

Scrutiny committee

Date: **Thursday, 29 June 2023**
Time: **16:30**
Venue: **Mancroft room City Hall, St Peters Street, Norwich, NR2 1NH**

There will be a pre meeting for members of the committee at 16:00.

Committee members:

Councillors:

Ackroyd (Chair)
Carrington
Driver
Fox
Francis
Fulton-McAlister (M)
Galvin
Haynes
Osborn
Padda
Prinsley
Stutely
Thomas (Va)
Thomas (Vi)

For further information please contact:

Committee officer: Alex Hand
t: (01603) 989398
e: alexhand@norwich.gov.uk

Democratic services
City Hall
Norwich
NR2 1NH

www.norwich.gov.uk

Information for members of the public

Members of the public and the media have the right to attend meetings of full council, the cabinet and committees except where confidential information or exempt information is likely to be disclosed, and the meeting is therefore held in private.

For information about attending or speaking at meetings, please contact the committee officer above or refer to the council's website.



If you would like this agenda in an alternative format, such as a larger or smaller font, audio or Braille, or in a different language, please contact the committee officer above.

Agenda

Page nos

1 Apologies

To receive apologies for absence.

2 Declarations of interest

(Please note that it is the responsibility of individual members to declare an interest prior to the item if they arrive late for the meeting).

3 Appointment of vice-chair

To appoint the vice-chair for the ensuing civic year.

4 Appointment of the member and substitute member of the Norfolk Health Overview and Scrutiny Committee (NHOSC)

To appoint a representative and substitute to the Norfolk Health Overview and Scrutiny Committee.

5 Appointment of the member and substitute member of the Norfolk Countywide Community Safety Partnership Sub Panel (NCCSPSP)

To appoint a representative and substitute to the Norfolk Countywide Community Safety Partnership Sub Panel.

6 Minutes

5 - 10

To agree the accuracy of the minutes of the meeting held on 16 March 2023.

7 Scrutiny Committee Work Programme 2023-24 11 - 82

Purpose: To assist the scrutiny committee members to review and agree the scrutiny committee work programme 2023-24.

Date of publication: **Wednesday, 21 June 2023**



Scrutiny Committee

16:30 to 18:50

16 March 2023

Present: Councillors Wright (chair), Carlo, Champion (substitute for Councillor Young) Driver, Fulton-McAlister (M), Galvin, Huntley, Osborn, Padda, Stutely, Thomas (Va) and Thomas (Vi)

Apologies: Councillors Brociek-Coulton and Young

(Also present Councillor Giles, cabinet member for community wellbeing and Councillor Kendrick, cabinet member for resources).

1. Declarations of interest

During discussion on item 6 below, Councillors Osborn and Galvin declared an other interest in that they worked for MCS charitable foundation which was developing proposals for property link financing.

2. Minutes

RESOLVED to approve the accuracy of the minutes of the meetings held on 19 January 2023 and 2 February 2023.

3. Scrutiny committee work programme 2022-23

The chair introduced the report and highlighted the recommendations.

A member asked whether the scrutiny tracker document could be brought to the committee to allow groups to consider TOPIC forms for the next civic year.

In response to a member's question on the outcomes of the peer review, and how these would be incorporated into the work of the scrutiny committee, the chair said that he understood that the recommendations would be rolled into the updated Corporate Plan. The Head of legal and procurement added that the committee may want to look at the report on those recommendations, before it was considered at cabinet.

A member asked if the committee could meet before the work programme setting meeting to consider the recommendations around scrutiny that had come from the peer review. The Head of legal and procurement replied that options would be considered and circulated.

RESOLVED to:

- 1) Agree to add the item on 'the purpose and efficacy of council consultations' as attached at appendix B, to the 2023-24 scrutiny committee work programme;
- 2) Use the format of an informal workshop to discuss work programming on 25 May 2023, with the first part to review scrutiny specific recommendations from the Peer Review; and
- 3) note the deadline of submission of TOPIC forms for the upcoming civic year of Friday 28 April 2023

4. NHSOC

As Councillor Brociek-Coulton had given apologies for the meeting, there was no update. The chair invited questions from members that they wished to be raised at the next meeting of NHSOC.

A member commented that NHOSC would be considering the closure of the walk-in centre at its June meeting and asked that the representative contacted Councillor Bogelein for her comments on the consultation to be fed back.

Another member added that the consultation document around the walk-in centre closure was very long and only available in English.

The substitute member, Councillor Stutely, was present at the meeting and agree to take those points forward.

RESOLVED to ask the NHOSC representatives to take the points minuted above to the next meeting of the Norfolk Health Overview and Scrutiny Committee.

5. Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration

The chair introduced the item and highlighted the recommendations. The Head of legal and procurement presented the report. In January, the committee had agreed terms of reference, which included the suggestion of a survey being sent out to different groups to gather views, however, one of the organisations was uncomfortable with this approach.

The committee was being asked to consider next steps for the piece of work. If the appetite was to take the topic forward into the next civic year, there would need to be consideration around the scope of the work to narrow the focus.

A member thanked all involved with the event at the Zainab Café which provided a valuable insight into people's experiences. As there had not been a particularly high response to the consultation from service providers, she suggested that the scrutiny committee could take the work forward by scoping a consultation, in partnership with

relevant organisations, that would give options to understand the experiences of refugees and asylum seekers, and the barriers that they faced. A survey would need to have an ethical basis for the research and participants would be assured that taking part would not affect their personal circumstances. There was a need to collect good quality data on the topic and work could be done with partner organisations to design an acceptable survey that would give robust data.

In response to a member's question, the Head of legal and procurement said that the main concerns from one of the organisations approached to complete the survey, was that those that were asylum seekers and refugees may not have had positive engagement with government organisations and a survey from the council could act as a deterrent. A member commented that as someone that had worked with those who were refugees and asylum seekers during his career, they tended to have very different experiences of formal organisations and said that he did not believe that a survey was the best way to engage.

A member added that surveys were not always the best way to reach 'hard to reach' stakeholders and that there were many other methodologies available. She accepted that surveys were useful to establish a baseline of data, but other approaches could be considered going forward.

A member asked whether the Community Connectors could be used to conduct surveys as they were trained in questioning and engagements. She added that it would be helpful to be clear about desired outcomes.

The cabinet member for community wellbeing suggested that ward councillors could get in touch individually with venues in their areas to set up 'drop in' sessions which could make the experience much more informal.

A member referred to page 65 of the agenda papers and that a volunteer had tried to contact the council 15 times for translation services but had been unsuccessful. He asked if there was any additional information on this and whether this was usual. The Head of legal and procurement replied that she would ask the appropriate manager to ensure that all customer contact assistants were fully aware of the Intran services available and that the availability of the service was advertised.

The cabinet member for community wellbeing said that he was concerned that a resident was not able to access the translation services and said that he would raise this with the cabinet member with responsibility for the service. There had been positive examples of using the Community Connectors so he would be supportive of expanding their work to assist with this. The topic was a very board one and if the continued work required more officer resource, it would be useful to identify specific issues or services to focus on, that the council was responsible for.

In response to a member's question on data sets that were already available, the Head of legal and procurement said that quantitative data would be held by various different organisations due to the variety of services provided.

A member commented that within his ward, there were views that needed to be challenged on the use of the West Earlham community centre and asked whether the Community Connectors could work with local schools to build bridges within that

community. The cabinet member for community wellbeing replied that he was happy to discuss the issue with ward councils and the communities team on how to address these specific issues.

Members discussed the need for the Zainab project to have a more permanent base from which to operate out of and a member asked if there were any council owned properties that the project could be based at. A member added that it would be useful to understand what the requirements were for the premises to ensure that any options were suitable. The Head of legal and procurement agreed to raise this with the council's property team.

RESOLVED to

- 1) Investigate with partner organisations, and decide upon, a method of approach that is acceptable to asylum seekers and refugees, that allows the committee to gain data directly from service users so that the committee can understand the level of need within the city.
- 2) Ask the Head of legal and procurement to ask relevant managers to ensure that all customer contact assistants were aware of the Intran translation service and that the availability of the service was advertised.
- 3) Ask officers if any data sets around refugees and asylum seekers were already available
- 4) Ask officers to investigate if there were any council owned properties that the Zainab Project could use as a base; and
- 5) Review the list of issues raised by service users at the Zainab Café and ask for an update to be brought to a meeting of the scrutiny committee early in the civic year.

6. Recommendations on green financing

The chair introduced the item and asked Councillor Stutely to introduce recommendations for each of the five sections covered in the original presentation to the committee from the Green Finance Institute.

Regarding local climate bonds, a member said that the council would not be able to address the need for retrofitting without using blended financing. There was a need to start piloting these models and it was suggested that retrofitting of the council's community centres could be a viable option. Members agreed that a targeted approach was needed.

Members discussed the Green Mortgage Campaign and that there were already examples of local councils working with land trusts on these. A member referred to an organisation called 'Lendology' which was a company that would lend to homeowners to undertake retrofitting. They were underwritten by the UK investment bank and regulated by the Financial Conduct Authority.

There would need to be further research undertaken to understand how the Council could be part of the initiative and also into the details of Green mortgage providers.

With regards to integrated retrofit financing, members agreed that it was important to look beyond Government grants for retrofit funding. Work needed to be undertaken across the greater Norwich area, alongside partner organisations, as the model was more attractive to investors with a larger pool of houses. A member commented that the council already had a good relationship with the Greater Norwich Growth Board and should explore the possibility of working with them on the initiative.

A member added that there needed to be better information from the council on funding schemes that were already available to homeowners, to ensure that residents understood the value of retrofitting.

Members discussed the idea of green rental agreements which would ask landlords to charge a single amount to renters which would include energy bills. This would incentivise landlords to improve the energy efficiency of their properties.

A member commented that the fluidity of energy prices could be an issue with these kinds of payments and there could be a danger that tenants would be paying more than necessary. A member replied that the idea was not that landlords would make profit from the payments, it was about landlords investing in making properties energy efficient. The private rented sector was the worst performing in terms of energy efficiency and there needed to be more investment in decarbonisation.

A member said that there were 740 properties in the city with a G EPC rating and landlords were not replying to communications from the council. The housing team needed more resource to take enforcement action and incentivise landlords.

It was therefore **RESOLVED** to ask cabinet to consider the following recommendations:

Local Climate Bonds

- 1) To begin piloting blended finance models and identify a project to invest in, potentially the retrofitting of community centers.

Green Mortgage Campaign

- 2) To seek further analysis of green mortgage providers and to understand how Norwich City Council can be a part of this and seek opportunities to work with partner providers, such as Lendology.

Integrated retrofit finance:

- 3) To obtain statistics regarding take up rate from the pilot in Manchester, with a view to promoting such a campaign in Norwich and gather information on how the projects were delivered,
- 4) See if the additional benefits data was available; and

- 5) Explore working with partners, such as the Greater Norwich Growth Board to expand this work within the Greater Norwich area.

Green rental agreements:

- 6) To seek clarity on how green rental models work in practice, how these protect tenants and how tenants can be involved in the process, with LetNCC being considered as a pilot model.

Property link finance:

- 7) To support the concept of property link finance and seek to be considered for a UK pilot or early adoption, whichever comes first.

General recommendations:

- 8) To increase capacity for the delivery of green finance projects and seek assurance from cabinet that the council has the resources for these.
- 9) To investigate how Norwich City Council can benefit as a landlord from these projects
- 10) Investigate how the council's wholly owned companies, NCSL and NRL can be part of the retrofit programme
- 11) To ask cabinet to provide the scrutiny committee with details of the work already underway on whole house retrofit pilots, including details of funding.

CHAIR



Committee Name: Scrutiny

Committee Date: 29/06/2023

Report Title: Scrutiny Committee Work Programme 2023-24

Portfolio: Councillor Kendrick, cabinet member for resources

Report from: Executive director of community services

Wards: All Wards

OPEN PUBLIC ITEM

Purpose

To assist scrutiny committee members to review and agree the scrutiny committee work programme 2023-24

Recommendation:

That members consider and agree the proposed scrutiny committee work programme for 2023-24.

Policy Framework

The Council has five corporate priorities, which are:

- People live independently and well in a diverse and safe city.
- Norwich is a sustainable and healthy city.
- Norwich has the infrastructure and housing it needs to be a successful city.
- The city has an inclusive economy in which residents have equal opportunity to flourish.
- Norwich City Council is in good shape to serve the city.

This report meets the Norwich City Council is in good shape to serve the city corporate priority

Report Details

Developing a work programme for the scrutiny committee

1. Members had an informal work programme setting workshop on 25 May 2023 and discussed the TOPIC forms which had been submitted at the end of the last civic year, attached as Appendix A. The titles of which are listed below:
 - Biodiversity strategy outcomes
 - Communicating with the council
 - Consultations
 - Dealing with damp
 - Love Norwich and a cleaner city
 - Love Norwich initiative review
 - Measures to increase participation of citizens in voting to overcome the impact of the Elections Act
 - Parks and Open Spaces Strategy
 - Retrofitting Norwich stock
 - Review of Environmental Programme
 - Review of how the city council addresses anti social behaviour
 - Social Housing regulation bill
2. Members agreed that the Social Housing Regulation Bill and the Dealing with Damp TOPIC forms would be addressed through member briefings which officers will arrange. Members could resolve to take any of the other proposed TOPICs as a member briefing too.
3. Members agreed to remove the Levelling Up item from the work programme as the Council had been unsuccessful in its bid for Levelling Up funds, and it was not clear when the Levelling Up Bill would receive parliamentary approval.
4. It was agreed to continue the welcoming asylum seekers and refugees item at the June scrutiny committee meeting and members discussed which organisations should be invited to present and answer member questions. Please note this item has been delayed and will be scheduled as an extraordinary meeting in July 2023.
5. It was agreed to look at the Elections Act TOPIC at the July meeting and the TOPICs Communicating with the Council and Consultations. Officers recommend that members consider narrowing in on the communications item, as how members of the public got in touch with the Council, and how the Council consulted with members of the public were potentially two quite different and broad topics, and ask members to refine what they would like to consider at the July meeting.
6. Feedback from officers is to refer the TOPIC Review of the Environment Programme to the Climate and Environment Emergency Executive Panel for consideration as part of its work programme. Similarly, members could consider referring the TOPIC on Biodiversity Strategy outcomes.
7. Another option for members to consider if they did not want to slim down the number of TOPICs for consideration during the civic year would be to agree to use a Task and Finish group. The committee agreed standard terms of

reference, ([here](#)) for task and finish groups at its meeting on 9 June 2022. Another option is the scheduling of additional meetings.

8. The proposed work programme attached as Appendix B reflects members suggestions and the committee are asked to ratify this or amend as necessary at this meeting. The programme has been subject to consultation with relevant lead officers and has been passed to political assistants for any feedback from their groups ahead of the meeting.
9. A request was received for officers to design a scrutiny tracker to see the outcome of recommendations made by the committee, this is attached as Appendix C.

Recurring items

10. There are certain items that occur throughout the civic year that are programmed in. These are the scrutiny committee work programme (each meeting), Equality Information Report (December/ January), the Council's companies Business Plans (December) and pre-scrutiny of the proposed budget (February).
11. Updates are received from the council's representative on the Norfolk Health and Overview Scrutiny Committee (NHOSC) and the council's representative on the Norfolk Countywide Community Safety Partnership Scrutiny Sub Panel (NCCSPSSP).

Scope for scheduling items onto the work programme

12. It has been previously agreed that committee should agree as few as possible substantive topics per meeting. The main reason for this is to ensure that there is enough time for the committee to effectively consider the issues and make fair and evidence based recommendations. Ideally one substantive item per meeting would be the aim.
13. Members are able to revise the work programme on a month basis if and when required due to changing events. This is done through the work programme standing item at each meeting. Members therefore may wish to consider keeping some space on the work programme to facilitate this.

Consultation

14. Members of the scrutiny committee considered and proposed the attached work programme at an informal meeting on 25 May 2023. Members of the public are encouraged to submit topics for scrutiny via a form on the council's website. The portfolio holder will be briefed as part of the regular portfolio holder briefings.

Implications

Financial and Resources

15. Any decision to reduce or increase resources or alternatively increase income must be made within the context of the council's stated priorities, as set out in its Corporate Plan and Budget.

16. Any impact on resources resulting from this report will be accommodated within existing budgets or the relevant approvals will be sought if additional budget is required.

Legal

17. No specific legal implications of this report.

Statutory Considerations

Consideration	Details of any implications and proposed measures to address:
Equality and Diversity	None
Health, Social and Economic Impact	None
Crime and Disorder	None
Children and Adults Safeguarding	None
Environmental Impact	None

Risk Management

Risk	Consequence	Controls Required
None		

Other Options Considered

18. There have been no other options considered for this report.

Reasons for the decision/recommendation

19. This is a standing item on the scrutiny committee agenda to allow members to review the scrutiny committee work programme.

Background papers: None

Appendices:

Appendix A – TOPIC forms.

Appendix B – Scrutiny committee work programme 2023-24

Appendix C - Tracker

Contact Officer: Alex Hand

Telephone number: 01603 989398

Email address: alexhand@norwich.gov.uk



Scrutiny TOPIC form

Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: Biodiversity strategy implementation: partnerships, places and progress

BRIEF SCOPE: Biodiversity consultation has closed; delivery plan and resources in budget; resources in place. Will look to work in partnership to get expertise. Scrutinise the cross cutting action plan , taking aboard the response to the consultation; and look at tree cover across city and tree strategy and grounds maintenance plans; reflect on latest govt policy

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	Yes to keep momentum on the extensive consultation and involve public and increase understanding	Could help with grant bids etc Invest to save with grounds maintenance
OBJECTIVE What would be the objective of scrutiny?	Information for public Cross council working – sharing of objectives – breaking down silos	

How do you feel scrutiny could make a difference?	Involving partner organisations	
PERFORMANCE Can performance in this area be improved by scrutiny input?	Increase biodiversity Increase understanding Trial new methods	
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	Prevent reputational damage to council by increasing understanding of lower maintenance regimes (cf 'excuse the weeds we're feeding the bees') Assist in fight against species collapse Help plan a nature friendly city	
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	Assists a range of corporate priorities	

Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	Involve partners Check BAP species Work with UEA on species guilds
---	--

Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	UEA NWT EN Norfolk Rivers Trust Next Door Nature (NWT) Norfolk County Council (street trees)
Do you believe consultation with particular groups would be helpful to support the review?	As above and the residents who participated in the consultation
If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	Yes – but updated discussions needed for full scope

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Thank you.

Scrutiny TOPIC form

Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: Communicating with the council

BRIEF SCOPE: Council working on a performance programme, looking at new measures for how it communicates. Look at community connectors, their logic mapping and theory of change, outcomes of community conversations, also look at current council call back time, face to face appts, how people without tech are reached. Data use, consultation processes and other aspects of external communications can be worked into this brief as needed

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	Community connectors programme will be coming to end of its funded time – good point to assess efficacy, legacy and next moves	
OBJECTIVE		

What would be the objective of scrutiny? How do you feel scrutiny could make a difference?	Increase council effective communications – save money, prevent reputational damage	
PERFORMANCE Can performance in this area be improved by scrutiny input?	yes	
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	Public facing service – important to be seen to be doing this	
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	Multiple aims served across dept	

Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	Review information from officers
Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	Review consultations to date and residents who have participated

Do you believe consultation with particular groups would be helpful to support the review?	Groups with needs eg those with no access to digital info
If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	Yes – they welcome the chance to look at the data gathering aspects and legacy of connectors project

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Thank you.

Scrutiny TOPIC form

Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2022-23.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: The purpose and efficacy of council consultations

BRIEF SCOPE: The scrutiny committee will consider the council's overall strategy and approach in relation to consultations and how this could be improved. The committee will look at the general strategy in relation to when consultations are held, how they are being held and how responses are supposed to be used. The scrutiny committee will also consider this strategy and the general approach to consultation as well as specific examples of Norwich City Council consultations against best practice. The scrutiny committee will consider recent council consultations such as those on the proposed Hackney carriage licence fee increase, council budget, and proposed parking charges at Eaton Park. The committee will ask what the purpose of council consultations was and how different responses to the consultations would have led to different policy outcomes. The committee will go on to ask how the consultations were put together, how respondents were sought, whether the forms of communication used were appropriate and what the value of the consultation was overall.

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	The council carries out a number of consultations each year and it is important that these consultations give value for money and help provide better services for Norwich residents. In addition, the peer	Good use can be made of the first scrutiny meeting of the civic year by taking this substantive item.

	review has highlighted that improved community engagement is an aspect where the council needs to improve, and consultations are part of this two-way engagement.	
OBJECTIVE What would be the objective of scrutiny? How do you feel scrutiny could make a difference?	This scrutiny will identify the value of recent consultations and recommend ways in which they could be improved which would offer better value for money for the council. Expectations of residents and councillors will be considered and this scrutiny will enable a closer match between these expectations and reality in future. In addition, the committee will look more broadly at the general strategy and approach of the council in relation to consultations and how this form of engagement data is being used. The objective is to make recommendations in relation to the council's approach to consultations in line with feedback and best practice.	Information about the use and success of different types of consultation may be required for scrutiny members. However, using this information would improve council consultations and this could save money in the medium term.
PERFORMANCE Can performance in this area be improved by scrutiny input?	Better consultations would be created if the outcomes of this scrutiny were considered when new consultations were being written and advertised. These new consultations would lead to better council services and better value for money. Residents would feel more included in the council's activity, so this would be good for the reputation of the council as well as the wellbeing of residents. It would help address one of the	Additional training for staff may be required, but this expenditure would be recouped through better consultations.

	areas of improvement highlighted in the peer review.	
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	The public interest would be served through the improvement of council services. Members of the public would be invited to participate in better consultations which would be of more value to them and result in their interests being clear.	Improved services.
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	This scrutiny review would clearly contribute to achieving two of the main aims of the corporate plan: Aim 1 – people live independently and well in a diverse and safe city – <i>Listen to communities and use their views in decision making</i> Aim 5 – Norwich City Council is in good shape to serve the city. – <i>Be open and transparent, with accessible data and decisions which are subject to public scrutiny</i>	

Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	The committee would consider the council's general approach to consultations and how consultation responses are used. The committee will also consider best practice in relation to local government consultations. The committee would apply a set of questions to recent consultations to ascertain how they were carried out, what the value of them was, and how the expectations of residents and other participant in the consultations were met.
---	---

Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	Experts on best practice consultation could be invited, e.g., researchers on elements of successful consultations or LGA experts. People who had participated in recent consultations could also be asked for their views. .
Do you believe consultation with particular groups would be helpful to support the review?	People that it would be useful to include would be: Respondents to recent consultations, council officers who are responsible for the overall approach on the council's consultations, officers who created the consultations, and councillors.
If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	The review could consider just one recent consultation, but it would be better to consider more than one.
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	

Scrutiny TOPIC form

Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: Council's damp and mould initiative and processes – efficacy and forward plan

BRIEF SCOPE: Mould - 'urgent assessment' has been taking place also discrimination checks following Awaab Ishak case and report on racial discrimination.

Last November council received two letters from govt - M.Gove wrote to all CEOs and leaders and also received letter from regulator. Asking all to redouble efforts and regulator asking for more info. Deadline was Xmas. Has shared with NCSL and chair. Council remodelled process for dealing with mould complaints: first time work raised to NCSL, attend, wash down, report issues. Could be condensation or structural - if a concern the damp surveyor will attend and specify remedial work and any resident awareness work needed. Second time - if NCC surveyor has not attended, then inspection. 3rd time - independent consultant bought in. Also - reviewing historic damp cases using alternative contractors. Will also arrange independent analysis. Also proactively doing a stock condition survey. Assess efficacy of above actions. There is some evidence that increasing fuel bills has led to more damp as people have chosen not to put heating on. Look into this

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	Yes due to public and govt interest	Save in terms of future issues

OBJECTIVE What would be the objective of scrutiny? How do you feel scrutiny could make a difference?	Equalities and health issue: improve outcomes	
PERFORMANCE Can performance in this area be improved by scrutiny input?	Assess process and results	
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	Health and safety of tenants	
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	Contributes to several corporate plan goals	

Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	Tenant engagement survey see the results; look at information from officers and national best practice
---	--

Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	Yes expert bodies in field (TBC)
Do you believe consultation with particular groups would be helpful to support the review?	Yes as above and Tenant Involvement Panel
If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	It is focussed on a specific issue
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	Yes with CEO

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Thank you.

Scrutiny TOPIC form

Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: LOVE Norwich – how flytipping initiative is working

BRIEF SCOPE: Scrutiny undertook a review of fly tipping in the city. This item would review the progress on the ground to solve the problem and look at the LOVE Norwich campaign and its outcomes to date and planned, and also look at city centre cleanliness

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	Yes – follow up on former scrutiny	Expensive to not get progress on this as it costs per pick up of individual items Reputational damage from not taking action
OBJECTIVE What would be the objective of scrutiny? How do you feel scrutiny could make a difference?	Look at what is working well and check allocation of funds is getting results	Efficiency (£100k extra in budget)
PERFORMANCE	Check performance of council and its wholly owned company	

Can performance in this area be improved by scrutiny input?		
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	Involve public in topic and show that this is being taken seriously by the council	
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	Contributes to multiple corporate aims	

Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	Review results Review work programme Review plans Check what works and what doesn't so far
Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	NCSL, BIFFA
Do you believe consultation with particular groups would be helpful to support the review?	Consult with residents if applicable

If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Thank you.

Scrutiny TOPIC form

Good governance and scrutiny help reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: Love Norwich initiative review.

BRIEF SCOPE: Further to the report to the Scrutiny Committee of the Sub Committee on Fly tipping it would be timely to present a review for members of the work of the 'Love Norwich, Play Your Part' initiative.

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	The impact of the 'Love Norwich, Play your Part' campaign has now been felt across different parts of the city where it has been rolled out. A review of this in October would be opportune.	This would be a year since the report was presented to the committee. Love Norwich was launched in December 2022 and in order to measure our successes we have methods of evaluation that would form the basis of the report. There should not be significant resource implications.
OBJECTIVE What would be the objective of scrutiny? How do you feel scrutiny could make a difference?	To review council progress and ensure all members are involved in the process to give feedback and suggestions for improvement and development. Sharing information will help ensure the initiatives continued success.	

PERFORMANCE Can performance in this area be improved by scrutiny input?	The issue of fly-tipping and street cleanliness remains a concern and priority for the city. It is a closely monitored by the council and partners and feeding back this review and suggestions from it will potentially enhance the performance of the council.	
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	The tidiness of the city is rightfully a key priority for Norwich citizens, as evidenced by the responses to the budget consultation in Feb 2023, and doorstep experiences from ward councillors. There is significant coverage in the local press, and it is not simply a Norwich issue but one that concerns many people across the wider county and nationally.	
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	<p>It would contribute to the corporate aim under the Norwich 2040 vision of A Liveable City (particularly regarding a pleasant amenable city, and a vital contribution to our climate targets) and A Fair City (particularly with supporting and promoting good health for citizens)</p> <p>A review presented to the scrutiny meeting will support and enhance the success of</p>	

	Love Norwich going forwards which supports the achievement of the above aims. This review interlinks with the wider importance of environmental services to the functions of the city.	
--	--	--

Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	Report to be presented to Scrutiny committee for discussion and feedback by committee members
Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	These could involve NSCL, Biffa and community stakeholders.
Do you believe consultation with particular groups would be helpful to support the review?	Consultation with the above-mentioned groups would enhance the work of this review.
If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	A particular focus on the areas where the Love Norwich campaign has focussed upon would be particularly opportune.
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	The current portfolio holder suggests October or November for the review.

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Thank you.

Scrutiny TOPIC form

Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: Measures to increase participation of citizens in voting to overcome the impact of the Elections Act, following the City Council election on 4th May 2023.

BRIEF SCOPE: The Elections Act 2022, particularly that relating to Voter ID, will have a profound impact upon voting in UK elections. This issue has been discussed significantly in full council with cross party-political support against the changes made and concerns over their likely impact upon turnout. With the prospect of a UK General Election taking place in either 2024 or no later than January 2025, the need to ensure the council is best equipped to respond to the challenges posed remains important. It is accepted that other countries also have voter ID requirements, particularly the USA, and best practice from these could be considered as to how best to alleviate impacts which emerge.

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	The period after May 4 th will show the immediate impact of voter ID upon the election and turnout but also the potential future resources of the council to respond to this. It would therefore be opportune to consider this in the coming new civic year.	

OBJECTIVE What would be the objective of scrutiny? How do you feel scrutiny could make a difference?	The objective of scrutiny would be to form a series of recommendations which would help overcome the negative impacts of the Elections Act and remove barriers to voting for Norwich citizens. This would also combine with recommendations to government and the LGA.	
PERFORMANCE Can performance in this area be improved by scrutiny input?	Participation in the democratic process is a corporate priority and the impact of the Elections Act might likely reduce turnout or lead to certain groups of electors being disadvantaged. Responding to this, within the capacities of the council, could assist in bolstering turnout and preventing Norwich citizens from being disenfranchised in the future.	
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	It is likely that significant public interest in this issue will arise once the election is finished and the impact made more widely known. Norwich citizens will have an interest in knowing what their City Council plans to do to respond to this.	
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	It is stated priority in the corporate plan to “Preserve and strengthen confidence in the council’s governance framework, providing the foundations for a high performing council that is compliant with its statutory obligations”. This	

	includes the electoral function and the impact of the Election Act.	
--	---	--

Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	Take evidence from responsible agencies and officers tasked with responding to the Elections Act, together with those individuals who experienced difficulties in voting in May 2023. Examine available best practice from countries which also have Voter ID requirements.
Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	Evidence from the Association of Electoral Administrators, the LGA and the Electoral Reform Society would all be particularly opportune.
Do you believe consultation with particular groups would be helpful to support the review?	A range of groups indicated concerns over the Elections Act, including older people, LGBT+ community, and people with disabilities. Seeking evidence from them, and others, would be useful.
If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	A particular focus upon measures adopted in other countries to overcome the restrictions in place through measures like the Elections Act could be advantageous.
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	Discussed with the cabinet member for resources, who is supportive.

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Scrutiny TOPIC form

Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: Parks and Open Spaces Strategy

BRIEF SCOPE: To provide pre-Scrutiny of the draft Parks and Open Spaces Strategy prior to it going to Cabinet and public consultation.

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	A Parks and Open Spaces Strategy is being produced in this civic year. A draft is likely to be available for Scrutiny Committee in the latter part of the civic year prior to going to Cabinet.	Staffing time accounted for in production of strategy.
OBJECTIVE What would be the objective of scrutiny? How do you feel scrutiny could make a difference?	Important that Scrutiny Committee members as elected representatives of our communities have an opportunity to feed in their thoughts on the content of the Strategy.	Officer time devoted to preparing report and attending Scrutiny Committee may reduce the quantity of Civica enquiries both in the production and following implementation of the Strategy.

PERFORMANCE Can performance in this area be improved by scrutiny input?	While there are significant strengths to our parks and open spaces provision and management, there are also risks facing the service, and opportunities to do things better. There are opportunities to provide stronger alignment with the Sport and Physical Activity Strategy, with its accompanying Playing Pitches Strategy, and the Biodiversity Strategy.	Provision and management of parks and open spaces is not a statutory service and thus the medium-term financial pressures on the General Fund could threaten its vitality. What pots of developer/grant funding do become available are unpredictable in nature, and often require short lead-in times for officers to put schemes together to secure funding. Increasing commercial income from our parks would ease the burden of these financial pressures.
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	There is strong public interest in parks and open spaces, as reflected in the Budget Consultation, and yet the level of Government support and funding is not reflective of our residents' priority.	A strong amount of public responses would be anticipated from consultation on the Parks and Open Spaces Strategy, and this will require officer resource to read, reflect and respond to consultation responses.
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	The Scrutiny review of the draft Parks and Open Spaces Strategy would contribute towards the City Council's corporate priority to be a sustainable and healthy city, which prioritises investment in parks, green spaces and enhanced biodiversity.	See above.

Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	I would suggest Scrutiny Committee goes through the draft Parks and Open Spaces Strategy section-by-section, asking questions of the portfolio holder and officers, and making
---	--

	recommendations, as supported by committee members, to Cabinet.
Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	It may be valuable to liaise with Friends groups and other key stakeholders in the parks in advance of the meeting
Do you believe consultation with particular groups would be helpful to support the review?	Please see above
If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	I think it's important the meeting focuses on the broad, strategic issues across the city impacting on the content of the Strategy, and does not get overly focussed in long discussions regarding a specific issue at one particular park in an individual member's ward.
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	I have discussed this with the portfolio holder and the Head of Environment Services who were happy to cooperate with the committee on this important topic for many councillors and residents.

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Thank you.

Scrutiny TOPIC form

Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: Retrofitting Norwich housing stock – both council and wider scale plans

BRIEF SCOPE: A detailed review of costs and scenarios, including new HRA business plan. There are opportunities, but pressures on tenants. Update on the piece of work ongoing re cost of living; risks around rent arrears; council tax arrears; to contribute to development of business case : looking at funding streams and future opportunities

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	Critical to commence this work now at scale and will save money on fuel bills as well as start to quantifiably reduce carbon emissions from city	Invest to save and also generate income streams through eg a retrofitting company
OBJECTIVE What would be the objective of scrutiny? How do you feel scrutiny could make a difference?	Assess business case so investment can be allocated – eg look at EV points, External Wall Insulation, housing archetypes across city audit, peer leaders and community campaigns; adjust	

	corporate plan to specify outcomes linked with these areas	
PERFORMANCE Can performance in this area be improved by scrutiny input?	Build on work to date	
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	Health and budget impacts especially for rented sector and those at risk from financial impacts of continuing high fuel costs	
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	Multiple aims met	

Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	Work with partners eg Tyndall Centre and other LAs undertaking work in this sector Work with newly appointed carbon reduction officers
Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	Norwich Climate Change Commission Norwich Friends of the Earth Local group Norwich Solar Other community groups, community centres etc
Do you believe consultation with particular groups would be helpful to support the review?	As above

If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Thank you.

Scrutiny TOPIC form

Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: Review of Environmental Programme.

BRIEF SCOPE: Achieve a wider, cross-party review of the programme to potentially enhance it.

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	The council's forthcoming Environmental Action Plan is set to undergo consultation and then adoption this year. An outline of the Programme, pre-consultation, was taken to the Climate and Environmental Emergency Executive Panel in February 2023 - but the full Programme should be available during the course of the next civic year/cycle of Scrutiny Committee. The council's Environmental Strategy 2021-25 was previously examined by e committee in September 2021, following its adoption by cabinet in July 2020, so there is some	Some officer time will be required to prepare the report to scrutiny committee, but the Programme itself would be the substantive item for members to consider so hopefully this would take relatively little resource. Officer attendance and time would be required at the meeting itself.

	precedent for our environmental policy to be further reviewed in the months after adoption – at which point both the full Programme will be available, and there will be some insight into how it is working in practice.	
OBJECTIVE What would be the objective of scrutiny? How do you feel scrutiny could make a difference?	The objective of scrutiny would be to: get a wider, cross-party view on the proposals with the Programme; to give members an opportunity to ask further questions to enhance their understanding of the programme and what they want to see from it; to allow members to come up with recommendations of what they might want to see incorporated in future revisions.	Depending on what conclusions scrutiny committee reaches, and whether recommendations are adopted by cabinet, officer time would be required to carry out suggested future revisions or actions.
PERFORMANCE Can performance in this area be improved by scrutiny input?	The Programme sits within the Environmental Strategy team but contains policies and actions which cross-cut across many – possibly all – service areas of the council. So having the council's core scrutiny body look at this item, with contributions and thoughts from a cross-party selection of councillors with different interests and experiences, could help identify areas to prioritise or improve.	As above.
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	The actions contained within the Environmental Programme have numerous immediate and long term benefits for residents – from energy efficiency improvements to homes, to the wider need	

	to play our part in cutting emissions to limit warming and avert catastrophic climate breakdown - so this is a topic that is of public interest. For the first time, the Programme will include a plan for cutting emissions on a citywide scale: making this work more directly relevant than ever to every citizen of Norwich.	
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	The Environmental Programme is a piece of work that is essential to meeting our corporate aims, especially that “Norwich is a sustainable and healthy city” – but it has strong synergies with all five corporate aims.	

Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	The Environmental Programme can be circulated to members for their consideration. The committee would then have the opportunity to ask questions of relevant officers and portfolio holders during the course of the meeting.
Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	As this is a piece of work originating with the council, it will be most important to have representation from the officers leading this work and relevant cabinet members.
Do you believe consultation with particular groups would be helpful to support the review?	The Programme will undergo consultation this year already before its adoption, so this may not be necessary in the context of this scrutiny committee meeting.

<p>If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?</p>	<p>By its nature, the Programme is relatively broad and encompasses a number of different strategies. However, they are all still anchored by the same overarching theme so this should be manageable. Scrutiny committee members can narrow in on areas of most interest to them in the course of asking questions and making comments in the meeting.</p>
<p>Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?</p>	

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Thank you.

Scrutiny TOPIC form

Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: How the council work to (and influence partners to) address ASB and community safety issues in Norwich.

BRIEF SCOPE: To understand the tools and powers available to deal with ASB and community safety issues.

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	It is the right time as the team are now fully staffed and we are actively taking enforcement action and engaged fully with the community safety agenda at Norfolk level through the Norfolk County Community Safety Partnership.	
OBJECTIVE What would be the objective of scrutiny?	It would provide members of scrutiny and wider council members a greater knowledge of the work that the Community	

How do you feel scrutiny could make a difference?	safety team does to then spread the word to our communities of the positive work we are doing to tackle the issue.	
PERFORMANCE Can performance in this area be improved by scrutiny input?	Continuous improvement is an important part of the council's approach to improving services for our residents.	
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	Community safety and the production of a Safer Norwich strategy was a corporate priority so this would provide an opportunity to chart progress and highlight successes and learning.	
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	The work will contribute the corporate plan aims of: "People live independently and well in a diverse city; and priorities "Provide the right support to residents at the right time, with a focus on early help and intervention, take action against domestic abuse, hate crime and anti-social behaviour and regulate activity so our communities are places where residents feel safe."	

Practical Considerations:

Undertaking the review	Take evidence from officers responsible for this work in the council and potentially wider partners like the Police to identify best practice.
-------------------------------	--

Have you got any thoughts about how the scrutiny committee could undertake their review?	
Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	See above, local police teams can identify from their experience how well the Council tackles issue around community safety and anti-social behaviour.
Do you believe consultation with particular groups would be helpful to support the review?	
If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	Yes

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Thank you.

Scrutiny TOPIC form

Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: Social Housing Regulations Bill; complaints process and impacts on the council

BRIEF SCOPE: To examine the bill and the council's preparation and record, especially in terms of dealing with complaints.

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	Contemporary legislation	None
OBJECTIVE What would be the objective of scrutiny? How do you feel scrutiny could make a difference?	Prepare council	Save costly litigation
PERFORMANCE		

Can performance in this area be improved by scrutiny input?	Issue with the complaints process. Many reports of having no responses to complaints which essentially blocks people from then taking it up with the housing ombudsman. With a rise in no win no fee lawyers who work extremely quickly and the escalating issues with disrepair, the council are essentially opening themselves up to significant financial risk by not having a functioning and accessible complaints service.	
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	Improve customer service and satisfaction	
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	In line with several key elements corporate plan	

Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	Report from officers on bill and on council complaints process
---	--

Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	Possibly LGA or other experts
Do you believe consultation with particular groups would be helpful to support the review?	NCLS
If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Thank you.

Scrutiny Committee Work Programme 2023-2024

Date	Item	Portfolio Holder Senior Officer Report author
25/05/2023	Consideration of peer review recommendations in relation to scrutiny committee. Informal work setting workshop.	
22/06/2023	Scrutiny committee training – in person.	
29/06/2023	Appointment of the Vice Chair of the Committee Appointment to Norfolk Health Overview and Scrutiny committee (NHOSC) Appointment to Norfolk Countywide Community Safety Partnership Scrutiny sub panel (NCCSPSSP)	
	Work programme setting	
PostponeTBC	Welcoming refugees and asylum seekers to Norwich TOPIC, hear from organisations that support refugees and asylum seekers.	
20/07/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	The Elections Act	
	Communicating with the Council/ Consultations (Can this TOPIC be more focussed too broad currently)	
21/09/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Corporate Plan Update (TBC)	
12/10/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Review of how the council addresses anti-social	

Date	Item	Portfolio Holder Senior Officer Report author
	behaviour	
23/11/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Parks and Open Spaces Strategy	
	Review of Environmental programme, (Could this be referred to CEEEP to leave committee more time to look at other topics?)	
07/12/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Equality Information report	
	NRL Business Plan	
	NCSL Business Plan	
25/01/2024	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	LOVE Norwich review	
	Retrofitting (Are these too big TOPICs to have together?)	
01/02/2024	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Budget	
21/03/2024	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Biodiversity Strategy outcomes	

Scrutiny committee recommendation tracker


NORWICH
City Council

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
Report from the Communal bins and fly-tipping task and finish group					
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	1) Note the outcomes of the task and finish group investigations	N/A	Complete	
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	2) Note the outcomes of the online survey	N/A	Complete	
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	3) Recommend to Cabinet that the following proposals arising from the task and finish group be adopted: a) That the council decision in February 2007 to discontinue Waste Amnesty collections in areas of highest fly-tipping incidence is reviewed	Agreed - 16/11/2022	In progress	Details contained within cabinet report: "9. These implications can be mitigated in a number of ways, primarily as follows a. In March of this year, the Council submitted a bid to the UK Shared Prosperity Fund for a programme of neighbourhood improvements. £0.341m in capital and revenue funding has been requested to provide a

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					programme of Neighbourhood Clean-Ups in areas identified by data. Activities will include removal of fly tipping, and an amnesty on waste which will be monitored so that anything usable can be donated or upcycled for further use. It is also proposed that relevant staff will be on hand to speak with residents about wider priorities for their local area to maximize engagement with the council and promote the formation of local community groups. This should address the recommendation in paragraph 3 a and mean that the re introduction of the waste amnesty and the review of the charging structure for bulky waste collections are no longer necessary" Further details on this would be included in the action plan as detailed in 5b)
14/07/2022	Report from the Communal bins and fly-	b)The number, locations, and types of bins in communal areas are reviewed in the fly-tipping hotspots identified, as well as	Agreed - 16/11/2022	In progress	Details from cabinet report: "This recommendation would be considered best practice"

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	tipping task and finish group	developing designs for storage areas that prevent and deter fly-tipping			Further details on this would be included in the action plan as detailed in 5b)
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	c) Pre Covid enforcement arrangements for fly-tipping are re-established, and expanded to include the use of CCTV	Agreed - 16/11/2022	In progress	Details contained within cabinet report: "9c. With regards to fly tipping, proposals include increased investigation of fly tipping incidents in identified hot spots, increased use of CCTV where appropriate, improved engagement with residents and communities through the Neighbourhood and Community Enablement team. In addition, data relating to environmental anti social behaviour is now regularly reviewed by officers and used to develop interventions in known hot spots. This will allow Environment Services to contribute to actions arising from the new Community Safety Strategy" Further details on this would be included in the action plan as detailed in 5b)
14/07/2022	Report from the	d) Arrangements for engaging with residents with regards to fly-tipping are reviewed and	Agreed - 16/11/2022	In progress	Details contained within cabinet report: "9c. With regards to fly

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	Communal bins and fly-tipping task and finish group	improved, including consultation on proposed actions arising from this report. This should include improved partnership working between Citywide Services and Housing Estate Management in the design of services and facilities to reduce fly-tipping in our Housing Estates			<p>tipping, proposals include increased investigation of fly tipping incidents in identified hot spots, increased use of CCTV where appropriate, improved engagement with residents and communities through the Neighbourhood and Community Enablement team. In addition, data relating to environmental anti social behaviour is now regularly reviewed by officers and used to develop interventions in known hot spots. This will allow Environment Services to contribute to actions arising from the new Community Safety Strategy</p> <p>9e. Environment Services has also started working with Housing Services to identify bin stores requiring upgrade. Housing Services have committed to funding these upgrades through its Estate Improvement programme. Timescales for carrying out the work have yet to be confirmed, but will take place</p>

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					as soon as possible once locations have been confirmed" Further details on this would be included in the action plan as detailed in 5b)
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	e) Local facilities for upcycling and reuse of unwanted items are considered in partnership with the County Council as Waste Disposal Authority	Agreed - 16/11/2022	In progress	Details from cabinet report: "This recommendation would be considered best practice" Further details on this would be included in the action plan as detailed in 5b)
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	f) The workflow and processes for managing fly-tipping between NCSL, Biffa and the council are reviewed and streamlined to improve efficiency and effectiveness	Agreed - 16/11/2022	Complete	Details contained within cabinet report: "9 d. Finally, the workflow between citywide services, Biffa and NCSL is under continuous review, and the work carried out by the Fly Tipping Task and Finish Group has allowed us to make a number of improvements in this regard"
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	g) The charging structure for the Bulky Uplift service is reviewed to make accessing the service easier for residents on low incomes and Universal Credit	Agreed - 16/11/2022	Complete	Details contained within cabinet report: "11. The budget for Bulky Waste income is £0.054m per annum (£0.082m actual for FY 2021/22). Environment Services are reviewing the charging structure for the Bulky Uplift

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					service to make accessing the service easier for residents on low incomes and Universal Credit." Further details on this would be included in the action plan as detailed in 5b)
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	h) The service considers the use of an app for reporting fly-tipping	Agreed - 16/11/2022	In progress	Details from cabinet report: "This recommendation would be considered best practice" Further details on this would be included in the action plan as detailed in 5b)
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	i) The manner in which the council records and analyses Environmental Anti-Social Behaviour is reviewed	Agreed - 16/11/2022	Complete	Details from cabinet report: "9c. With regards to fly tipping, proposals include increased investigation of fly tipping incidents in identified hot spots, increased use of CCTV where appropriate, improved engagement with residents and communities through the Neighbourhood and Community Enablement team. In addition, data relating to environmental anti social behaviour is now regularly reviewed by officers and used to develop interventions in known

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					hot spots. This will allow Environment Services to contribute to actions arising from the new Community Safety Strategy"
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	j) The service continues to review best practice elsewhere	Agreed - 16/11/2022	Complete	Details from cabinet report: "This recommendation would be considered best practice" Further details on this would be included in the action plan as detailed in 5b)
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	k) That the Council reviews current enforcement arrangements to ensure that the full range of sanctions available to the council are used more effectively	Agreed - 16/11/2022	Complete	Details contained within cabinet report: "9c. With regards to fly tipping, proposals include increased investigation of fly tipping incidents in identified hot spots, increased use of CCTV where appropriate, improved engagement with residents and communities through the Neighbourhood and Community Enablement team. In addition, data relating to environmental anti social behaviour is now regularly reviewed by officers and used to develop interventions in known hot spots. This will allow

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					Environment Services to contribute to actions arising from the new Community Safety Strategy" Further information on this will be included in the action plan as agreed in 5b)
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	4) Thank the operatives involved in waste management and dealing with fly-tipping and to ensure there is a process for gathering feedback from these operatives		Complete	Emailed to relevant officer for consideration
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	5) Recommend cabinet: a) To ask officers to work with partners and local businesses on dealing with waste that arises from their products or services being used and promoting any existing services	Agreed - 16/11/2022	Complete	Details contained within cabinet report: "9b. The council is also about to launch its "Love Norwich – do your bit" campaign, which will also target environmental Anti Social Behaviour in our neighbourhoods. This recognizes the increasing demand for robust action to be taken against those committing environmental ASB. It will also address the recommendation at paragraph 4.a., that officers work with partners and local businesses on

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					dealing with waste that arises from their products or services being used and promoting any existing services"
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	b) To ensure that any actions and reviews arising from the task and finish group have a clear timeline for implementation so that they can be monitored and followed up on	Amended and then agreed - 16/11/2022	In progress	This recommendation was amended at cabinet to read "4) Agree a timeline is set to an action plan with Key Performance Indicators being considered at the annual refresh of the corporate plan." This will be agreed when the corporate plan is reviewed in Summer 2023. Corporate Plan Update now likely to be autumn 2023 when all these actions should be incorporated.
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	6) Ask the leader of the council to write to the leader of Norfolk County Council to ask the county council to: a) Reverse charges on DIY waste at recycling centres. b) Provide funding for lower income residents of Norwich city centre to deal with their bulky waste	N/A	Complete	Letter has been sent to Cllr Proctor and response has been received by the committee
14/07/2022	Report from the Communal	7) Ask group leaders to write to Government to ask for cuts to local government to be reversed; and	N/A	In progress	Letters currently being looked at by group leaders

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	bins and fly-tipping task and finish group				
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	8) To publish the results of the survey in the minutes of this meeting	N/A	Complete	Published on the website
County Lines					
13/10/2022	County Lines	1) note the update on county lines; and	N/A	Complete	
13/10/2022	County Lines	2) to ask the committee officer to circulate an update on the committee recommendations on county lines from the scrutiny committee meeting held in September 2018.	N/A	Complete	The recommendations are below:
13/10/2022	County Lines	Recommendations from 2018: 1) liaise with contractors to provide front line staff with training on safeguarding and awareness of County Lines and that there is a process for reporting incidents to contribute to intelligence gathering; 2) provide Norwich City Council Councillors with training on safeguarding and awareness of County Lines and that there is	N/A	Complete	1) Process exists for contractors to raise concerns. 2) This was done at the scrutiny meeting 3) Regular meetings to raise issues of concern established with Police already. 4) update from officers: "Right now, the county lines issue is

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
		<p>a process for reporting incidents to contribute to intelligence gathering;</p> <p>3) following consultation with the police, that the council explores the removal of tags which demarcate the territories of drug gangs;</p> <p>4) review the licensing policy and procedures to ensure that County Lines' activity is captured particularly in relation to the fit and proper test in relation to licences for private hire drivers and hackney carriage drivers; and</p> <p>5) review tenancy agreements and procedures for rapid response to County Lines' activities and treatment of vulnerable tenants "cuckooed" by criminals.</p> <p>Emails sent to relevant officers to provide update</p>			<p>captured by the wider safeguarding sections of the policies & conditions. New drivers must complete safeguarding training prior to licensing and there is a safeguarding code of conduct for all drivers covering signs to look out for and how to report concerns.</p> <p>Since 2018, there has been some legislative reform with county lines covered specifically in the Statutory Taxi & Private Hire Vehicle Standards published by the DfT July 2020. We must have regard to that document already and in the coming months our taxi policy and conditions are to be updated to implement the recommendations made in those statutory standards subject to consultation and committee agreement. Somewhat delayed but as I said that requirement to take those statutory standards into account exists without the policy changes.</p> <p>On individual applicants / licence holders, the DBS and police</p>

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					disclosure schemes are in operation to allow information sharing if people are suspected / charged / convicted of any relevant offences." 5) The council already have the necessary tools to do this and brought in some guidance for staff in relation to
Update on debt advice and support					
08/12/2022	Update on debt advice and support services	1) That the council maintains a 100% Council Tax reduction scheme;	Agreed - 18/01/2023	Complete	This will form part of the Local Council Tax Reduction Scheme report that will be considered by cabinet and council in February 2023. This was agreed at Budget Council on 21 February 2023
08/12/2022	Update on debt advice and support services	2) That the council maintain its financial support of the Financial Inclusion Consortium;	Agreed - 18/01/2023	Complete	This will form part of the Local Council Tax Reduction Scheme report that will be considered by cabinet and council in February 2023. This was agreed at Budget Council on 21 February 2023
08/12/2022	Update on debt advice and support services	3) That cabinet lobbies against the punitive elements of the benefit system such as the recovery of overpayments and the Spare Room Subsidy;	Agreed - 18/01/2023	Complete	Request passed to political assistant to action

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
08/12/2022	Update on debt advice and support services	4) That the council campaigns to encourage everyone to claim what benefits they are entitled to;	Agreed - 18/01/2023	Complete	Emailed relevant officers
08/12/2022	Update on debt advice and support services	5) That officers circulate a list to councillors of any additional subsidiary advice agencies that could assist residents;	N/A	Complete	This list does not exist so unable to circulate to members
08/12/2022	Update on debt advice and support services	6) That council tax and housing benefit letters when revised are brought to scrutiny committee to be reviewed and that partners such as the tenant improvement panel, leaseholder group, Citizens Advice Bureau and Norfolk Community Law Service are consulted on changes;	Agreed - 18/01/2023	Complete	Letters sent out to members and feedback received
08/12/2022	Update on debt advice and support services	7) If collected, that information as to why households fall into debt is provided; and	Agreed - 18/01/2023	In progress	Emailed relevant officers
08/12/2022	Update on debt advice and support services	8) Illustrate how many people access debt information and by what means; in person, online or by telephone.	Agreed - 18/01/2023	In progress	Emailed relevant officers
NRL Busines					
08/12/2022	NRL Business Plan	RESOLVED to note the Norwich Regeneration Ltd business plan 2023-2033.	N/A	Complete	A recommendation was made at the cabinet meeting on 14 December 2022 which was as follows:

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
					To both grow, deliver and to mitigate overexposure to commercial risk from one sector, cabinet will support more detailed work on the part of NRL to spread risk and build resilience further into the business, by committing to its scoping in detail the business case for projects like energy saving pilots and skills building for young people.
Green Financing					
19/01/2023	Green Financing	Members discussed and agreed that recommendations on this item would be best considered after the CEEEP meeting on 14 February 2023	N/A	Complete	
14/03/2023	Green Financing	Local Climate Bonds 1) To begin piloting blended finance models and identify a project to invest in, potentially the retrofitting of community centers.	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	Green Mortgage Campaign 2) To seek further analysis of green mortgage providers and to understand how Norwich City Council can be a part of this and seek opportunities to work with partner providers, such as Lendology.	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
14/03/2023	Green Financing	Integrated retrofit finance: 3) To obtain statistics regarding take up rate from the pilot in Manchester, with a view to promoting such a campaign in Norwich and gather information on how the projects were delivered,	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	4) See if the additional benefits data was available; and	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	5) Explore working with partners, such as the Greater Norwich Growth Board to expand this work within the Greater Norwich area	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	Green rental agreements: 6) To seek clarity on how green rental models work in practice, how these protect tenants and how tenants can be involved in the process, with LetNCC being considered as a pilot model.	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	Property link finance: 7) To support the concept of property link finance and seek to be considered for a UK pilot or early adoption, whichever comes first.	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
14/03/2023	Green Financing	General recommendations: 8) To increase capacity for the delivery of green finance projects and seek assurance from cabinet that the council has the resources for these.	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	9) To investigate how Norwich City Council can benefit as a landlord from these projects	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	10) Investigate how the council's wholly owned companies, NCSL and NRL can be part of the retrofit programme	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
14/03/2023	Green Financing	11) To ask cabinet to provide the scrutiny committee with details of the work already underway on whole house retrofit pilots, including details of funding.	14-Jun-23	Complete	All recommendations referred to the Climate and Environment Emergency Executive Panel to consider as part of their work programme.
Draft Equality Information Report					
19/01/2023	Draft Equality information report	1) Ask officers to ensure that flags indicating a customer's vulnerability or extra needs are shared with the council's contractors;	N/A	Complete	Sent to relevant officer for consideration
19/01/2023	Draft Equality	2) Ask the senior strategy officer to include a strand in the next Equality	N/A	Complete	Sent to relevant officer for consideration

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	information report	Information report on flags and what they denote in terms of equalities data;			
19/01/2023	Draft Equality information report	3) Ask the neighbourhood and community enabling manager to provide a report to scrutiny committee detailing the objectives of the RITAs and the progress made to meeting them;	N/A	Complete	The committee would need to consider this when setting their work programme for 2023-24
19/01/2023	Draft Equality information report	4) Ask the head of HR and organisational development to ensure that the socio-economic background of employees was recorded	N/A	Complete	Sent to relevant officer for consideration
19/01/2023	Draft Equality information report	5) Ask the senior strategy officer to include trend-based reporting in the Equality Information report in order that year on year comparisons can be made	N/A	Complete	Sent to relevant officer for consideration
The council's 2023/24 budget					
02/02/2023	The council's 2023/24 budget	1) pilot a whole house approach to decarbonisation of our council homes. Use data, information and practice gathered from the pilot, alongside stock condition data and thermography surveys to support the development of the Housing Revenue Account Decarbonisation Plan.	Agreed - 8 February 2023	Complete	This was then agreed at full budget council on 21 February 2023
Welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration					
14/03/2023	Welcoming Refugees and Asylum	1) Investigate with partner organisations, and decide upon, a method of approach that is acceptable to asylum seekers and	N/A	In progress	Report to scrutiny committee 29 June 2023

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	Seekers to Norwich and overcoming obstacles to their smooth integration	refugees, that allows the committee to gain data directly from service users so that the committee can understand the level of need within the city.			
14/03/2023	Welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	2) Ask the Head of legal and procurement to ask relevant managers to ensure that all customer contact assistants were aware of the Intran translation service and that the availability of the service was advertised.	N/A	Complete	All staff can access guidance on the Intran service on the council's intranet. The customer contact manager will add to team meeting agenda to raise awareness. All managers emailed and offered 1 hour training.
14/03/2023	Welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	3) Ask officers if any data sets around refugees and asylum seekers were already available	N/A	Complete	Data difficult due to the fluid nature of the population.
14/03/2023	Welcoming Refugees and Asylum Seekers to	4) Ask officers to investigate if there were any council owned properties that the Zainab Project could use as a base; and	N/A	In progress	Property team looking at HRA portfolio

Scrutiny committee recommendation tracker

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	Norwich and overcoming obstacles to their smooth integration				
14/03/2023	Welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	5) Review the list of issues raised by service users at the Zainab Café and ask for an update to be brought to a meeting of the scrutiny committee early in the civic year.	N/A	In progress	Report to scrutiny committee 29 June 2023