



NORWICH City Council

Committee Name: Scrutiny

Committee Date: 21/03/2024

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

This is the last work programme report of the civic year 2023-24 and provides an opportunity for members to review the scrutiny recommendations tracker.

Recommendation:

That members review the scrutiny recommendations tracker.

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. The work programme for the year has ended. However, two items have been proposed for consideration in the new civic year, a review of the biodiversity strategy and a review of council consultations and communications. The review of the biodiversity strategy was scheduled for consideration in March but officers requested this be deferred to the new civic year. The review of consultations and communications was proposed by members of cabinet.
2. Members will be aware that the decision of what to place on the work programme is for the members of the scrutiny committee to make and members this year cannot place items on the work programme for next year and neither can cabinet.
3. To take the matter forward it is proposed to circulate these ideas for topics at the informal work programme setting meeting for the new scrutiny committee next year who will then decide if to select the topics for the work programme or not.
4. A further topic form has been proposed for consideration from a member, attached as appendix A, the member is aware that it is unable to be selected for consideration this year and it is suggested to take the same approach as above with this topic form.

Scrutiny Tracker

5. 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

6. 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.
7. 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

8. No specific legal implications of this report.

Statutory Considerations

Consideration	Details of any implications and proposed measures to address:
Equality and Diversity	None

Consideration	Details of any implications and proposed measures to address:
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

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

Reasons for the decision/recommendation

10. 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 form on statutory repair and maintenance liabilities
Appendix B - Scrutiny recommendations tracker

Contact Officer:

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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: Statutory repair and maintenance liabilities are being met at all times. (Housing premises)

BRIEF SCOPE: To ensure the proposed internal housing Property Services structure and the NCSL resource meets the landlords repair and maintenance liability

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
<p>TIME Is this the right time to review the issue?</p>	<p>Robust procedures are required to be in place at ALL TIMES to manage developing health and safety risk in NCC managed housing properties. Refer to Building Safety Act 2022 <i>for fire & structure</i> and the Social Housing (Regulation) Act 2023 <i>for damp & mould</i>.</p> <p>The service to end users has demonstrably worsened during the reorganisation to 'improve' the service.</p>	<p>Plan, Do, Check, Act Adequate procurement of suitable & sufficiently competent* contractors / operatives need to be procured by competent people. QI / Clerk of Works inspections need to be carried out by competent employees. Reports issued requiring deficiencies are corrected before monies are released. (* organisational, management and individual competence in terms of Skills, Knowledge, Experience & Behaviour)</p>

<p>OBJECTIVE What would be the objective of scrutiny? How do you feel scrutiny could make a difference?</p>	<p>To ensure the housing repairs and maintenance service is fit for purpose, meets the customers expectations and demonstrates value for money. Ensure procedures are robust enough so as not to expose any resident of council dwellings at any avoidable risk of harm or ill health as a result of poor performance with the councils repair and maintenance liabilities</p>	<p>Additional KPI's introduced which must be met prior to payment of invoices for works.</p>
<p>PERFORMANCE Can performance in this area be improved by scrutiny input?</p>	<p>The options are to scrutinise internally to identify the reported weakness in the service provision, and take appropriate action from reported findings, or risk intervention by an enforcing authority when weaknesses are identified by others.</p>	<p>Risk to reputation of NCC if housing repairs service is deficient to such an extent that occupants health / safety is unnecessarily put at risk.</p>
<p>PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?</p>	<p>Residents of the social housing stock are provided with a home that meets the existing and new statutory legislative requirements. The health, safety & welfare of residents is the primary priority of the council.</p>	
<p>CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?</p>	<p>Protects the council from reputational damage and scrutiny from external organisations should issues materialise as a result of poor / inadequate performance</p>	

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Practical Considerations:

<p>Undertaking the review</p> <p>Have you got any thoughts about how the scrutiny committee could undertake their review?</p>	<p>Undertake a Cost v Benefit review from April 2022, or when the 'Repairs Improvement Consultants' were appointed at NCSL. Review KPI data and any other information presented by officers in terms of the performance of the repairs service.</p>
<p>Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?</p>	<p>Professionally competent persons from the East of England Local Government Marketplace to carry out an external review.</p>
<p>Do you believe consultation with particular groups would be helpful to support the review?</p>	<p>Tenants (KPI's), existing operatives, NCC staff</p>
<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>Page 97, Para.18 of the Agenda document pack for the Cabinet Meeting of the 7th February 2024 states that 'outstanding backlog repairs were successfully completed by 3rd party contractors'. If this is the case then why is NCC in dispute with this 3rd party contractor? Focus on what has gone wrong here.</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>	<p>Some initial conversations have been had regarding this issue and many questions around the same area have been asked in council meetings, but answers have not been particularly helpful, prompting this topic form.</p>

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

Thank you.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	That the council decision in February 2007 to discontinue Waste Amnesty collections in areas of highest fly-tipping incidence is reviewed	In progress	<p>Details contained within cabinet report: "9. These implications can be mitigated in a number of ways, primarily as follows</p> <p>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"</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 March 2024</p>

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	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.	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 March 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	Pre Covid enforcement arrangements for fly-tipping are re-established, and expanded to include the use of CCTV	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" 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 March 2024
14/07/2022	Report from the Communal bins and fly-	Arrangements for engaging with residents with regards to fly-tipping are reviewed and improved, including	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,

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	tipping task and finish group	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.		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 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" 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 March 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	Local facilities for upcycling and reuse of unwanted items are considered in partnership with the County Council as Waste Disposal Authority	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 March 2024

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	The service considers the use of an app for reporting fly-tipping	In progress	Details from cabinet report: "This recommendation would be considered best practice" 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 March 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	Agree a timeline is set to an action plan with Key Performance Indicators being considered at the annual refresh of the corporate plan	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 March 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	Ask group leaders to write to Government to ask for cuts to local government to be reversed; and	In progress	Letters currently being looked at by group leaders
20/07/2023	Review of the impact of the Elections Act 2022, particularly	1) As part of a future council consultation process, investigate sources of funding to trial and potentially Commission demographically	In progress	No action due to development of the new corporate plan through which we will be working in a more iterative collaborative way with our communities.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	that relating to Voter ID on Norwich City Council Elections in 2023	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	4) Promoting the Voter Authority Certificate and Proof of Age passes as an avenue for securing voter ID and engage with local communities to raise awareness;	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 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;	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.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
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 alternative social media channels;	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.
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;	In progress	Communications plan for forthcoming elections being created which will include information on how Norwich City Council is intending to provide information regarding postal voting. All existing electors that are currently set up to vote in polling stations have been written to with full details of what photographic ID is acceptable in polling stations. They have also been given the means to set up a postal vote or alternative ID if required
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to	We will examine the need to update the website in consultation with representative organisations to ensure it is inclusive alongside	In progress	Ongoing, with the EDI action plan in development

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	Norwich and overcoming obstacles to their smooth integration	the production of the EDI Development Plan.		
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To build on our City of Sanctuary status and remain committed in the medium-term to becoming an accredited Council of Sanctuary through cross-team working to ensure our services meet the necessary criteria.	In progress	We have submitted our application to become a non-awarded member the City of Sanctuary local authority network and commit to working towards becoming a council of sanctuary in the medium term. We have established a working group of officers across the organisation to look at what is required for our services to meet the necessary criteria.
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To recognise the critical importance of delivering equality for all our residents through our EDI Strategy and Development Plan, including asylum seekers and refugees.	In progress	Ongoing, with the EDI action plan in development

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To collate information relating to free activities taking part at our community centres for sending to representative organisations. To support community associations to apply for grant funds to support their charitable objectives as and when they become available.	In progress	<p>We are using lumi (www.lumi.org.uk) as a place to collate details of activities, and users can filter by free activities. This site can also be used with Google translate to make it more accessible.</p> <p>We will always support community associations to apply for grant funds if requested. As associations are mostly volunteer-run charities in their own right and with a range of charitable objectives, securing funding for free activities is not always a priority.</p> <p>We undertook a participatory exercise with a number of VCSE organisations working with refugees and asylum seekers to establish the top priorities for supporting these communities. Following this and a grant process we awarded £131k from the asylum dispersal grant to 11 VCSE organisations working in the city. This includes a range of support and integration including some free activities.</p>
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	We will examine the need to update the website in consultation with representative organisations to ensure it is inclusive alongside the production of the EDI Development Plan.	In progress	Ongoing, with the EDI action plan in development

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To ensure communications with residents (benefits letters etc) are as accessible as possible within the constraints of what we are legally obliged to incorporate.	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To collate information relating to free activities taking part at our community centres for sending to representative organisations. To support community associations to apply for grant funds to support their charitable objectives as and when they become available.	In progress	<p>We are using lumi (www.lumi.org.uk) as a place to collate details of activities, and users can filter by free activities. This site can also be used with Google translate to make it more accessible.</p> <p>We will always support community associations to apply for grant funds if requested. As associations are mostly volunteer-run charities in their own right and with a range of charitable objectives, securing funding for free activities is not always a priority.</p> <p>We undertook a participatory exercise with a number of VCSE organisations working with refugees and asylum seekers to establish the top priorities for supporting these communities. Following this and a grant process we awarded £131k from the asylum dispersal grant to 11 VCSE organisations working in the city. This includes a range of support and integration including some free activities.</p>

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To fund a two year specialist housing officer role in Home Options to work with asylum seekers and refugees.	In progress	The post is now in place and is fully engaged with the third sector attending meetings and events.
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;	In progress	We have recently recruited to 3 vacant positions and the team is now fully staffed. Once fully trained this will give scope to adjust our approach to provide a more visible presence eg at community events for a proactive approach. We continue to review budgetary requirements, particularly in view of the increased need to take cases via court and the resource required for this.
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;	In progress	We have delivered a session with early help hub partners, and identified other partners that may benefit from delivery of our presentation. Work is ongoing to schedule sessions
21/09/2023	Review of how the council	5) Consider whether the resources for the safer neighbourhood scheme can be	In progress	This is currently being reviewed and report back in due course

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	addresses anti-social behaviour	increased given the successful outcomes achieved from the scheme and consider the outcomes of the scheme;		
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;	In progress	Lessons learnt from the recent Town Close approach have indicated the need to have co-ordinated scheduling of enforcement action. However due to Court delays etc this will prove difficult for the foreseeable future. We will continue to balance the need for timely action with the benefits of a co-ordinated approach
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	In progress	Prevent training is under construction by Norfolk Safeguarding Adults Board. When complete we will adapt this for Councillors
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	In progress	On action plan for 24/25
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	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
		programme, recommendations and any areas of concern		
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	In progress	
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.	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	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	In progress	
23/11/2023	A review of the	6. The Committee should have a mission statement in	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	effectiveness of Scrutiny Committee	the constitution explaining its purpose and role		
23/11/2023	A review of the effectiveness of Scrutiny Committee	7. Each item on the work programme should be supported by a clear intention as to what outcomes are being sought from the review.	In progress	
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	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	In progress	
23/11/2023	A review of the	10. For the review of the constitution being undertaken	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	effectiveness of Scrutiny Committee	to look at how meetings of the whole council can focus most on matters which the Council has most influence on		
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)	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	In progress	
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	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
		committee as early as possible.		
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	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	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	17. To work with the communications team to look at ways to encourage feedback and input from members of the public ahead of each scrutiny item	In progress	
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	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
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	In progress	
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	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	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	In progress	Recommendations agreed at November meeting
23/11/2023	A review of the effectiveness	23. For joint training with cabinet and scrutiny committee to take place.	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	of Scrutiny Committee			
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.	In progress	Will follow up on tracker actions but committee will need to consider whether to add this as a future action
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	To ask officers to ensure that training on retrofitting appropriate to staff roles is offered and; To arrange training for councillors on signposting to existing schemes and support.	In progress	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a	To ask officers to include a Retrofit Communications Plan and Engagement Strategy to share learning, best practice, and opportunities, and to ensure that local residents are	In progress	These provisions are included in the evolving citywide climate action strategy and plan, which is programmed for full public engagement in Nov 2024

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	plan for Norwich's council homes	well informed and engaged as part of the Citywide Climate Action Strategy.		
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	To continue to seek to play a leading role in terms of retrofitting within the council's estate within the context of the resources and funding available.	In progress	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	To ask officers to explore 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	In progress	
23/11/2023	Retrofitting Task and Finish Group: Warm, low	To explore launching a municipal loan scheme to fund retrofitting measures.	In progress	These provisions are included in the evolving citywide climate action strategy and plan, which is programmed for full public engagement in Nov 2024

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	bills, no carbon: a plan for Norwich's council homes	To explore if extra sources of funding for retrofitting of community spaces can be obtained.		
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	To ask officers to continue working with private sector investors to utilise potential external funding opportunities, i.e. in large scale heat networks.	In progress	Investors are currently being actively engaged by a cross directorate team
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	To continue to work with planning officers to use the National Planning Policy Framework to develop local supplementary planning documents to promote and enable retrofit.	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	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.	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;	In progress	Noted – will feature in the next EIR due January 2025.
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	In progress	This and other measures will be explored as part the development of the new performance framework.
07/12/2023	Equality Information 2024	That cabinet: 4) Investigate a process for evaluating the equality compliance of parks and outdoor spaces.	In progress	
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	1)in principle to remove the requirement to register to access Get Talking Norwich with the caveat that certain consultations may have to be exempted as anonymised responses could bias the outcome. If required agreed to simplify the process;	In progress	Noted – will be taken account of in the next budget consultation.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
		2) add the demographic profiling into the main consultation questions		
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	agree that consultations should include a clear statement of intent and what the scope of influence is;	In progress	Noted – will be taken account of in the next budget consultation.
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	provide feedback on consultations on Get Talking Norwich	In progress	
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	avoid leading questions with the caveat that consultations such as that on the budget require a choice to be made in terms of what the priorities are, in these cases to agree to the use of a scale of agreement where appropriate;	In progress	Noted – will be taken account of in the next budget consultation.
01/02/2024	The council's provisional 2024 -2025	agree where resources allow that in person engagement be considered as a form of	In progress	Noted – will be taken account of in the next budget consultation.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	budget and medium term financial strategy	mitigation against digital exclusion and literacy rates;		
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	ask officers to consider the feasibility of using a more deliberative process to increase participation in the decision making process and to investigate if other methods achieve the same aim;	In progress	Noted – will be taken account of in the next budget consultation.
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	ask officers to arrange a member briefing on the Future Shape Norwich project	In progress	
29/02/2024	Corporate Plan 2024-2025	1) involve scrutiny committee in the development of the business planning process for the Corporate Plan and the associated corporate performance framework;	In progress	
29/02/2024	Corporate Plan 2024-2025	2) explore ways to involve more young people in the Corporate Plan consultation;	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
29/02/2024	Corporate Plan 2024-2025	3) ensure that the Corporate Plan commits to continue to provide provision of access to services for those individuals who do not have digital knowledge or access;	In progress	
29/02/2024	Corporate Plan 2024-2025	4) consider exploring ways to better capture demographic data where appropriate without deterring people from responding; and	In progress	
29/02/2024	Corporate Plan 2024-2025	5) add a section to the Corporate Plan that the council will continue to provide face to face contact to those that most need it.	In progress	