectives of the Towns Fund, and for overseeing compliance with the Heads of Terms Agreement with government.	<p>As stated in the TDB ToR, the role of TDB is:</p> <ul style="list-style-type: none"> • developing an evidence-based TIP; • planning, developing and delivering projects in accordance with the Towns Fund; • overseeing compliance with the Heads of Terms Agreement with government. 	Met	N/A
4.7	A Town Deal Board should operate in a transparent and objective way for the benefit of the town it represents. We set out here and at Annex D governance requirements – this should fit within and complement existing arrangements for governance, assurance, audit etc. in the local authority and does not need to be wholly separate.	<p>The Kings Lynn Town Deal Local Assurance Framework (LAF) (approved by Cabinet in August 2021) sets out the governance and decision-making structure of the TDB in relation to the Towns Fund. Sub-groups have been established to develop the detail of each project business case and to report progress to the TDB.</p> <p>The Board will approve each business case, ensuring that they align with the TIP and have been developed with engagement with local communities and businesses. The Board will receive reports on progress, key milestones and any issues/risks identified during the development of the business cases.</p>	Met	N/A
4.8	The Town Deal Board's membership should reflect the diversity of the town and surrounding area. The Towns Fund and particularly the board had to be set up by the end of January 2020, the Towns Fund Guidance was not issued until June 2020, prior to this the project team in consultation with Metro Dynamics set the Town's Deal Board membership as per the Towns Fund Prospectus published in November 2019. The Towns Fund Prospectus stated that membership of Town Deal Boards must comprise:	<p>The original membership of the TDB, as taken from the Register of Declaration of Interests from Dec 2020, included representatives from the following organisations:</p> <ul style="list-style-type: none"> • private sector chair (the CTO of Merxin); • Local government – three BCKLWN councillors and the Chief Executive; an NCC councillor; • local MP; 	Partially Met	In accordance with the Government's Towns Fund Guidance and Prospectus, the TDB should include representatives from those local Parish Councils which lay within the Town Deal

BCKLWN Compliance with Towns Fund Guidance (June 2020) regarding the set-up of a Town Deal Board

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41	<p>2. Towns Fund Prospectus states 2.21:</p> <p>2.21 Town Deal Boards must include:</p> <ul style="list-style-type: none"> • Other tiers of Local Government: We expect all tiers of local government to be a part of the Town Deal Board: <ul style="list-style-type: none"> - Town and parish councils: Town and parish councils have an important role to play in convening stakeholders and providing localised perspective, as they are closely connected to the communities they serve. - Upper-tier authorities: bring crucial understanding of the important role towns play within the wider regional economy – as well as strategic leadership and powers that will be of value to the partnership. - Mayoral Combined Authorities and Combined Authorities: provide a strategic overview of an area and many hold powers that will be critical to delivering the Towns Fund e.g. transport. • Members of Parliament: The MP (or MPs) representing the town should be invited to engage in the process of designing and agreeing the Town Investment Plan. • Local businesses and investors: Driving economic growth and building productivity will require entrepreneurship and investment from business. It will therefore be essential to draw on their leadership and capability to help 	<ul style="list-style-type: none"> • Local Enterprise Partnership – New Anglia LEP; • Communities – AWN, Community Action Norfolk, Freebridge Community Housing; • Business Improvement District – Discover King's Lynn; • Government Bodies – NHS, DWP; • Anchor Institutions – College of West Anglia, QEH, Norfolk Museum Service; • Local Business Representatives – a total of 18 representatives from local businesses; • Business Network Organisations – Norfolk Chamber of Commerce. <p>There were a total of 37 representatives on the original Board. The membership was refreshed and updated in October and November 2021, following which the membership was reduced to the current number of 16. This includes four members representing local businesses, down from 18.</p> <p>The ToR is largely representative of local stakeholders / partnerships, in accordance with the Government's Towns Fund Guidance and Prospectus, with the exception of having an appropriate level of local government representation:</p> <ul style="list-style-type: none"> • local government members, BCKLWN Council officers, NCC members and the local MP are largely representative of local tiers of government. However, the TDB does not include 		Boundary.

BCKLWN Compliance with Towns Fund Guidance (June 2020) regarding the set-up of a Town Deal Board

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42	<p>understand challenges and develop the key proposals. Existing investors currently active in the area also have an important role to play; their experience of driving development in specific regions should be drawn on to identify the best uses of public and private funds. We expect to see representation on Town Deal Boards through large employers and SMEs.</p> <ul style="list-style-type: none"> • Local Enterprise Partnerships (LEPs): LEPs bring a strong specialism in economic development strategy, business engagement, and the local skills system – through Skills Advisory Panels – ensuring Town Investment Plans are informed by local economic strategies e.g. Strategic Economic Plans and Local Industrial Strategies. • Communities: Each town will decide how best to involve their local community, building on the MyTown campaign. Communities should have a meaningful role in decision-making for the future of their town, and Town Deal Boards should draw on the local knowledge and insight that communities can provide on the barriers to driving local growth and productivity. We expect this to be achieved by including community representatives from prominent local civic and faith organisations in the governance structure, such as representatives from local community forums, voluntary and community sector organisations, or Councils of the Voluntary Sector. • Communities are more likely to work to implement solutions, and be able to take 	<p>representatives from those local Parishes which lay within the Town Deal Boundary Map.</p> <ul style="list-style-type: none"> • LEP, Chambers of Commerce, Discover King's Lynn, College of West Anglia, and QEH are representative of relevant local organisations. • Community Action Norfolk and the Diocese of Norwich are representative of community organisations. • Merxin, Greenyard Frozen, Uptech and Hawkins Ryan Solicitors are representative of local businesses. 		

BCKLWN Compliance with Towns Fund Guidance (June 2020) regarding the set-up of a Town Deal Board

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43	<p>advantage of the economic opportunities resulting from government investment if they engaged early and throughout the process of designing and delivering the Town Investment Plan.</p> <p>Although 2.14 – 2.15 of the Towns Fund Prospectus (November 2019) outlines:</p> <p><i>The Lead Council should define the area the Town Deal Board will represent on a map. As a default, this should use the boundaries defined by the Office for National Statistics in their recent article. This is important so that local communities and other bodies understand where the area of benefit will be. We expect that the geographical area should be continuous.</i></p> <p><i>Any changes to the ONS boundaries will need to be discussed with government to ensure it includes, as part of the area, the town that was originally selected.</i></p> <p>2.22 Town Deal Boards may also include (either in their governance structure or in their engagement activity):</p> <ul style="list-style-type: none"> • Business Improvement Districts (BIDs): where they exist, BIDs work to improve commercial areas through additional services. They have close relationships with their business members and play a strategic role in place shaping • Jobcentre Plus: provide information on working 			

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44	<p>with people furthest from the labour market, and work closely with the voluntary and third sector to support people into work</p> <ul style="list-style-type: none"> • Anchor institutions: have strong convening power, as well as a significant role in the local economy. They may include: <ul style="list-style-type: none"> - The wider business community - Universities and Further Education colleges - Academies and Schools - Hospitals - Development corporations - Local sports teams - Cultural and creative institutions - Housing sector including housing developers and housing associations • Arms-length bodies and other non-departmental government agencies: Such as Homes England, the Environment Agency, and the Historic England have expertise in delivering interventions, and existing place-based networks across the country, which can bring local expertise, as well as the ability to engage with issues at a regional level. • Other private investors and developers: national or international private investors and developers should be engaged early to understand their requirements for investment and identify the best use of public and private funding. <p>The town of King's Lynn itself is a non-civilised parish, as such the</p>			

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	<p>boundary for the funding is different to the non-civilised parish of King's Lynn boundary. The original town is included with the Towns Fund boundary, as well as parts of the local parishes of North Wootton, North Runcton, West Winch and Wiggshall St. Germans.</p> <p>Further to this the Towns Fund Prospectus, November 2019 states:</p> <p>2.25 While we recognise that each place is different, Town Deal Boards should appoint a Chair. Where appropriate we expect this Chair to be from the private sector.</p> <ul style="list-style-type: none"> • 			
4.9 45	<p>It will be important to ensure a balance of views are heard and to create opportunities for fresh perspectives and challenge, so membership could extend to those with other specific expertise, such as clean growth.</p>	<p>Of the original 18 local businesses included as members of the TDB, when it was set up in 2020, only one, Greenworld, could be said to have connections to the "clean growth" agenda. Currently, only four local businesses are represented on the board.</p>	Partially Met	<p>Consideration should be given to expanding the number and range of local businesses included as board members, and including at least one more business with experience in clean growth.</p>
4.10	<p>All Town Deals will need to have an Accountable Body which will be a council through which funding will flow. The Lead Council for the Town Deal (the Unitary Authority, Metropolitan Council, District Council or Borough Council for the town) will determine the appropriate Council to act as the Accountable Body (the Lead Council may take on this role or nominate an upper tier Authority where more suitable). Lead Councils have a seat on the board and take responsibility for ensuring that decisions are made by the Town Deal Board in accordance with good governance principles.</p>	<p>BCKLWN are the Lead Council for the Town Deal and also act as the Accountable Body.</p>	Met	N/A
4.10	Town Deal Board Roles & Responsibilities - The Town Deal Board	As detailed in the ToR, the role of the TDB is to:	Partially	The TDB ToR should be

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4.9	<p>will sign off each stage of a Town Investment Plan and Town Deal. The Board is responsible for:</p> <ul style="list-style-type: none"> • Upholding the Seven Principles of Public Life (the Nolan Principles) • Developing and agreeing an evidence-based Town Investment Plan • Establishing a clear programme of interventions • Embedding arrangements in local plans (where appropriate) and undertaking Environmental Impact Assessments and fulfilling duties on public authorities under the Equalities Act, in particular, and the public sector equality duty. • Coordinating resources and engaging stakeholders • Ensuring communities' voices are involved in shaping design and decision making at each phase of development • Ensuring diversity in its engagement with local communities and businesses • Helping develop detailed business cases • Overseeing each step of agreeing a Town Deal, and overseeing compliance with the Heads of Terms Agreement with government. 	<ul style="list-style-type: none"> • develop and agree an evidence-based TIP; • develop a clear programme of interventions to improve the town's economic growth; • ensure effective co-ordination between the activities and actions of the agencies and organisations involved in the development and delivery of the TIP; to serve in an advisory capacity to the lead Council (BCKLWN); • to maintain an overview of the planning, development and delivery of development projects, providing a collective, co-ordinated response to issues, challenges and risks; • to provide regular updates to partner committees, Boards and Towns Fund team; • overseeing each step of agreeing a Town Deal, and overseeing compliance with the Heads of Terms Agreement with government; • agree in principle the Town Deal with government and the Lead Council; • identify future funding opportunities that align with the vision and priorities set out in the TIP, and work together to secure additional funding; • to monitor and review the progress of the programme and effectiveness of the actions. <p>The TDB ToR includes a section on Board Member Conduct which states that all members shall follow the Nolan Principles.</p>	Met	<p>revised to include the following (as per the Towns Fund Guidance issued by Government):</p> <ul style="list-style-type: none"> • embedding arrangements in local plans; • undertaking Environmental Impact Assessments; • complying with the Equalities Act; • ensuring local communities are involved in shaping design and decision making at each phase of development; • ensuring diversity in its engagement with local communities and businesses.
4.10	Town Deal Board Chair Roles & Responsibilities:	The TDB ToR details the role of the TDB Chair. The role of	Met	N/A

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47	<ul style="list-style-type: none"> Upholding the Seven Principles of Public Life (the Nolan Principles) Leading the Board in achieving its objectives, maintaining an overview of activity, and championing and supporting partnership working Ensuring that decisions are made by the Board in accordance with good governance principles Signing the Head of Terms Agreement with government. 	<p>the Chair is to lead the TDB in shaping the vision for the town as well as defining the strategy and steps that need to be taken to achieve that vision. The key responsibilities of the post are to:</p> <ul style="list-style-type: none"> Provide strategic and dynamic leadership for the Board; Lead the Board in developing and then implementing the Town Investment Plan; Ensure that all sectors on the Board are actively engaged; Run meetings effectively and fairly ensuring the Board adheres at all times to high standards of ethics and governance; Exert a casting vote in Board Decisions if circumstances so require; Upholding the Seven Principles of Public Life (the Nolan Principles); Signing the Head of Terms Agreement with Government. 		
4.10	<p>Lead Council (acting as or with the Accountable Body) Role & Responsibilities:</p> <ul style="list-style-type: none"> Upholding the Seven Principles of Public Life (the Nolan Principles) Developing a delivery team, delivery arrangements and agreements Ensuring that decisions are made by the board in accordance with good governance principles 	<p>The role of BCKLWN with regards to the Towns Fund is to:</p> <ul style="list-style-type: none"> be the Lead Council and accountable body for the Towns Fund; be the main point of contact and liaison with the Department for Levelling Up, Housing & Communities (DLUHC, formerly known as MHCLG) in preparation and negotiation of the Town Deal; work in partnership with other government 	Partially Met	The TDB ToR relating to the role of the Lead Council and Accountable Body should be revised to include reference to undertaking any required Environmental Impact Assessments

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48	<ul style="list-style-type: none"> • Ensuring transparency requirements are met – through publication of information on their website or a Town Deal specific website (where further reference is made in this guidance to publication on a Lead Council's website this includes Town Deal specific websites) • Developing agreed projects in detail and undertaking any necessary feasibility studies • Undertaking any required Environmental Impact Assessments or Public Sector Equalities Duties • Helping develop detailed business cases • Liaising with potential private investors in identified local projects and schemes • Signing the Head of Terms Agreement with government • Monitoring and evaluating the delivery of individual Towns Fund projects • Submitting regular monitoring reports to Towns Hub • Receiving and accounting for the Town's funding allocation. 	<p>bodies to ensure the TIP aligns with county and regional strategic plans;</p> <ul style="list-style-type: none"> • identify and engage the Board in other funding opportunities that would help to deliver the aims and objectives of the TIP; • define the area the KLTDDB will represent on a map; • uphold the Nolan Principles; • ensure decisions made by the KLTDDB are in accordance with good governance principles; • publish the KLTDDB's governance structure and ways of working, such as a statement on how the Board will engage with stakeholders and agree decisions over time. <p>In addition, BCKLWN is responsible for:</p> <ul style="list-style-type: none"> • supporting the process of developing a good TIP; • providing technical expertise for business case development; • developing agreed projects in detail and undertaking any necessary feasibility studies; • helping develop detailed business cases; • developing a delivery team, delivery arrangements and agreements; • liaising with potential private investors in identified local projects and schemes; • signing the Head of Terms Agreement with government; • monitoring and evaluating the delivery of 		and/or Public Sector Equalities Duties.

BCKLWN Compliance with Towns Fund Guidance (June 2020) regarding the set-up of a Town Deal Board

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49		<p>individual Towns Fund projects;</p> <ul style="list-style-type: none"> submitting regular monitoring reports to the Towns Hub; receiving and accounting for the Towns Fund funding allocation; BCKLWN remains the accountable body for all monies received through capacity funding and any other funding that will be allocated from the Towns Fund and will set out how this money is spent. <p>The TDB ToR includes a section on Board Member Conduct which states that all members shall follow the Nolan Principles.</p>		
4.11	<p>The Town Deal Board should have suitable governance arrangements that allow members to provide robust challenge, hold delivery partners to account and ensure that the benefits of the Town Deal are achieved. The governance arrangements should cover:</p> <ul style="list-style-type: none"> Roles and responsibilities of the Board Transparency of decision making Details of how the Board will engage with the relevant partners and the community How decisions will be scrutinised How the Board intends to follow the local authority best practice for Committee and Board Secretariat and Governance. 	<p>The Kings Lynn Town Deal Local Assurance Framework (LAF) (approved by Cabinet in August 2021) sets out the governance and decision-making structure of the TDB in relation to the Towns Fund. Sub-groups have been established to develop the detail of each project business case and to report progress to the TDB. The Board will approve each business case, ensuring that they align with the TIP and have been developed with engagement with local communities and businesses. The Board will receive reports on progress, key milestones and any issues/risks identified during the development of the business cases.</p> <p>A requirement of the Town Deal is to implement a Local Assurance Process for the development and sign-off of individual business cases, to be signed-off by S151 Officer and TDB Chair. The purpose of the LAF is to:</p> <ul style="list-style-type: none"> enable accountable decision making 	Met	N/A

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50		<ul style="list-style-type: none"> • ensure value for money • provide for effective monitoring and evaluation. <p>The LAF outlines the role and responsibilities of:</p> <ul style="list-style-type: none"> • TDB • Town Deal Programme Board • Town Deal Programme Manager • Programme Delivery Team. <p>The LAF includes the ToR and membership of the TD Programme Board.</p> <p>The LAF outlines the governance arrangements relating to the TIP, Heads of Term Agreement, Project Business Cases and the delivery of the TD projects. The LAF states that the TD Programme Board is made up of senior managers, responsible for ensuring that the programme aligns to the wider business of the Council and its policies and procedures. There is representation from specialist areas like legal, finance and communications, they act on behalf of the accountable body and will scrutinise the performance of the TD programme to ensure compliance with Council, MHCLG and Town Fund policies and processes.</p>		
4.12	The membership and governance arrangements (including minutes of meetings and decision logs) of the Town Deal Board should be published on the Lead Council's website.	The membership and governance arrangements (including the agendas and minutes of TDB meetings) are published on the Vision King's Lynn website.	Partially Met	An Action Log/Plan should be maintained recording all actions

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		<p>Issues identified during the course of TDB meetings are recorded in the minutes. Where necessary, an action is recorded in the minutes (in bold) identifying the action required and the officer responsible for implementing the action. However, a due date by when the action should be implemented by is not included. Actions from previous meetings are recorded as Matters Arising in the minutes; an Action Plan/Log is not used to record agreed actions. From reading through the minutes, it is not clear whether all of the identified actions have been implemented.</p>		<p>identified at TDB meetings. It should include the agreed action, the officer responsible, the due date and the date the action was implemented.</p>
Annex D	<p>Annex D provides further detail on the governance expectations, this includes information on the requirements relating to management of conflicts of interest and the publication of information. Annex D includes:</p> <ul style="list-style-type: none"> • Roles and responsibilities; • Code of Conduct & Conflicts of Interest; (see below) • Transparency (see below). <p>Roles and Responsibilities</p> <p>It is important that there are clear roles and responsibilities for oversight of the Town Deal. The Town Deal Board should have a document, published on the Lead Council's website, which clearly sets out the roles and responsibilities and the governance and decision making processes for the Town Deal Board. This should include:</p> <ul style="list-style-type: none"> • Remit of the Board including terms of reference; • Board membership and roles; • Chair/vice-chair term and responsibilities; 	<p>Roles & Responsibilities</p> <p>The TDB ToR, published on the Vision King's Lynn website, details the following:</p> <ul style="list-style-type: none"> • Remit of the Board including terms of reference; • Board membership and roles; • Chair/vice-chair term and responsibilities; • Board structure including sub-committees and reporting arrangements; • Accountable Body arrangements. 	Met	N/A

BCKLWN Compliance with Towns Fund Guidance (June 2020) regarding the set-up of a Town Deal Board

Ref. no.	Government's Towns Fund Guidance (June 2020)	Operation of the BCKLWN Town Deal Board (TDB)	Level of Compliance	Recommendations
	<ul style="list-style-type: none"> Board structure including sub-committees and reporting arrangements; Accountable Body arrangements. 			
Annex D 52	<p>Code of Conduct & Conflicts of Interest</p> <ul style="list-style-type: none"> All Town Deal Board members should sign up to a code of conduct based on the Nolan Principles. There should be clear processes in place for managing conflicts of interests (both commercial, actual, and potential) in decision making, and this must apply to all involved with the work of the Town Deal Board. The Lead Council should provide guidance on the pecuniary and non-pecuniary interests individuals must declare, outline the process that Board members must follow for declaring interests and explain the process for requesting an exemption. Town Deal Board members should then complete a declaration of interests which will then be held by the Lead Council. This can be in a format already used by the Lead Council or a template can be requested from the Towns Hub named contact. All Board Members should take personal responsibility for declaring their interests before any decision is considered. The Lead Council must record action taken in response to any declared interest. A register of gifts and/or hospitality should be maintained by the Lead Council. 	<p>Code of Conduct & Conflicts of Interest</p> <p>The TDB Code of Conduct, dated April 2021, includes the following:</p> <ul style="list-style-type: none"> the role of the TDB. the Nolan Principles. It states that “in accordance with the Towns Fund Prospectus, when acting in a Board Member capacity, members must be committed to behaving in a manner that is consistent with the 7 Principles of Public Life to achieve best outcome for our residents and maintain public confidence in the actions of the Board”. Conflicts of Interests – BCKLWN will maintain a register of interests; all Board Members must complete and return a register of interest form when joining the Board; forms will be published on the BCKLWN website. Board Members must keep the entries in their register of interests up to date by notifying the MO of any changes within 28 days. Board Members must review their form annually and provide notification of any changes. Register of Gifts & Hospitality – Board Members must register in the Register of Members Gifts & Hospitality, held by the MO, any gift or hospitality received or offered in connection with their official duties as a Board Member and the source 	Partially Met	<p>Register of Members' Interests should be updated to reflect the current membership of the Board.</p> <p>All Board Members should be required to submit a declaration of interests form on an annual basis.</p> <p>Board Members should be reminded of the need to submit their completed declaration form to the MO promptly so that their declaration of interests on the VKL website can be updated in a timely manner.</p> <p>A Register of Gifts & Hospitality should be maintained.</p>

BCKLWN Compliance with Towns Fund Guidance (June 2020) regarding the set-up of a Town Deal Board

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53		<p>of the gift/hospitality within 28 days of receiving it. Acceptance by Board Members of hospitality through attendance at relevant events, conferences and other Board related activity is acceptable where it is clear the hospitality is corporate rather than personal.</p> <ul style="list-style-type: none"> • Complaint's procedure. • Whistleblowing Policy. <p>Current TDB Members' declaration of interests are up to date and are published on the Vision King's Lynn website, with two exceptions. The declaration form submitted by one Member could not be accessed, and another Member's declaration form was more than a year old.</p> <p>It is noted that on occasion there is a delay of several months between the TDB Board Member completing their declaration of interests form and it being received by the Monitoring Officer.</p> <p>The TDB Register of Member's Interests as published on the Vision King's Lynn website is out of date and has not been updated to reflect the current membership of the TDB. The register records the date when the completed declaration form was received by the MO from each member. The latest date on the register stated that a completed declaration of interest form was received on 11/12/20. IA notified the MO that the register is out of date; the MO has agreed to update the register for the current membership.</p>		<p>Board Members should be reminded of the requirement to inform the MO of any gifts or hospitality offered or received.</p>

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Ref. no.	Government's Towns Fund Guidance (June 2020)	Operation of the BCKLWN Town Deal Board (TDB)	Level of Compliance	Recommendations
54		<p>Review of the Board minutes identified that Members' interests where they relate to items under discussion are declared at the start of each Board meeting. For example, the minutes of the meeting on 08/04/22, under section 2 of the agenda (Declarations of Interest) listed the declarations of interest by three Members.</p> <p>At the same meeting, it was agreed that spouses should have their interests also recognised.</p> <p>An action was that each Member to reconfirm that their declaration of interests is up to date or resubmit their revised form as soon as possible.</p> <p>No evidence of gifts or hospitality having been declared by Board Members since the inception of the Board. Discussion with the MO identified that a Register of Gifts & Hospitality does not exist; one has not been set up because the MO has not received any notification from Members of gifts or hospitality having been received.</p>		
Annex D	<p>Transparency</p> <p>In line with the principles of public life, it is important that there is transparency around the operation of the Town Deal Board. Transparent decision making is supported by the publication of information on the Lead Council's website; the following standards are expected to be applied:</p> <ul style="list-style-type: none"> A documented decision-making process outlining the voting rights of the Board to be published; 	<p>Transparency</p> <ul style="list-style-type: none"> The King's Lynn Town Deal LAF details the decision making process followed by the board; Profiles of Board Members are published on the Vision King's Lynn website; TDB ToR states that Board agenda papers are required to be published on the VKL website at least five working days prior to each board meeting; 	Met	N/A

BCKLWN Compliance with Towns Fund Guidance (June 2020) regarding the set-up of a Town Deal Board

Ref. no.	Government's Towns Fund Guidance (June 2020)	Operation of the BCKLWN Town Deal Board (TDB)	Level of Compliance	Recommendations
55	<ul style="list-style-type: none"> • Profiles of Board Members to be published; • All Board papers to be published on the Lead Council's website in advance of the meeting (within 5 clear working days); • To promptly publish draft minutes of meetings on the Lead Council's website following the meeting (within 10 clear working days); • To publish final minutes on the Lead Council's website, once approved by the Board (within 10 clear working days); • Any conflicts of interest reported to be formally noted within the published minutes; • It is important that the Town Deal Board abides by Lead Council governance and finance arrangements when considering private reports, with the default position being that all papers are open to the public. 	<ul style="list-style-type: none"> • TDB ToR states that draft board minutes are required to be circulated promptly to Board Members after each meeting; • TDB ToR states that final board minutes are published on the VKL website once approved. • Any declared conflicts of interest are noted in the Board minutes; • The default position is that all papers are open to the public, unless they contain "exempt" information. 		

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:	12 September 2022		
TITLE:	Corporate performance monitoring update Q1 2022/23		
TYPE OF REPORT:	Monitoring		
PORTFOLIO(S):	Performance		
REPORT AUTHOR:	Ged Greaves, Corporate Performance Manager		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
The corporate performance monitoring report is in place to monitor progress against agreed performance indicators for the year 2022/23. The report contains information on the corporate performance monitoring undertaken for Q1 2022/23.
KEY ISSUES:
<p>A revised suite of indicators has been agreed by portfolio holders and management team as the key performance measures to monitor key council services and impacts on borough wide issues. These indicators are linked to the Corporate Business Plan priorities.</p> <p>The monitoring report now features a summary to highlight specific performance issues where indicators have not met or are near to the agreed targets. Trend detail and officer comments are included to provide an overview of the indicators listed in the summary.</p> <p>The Q1 2022/23 monitoring report shows that 36 targets have been met, 10 indicators are near to target and 6 indicators require improvement.</p>
OPTIONS CONSIDERED:
Not applicable as this is a monitoring report.
RECOMMENDATIONS:
The Panel is asked to review the performance monitoring report.
REASONS FOR RECOMMENDATIONS:
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.

1. Introduction

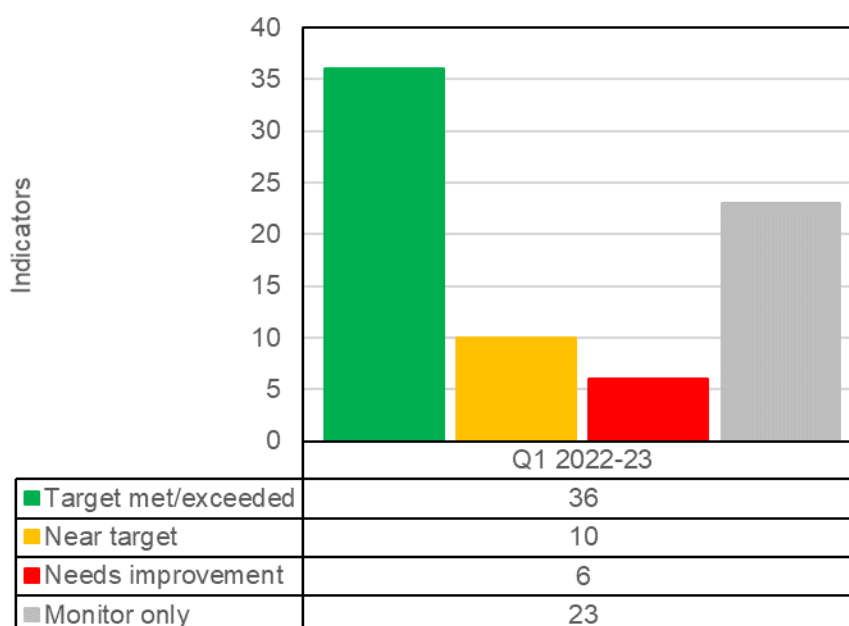
- 1.1 The council's performance management framework includes quarterly monitoring and reporting of performance. Each quarterly performance report is presented to the Corporate Performance Panel.
- 1.2 The council monitors a range of indicators from across directorates as a form of corporate assurance to demonstrate efforts to continuously improve services.
- 1.3 The revised suite of indicators to be monitored has increased to 75 and have been selected following consultation with senior officers and portfolio holders. During the consultation, targets have been set and where data has not previously been recorded on a monthly basis these indicators will be monitored for 2022/23.

2. Monitoring report

- 2.1 The new format of the Q1 2022/23 report includes a summary of:
- performance indicators needing to improve
 - performance indicators near to target
 - overview by priority
 - overall council performance
 - quarterly monitoring

It is hoped this provides members with a useful 'snapshot' at the start of the report.

- 2.2 Processes are in place to produce the required information by relevant services, and the information is then collated and analysed centrally by the Performance team.
- 2.3 A breakdown of the Q1 2022/23 performance indicators



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 2022/23 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 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

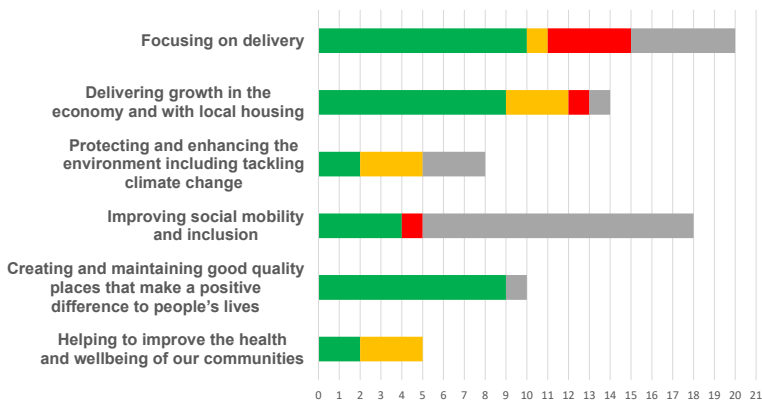
The panel is asked to review and note the indicators set out in Appendix A.

11. Background papers

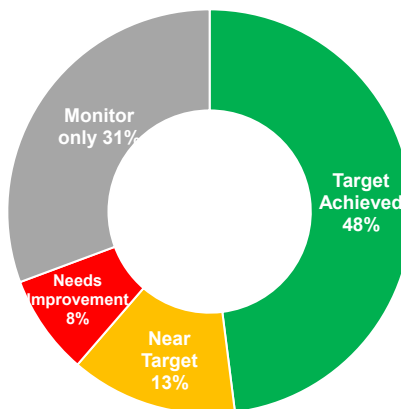
- Corporate Business Plan 2020 to 2023



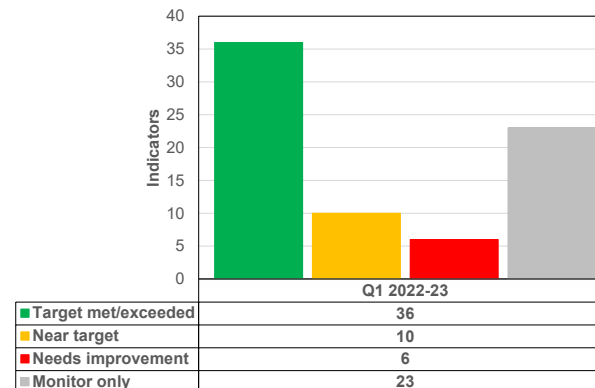
Overview by Priority



Overall Council Performance



Quarterly Monitoring



Needs improvement		Target	Actual	Comments	Trend
1.1	% of Member Enquiries responded to within 3 days	80%	75%	During June, there were fewer enquiries received which, coupled with some enquiries taking longer to respond to has resulted in a lower response rate. Enquiries sent to other officers for assistance also added to the delay.	
1.3	% of calls answered within 90 seconds	75%	54%	A number of issues have impacted on the performance of the CIC in Q1. The team had 4 vacant posts, a 52% increase in calls relating to the Council Tax Energy Rebate and issues with the bin collection dates due to the Jubilee bank holiday.	
1.69	Average number of working days lost to sickness absence per FTE employee	8.69 annual	2.35	Q1 has recorded a 38% increase in the number of days' of sickness absence per FTE employee compared to Q1 2021/22, both short and long term absence days have increased.	
1.17	No of completed fraud/corruption investigations (including data matching exercises)	5,000 annual	839	Support from Revenues has not been available due to an increased workload from Business Grant Schemes and the Council Tax Rebate Scheme. A contract has been negotiated with an external provider to review 3,000 cases during a 2-3 month period.	
2.4	% of rent arrears on retail/general units	25.00%	35.25%	Property Services is working with the Finance Team to separate out pre-Covid, Covid, and post-Covid rent arrears and a programme of work to address these issues will commence.	
4.4	No of days to process council tax support changes of circumstances	18	28	The team is still catching up on older items following year end and the loss of 3 FTEs to the Test & Trace work (now back in the team). As the work is from older dates it increases the number of days to process.	
Near Target		Target	Actual	Comments	Trend
1.11	% of supplier invoices paid within 30 days	99%	98%	An incorrect payment date was used to select invoices for the May payment run, adding an extra day to invoices.	
2.2	% of rent arrears on industrial units	10.00%	11.91%	Property Services is working with the Finance Team to separate out pre-Covid, Covid, and post-Covid rent arrears and a programme of work to address these issues will commence.	
2.3	% of rent achievable on retail/general units	95.00%	92.69%	A tenant has recently vacated a unit on Broad Street, Property Services sought to negotiate revised terms but the tenant decided to cease trading. The vacant unit is currently on the market, however it should be noted that the retail sector has experienced problems over the past few years.	
2.10	No of new homes delivered	549 annual	123	2022/23 has a monthly average of 27.3 for new homes delivered compared to a monthly average of 38.3 for 2021/22.	
3.4	No of brown bins in use for composting	28,500	28,291	Current weather conditions may be impacting demand for new bins.	
3.6	Total tonnage of garden waste collected and treated	1,700 annual	597	Dry weather has impacted on the tonnages during Q1.	
3.8	Total tonnage of mixed recycling collected and treated	15,500 annual	3,649	Reduction in tonnage collected compared to Q1 2021/22, possibly related to post covid changes and current economic factors.	
6.2	No of disabled facility grants completed	50 annual	4	The number of grants completed is always low in Q1 and will increase significantly throughout the next 6 months. Due to the complexity of the Disabled Facility Grants these can take up to a year from the enquiry to the works being completed. Care and Repair are forecasting that the annual target will be met.	
6.3	No of adapt grants completed	300 annual	47	Activity in Q1 for adapt grants will be minimal as works will not be completed within the first 3 months of the year. The activity level is expected to increase between Q2 -Q4 to achieve the annual target.	
6.4	No of emergency repair grants completed	10 annual	1	Emergency Repair Grants (ERGs) are for urgent low level repairs to roofs, windows and electrics. The Care and Repair team anticipate to complete 10 ERG's by the end of Q4.	

Needs improvement	Near target	Target met	Monitor only
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Priority - Focus on delivery

Ref	Name	April	May	June	Q1 2022/23 performance	2022/23 Target	Q1 2021/22 performance	Comments/Trend
1.1	% of Member Enquiries responded to within 3 days	85%	81%	61%	75%	80%	75%	During June, there were fewer enquiries received which, coupled with some enquiries taking longer to respond to has resulted in a lower response rate. Enquiries sent to other officers for assistance also added to the delay.
1.2	% of calls prevented by web chat	86%	82%	86%	85%	75%	85%	
1.3	% of calls answered within 90 seconds	67%	59%	41%	54%	75%	79%	A number of issues have impacted on the performance of the CIC in Q1. The team had 4 vacant posts, a 52% increase in calls relating to the Council Tax Energy Rebate and issues with the bin collection dates due to the Jubilee bank holiday.
1.4	% of voluntary staff turnover	0.61%	1.00%	0.61%	2.23%	12%	2.25%	
1.5	No of successful appointments to permanent job vacancies	6	6	7	19	Monitor only	11	
1.6	Average number of working days lost to sickness absence per FTE employee (cumulative)	0.90	1.59	2.35	2.35	8.69 annual	1.69	Q1 has recorded a 38% increase in the number of days' of sickness absence per FTE employee compared to Q1 2021/22, both short and long term absence days have increased.
1.7	% of short term sickness	36%	33%	38%	38%	44%	35%	
1.8	% of eligible employees in post on 1st April receiving an appraisal	-	-	-	-	100%	-	Data available in Q2
1.9	% of meeting minutes produced within 3 working days of meeting	100%	86%	87%	91%	90%	-	
1.10	% increase in engagement on social media channels	71%	61%	186%	103%	Monitor only	52%	94,787 social media engagements during Q1 compared to 46,631 during Q1 2021/22
1.11	% of supplier invoices paid within 30 days	98%	97%	98%	98%	99%	99%	An incorrect payment date was used to select invoices for the May payment run, adding an extra day to invoices.
1.12	% of local supplier invoices paid within 10 days	97%	95%	96%	96%	96%	97%	
1.13	% of Council Tax collected against outstanding balance (cumulative)	9%	19%	29%	29%	29%	29%	
1.14	% of Business Rates collected against outstanding balance (cumulative)	12%	20%	28%	28%	22%	22%	
1.15	S.151 Officer Satisfaction of Internal Audit performance 1-Very Poor 2-Poor 3-Good 4-Very Good 5- Excellent	5	5	5	5	3	-	
1.16	% of Internal Audit recommendations accepted by management	100%	-	100%	100%	90%	74%	
1.17	No of completed fraud/corruption investigations (including data matching exercises)	0	22	817	839	5,000 annual	-	Support from Revenues has not been available due to an increased workload from Business Grant Schemes and the Council Tax Rebate Scheme. A contract has been negotiated with an external provider to review 3,000 cases during a 2-3 month period.
1.18	No of unique website visitors	125,796	137,056	136,213	399,065	Monitor only	353,093	
1.19	% of BID Levy collected (cumulative)	9.0%	32.4%	43.3%	43.3%	97.5% annual	40.3%	
1.20	No of cyber security incidents reported	0	0	0	0	Monitor only	0	

Priority - Delivering growth in the economy and with local housing									
Ref	Name	April	May	June	Q1 2022/23 performance	2022/23 Target	Q1 2021/22 performance	Comments/Trend	
2.1	% of rent achievable on industrial units	95.69%	95.86%	95.00%	95.00%	95.00%	93.36%		
2.2	% of rent arrears on industrial units	14.50%	14.29%	11.91%	11.91%	10.00%	15.93%	Property Services is working with the Finance Team to separate out pre-Covid, Covid, and post-Covid rent arrears and a programme of work to address these issues will commence.	
2.3	% of rent achievable on retail/general units	97.93%	92.69%	92.69%	92.69%	95.00%	100%	A tenant has recently vacated a unit on Broad Street, Property Services sought to negotiate revised terms but the tenant decided to cease trading. The vacant unit is currently on the market, however it should be noted that the retail sector has experienced problems over the past few years.	
2.4	% of rent arrears on retail/general units	29.46%	32.49%	35.25%	35.25%	25.00%	26.62%	Property Services is working with the Finance Team to separate out pre-Covid, Covid, and post-Covid rent arrears and a programme of work to address these issues will commence.	
2.5	No of planning applications received (excluding discharge applications or pre applications)	155	169	193	517	Monitor only	608		
2.6	% of non-major planning applications determined within 8 weeks or within agreed timescale	81%	85%	89%	85%	70%	91%	Whilst government targets continue to be met there needs to be a focus on determining applications quicker, rather than being overly reliant on agreeing extensions of time with applicants.	
2.7	% of major planning applications determined within 13 weeks or within agreed timescale	80%	100%	100%	92%	65%	100%		
2.8	% of decisions on applications for major development that have been overturned at appeal, measured against total number of major applications determined	0.00%	0.00%	0.00%	0.00%	10%	0.98%	Aim is to minimise the amount of applications overturned at appeal. The national target is a maximum of 10% overturns, before the authority could be designated a standards authority. For context, in the year 21/22, we determined 49 major applications.	
2.9	% of decisions on applications for non-major development that have been overturned at appeal, measured against total number of non-major applications determined	0.85%	0.77%	0.74%	0.74%	10%	0.71%	Aim is to minimise the amount of applications overturned at appeal. The national target is 10% overturns, at which point the authority could potentially be designated a standards authority. For context, in the year 21/22, we determined 1862 non-major applications.	
2.10	No of new homes delivered	77	32	14	123	549 annual	121	2022/23 has a monthly average of 27.3 for new homes delivered compared to a monthly average of 38.3 for 2021/22.	
2.11	No of new homes built (BCKLWN)	8	3	4	15	102 annual	0		
2.12	No of new homes sold (BCKLWN)	0	0	2	2	31 annual	0		
2.13	No of new Private Rented Homes (West Norfolk Property Ltd)	0	3	2	5	44 annual	4		
2.14	No of new Affordable Homes (West Norfolk Housing Company Ltd)	0	0	0	0	27 annual	1		

Priority - Protecting and enhancing the environment including tackling climate change

Ref	Name	April	May	June	Q1 2022/23 performance	2022/23 Target	Q1 2021/22 performance	Comments/Trend
3.1	Electricity usage (kWh) across Council sites	-	-	-	-	Monitor only	293,326	We are currently awaiting accurate re-billing data from the provider, April-September data will be provided in the Q2 report.
3.2	Gas usage across council sites	-	-	-	-	Monitor only	Data unavailable	A change of provider has created a delay in billing data, April-September data will be provided in the Q2 report.
3.3	Water usage across council sites	-	-	-	-	Monitor only	Data unavailable	
3.4	No of brown bins in use for composting	28,685	28,175	28,291	28,291	28,500	28,304	Current weather conditions may be impacting demand for new bins.
3.5	Total tonnage of commercial waste	185	211	201	597	1,700 annual	437	
3.6	Total tonnage of garden waste collected and treated	986	1,210	1,218	3,414	11,000 annual	3,689	Dry weather has impacted on the tonnages during Q1.
3.7	Total tonnage of food waste collected and treated	174	168	155	497	1,800 annual	0	
3.8	Total tonnage of mixed recycling collected and treated	1,201	1,192	1,256	3,649	15,500 annual	3,859	Reduction in tonnage collected compared to Q1 2021/22, possibly related to post covid changes and current economic factors.

Priority - Improving social mobility and inclusion

Ref	Name	April	May	June	Q1 2022/23 performance	2022/23 Target	Q1 2021/22 performance	Comments/Trend
4.1	No of days to process new housing benefit claims	13	12	8	11	22	11.05	
4.2	No of days to process new council tax support claims	14	12	12	13	22	Data unavailable	
4.3	No of days to process housing benefit changes of circumstances	9	10	16	11	18	15.93	
4.4	No of days to process council tax support changes of circumstances	25	19	40	28	18	Data unavailable	The team is still catching up on older items following year end and the loss of 3 FTEs to the Test & Trace work (now back in the team). As the work is from older dates it increases the number of days to process.
4.5	No in temporary accommodation - bed and breakfast	-	-	52	52	Monitor only	22	
4.6	Spend on bed and breakfast accommodation (gross)	-	-	£40,648	£40,648	Monitor only	£4,624	
4.7	No of households with a homelessness declaration	-	-	231	231	Monitor only	193	
4.8	No of households prevented from becoming homeless for a minimum of 6 months	-	-	27	27	Monitor only	24	
4.9	No of households accepted as homeless with a need to be rehoused (Full housing duty)	-	-	31	31	Monitor only	6	
4.10	% of cases who were offered a prevention and relief duty who remain homeless and are owed no further duty.	-	-	13%	13%	Monitor only	5%	
4.11	No of verified rough sleepers	-	-	0	0	Monitor only	0	
4.12	No accommodated in emergency housing	-	-	8	8	Monitor only	29	
4.13	No at risk of becoming homeless eg, insecure accommodation, sofa surfing	-	-	20	20	Monitor only	67	
4.14	No of social housing lettings	-	-	56	56	Monitor only	105	

Ref	Name	April	May	June	Q1 2022/23 performance	2022/23 Target	Q1 2021/22 performance	Comments/Trend
4.15	Housing Benefit and Council Tax Support Caseloads. Based on Equivalent Band D Taxbase figures	5,033	5,013	4,975	4,975	Monitor only	5,210	
4.16	% of employees undertaking an apprenticeship	-	-	-	-	2.3%	-	Reported annually in Q2
4.17	% of employees commencing an apprenticeship who successfully complete	100%	-	-	100%	95%	97%	
4.18	No of Councillor Community Grants awarded	8	7	6	21	Monitor only	0	80 grants provided Nov 2021 - Mar 2022

Priority - Creating and maintaining good quality places that make a positive difference to people's lives

Ref	Name	April	May	June	Q1 2022/23 performance	2022/23 Target	Q1 2021/22 performance	Comments/Trend
5.1	No of fly tipping incidents recorded	122	128	100	350	Monitor only	272	
5.2	% of fly tipping cases initially assessed within 1 day of being recorded	100%	100%	100%	100%	95%	Data unavailable	
5.3	% of waste enforcement cases referred to CSNN resulting in an intervention (investigation to prosecution)	90%	100%	100%	97%	90%	Data unavailable	
5.4	King's Lynn car park revenue (excluding season tickets)	£230,704	£239,121	£236,335	£706,160	£2,560,000 annual	£520,771	
5.5	Heacham, Hunstanton, Burnham Market car park revenue (excluding season tickets)	£158,430	£135,559	£171,271	£465,260	£1,100,000 annual	£437,660	
5.6	King's Lynn long stay car parking tickets purchased	11,334	12,149	13,049	36,532	124,890 annual	27,457	
5.7	King's Lynn short stay car parking tickets purchased	83,760	86,405	84,111	254,276	854,658 annual	206,701	
5.8	No of unique visitors to Visit West Norfolk website	15,704	16,549	17,112	49,365	197,459 annual	47,163	
5.9	% of food premises achieving a rating of 3 or above	95%	94%	96%	95%	90%	95%	
5.10	% of valid (all checks/information requirements complied with) new vehicle licence applications that are processed within 3 days	100%	100%	100%	100%	95%	93%	

Priority - Helping to improve the health and wellbeing of our communities

Ref	Name	April	May	June	Q1 2022/23 performance	2022/23 Target	Q1 2021/22 performance	Comments/Trend
6.1	No of social isolation and loneliness referrals to Lily	16	15	17	48	160 annual	32	
6.2	No of disabled facility grants completed (cumulative)	0	2	4	4	50 annual	6	The number of grants completed is always low in Q1 and will increase significantly throughout the next 6 months. Due to the complexity of the Disabled Facility Grants these can take up to a year from the enquiry to the works being completed. Care and Repair are forecasting that the annual target will be met.
6.3	No of adapt grants completed (cumulative)	19	39	47	47	300 annual	85	Activity in Q1 for adapt grants will be minimal as works will not be completed within the first 3 months of the year. The activity level is expected to increase between Q2 -Q4 to achieve the annual target.
6.4	No of emergency repair grants completed (cumulative)	1	1	1	1	10 annual	0	Emergency Repair Grants (ERGs) are for urgent low level repairs to roofs, windows and electrics. The Care and Repair team anticipate to complete 10 ERG's by the end of Q4.
6.5	No of low level prevention grants completed (cumulative)	83	193	304	304	1,000 annual	321	

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
Additional meeting 15 September 2022						
	Multi User Hub Business Case and transfer of freehold to NCC	Non	Cabinet	Business Culture & Heritage Asst Director – D Hall		Public
	Active and Clean Connectivity Business Case	Non	Cabinet	Business Culture & Heritage Asst Director – D Hall		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
Additional meeting 26 September 2022						
	Meeting Arrangements	Non	Cabinet	Chief Executive – L Gore Leader		Public
	Riverfront Business Plan	Non	Cabinet	Business Culture & Heritage Asst Director – D Hall		Part Public & Part Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Risk Management Policy	Key	Council	Finance Chief Executive		Public

	LUF Oasis Update	Non	Cabinet			
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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
15 November 2022						
	Levelling up Government response and actions	Key	Council	Business Culture & Heritage Asst Director – D Hall		Public
65	Asset Management – Land and Property	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)
	Review of Governance of Council Companies	Non	Cabinet	Leader Chief Executive		Public
	Freedom of the Borough - amendments	Non	Council	Leader Chief Executive		Public
	Custom and Self Build Site – Stoke Ferry	Non	Cabinet	Regeneration and Development Assistant Director - D Hall		Public
	Lynnsport One	Key	Council	Regeneration & Development 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)

	Staff Pay Award	Key	Council	Leader Exec Dir – D Gates		Private - Contains exempt Information under para 4 – information relating to consultations and negotiations with employees
	Balloon and Lantern report	Non	Cabinet	Corporate Services and Environment Asst Director – M Chisholm		Public
	Southend Road Hunstanton	Key	Cabinet	Development and Regeneration Asst Dir – D Ousby		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
99	LUF – Oasis – Update and Site Approval	Non	Cabinet	Leader Asst Dir – D Ousby		Part Public and part 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
17 January 2023						
	West Winch Framework Masterplan	Key	Council	Development and Regeneration Asst Dir – S Ashworth		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
7 February 2023						
	Budget	Key	Council	Finance Asst Director – M Drewery		Public
	Capital Programme	Key	Council	Finance Asst Director – M Drewery		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
7 March 2023						

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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
18 April 2023						

Items to be scheduled

	Notice of Motion 7-21 – Councillor Kemp – Equalities	Non	Council	Leader Asst Dir B Box		Public
	Procurement Strategy	Non	Cabinet	Finance Asst Dir – D Ousby		Public
	Review of Planning Scheme of Delegation (summer 23)	Non	Council	Development and Regeneration Asst Dir – S Ashworth		Public

CORPORATE PERFORMANCE PANEL WORK PROGRAMME 2022/2023

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
16 June 2022	Appointment of Vice-Chair			To appoint a Vice-Chair for the Municipal Year 2022/2023.
16 June 2022	Call-in (if any)			
16 June 2022	Nominations to Outside Bodies and Partnerships – Hunstanton Sailing Club	Appointment as an Observer to an Outside Body		To appoint a representative as an observer role only.
16 June 2022	Review of New Waste Collection Contract Performance – Stage 2 – Review of the legal and technical contract performance for year 1 of the contract.	Councillor Request	B Brandford/ M Chisholm	
16 June 2022	Tourism – Harmful or Helpful? A review of 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

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DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
16 June 2022	Full Review of Performance Indicators 2021/2022	Review	G Greaves	
16 June 2022	Scheme of Delegation/ Planning Sifting Panel	Cabinet	S Ashworth	
16 June 2022	Resourcing - Development Management Team (Planning)	Cabinet	G Hall	
16 June 2022	Hunstanton Promenade Waste Water – Update	Update	M Henry	
16 June 2022	Portfolio Holder Question and Answer Session			Questions to be submitted in advance of the meeting.
16 June 2022	Cabinet Forward Decisions List			
16 June 2022	Panel Work Programme			
16 June 2022	Exempt: KLIC Repayment Plan	Quarterly Update	M Henry	Quarterly Update
18 July 2022 – MEETING CANCELLED				

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
12 September 2022	Matters Arising	Standing		The Panel are invited to submit any matters arising prior to the meeting.
12 September 2022	Call-in (if any)			
12 September 2022	Call in of Officer Delegated Decisions		A Baker	Request from the Chair
12 September 2022	Town Deal Board (Governance)		J Hay	Details set out in email from Councillor Moriarty dated 17 March 2022
12 September 2022	Q1 2022/23 Corporate Performance Monitoring Report	Monitoring	G Greaves	
12 September 2022	Notice of Motion from Council 14 July 2022: Menopause Workplace Pledge	Notice of Motion from Council referred to CPP		A discussion to be held on the views of the Panel.
12 September 2022	Portfolio Holder Question and Answer Session			Questions to be submitted in advance of the meeting.
12 September 2022	Cabinet Forward Decisions List			
12 September 2022	Panel Work Programme			
12 September 2022	Exempt: KLIC Repayment Plan	Quarterly Update	M Henry	Quarterly Update
12 September 2022	Exempt: Update on Crofters	Councillor	M Henry	(Chair of CPP)

		Request		
DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
3 October 2022	Matters Arising	Standing		The Panel are invited to submit any matters arising prior to the meeting.
3 October 2022	Call-in (if any)			
3 October 2022	Feedback from Councillor Blunt on the enforcement issues discussed on 13 April 2022		Councillor R Blunt	
3 October 2022	Formal Complaints against the Borough Council 1 April 2021 - 31 March 2022 The number of compliments received also to be included in the report.	Annual	H Howell	For information only
3 October 2022	Report from the Informal Working Group – Review of the Corporate Complaints Policy		H Howell	
3 October 2022	Exempt Report: Corn Exchange Cinema – Post Project Development Review	Review	H Howell	
3 October 2022	Exempt Report: Hunstanton Sailing Club (Prior to receiving the update,	Annual Update	Borough Council's Appointed	The Panel to receive an annual report from the Borough Council's representative.

	the Panel to determine if the item should be discussed as an exempt report)		Representative	
DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
3 October 2022	Cabinet Forward Decisions List			
3 October 2022	Work Programme			
31 October 2022	Matters Arising	Standing		The Panel are invited to submit any matters arising prior to the meeting.
31 October 2022	Call-in (if any)			
31 October 2022	Q2 2022/23 Corporate Performance Monitoring Report	Monitoring	G Greaves	
31 October 2022	Hunstanton Promenade Waste Water – Update	Update	M Henry	
31 October 2022	Full Review of IDC to include the appointment of Members, standing orders relating to the investigation of discipline of statutory officers and terms of reference for that Committee.	Councillor Request		Request from Councillor Nash
31 October 2022	Review of Governance of Council Companies	Cabinet	G Greaves	

31 October 2022	Corn Exchange – (Request from Councillor Morley) – comparing the actual with 2 budget authorities	Councillor Request	M Drewery	Request from Councillor Morley
DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
31 October 2022	Portfolio Holder Question and Answer Session			Questions to be submitted in advance of the meeting.
31 October 2022	Panel Work Programme			
31 October 2022	Exempt Report: Post Evaluation Review of H & M	Post Evaluation Review	M Henry	To undertake a review of the project
31 October 2022	Exempt Report: Serco Contract	Councillor Request	B Brandford/ M Chisholm/ G Hall	
4 January 2023	Matters Arising	Standing		The Panel are invited to submit any matters arising prior to the meeting.
4 January 2023	Call-in (if any)			
4 January 2023	Review of New Waste Collection Contract Performance – Stage 2 – Review of the legal and technical contract performance for year 1 of the contract.	Update	B Brandford/ M Chisholm	Further Update following 16.06.22 meeting
4 January 2023	Annual Communications	Annual Update	S Clifton/	

	Update		J Hillard/ A Howell	
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DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
4 January 2023	Cabinet Report: Update Safeguarding Policy	Cabinet	B Box	
4 January 2023	Cabinet Forward Decisions List			
4 January 2023	Portfolio Holder Question and Answer Session			Questions to be submitted in advance of the meeting.
4 January 2023	Panel Work Programme			
4 January 2023	Exempt: KLIC Repayment Plan	Quarterly Update	M Henry	Quarterly Update
27 February 2023	Matters Arising	Standing		The Panel are invited to submit any matters arising prior to the meeting.
27 February 2023	Call-in (if any)			
27 February 2023	Scrutiny – to look at the compulsory statutory guidance and practice elsewhere		Lead Officer to be identified	
27 February 2023	Q3 2022/23 Corporate Performance Monitoring Report	Monitoring	G Greaves	
27 February 2023	Q3 2022/23 Corporate Business Plan Monitoring Report	Monitoring	G Greaves	

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
27 February 2023	Portfolio Holder Question and Answer Session			Questions to be submitted in advance of the meeting
27 February 2023	Cabinet Forward Decisions List			
27 February 2023	Panel Work Programme			
5 April 2023	Matters Arising	Standing		The Panel are invited to submit any matters arising prior to the meeting.
5 April 2023	Call-in (if any)			
5 April 2023	Council Season Car Parking Badges - Rules, cost, numbers and use and abuse	Councillor Request		Request from Councillor Moriarty
5 April 2023	Portfolio Holder Question and Answer Session			Questions to be submitted in advance of the meeting
5 April 2023	Cabinet Forward Decisions List			
5 April 2023	Panel Work Programme			
5 April 2023	Exempt: KLIC Repayment <u>Plan</u>	Quarterly Update	M Henry	Quarterly Update

Forthcoming Items – Date to be advised

Report of the Informal Working Group on Council Meeting Arrangements

Guidance in respect of Council Tax Support Scheme ahead of when it is presented to Council for approval – M Drewery/J Stanton

Statement of Community Involvement (request from Councillor Moriarty) – S Ashworth

January 2022 to December 2022 Report on use, or non-use RIPA powers (Annual Report) – July 2023

July 2023 – Performance of the Corn Exchange Cinema – N Gromett

January 2021 to December 2021 Report on use, or non-use of RIPA Powers – J Hay to advise of date once gone through democratic process.

Councillor Requests

Councillors A Ryves – Council Owned Companies – Please provide a summary of the issue the performance of council owned businesses, West Norfolk property, West Norfolk Housing and Alive Leisure and any other 100% owned or partially owned business which operate independently. Email from Chief Executive (5 April 2022) stating Councillor Ryves in agreed that his item be deferred until the governance report has been considered – **Currently on Cabinet Forward Decision List for 15 September 2022.**

Councillor Morley - Please provide a summary of the issue the performance of the council owned businesses, West Norfolk property, West Norfolk housing and Alive Leisure, and any other 100% owned or partially owned business which operate independently of the Council

Councillor M de Whalley – Failure of West Norfolk Climate Change Partnership chaired by this Council to meet any of its terms of reference over the first 28 months of its existence.

Councillor J Moriarty – Hunstanton Advisory Group: Reason - Elected councillors have no idea what exactly this body is, how it is composed, where its minutes might be found, where it fits in the constitution, what powers it has, what money it has, what elections have been held, what remit it has - we know nothing about it. Yet it features in the local press as an important Consultee for major investments in the town.

Councillor J Moriarty – Relationship with the Shakespeare Trust in relation to the Guidhall. (Item to be scheduled following outcome of the HLF bid.

Councillor Morley - Review 3 year operational and financial plans 21/22, 22/23 &24/25 for Alive West Norfolk.

Notice of Motion from Council 14 July 2022

iv) Councillor S Squire proposed the following Notice of Motion (7/22), seconded by Councillor Rust.

“Menopause Workplace Pledge”

It is estimated there are some 13 million women in the UK that are currently peri or menopausal. Menopausal women are the fastest growing demographic in the workforce and almost 8 out of 10 menopausal women are in work. This council is aware that over 50% of our workforce and 25% of our councillors are women. It recognises that peri-menopause and menopause and the wide ranging symptoms involved can be a difficult time for women, can lead to a loss of confidence which may then lead to women leaving the workforce. This council would like to demonstrate they are fully supportive of both staff and councillors experiencing menopause and wish to be a Menopause Friendly Employer. Therefore, we agree to sign the Menopause Workplace Pledge, nominate a dedicated Menopause Champion amongst the staff and to arrange regular support and advice sessions that can be accessed by both staff and councillors. Councillors Squire and Rust spoke in support of the Motion. Under standing order 14.6 Councillor Dark proposed that the Motion be referred to the Corporate Performance Panel for consideration. Council debated referring the matter to the Panel. On being put to the vote the proposal was agreed.

RESOLVED: That the Motion be referred to the Corporate Performance Panel for consideration