

Committee Name: Council

Committee Date: 29/06/2021

Report Title: Annual report of the scrutiny committee.

Report from:	eport from: Cllr Wright, Chair of the scrutiny committee	
Wards:	All Wards	
OPEN PUBLIC	 TEM	

Purpose

This annual review reports on the work and progress that has been made by the scrutiny committee for the period 2020-21.

The council's constitution (overview and scrutiny committee) states that the scrutiny committee will report annually to the council on its workings and make recommendations for future work programmes and amended working methods if appropriate.

Recommendation:

It is recommended that council approve the annual report of the scrutiny committee.

Policy Framework

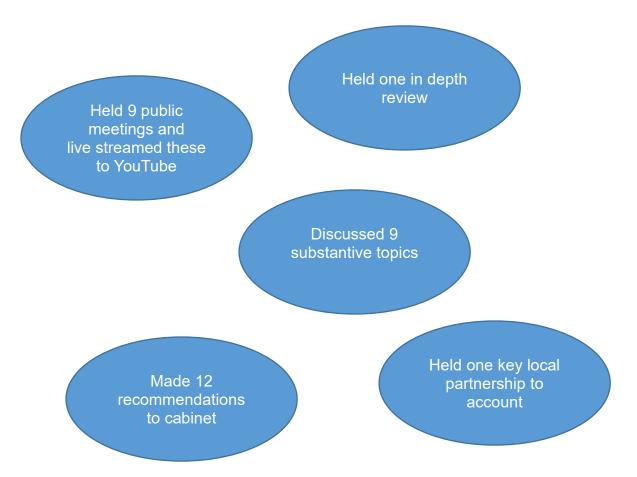
The Council has three corporate priorities, which are:

- People living well
- Great neighbourhoods, housing and environment
- Inclusive economy

This report meets all the corporate priorities.

Report Details

 In a year of unprecendented change the scrutiny committee have adapted their work programme to focus on the affects of the COVID-19 pandemic. The committee have utlisied technology to meet virtually in order to ensure all members are able to contribute to discussions that ultimately benefit local residents. In this civic year the scrutiny committee at norwich city council have;



Annual review of the scrutiny committee 2020/21 - Chair's forward

2. I would like to begin by thanking all those who have been involved with the scrutiny process during this unprecedented year, particularly those officers who have subsequently left the council.

The committee members and officers rose well to the challenges of conducting our meetings during the pandemic; making use of technology and new ways of working to allow the committee to continue its work.

The broadcast of meetings via YouTube gave members of the public an opportunity to watch our proceedings at a time / place that suited them, and also allowed the committee to invite expert speakers to give evidence without having to give consideration to transport constraints.

Much of the work undertaken by the committee this year was framed in the context of COVID-19, with the committee providing scrutiny for the COVID-19 recovery report, a report into enhancing community development following COVID-19, the citizen participation blueprint, and maximising opportunities to achieve zero rough sleeping following COVID-19.

We were indebted to Matt Downie from Crisis, and Caroline Alliwell, formally of Shelter and CAB, who were able to join us to provide their insight and answer questions on the zero rough sleeping item.

The Local Anglia Enterprise Partnership (LEP) had been due to meet with us in March, and we were delighted that Chris Starkie and Lisa Roberts were finally able to join us at the September meeting to answer questions about the work of the LEP. Cllr Waters was also in attendance to comment from his perspective.

Groups of councillors also serve on select committees outside of the main scrutiny meeting, and the findings of the growth of short term lettings of homes report was presented to the committee in September. It had been hoped to gain comment on this piece of work from both of the city's MPs, but sadly neither was able to provide any comment.

Throughout the year, the committee has looked at various standing items that feed into the transformation and budget setting process, with members making recommendations to cabinet that help shape and strengthen the work of the council.

The new scrutiny tracker has been helpful in keeping track of the outcomes of the recommendations by committee. This is particularly useful in keeping track of which recommendations are positively adopted by cabinet.

I commend this annual review and hope that members feel able to adopt it.

Working style of the scrutiny committee and a protocol for those attending scrutiny

- a) All scrutiny committee meetings will be carried out in a spirit of mutual trust and respect
- b) Members of the scrutiny committee will not be subject to whipping arrangements by party groups
- c) Scrutiny committee members will work together and will attempt to achieve evidence based consensus and recommendations
- d) Members of the committee will take the lead in the selection of topics for scrutiny
- e) The scrutiny committee operates as a critical friend and offers constructive challenge to decision makers to support improved outcomes
- f) Invited attendees will be advised of the time, date and location of the meeting to which they are invited to give evidence
- g) The invited attendee will be made aware of the reasons for the invitation and of any documents and information that the committee wish them to provide
- h) Reasonable notice will be given to the invited attendee of **all** of the committees requirements so that these can be provided for in full at the earliest opportunity (there should be no nasty surprises at committee)
- i) Whenever possible it is expected that members of the scrutiny committee will share and plan questioning with the rest of the committee in advance of the meeting
- j) The invited attendee will be provided with copies of **all relevant** reports, papers and background information
- k) Practical arrangements, such as facilities for presentations will be in place. The layout of the meeting room will be appropriate
- I) The chair of the committee will introduce themselves to the invited attendee before evidence is given and; all those attending will be treated with courtesy and respect. The chair of the committee will make sure that all questions put to the witness are made in a clear and orderly manner.

3. Membership of the scrutiny committee

Councillors;
Wright (chair)
Ryan (vice chair)
Carlo
Fulton-McAlister
Giles
Grahame
Manning
McCartney-Gray
Oliver
Osborn
Sands (S)
Sarmezey
Thomas (Vi)
Other non-executive members also attended as substitute members as and when

Other non-executive members also attended as substitute members as and when required. The scrutiny committee is politically balanced and is made up of councillors from the political parties of the council. Only non-cabinet members can be on the committee and this allows those councillors to have an active role in the council's decision making process.

What is scrutiny?

- 4. The Local Government Act 2000 introduced a structure within Local Government for decision-making and accountability and created a separation between the cabinet role and the non-executive member role.
- 5. Moving forward, subsequent acts of parliament have come in to extend the remit of scrutiny along with its statutory responsibilities. For example, local government scrutiny committees can now look at the work of partner organisations as well. The Local Government and Public Involvement in Health Act 2007 enabled local authorities to scrutinise other partners and agencies. This, along with other legislation relating to scrutiny powers has now been consolidated in the Localism Act 2011.
- The cabinet proposes and implements policies and the non-executive members review policies and scrutinise decisions or pre scrutinise proposed decisions of the cabinet.
- 7. The committee sets its own work programme via suggestions from councillors, the cabinet and council, or from other issues of public interest. Any scrutiny topic that is undertaken needs to add value, and in considering suggestions for scrutiny the committee will ascertain the reasons why the matter would benefit from scrutiny, and what outcomes might be generated from inclusion to the work programme or other scrutiny activity.
- 8. The scrutiny committee assists non-executive and cabinet members in accordance with the Act by:
 - a) Acting as a critical friend by challenging performance and helping improve services
 - b) Ensuring policies are working as intended and, where there are gaps help develop policy
 - c) Bringing a wide perspective, from the city's residents and stakeholders and examining broader issues affecting local communities
 - d) Acting as a consultative body
- 9. In carrying out its role, the scrutiny committee can request written information and ask questions of those who make decisions. The committee is also enabled to comment and make recommendations to decision makers. These decision makers include cabinet, partners and other statutory organisations. Successful scrutiny is collaboration between the scrutiny committee, the cabinet, residents, partners and the officers of the council.

Principles of effective scrutiny

- 10. The Centre for Public Scrutiny (www.cfps.org.uk) has produced a guide to effective public scrutiny, which provides four Principles of Effective Scrutiny:
 - a) Critical friendship to decision-makers
 - b) Engaging the public and enabling the voice of the public and communities to be heard in the process
 - c) Owning the process and work programme with non-cabinet members driving the scrutiny process
 - d) Making an impact through continuously looking for improvements in public service delivery
- 11. For this to happen the scrutiny committee and the processes that support it must be independent, robust and challenging. This is because scrutiny works best when it is part of a positive culture that supports and promotes the scrutiny process. The way in which the scrutiny process has the ability to engage with and involve the council's residents and service users can be a way to ensure that reviews take on the views of local communities.
- 12. The effectiveness of scrutiny is balanced on the need to ensure that any purpose and benefits it can provide are clearly understood. The following questions for reviewing the effectiveness of a scrutiny function could ask:
 - a) Is it effectively holding decision-makers to account?
 - b) Is it helping to improve services?
 - c) Is it building links between the council, its partners and the community?
 - d) Is it helping to improve the quality of life for local people?
 - e) Is it adding value?
- 13. In addition to the above questions; there should be a continued recognition from both officers and members of the value of effective challenge in helping towards continuous improvement. As Norwich City Council has continuously strived to achieve, the friendly challenge of the scrutiny committee to decision makers needs to not only be informed by ward members but also evidenced by the experiences encountered of service users and residents.

Setting the work programme for the year

- 14. At the July 2020 meeting of the scrutiny committee members discussed and agreed the work programme; the outcomes of which are detailed in this report.
- 15. Standing items each meeting include:
 - a) Public questions/petitions
 - b) Declarations of interest
 - c) Approval of minutes from previous meeting
 - d) Scrutiny work programme (giving members the opportunity to add or remove items from the work programme if they wish).
 - e) Updates from members of the Norfolk health Overview and Scrutiny Committee and the Norfolk Countywide Community Safety Partnership Scrutiny subpanel.
- 16. Standard items annually include:
 - a) Draft corporate plan
 - b) Pre-scrutiny of the proposed budget
 - c) Annual review of the scrutiny committee
- 17. The agenda papers and minutes of the committee meetings can be found on the council's web-site: https://cmis.city.norwich.gov.uk/cmis_live/Committees/tabid/62/ctl/ViewCMIS CommitteeDetails/mid/381/id/4/Default.aspx

Training

18. There has been no formal scrutiny training made available to members in this civic year. The committee took part in a training session delivered by the Local Government Association on 18 July 2019.

Overview of the year

19. There were a total of eight scrutiny meetings were held last year. New for this civic year has been the introduction of a scrutiny recommendations tracker – one document which lists the resolutions made at each meeting of scrutiny and the actions taken as a result. This has received positive feedback from members, including; the layout is easy to read, it is easy to see at a glance what has happened as a result of the recommendation and it is practical as the one document brings together the recommendations in one place

Recommendations tracker civic year 2020/21

(Completed items are shaded)

4 February 2021 Budget		
to add pre-scrutiny of the Procurement Strategy to the scrutiny committee work programme 2020-21	On scrutiny agenda for 18 March.	
 to ask cabinet to ask the council's treasury management advisors to research and investi- gate the addition of 'social value' as a fourth cri- teria of the treasury management investment policies. 		
21 January 2021		
Corporate Plan performance framewor	k 2021-22	
 To prepare a schedule of removed KPIs to in- clude the rationale for removal and where the data can be found. 	Strategy team to take forward	
 under the 'people living well' priority to ask cab- inet to consider including; 	Strategy team to take forward	
 a) a metric around satisfaction with estates management; and b) response times to antisocial behavior complaints. 		
under the 'great neighbourhoods, housing and environment' priority to ask cabinet to consider including a metric on the number of council houses approved for construction, built and ret- rofitted to a high environmental standard.	Strategy team to take forward	

•	Under the 'inclusive economy' priority to ask cabinet to consider including metrics to measure;	Strategy team to take forward	
	a) the percentage of not for profit organisations that receive discretionary business rates relief		
	b) council owned shop occupancy rates; andc) Norwich market occupancy rates.		
•	Under the 'healthy organisation' priority to ask cabinet to consider including metrics on staff welfare levels such as attendance statistics.	Strategy team to take forward	
	17 December 2020		
	Scrutiny committee work programme		
•	note the scrutiny committee work programme 2020-21.	completed	
•	agree in principle to add the insourcing of the Joint Ventures to the work programme, subject to a scope being considered at the January meeting of the scrutiny committee.	on scrutiny agenda for 21 January	
	17 December 2020		
	Draft equality information rep		
•	note the draft equalities information report.	completed	
•	ask for a member's briefing to be arranged on the council's approach to working as an anchor institution in the city.	Democratic services to take forward	
	17 December 2020		
	Norfolk health and overview scrutiny committee		
•	note the update of the NHOSC representative.	completed	
•	to ask the representative on NHOSC if there was any evaluation of how smooth the handover of service for patients being treated for ear clearance from the hospital to the community was, especially with regard to patient follow-up.	Cllr McCartney-Gray to take forward. Response received.	
	19 November 2020		
Opportunities to achieve zero rough sleeping post COVID-19			
ask ca	abinet to:	Taken to cabinet on 16 December 2020,	
•	look at how the council communicates the risk of becoming intentionally homeless to tenants, to clarify that the council is giving information and to reduce the perception of threat.	response; In response to the recommendations on rough sleeping the deputy leader and	
•	provide a demographic of those who have received such communications to the scrutiny committee members.	cabinet member for social housing said she would look with the department to provide	

- review council policies around intentional homelessness.
- ask the housing partnerships officer to provide online training to members on approaching people on the street and how to give advice.
- support landlords in how to deal with tenants who will have change in circumstances over the coming months.
- contacting tenants who the council had previously contacted with improvement notices and also use rogue landlord databases as an exercise in early intervention.
- work with county and advice agencies to map where to refer people who need early intervention services.
- lobby central government for increased funding.
- to thank officers for their work in this area and to acknowledge the good work the council is undertaking regarding tackling homelessness

19 November 2020 New Anglia Local Enterprise partnership recommendations

- that the Leader of the Council requests from the LEP a clear plan and commitments for how they are going to meet the minimum target of reducing emissions by 13% year on year.
- ask cabinet through the scrutiny committee or CEEEP as appropriate to consider investment opportunities within Norwich that would generate the best results in reducing emissions and providing community benefit, so that these can be fed into the new Norfolk & Suffolk Investment Plan.
- the LEP written answers refer to "Developing a dedicated vehicle for generating local energy in a way which benefits communities, and consider where targeted pilots could help us explore initiatives and learn from other leading areas/schemes". The council is due a report on solar financing from the cabinet member for safe and sustainable city environment, therefore the committee proposes that the cabinet

the information requested where possible and noted that members were to receive training on working with individuals experiencing homelessness in January.

RESOLVED to note the recommendations made at the meeting of scrutiny.

completed

Taken to cabinet on 16
December 2020,
response;
The leader noted that a
number of the
recommendations from
the report were
questions and some had
been asked before.

RESOLVED to note the recommendations made at the meeting of scrutiny.

member meets with local community energy groups and the LEP to discuss a pilot in Norwich

- ask cabinet to promote grants from the LEP by including details in communication with businesses when sending out business rates letters.
- as the LEP to provide information on the self employed grant scheme and lobby government to provide more targeted support for those who are self employed.
- LEP has details of its grants programmes on the website, but it's not clear what the impact of these is. Therefore the committee asks for a report on benefits delivered: impact on social mobility and local jobs
- ask the Leader of the Council to push for unions to represented on the LEP board.
- ask the leader of the council as the council's representative on the LEP to ask that it considers:
- including clean growth and protection/enhancement biodiversity as key criteria for project applications.
- regularly assessing the net impact of its activities (policies/programmes/funding) on carbon emissions and extent to which the LEP is meeting legal targets.
- review its strategic approach to transport planning which is currently dominated by major road building schemes and to bring its policies and funding contributions into line with net zero carbon target.
- assist WildEast in helping to meet its goal of dedicating 20% of all land in East Anglia to biodiversity by 2030.
- build on the goodwill and acknowledgement of climate emergency to press for carbon accounting. Chris Starkie acknowledged that - not

enough was being done to meet the Climate Change Act's requirements. Small acts of carbon reduction need to be weighed against, and scaled up to exceed actual ongoing emissions and the first step is measurement. Tyndall report gives 13% annual reduction of Norwich emissions to meet targets in Climate Change Act. This is an engine of economic renewal and offers genuine opportunities to the many in high carbon jobs who will need alternative employment. The sooner this transition is managed, the more manageable it will be.

- to recommend to the LEP that they lobby government for Universal Basic Income pilot scheme in Norwich to boost local demand.
- to push for meetings to be held in public in order to increase accountability, transparency, public awareness and trust.

15 October 2020 New Anglia Local Enterprise Partnership

 ask members to email the scrutiny liaison officer with any recommendations to be considered at the November meeting of the scrutiny committee. completed

15 October 2020 Norwich City Council response to enhancing community development following Covid-19

- ask the neighbourhood and community enabling manger to consider the following recommendations when developing the Citizen Participation Blueprint
- to draft a council / councillor / citizen compact with participation and transparency at its heart to improve interactions with residents and influence and shape council culture.
- ensure that issues are followed through, by looking at the most effective way of doing so for residents.
- ensuring that services are delivered to build and maintain trust with residents

to be included in the citizen participation blueprint and this document will ultimately be considered by cabinet next year.

 for ward councillors to have a better under- standing of internal council processes in ord to identify improvements through an all mer briefing and for this information to be made available to residents. 		
 make it clear to residents that councillors are first point of contact within the council and to highlight other contact means such as onling forms and the customer contact centre and investigate barriers to people contacting the council. 	o e to	
 ask cabinet to commission a piece of work to refresh the constitution so that it more accu- rately reflects the collaborative nature of the council, for example, in discussions with co- cillors to include a rationale on why a project can or cannot be taken forward. 	December 2020, response; un- RESOLVED to note the	
15 October 2020 Work programme		
 ask Councillor McCartney-Gray to take work safe drug consumption rooms to NHOSC for consideration, 	The state of the s	
 not take any select committees forward at the time 	nis	
 ask the chair to work with the strategy many to refine the scope for the item on social inc sion following Covid-19 for the December many ing. 	slu-	
17 September 2020 Work programme		
 note the inclusion of New Anglia LEP on the work programme for the October meeting; ask the scrutiny liaison officer to email members of the committee to gage interest in seing on select committees for fly-tipping and tisocial behaviour; 	1- rv-	

 ask the scrutiny liaison officer to review the topics voted on at the July meeting and make recommendations to the committee at its next meeting as to which topics to select.

17 September 2020 Short term lets

- thank the members of the short term lets select committee, Councillors Carlo, Giles, McCartney-Gray and Oliver, and the following officers: Emma Webster, scrutiny liaison officer Carole Jowett, revenues and benefits operations manager
- David Parkin, area development manager (inner), Adam Clark, strategy manager.
- submit the recommendations as set out in the report to cabinet for consideration at its meeting on 14 October:
- ask the chair to write to both Norwich MPs with a copy of the report to seek their views on the subject;
- ask the scrutiny liaison officer to draft a full response to the comments made by a member of the public to the scrutiny select committee for sign off by the select committee.

17 September 2020 LEP visit

- thank Chris Starkie and Lisa Roberts, of New Anglia Local Enterprise Partnership (LEP), and Councillor Alan Waters for attending the meeting and answering questions on the LEP;
- ask Lisa Roberts of the LEP to provide responses to questions 10, 12 -19, 22 and 23 (as set out in the appendix)
- consider the information received at this meeting, together with the responses to the outstanding questions at the next meeting of the committee, with a view to making recommendations to cabinet;
- ask members to promote the LEP's Job Support Programme to residents and local businesses.

all completed

all completed

16 July 2020 Work programme

At the September meeting of the scrutiny committee to

all completed

- receive a report from the select committee on short term lets and ask the scrutiny liaison officer to approach the LEP to attend the meeting to pick up the work that the committee was due to undertake in March 2020
 - ask the scrutiny liaison officer to add the following items to the scrutiny committee work programme
 - a) Sustainable and inclusive economy following the impact of Covid-19
 - b) Enhancing community development following the impact of Covid-19
 - c) Maximising opportunities to achieve zero rough sleeping following Covid-19
 - d) The social inclusion agenda following Covid-19

10 June 2020 COVID-19 Recovery report

- amending bullet point 2 under section 7, Climate change and the green economy' in the recovery themes and key actions summary on p31 of the report to reflect the recommendation of the Tyndall centre to reduce carbon emissions of Norwich by 13 % annually
- amending bullet point 4, under section 4 'business and the local economy' section, in the recovery themes and key actions summary on p30 of the report, from 'consider the opportunities to further promote sustainable travel in the city, building on the already well-advanced measures already in place' to 'consider the opportunities to further promote sustainable travel on whole route approaches, building on the already well-advanced measures already in place'
- lobbying the LGA and central government for all district councils to be given some of the

all recommendations taken to Cabinet on 10 June 2020; Response: Councillor Waters, leader of the council, thanked the scrutiny committee for its recommendations and said that they would be noted by cabinet and would form part of the thinking around future revisions to the blueprint as it evolved.

powers and financial resources that the Health and Safety Executive has, to allow the city council to enforce social distancing if employers are not complying.

- at section 8.4, include trade unions to the list of groups to be consulted on this document.
- redoubling efforts with Norfolk County Council to ensure social distancing measures around the city centre are in place as soon as possible.
- including further references to the impact of Covid-19 on the insurance industry regarding aviation, and families and young people, particularly in reference to education, including local universities.
- revising the Commercial Property Investment Strategy to reflect the changes in the economy due to Covid-19 and how this could drive a green economy.
- investigating the use of purchasing powers to undertake a retrofit programme on housing as a key part of driving the economic recovery.
- looking at alternative sources of income to carparks in the city.
- looking at the experience of other local authorities which are pursuing a circular economy to take advantage of the fact that Norwich has two recycling centres in development.

Joint scrutiny bodies

Norfolk county health overview and scrutiny committee

- 4. Norwich City Council has a scrutiny member representative who sits on the Norfolk County Health Overview and Scrutiny Committee (NHOSC) plus one substitute member. For the period 2020 2021 the member representative has been Councillor McCartney-Gray with Councillor Oliver being the substitute member.
- 5. The role of NHOSC is to look at the work of the clinical commissioning groups and National Health Service (NHS) trusts and the local area team of NHS England. It acts as a 'critical friend' by suggesting ways that health related services might be improved. It also looks at the way the health service interacts with social care services, the voluntary sector, independent providers and other county council services to jointly provide better health services to meet the diverse needs of Norfolk residents and improve their well-being.
- Please follow the link to the Norfolk County Council website for papers and minutes concerning the above: http://www.norfolk.gov.uk/index.htm and click on council and democracy then committee meeting dates, minutes, agendas and reports.

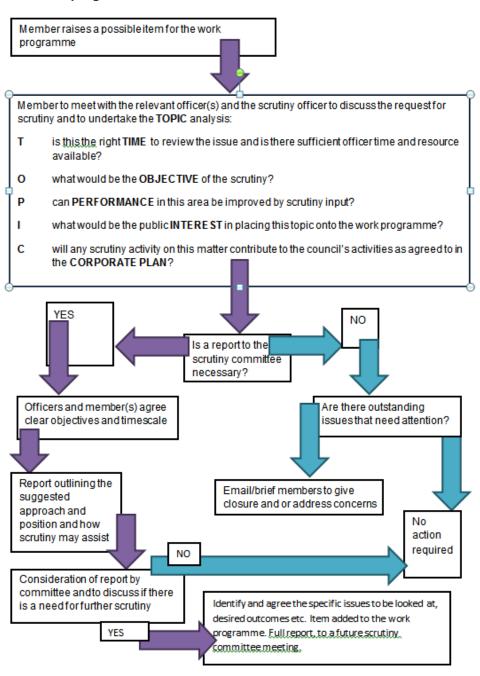
Norfolk countywide community safety partnership scrutiny sub panel

- 7. Norwich City Council has a scrutiny member representative who sits on the Norfolk Countywide Community Safety Partnership Scrutiny Sub Panel (NCCSPSSP) plus one substitute member. For the period 2020 2021 the member representative has been Councillor Giles and Cllr Sarmezey being the substitute member.
- 8. The role of the Norfolk countywide community safety partnership scrutiny sub panel is to:
 - Scrutinise the actions, decisions and priorities of the Norfolk Countywide Community Safety Crime and Disorder Partnership in respect of crime and disorder on behalf of the (County) community services overview and scrutiny panel
 - b) Scrutinise the priorities as set out in the annual countywide community safety partnership plan
 - c) Make any reports or recommendations to the countywide community safety partnership.
- 9. While the scrutiny sub panel has the duty of scrutinising the work of the Norfolk countywide community safety partnership the police and crime panel scrutinises the work of the police and crime commissioner. There is a protocol regarding the relationship of these two panels to encourage and exchange information and to co-operate towards the delivery of their respective responsibilities. The community safety partnership meets on a half yearly basis at county hall.

Guidance for placing items onto the scrutiny committee work programme

10. The guidance takes the form of a flow chart which outlines the process by which members and officers can discuss the merits of producing a report to the committee. Once a request for scrutiny has been received by the scrutiny officer; the process begins with a meeting between the member making the request, the scrutiny officer and the relevant responsible officer to discuss whether a report to the committee is necessary and justified while taking account of the TOPIC analysis.

Guidance flow chart for placing items onto the scrutiny committee work programme



Public involvement and getting in touch with scrutiny

- 11. Meetings of the scrutiny committee are usually as informal as possible and as well as scrutiny members, are attended by cabinet portfolio members, officers, partners and anyone else who can assist with the work and provide evidence for reviews.
- 12. Members of the public are also welcome to attend the scrutiny committee meetings and can participate at the discretion of the committee's chair. If you do wish to participate regarding an agenda item at a scrutiny meeting you are requested to contact the scrutiny liaison officer who will liaise with the chair of the committee. Any questions for the committee have to be received no later than 10am five days before the meeting. To contact the scrutiny liaison officer please e-mail emmawebster@norwich.gov.uk.
- 13. Members of the public can suggest a topic for scrutiny by submitting an online form available on the council's website. Please encourage your constituents to suggest topics in this way.

Consultation

14. Ward councillors, portfolio holders, the public or other stakeholders have not been consulted (statutorily or otherwise).

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 2019-22 and Budget. There are no proposals in this report that would reduce or increase resources

Legal

The council has a statutory duty to publish an annual report for scrutiny.

Statutory Considerations

Consideration:	Details of any implications and proposed measures to address:
Equality and Diversity	Neutral impact
Health, Social and Economic Impact	Neutral impact
Crime and Disorder	Neutral impact
Children and Adults Safeguarding	Neutral impact

Environmental Impact	Neutral impact

Risk Management

Risk	Consequence	Controls Required
Include operational, financial, compliance, security, legal, political or reputational risks to the council	n/a	n/a

Other Options Considered

No other options have been considered.

Reasons for the decision/recommendation

To fulfil the statutory obligation to publish an annual report for scrutiny.

Background papers: none.

Appendices:

Contact Officer:

Name: Emma Webster

Telephone number: 01603 989622

Email address: emmawebster@norwich.gov.uk