

**Report to** Cabinet  
13 June 2018  
**Report of** Director of business services  
**Subject** Scrutiny committee recommendations

**Item**

9

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**Purpose**

To consider the recommendations from the scrutiny committee held on 22 March 2018.

**Recommendation**

To consider the individual recommendations made by the scrutiny committee as outlined in the report, particularly those addressed to cabinet.

**Corporate and service priorities**

The report helps to meet all the corporate priorities.

**Financial implications**

None

**Ward/s:** All wards

**Cabinet member:** Councillor Kendrick - Resources

**Contact officers**

Anton Bull, Director of Business Services

01603 212326

**Background documents**

None

# Report

## Background

1. The council's scrutiny committee is constituted of councillors who do not sit on cabinet. They are expected to review/scrutinise and oversee decisions made by cabinet. They can 'call in', for reconsideration, decisions made by cabinet or an officer which have not yet been implemented. The main functions of scrutiny are to hold cabinet to account by examining their proposals; evaluating policies, performance and progress; ensuring consultations, where necessary, have been carried out; and highlighting areas for improvement.

The committee makes recommendations for cabinet, the wider council and other stakeholders based on evidence on the issues scrutinised at their meetings.

The following is a summary of the topics the committee has considered over meetings with the recommendations that were made accordingly.

### **22 March 2018**

The committee considered the following reports:

- Norwich City Council debt collection policy
- Scrutiny committee annual review

After discussion on each item, these reports were noted by the committee.

### **Norwich City Council debt collection policy**

The Director of Business Services introduced the report, reviewing the implementation of the debt collection policy. Discussion surrounded the revised Norwich City Council debt collection policy, the role of enforcement agents, communications sent to customers and customers claiming Universal Credit.

**RESOLVED** to ask cabinet to:

- 1) Explore how to make council debt-related letters more accessible by:
  - a) Developing easy read letters, potentially in conjunction with a service-user led organisation (such as Opening Doors) to offer staff training
  - b) Testing the reading age of our letters
  - c) Extending the use of a summary or key facts covering letter
  - d) Learning from 'nudge' techniques
- 2) Appoint a member of the communications team to lead on improving our correspondence and to report progress to scrutiny committee in six months
- 3) Ensure that comprehensive information about the full range of an individual's debts to the council is available to all council staff and can be reflected in any correspondence, no matter which debt the customer has initial contact with the council regarding

- 4) Consider increasing the PCN fine and reducing the discount amount with consideration to current legislation
- 5) Develop initial screening to ensure all information about a customer is available and proactively identify any vulnerability or existing debts

## **24 May 2018**

The committee appointed Councillor David Fullman as the vice chair of the scrutiny committee for the ensuing civic year.

The committee also appointed Councillor David Fullman as the representative on the Norfolk Health Overview and Scrutiny Committee (Councillor Matthew Fulton-McAlister as the substitute) and Councillor Cavan Stewart as the representative on the Norfolk Countywide Community Safety Partnership Scrutiny sub-panel (Councillor Vaughan Thomas as the substitute.)

The committee considered items to be included on the scrutiny work programme for the upcoming year and made the following resolutions:

### **RESOLVED to:**

- (1) ask the scrutiny liaison officer to add the following items to the scrutiny committee work programme 2018-19:
  - a) The impact of Airbnb type properties (June)
  - b) Presentation of the report of the Communities and Local Government committee scrutiny inquiry to the scrutiny committee for consideration (June)
  - c) Preparations for full service of universal credit (July)
  - d) The impact of Operation Gravity/organised crime in Norwich since 2016 including the role of the council and police when dealing with communities blighted by anti-social behavior (September)
  - e) Good quality jobs in Norwich – the digital and emerging economy (October)
  - f) Responses to domestic violence in Norwich (November)
  - g) Corporate plan and performance framework and Equality Information report (December)
  - h) Pre-scrutiny of the proposed budget, Medium Term Financial Strategy and transformation programme (January)
  - i) Scrutiny of the parks and playgrounds review, its approach and scope (February)

j) Viability assessments and delivery of affordable housing (March)

(2) Formulate a task and finish group at the September meeting of the scrutiny committee to consider the parks and playgrounds review and report back to the committee in February 2019.

## Integrated impact assessment



**NORWICH**  
City Council

### Report author to complete

<b>Committee:</b>	Cabinet
<b>Committee date:</b>	
<b>Director / Head of service</b>	Anton Bull
<b>Report subject:</b>	Scrutiny Committee Recommendations
<b>Date assessed:</b>	
<b>Description:</b>	A summary of scrutiny committee discussions and recommendations from 22 March 2018

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Could enhance financial inclusion for venerable residents
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Recommendations from impact assessment**

**Positive**

**Negative**

**Neutral**

**Issues**