



# NORWICH City Council

**Committee Name: Scrutiny**

**Committee Date: 25/01/2024**

**Report Title: Scrutiny Committee Work Programme 2023-24**

**Portfolio:** Councillor Kendrick, cabinet member for resources

**Report from:** Head of legal and procurement

**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 agreed a work programme at the meeting held on 29 June 2023. Further discussions took place at the meetings on 20 July 2023, 21 September 2023 and 23 November 2023.
2. Members will note that the corporate plan was scheduled to come to the January meeting of committee but officers have advised this will not be ready until February and the item has therefore been moved on the work programme.

### **Recurring items**

3. 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).
4. Members will recall that Lion Homes requested that the business plan item be removed from the scrutiny committee work programme. This is because the business plan which was considered last year by the committee covered the period 2023-2033 and Lion Homes are not planning to make changes at this stage to their plans.
5. The NCS business plan is in its finalisation. At the time of producing this agenda, members are being consulted on options around scrutiny of the business plan before its consideration by cabinet with the potential of an additional meeting on 6 February.
6. Updates are periodically 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**

7. 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.
8. Members are able to revise the work programme on a monthly 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.

### **Committee development**

9. Members undertook training on how to undertake effective scrutiny from The Centre for Governance and Scrutiny on 22 June 2023. Members held an

informal session for the 12 October 2023 meeting to look at a review of the effectiveness of the scrutiny committee. Committee considered and approved the recommendations from this session at the meeting on 23 November 2023. The outcome of this work is being communicated to cabinet members on 17 January, the same day as issue of this agenda, with a request to support the development of the scrutiny-executive protocol.

10. The agreed recommendations are noted on the attached scrutiny tracker and members are asked to consider how to progress these actions.

### Consultation

11. Members of the scrutiny committee considered work programme setting at an informal meeting on 25 May 2023, the work programme was reviewed and agreed at the meeting held on 29 June 2023. It was further reviewed at the July, September and November meetings and is attached as Appendix A. 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.
12. Members requested a Scrutiny Tracker to track the progress of recommendations made to cabinet by the committee, this is attached as Appendix B.

### Implications

#### Financial and Resources

13. 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.
14. 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

15. 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

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

## Reasons for the decision/recommendation

17. 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 - Scrutiny committee work programme 2023-24

Appendix B - Scrutiny recommendations tracker

## Contact Officer:

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## Scrutiny Committee Work Programme 2023-2024

Date	Item	Portfolio Holder Senior Officer Report author
20/07/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	The Elections Act	Cllr Kendrick Stuart Guthrie Tom Henry
25/07/2023	Welcoming refugees and asylum seekers to Norwich TOPIC, hear from organisations that support refugees and asylum seekers.	Cllr Giles Max Griffiths Alex Hand
21/09/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Review of how the council addresses anti-social behaviour	Cllr Jones Chris Hancock
12/10/2023	Informal session on effectiveness of the scrutiny committee.	Leah Mickleborough
23/11/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Retrofitting – Task and Finish Group to report back	Cllrs Jones/ Hampton
07/12/2023	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Equality Information report 2024	Cllr Giles Joe Siggins Helen Chamberlain
	Equality Diversity and Inclusion Policy and Strategy 2024-2027	Cllr Giles Nick Bodger Helen Chamberlain

Date	Item	Portfolio Holder Senior Officer Report author
25/01/2024	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	LOVE Norwich review	Andy Summers
01/02/2024	Work programme setting	
	Budget	Neville Murton
	Corporate Plan Update	Nick Bodger
21/03/2024	Updates from NHOSC and NCCSPSSP	
	Work programme setting	
	Biodiversity Strategy outcomes	
	Parks and Open Spaces Strategy	
TBC	NCSL Business Plan	



## Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
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 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"

## Scrutiny committee recommendation tracker 2023-24

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					This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in January 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	b)The number, locations, and types of bins in communal areas are reviewed in the fly-tipping hotspots identified, as well as developing designs for storage areas that prevent and deter fly-tipping	Agreed - 16/11/2022	In progress	Details from cabinet report: "This recommendation would be considered best practice" This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in January 2024
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



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					<p>interventions in known hot spots. This will allow Environment Services to contribute to actions arising from the new Community Safety Strategy"</p> <p>Received 100k funding for increased CCTV, pre-covid enforcement arrangements will be part of environmental services service restore due to be completed Autumn 2023. This will be addressed in the report to scrutiny committee in January 2024</p>
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	d) Arrangements for engaging with residents with regards to fly-tipping are reviewed and 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	Agreed - 16/11/2022	In progress	<p>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</p>

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					<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 as soon as possible once locations have been confirmed"</p> <p>This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in January 2024</p>
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	<p>Details from cabinet report: "This recommendation would be considered best practice"</p> <p>This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in January 2024</p>
14/07/2022	Report from the Communal bins and fly-	h) The service considers the use of an app for reporting fly-tipping	Agreed - 16/11/2022	In progress	<p>Details from cabinet report: "This recommendation would be considered best practice"</p>

## Scrutiny committee recommendation tracker 2023-24

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	tipping task and finish group				Review of customer contact for all environmental services to start by late 2023, the use of an app to report fly-tipping will be considered as part of this review. This will be addressed in the report to scrutiny committee in January 2024
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 included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in January 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	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
20/07/2023	Review of the impact of the Elections Act	1) As part of a future council consultation process, investigate	13-Sep-23	In progress	

## Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	sources of funding to trial and potentially Commission demographically balanced participatory democracy methods including citizens assemblies based on the model of theories of change to ensure widescale representation is achieved;			
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	3) Ensure that communications planning for future elections includes:	13/09/2023	In progress	Information on the communications planning is below:
20/07/2023	Review of the impact of the Elections Act 2022, particularly	4) Promoting the Voter Authority Certificate and Proof of Age passes as an avenue for securing voter ID and engage	13/09/2023	In progress	Information regarding the Voter Authority Certificate and Proof of Age passes is included on all council promotion regarding future elections and all outgoing communications regarding any

## Scrutiny committee recommendation tracker 2023-24

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	that relating to Voter ID on Norwich City Council Elections in 2023	with local communities to raise awareness;			aspect of elections or electoral registration. This has included correspondence that was sent out to all households for the annual canvass.
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	5) Promoting that acceptable Voter ID includes expired ID and, where relevant, EU passports and identity cards;	13/09/2023	In progress	Information that acceptable ID includes expired ID is included on all council promotions regarding future elections and all outgoing communications regarding any aspect of elections or electoral registration. This has included correspondence that was sent out to all households for the annual canvass. All correspondence includes the full list of eligible identification.
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	6) Promoting the concept of Voter ID to younger groups, including those able to vote for the first time, and the different communication methodologies that may be more relevant for younger groups such as	13/09/2023	In progress	Working with local groups. Communications plan to have full suite of communications methods suitable for all demographics, including all appropriate social medial channels.

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		alternative social media channels;			
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	7) Ask the Electoral Registration Officer to re-run the postal vote registration programme as previously undertaken in 2020 to raise awareness amongst non-postal voters, requesting funding if available to do so;	13/09/2023	In progress	As members will be aware, there were concerns about this recommendation given the potential cost and administrative implications arising. An additional complication was the new electronic postal vote registration, which went live, with short notice to authorities on 31 October. Testing of the system demonstrated concerns as to how new paper applications would be processed and the potential time implications of doing so. Since that time, the government have been working to develop the new online registration system, with further changes coming imminently to support processing of new paper applications more efficiently. Additional resources have been brought in to support processing of this process, with the understanding that this will be funded with new burdens grant from the government. Whilst we have been going through this change and implementation period, the risk of a significant increase in registrations that may be triggered by a postal vote registration campaign was

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					considered too high. We will be reviewing further communications as part of the elections planning process
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	9) To write to all party leaders to request that if called on to form a government, they should prioritise the abolition of the Election Act 2022, and if not, to include the poll card as an acceptable form of ID.	13/09/2023	In progress	Letter sent to leader of the council
21/09/2023	Review of how the council addresses anti-social behaviour	1) Consider whether the positive outcomes achieved by the ASB team justifies an increase in resource and funding for the service;	Considered on 18/10/2023	TBC	Agreed to discuss these recommendations with officers to see how to progress these
21/09/2023	Review of how the council addresses anti-social behaviour	2) Thank the officers and the ASB team for the work they are doing and continue to do;	Considered on 18/10/2023	TBC	Agreed to discuss these recommendations with officers to see how to progress these
21/09/2023	Review of how the council addresses	3) Continue to prioritise the service and support the ongoing	Considered on 18/10/2023	TBC	Agreed to discuss these recommendations with officers to see how to progress these

## Scrutiny committee recommendation tracker 2023-24

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	anti-social behaviour	training and development programme and ensure sufficient funding is available to achieve its objectives;			
21/09/2023	Review of how the council addresses anti-social behaviour	4) Expand the resources given to the programme of presentations to other partners;	Considered on 18/10/2023	TBC	Agreed to discuss these recommendations with officers to see how to progress these
21/09/2023	Review of how the council addresses anti-social behaviour	5) Consider whether the resources for the safer neighbourhood scheme can be increased given the successful outcomes achieved from the scheme and consider the outcomes of the scheme;	Considered on 18/10/2023	TBC	Agreed to discuss these recommendations with officers to see how to progress these
21/09/2023	Review of how the council addresses anti-social behaviour	6) Consider lessons learnt from the locational approach trialled for the safer neighbourhood initiative and how this can be expanded for other neighbourhoods;	Considered on 18/10/2023	TBC	Agreed to discuss these recommendations with officers to see how to progress these



## Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
21/09/2023	Review of how the council addresses anti-social behaviour	7) Provide a briefing event for all Councillors on the PREVENT scheme; and	Considered on 18/10/2023	TBC	Agreed to discuss these recommendations with officers to see how to progress these
21/09/2023	Review of how the council addresses anti-social behaviour	8) Consider surveying anti-social behaviour in areas where the community enabling team have focused to assess the impact of their work	Considered on 18/10/2023	TBC	Agreed to discuss these recommendations with officers to see how to progress these
23/11/2023	A review of the effectiveness of Scrutiny Committee	1. There should be quarterly meetings between the Chair of the Scrutiny Committee and group leaders to review the Scrutiny Committee work programme, recommendations and any areas of concern	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	2. The Council should develop a scrutiny-executive protocol to outline the relationship and expectations between the Scrutiny Committee and cabinet	N/A	In progress	

## Scrutiny committee recommendation tracker 2023-24

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23/11/2023	A review of the effectiveness of Scrutiny Committee	3. There should be reinforcement of the need to attend training, supported by group leaders.	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	4. Democratic Services should send reports of training attendance to group leaders	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	5. The Scrutiny Committee to have named, standing substitutes who are expected to include meetings in their diaries in the event members of the Committee cannot attend, and should attend committee training	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	6. The Committee should have a mission statement in the constitution explaining its purpose and role	N/A	In progress	
23/11/2023	A review of the effectiveness	7. Each item on the work programme should be supported by a clear	N/A	In progress	

## Scrutiny committee recommendation tracker 2023-24

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	of Scrutiny Committee	intention as to what outcomes are being sought from the review.			
23/11/2023	A review of the effectiveness of Scrutiny Committee	8. The TOPIC forms used to establish items on the work programme should be focused more on outcomes sought and what evidence, witnesses and data is desired to support a review by Scrutiny	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	9. TOPIC forms should be circulated to members ahead of consideration of each item and members should be expected to feedback on what evidence they would wish to see; key witnesses they expect to be present; what lines of enquiry they may wish to explore, and what areas should be covered in the report	N/A	In progress	

## Scrutiny committee recommendation tracker 2023-24

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23/11/2023	A review of the effectiveness of Scrutiny Committee	10. For the review of the constitution being undertaken to look at how meetings of the whole council can focus most on matters which the Council has most influence on	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	12. When recommendations are made to Cabinet, there should be a report back to the Scrutiny Committee on which recommendations were agreed, and which were disagreed (and why)	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	13. The Chair should attend Cabinet to present the scrutiny recommendations. If the Chair is unable to attend, a volunteer should be sought from the scrutiny committee to attend in their place and present the findings	N/A	In progress	

## Scrutiny committee recommendation tracker 2023-24

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23/11/2023	A review of the effectiveness of Scrutiny Committee	14. If Cabinet members have concerns with the scrutiny recommendations, they should ideally raise these at the meeting at which the recommendation was raised, and if that is not feasible, to raise them with the scrutiny committee as early as possible.	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	15. Where the Cabinet significantly disagrees with the Scrutiny Committee, the cabinet member will be asked back to the scrutiny committee to explain why that was the case	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	16. To review ways to promote the outcomes of the scrutiny committee and the benefits of scrutiny work done	N/A	In progress	
23/11/2023	A review of the effectiveness	17. To work with the communications team to	N/A	In progress	

## Scrutiny committee recommendation tracker 2023-24

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	of Scrutiny Committee	look at ways to encourage feedback and input from members of the public ahead of each scrutiny item			
23/11/2023	A review of the effectiveness of Scrutiny Committee	18. The Chair of the Scrutiny Committee to do a circular to all members following each scrutiny committee summarising what happened and the outcomes, to be shared on e-councillor	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	19. The Council should consider whether there are sufficient resources to justify the appointment of a scrutiny officer to support the work programme development and the consideration of items on the work programme, such as scheduling and briefing witnesses to attend	N/A	In progress	

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Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
23/11/2023	A review of the effectiveness of Scrutiny Committee	20. Review opportunities of the Scrutiny Committee to get out and about in the community and broaden how it undertakes its work	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	21. Look at changing the approach to the work programme setting, for example a quarterly more formal review	N/A	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	22. To undertake a 6 monthly check-in how the recommendations have progressed	N/A	In progress	Recommendations agreed at November meeting
23/11/2023	A review of the effectiveness of Scrutiny Committee	23. For joint training with cabinet and scrutiny committee to take place.	N/A	In progress	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	a) That scrutiny committee follow up on the recommendations on a regular basis and adapt them as new concepts and technologies are introduced.	N/A	In progress	

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23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	a) Recognise its key roles in essential decarbonisation, combatting fuel poverty and health and economic development, add retrofitting as a core and central theme to the new Corporate Plan.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	b) Develop a state of evidenced readiness for future funding to allow quality funding applications to be submitted efficiently for all available funding opportunities.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	c) Allocate sufficient resource to reach this state of readiness, enabling the council to plan strategically and to effectively manage projects, particularly in the housing team. Writing quality bids, planning strategically and managing the	Deferred to February cabinet	TBC	



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		projects will take significant additional resource.			
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	d) Agree to monitor the effectiveness of the housing team restructure to ensure that the team includes the necessary skills and capacity to deliver retrofitting. Similarly, review the capacity of key support services in other teams within the council – e.g. procurement – to ensure an understanding and culture of retrofit.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	e) Offer ongoing training and advice, including site visits, to all councillors and staff in relation to retrofitting so that they can be a conduit for information to residents.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and Finish Group:	f) Aspire and plan to deliver retrofit services through its own	Deferred to February cabinet	TBC	

## Scrutiny committee recommendation tracker 2023-24

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	Warm, low bills, no carbon: a plan for Norwich's council homes	companies. Long term, contracts need to be written with this possibility in mind, and development and business planning undertaken to support this as an income stream. This entails exploring opportunities for new builds in collaboration with Lion Homes, assessing the feasibility and ambition for Lion Homes to offer retrofit services, and consequently identifying the necessary support the company will require for successful implementation.			
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan	g) Examine Norwich City Services Limited (NCSL) opportunities and ambition for income generation related to retrofit, and develop an	Deferred to February cabinet	TBC	

## Scrutiny committee recommendation tracker 2023-24

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	for Norwich's council homes	early stage plan in readiness.			
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	h) Use the knowledge and experience of work already undertaken by Lion Homes to understand resident behaviours and identify the most effective way of communicating with residents around retrofit, as well as using research and experience from experts in this field.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	i) Develop a Retrofit Communications Plan and Engagement Strategy to share learning, best practice, and opportunities, and to ensure that local residents are well informed and engaged.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no	j) Play a leading role with its own estate, using public buildings and community centres as demonstrators to	Deferred to February cabinet	TBC	

## Scrutiny committee recommendation tracker 2023-24

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	carbon: a plan for Norwich's council homes	showcase and highlight the potential for retrofit whilst working with communities and community associations to help them unlock energy and carbon savings for community benefit.			
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	k) Consider reworking the HRA business plan in order to deliver retrofitting at pace.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	l) Consider implementing an internal carbon value, alongside Net Present Value (NPV) modelling, to assess and capture the carbon benefits and implications of retrofitting the council's housing stock.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and	m) Explore alternative funding, for instance	Deferred to February cabinet	TBC	

## Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	community municipal bonds and other mechanisms in line with previous scrutiny recommendations. A project should be developed to fund the retrofit of community spaces or similar, in the near future, to start to build understanding and public support.			
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	n) Work with private sector investors to utilise potential external funding opportunities, i.e. in large scale heat networks.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	o) Investigate the potential for additional funding and partnership working resulting from the forthcoming County Deal, as has been the case from Manchester	Deferred to February cabinet	TBC	

## Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
		and Leeds' respective devolution deals.			
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	p) Explore the concept of "comfort charges", following the lead of other local authorities' trials, as a potential source of additional funding.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	q) Ensure that any contract for delivering retrofit delivers social value too.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	r) Assess the existing skills provision and capacity in the local economy, in partnership with other local authorities.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and	s) Work with relevant partners, including trade	Deferred to February cabinet	TBC	

## Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	unions, to ensure equal opportunities for all, including skill development, job creation, and community involvement, in the council's retrofit initiatives.			
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	t) Work with planning officers to use the National Planning Policy Framework to develop local supplementary planning documents to promote and enable retrofit, and to respond to the Future Homes Standard consultation.	Deferred to February cabinet	TBC	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	u) Thank officers and external contributors for their significant work informing and writing this report.	Deferred to February cabinet	TBC	

## Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
07/12/2023	Equality Information 2024	1) That scrutiny committee consider the inclusion of a review of the equality action plan as part of its future work programme.	N/A	In progress	For the committee to consider when determining their work programme
07/12/2023	Equality Information 2024	That cabinet: 2) Include information on the performance of the RITAs against outcomes in the next EIR report;	Taken to 17 January 2024	TBC	
07/12/2023	Equality Information 2024	That cabinet: 3) Explore the potential of reporting the volume of customer contact resolved at the first point of contact; and	Taken to 17 January 2024	TBC	
07/12/2023	Equality Information 2024	That cabinet: 4) Investigate a process for evaluating the equality compliance of parks and outdoor spaces.	Taken to 17 January 2024	TBC	
07/12/2023	Consideration of Cabinet decision to award Exceptional Circumstances	To support the cabinet decision to award Exceptional Circumstances Relief (ECR) from the payment of the Community	N/A	Complete	Decision endorsed



## Scrutiny committee recommendation tracker 2023-24

Date	Item	Recommendation	Agreed by cabinet?	Status	Updates
	Relief (ECR) from the payment of the Community Infrastructure Levy (CIL) in respect of phases 1 and 2 of the redevelopment proposals at Anglia Square which received planning permission on 18 July 2023.	Infrastructure Levy (CIL) in respect of phases 1 and 2 of the redevelopment proposals at Anglia Square which received planning permission on 18 July 2023.			