

### **Scrutiny committee**

**Date: Thursday, 16 December 2021**

**Time: 16:30**

**Venue: Council chamber, City Hall, St Peters Street, Norwich, NR2 1NH**

#### **All group pre-meeting briefing – 16:00 Council Chamber**

This is for members only and is not part of the formal scrutiny committee meeting which will follow at 16:30. The pre-meeting is an opportunity for the committee to make final preparations before the start of the formal meeting. The public will not be given access to the Council Chamber before 16:30.

#### **Committee members:**

##### **Councillors:**

Wright (Chair)  
Fulton-McAlister (M) (Vice-chair)  
Carlo  
Driver  
Everett  
Galvin  
Giles  
Huntley  
Manning  
Osborn  
Stutely  
Thomas (Va)  
Thomas (Vi)

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#### **Information for members of the public**

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

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

## Agenda

### Page nos

#### 1 Apologies

To receive apologies for absence.

#### 2 Declarations of interest

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

#### 3 Minutes

7 - 22

To approve the accuracy of the minutes of 12 and 18 November 2021.

#### 4 Verbal update from the Chair regarding the scrutiny conference held on 1 December 2021

**Purpose** - To receive a verbal update from the Chair of the committee regarding the national scrutiny conference held on 1 December 2021.

#### 5 Verbal update on the Norfolk Countywide Community Safety Partnership Scrutiny Sub Committee

**Purpose** - To receive an update from the Council's representative on the Norfolk Countywide Community Safety Partnership Scrutiny Sub Panel, Cllr Giles.

#### 6 Equality Information Report

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**Purpose** - To consider the council's draft statutory Equality Information report.

#### 7 Scrutiny work programme

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**Purpose** - To assist scrutiny committee members in setting the scrutiny committee work programme for 2021/22.

## **8 Exclusion of the public**

Consideration of exclusion of the public.

## **\*9 Exempt minute**

- This report is not for publication because it would disclose information relating to any individual as in para 1 of Schedule 12A to the Local Government Act 1972.
- This report is not for publication because it would disclose information relating to the financial or business affairs of any particular person (including the authority holding that information) as in para 3 of Schedule 12A to the Local Government Act 1972.

Date of publication: **Wednesday, 08 December 2021**

- T** is this, the right **TIME** to review the issue and is there sufficient officer time and resource available?
- O** what would be the **OBJECTIVE** of the scrutiny?
- P** can **PERFORMANCE** in this area be improved by scrutiny input?
- I** what would be the public **INTEREST** in placing this topic onto the work programme?
- C** will any scrutiny activity on this matter contribute to the council's activities as agreed to in the **CORPORATE PLAN**?

Once the TOPIC analysis has been undertaken, a joint decision should then be reached as to whether a report to the scrutiny committee is required. If it is decided that a report is not required, the issue will not be pursued any further. However, if there are outstanding issues, these could be picked up by agreeing that a briefing email to members be sent, or other appropriate action by the relevant officer.

If it is agreed that the scrutiny request topic should be explored further by the scrutiny committee a short report should be written for a future meeting of the scrutiny committee, to be taken under the standing work programme item, so that members are able to consider if they should place the item on to the work programme. This report should outline a suggested approach if the committee was minded to take on the topic and outline the purpose using the outcome of the consideration of the topic via the TOPIC analysis. Also the report should provide an overview of the current position with regard to the topic under consideration.

By using the flowchart, it is hoped that members and officers will be aided when giving consideration to whether or not the item should be added to the scrutiny committee work programme. This should help to ensure that the scope and purpose will be covered by any future report. The outcome of this should further assist the committee and the officers working with the committee to be able to produce informed outcomes that are credible, influential with SMART recommendations.

**Specific, Measurable, Attainable, Relevant and Time-bound**

## Scrutiny committee and a protocol for those attending meetings of the scrutiny committee

- All scrutiny committee meetings will be carried out in a spirit of mutual trust and respect
- Members of the scrutiny committee will not be subject to whipping arrangements by party groups
- Scrutiny committee members will work together and will attempt to achieve evidence based consensus and recommendations
- Members of the committee will take the lead in the selection of topics for scrutiny
- The scrutiny committee operates as a critical friend and offers constructive challenge to decision makers to support improved outcomes
- Invited attendees will be advised of the time, date and location of the meeting to which they are invited to give evidence
- 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
- 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)
- 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
- The invited attendee will be provided with copies of **all relevant** reports, papers and background information
- Practical arrangements, such as facilities for presentations will be in place. The layout of the meeting room will be appropriate
- 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





## **Extraordinary Scrutiny Committee**

**12:30 to 14:50**

**12 November 2021**

**Present:** Councillors Wright (chair), Carlo, Driver, Galvin, Giles, Haynes (Substitute for Councillor Osborn), Maxwell (substitute for Councillor Matthew Fulton-McAlister), Sands (M) (substitute for Councillor Manning) Stutely, Thomas (Va) and Thomas (Vi)

**Apologies:** Councillors Fulton-McAlister (M), Manning and Osborn.

**Also present:** Councillor Price

### **1. Declarations of interest**

There were no declarations of interest.

### **2. Health, safety and compliance in council homes**

The chair reminded members that any questions on the exempt appendix would be taken under that part of the meeting. The chair welcomed officers and Councillor Price as chair of the audit committee.

The executive director of community services presented the report. The report set out the council's position in relation to health safety and compliance, the findings of the housing regulator in relation to compliance and the plans in place to return the council to a position of full compliance. Sharon Page, communications manager, Vivian Knibbs, interim director of housing operations and David Gleeson, asset consultant were all introduced.

The chair asked for clarification on paragraph 9 of the report around the ownership of the companies. The executive director of community service said that the paragraph was correct and outlined the ownership of the companies. A second paragraph highlighted by the chair referred to contractual arrangements which were high level descriptions of responsibilities and service level agreements sitting below these.

A member said that it was important that the committee scrutinised this topic and that she had already asked for in depth scrutiny of the subject. The chair said that at its next scheduled meeting, the committee would discuss the work programme and the current discussion would inform a scope for piece of further scrutiny work. Councillor

Waters commented that the monitoring and progress of the compliance work built this in with a number of governance arrangements to report to cabinet. The scrutiny committee set its own work programme and may wish to have those cabinet reports coming to scrutiny.

In response to a question from a member, the chair confirmed that he had received a request from the leader of the council that the scrutiny committee would consider the report, and also a topic form on the subject from Councillor Galvin, and had worked with officers in the usual way to pick an appropriate date for the meeting.

The executive director of community services was invited to outline the report. She confirmed that following her appointment in April 2021, alongside a review of corporate governance initiated by the Chief Executive, she asked asset consultants to undertake a high level review of compliance management in council homes. She wanted a clear understanding of how the council was meeting its responsibilities in this area. The initial finding raised concerns around electrical and fire safety inspections. A series of meetings were held with NPS Norwich to get a baseline position and to identify actions that were needed which were prioritised on a risk basis. In July 2021, the council made the decision to self-refer to the Housing Regulator to consider whether it was in breach of the home standard. The consultants findings were concluded in October and a high level overview of these findings were included in the report. A health and safety compliance board had been established to oversee the compliance plan and the Housing Regulator had the level of assurance it needed to not take any further action against the council based on the plans submitted so far.

A member commented that the risk register at page 20 of the report started to lay out the most critical risks but the timescales for producing a full risk register were missing. The executive director of community services said that the project risk register was under development and it was anticipated that this would be ready as part of the December report to the Housing Regulator.

A member said that the council had taken responsibility and apologised to leaseholders but asked whether the council had done enough. The deputy leader and cabinet member for social housing said that once the issues had been found, she supported the executive director of community services in the decision to self-refer to the Housing Regulator. The council had taken great care in communicating with tenants and leaseholders in a number of ways with letters sent to each of them setting out the situation with contact details if they had any concerns and information in the TLC tenants magazine and on the council's website. There would be investment in computer systems and committed staff and senior officer driving improvements forward. Communication would be paramount throughout the process.

A member asked if the executive director of community services could explain more about the compliance board. She said that she was chair of the board and it was attended by the portfolio holder for housing and for resources, alongside the Chief Executive and the executive director of development and city services with other senior colleagues, such as the council's monitoring officer. The board would meet monthly to prepare a report for the regulator whilst providing the leadership to drive the plan forward with the right resources.

By way of a follow up question the chair asked how tenants and leaseholders would be involved in the improvement journey as they were not represented on the board. The deputy leader and cabinet member for social housing said that there was already a tenants improvement panel which met in its own right, that she attended. The executive director of community services said that she would also attend the next meeting to give an update and then would attend regularly throughout the process.

A member commented that the report showed the way forward but there was no information showing the responsibility for writing and checking contracts and checking that work had been carried out. She endorsed the suggestion of further scrutiny work as members needed to understand the context of the issues. The chief executive identified that he had placed emphasis on good governance across the council, including around major contracts. A new leadership team had been recruited and heads of services were reviewing contracts within their areas. Shareholder panels had been set up to oversee NRL and NCSL and heads of service were having regular meetings with the managing directors of those companies. A corporate health and safety board had also been set up to look at issues across the council with further training on contract management to ensure there was clarity across the organisation. He hoped that these points gave assurance as to the weight placed on the issue to health and safety.

The leader of the council said that a range of issues had already been addressed and the structures that the chief executive had outlined would provide the information needed. There would be regular reporting on the progress to ensure that the council had the resources it needed to reach 100% compliance within the timeframe set out in the report. There was a need to separate the safety of tenants from a historical exercise which would detract resources from the forward thinking work that needed to be done.

A member asked how the council would be working with the regulator to maintain compliance. The executive director of community services said that as soon as the council was aware of the issues, it self-referred so it was recognised that at that point, it did not have the full picture. The council was working with the regulator as details emerged and was setting out a plan for improvement. There would be monthly meetings with the regulator until 100% compliance had been achieved.

In response to a member's question, the executive director of community services said that with regards to the cost of the compliance the funding would need to be available over a specific time period. There would inevitably be additional costs due to the timescales involved. It was a high priority piece of work so other works may need to be paused but this would be dependent on staff and contractor availability. The asset consultant said that the certifications for the works would all be recorded digitally and would include remedial works against each property.

A member questioned how works were completed where a tenant refused entry. The interim housing operation director said that there was a well developed process to gain access with a contractor making three attempts and where those attempts failed, the case was passed to the housing management team who would attempt to contact the tenant. Where the inspection related to gas, the council could seek to obtain a warrant which was due procedure under legislation. Electrical testing used different legislation and in those cases, if the housing management team had been unsuccessful, they

would work with nplaw to secure an injunction to gain access to the property. However, the council would rather not take legal action if possible. The deputy leader and cabinet member for social housing said that housing officers would always try to work with the individual tenants rather than taking legal action which would be a last resort.

A member commented that £2million was a lot of money and there were a raft of safety issues to mitigate. She referenced that she was aware of an LGSS audit report which stated that there was a lack of robust contract management. She asked how the council could be sure of good governance going forward and why no one was aware of those issues. The executive director of community services said that the report set out the high level findings and a contract was in place between the council and NPSN. Some of the terms of that contract were not as clear as they should be but ultimately, the council was responsible for the health and safety of its homes. The report was clear about what was wrong and what was needed to put it right. The recommendations built in resources to get the work right over the stated timeframe. The executive director of development and city services said that the council had recognised that there was a need for more expertise and this was being sought.

A member asked why no one was aware of the issues prior to the appointment of the executive director of community services and asked whether all areas of the directorate were spot checked. Tenants could have been involved at an earlier point with an emergency meeting. The member felt some formalised tenant involvement on the health and safety compliance board and also oversight from councillors not on the cabinet would ensure transparency and rebuild trust. The executive director of community services identified that there were teams of very dedicated people in the housing service who were doing difficult work. There were some areas of the service that were performing highly and some that with support and changes around IT could see improvement. Her housing background meant the first thing she wanted to check was that compliance and health and safety management was in place and that she could be confident in how it was being dealt with.

The leader of the council said that the administration owned the issues and the responsibility to make them right. There would be regular cabinet reports on compliance which would be available to all members which included the scrutiny committee if it wished to add them to its work program. Opposition representatives were always invited to cabinet and were able to ask questions on reports. The robustness of scrutiny was already well embedded into the system and it was an important function of the council to hold the administration to account and also to understand the progress being made.

The executive director of community service said that before speaking to tenants and leaseholders, the council needed to establish a clear position. The leader and deputy leader of the council were aware of the issues straight away and were consulted on the referral to the regulator. There had been discussions with cabinet members in the late summer about emerging issues and then the information was cascaded.

The chair invited the chair of the audit committee to make a statement and said that members of the scrutiny committee could seek clarification on points he had made.

The chair of audit said that it was good to see the work being done between scrutiny and audit committees and to see the senior leadership team working in new and progressive ways on the issues.

The audit committee had considered a proposal in the 2017-18 internal audit report to postpone the review of the NPS contract as it was told that there was assurance that it would be considered in the next round of contract management. In March 2018, the draft audit plan looked at commissioning and contract management which included contracts for refuse, repairs and maintenance, NPS and waste management so these were being considered as important contracts to review. The 2019-20 annual report showed a lack of robust management in housing contracts due to limited assurance being received. He had concerns around contract management with issues that did not seem to be being picked up until there was intervention from audit and he felt there needed to be more work to provide assurance on contract management. He acknowledged that issues had been identified and were systematically addressed through the senior leadership team looking at areas of risk and said that the audit committee was acting as a critical friend. There had been an abundance of evidence that there were unsatisfactory contracts and there was a need to go back historically and identify any risks and costs arising from these. Changes needed to be implemented and then the fundamental issue of contract management needed to be addressed to establish liabilities.

The chair asked if there needed to be an increased resource in internal audit. The Chair of audit said that the senior leadership team was looking to address underlying issues so it may not be necessary at the moment but ultimately, an additional resource may be beneficial.

The leader of the council said that the first priority was to resolve the compliance issues which was the narrative of the meeting. A decision had been taken in 2017 to bring the joint ventures to an end which was a recognition that the council would be able to undertake that work itself. The work would be informed by a more robust set of governance structures and would be looking at compliance and contract management issues to ensure that council owned companies were performing as expected.

The chief executive said that internal audit was seen as a tool to improve the council and it was helpful that the chair of audit had acknowledged the change of emphasis. Measures had been put in place to improve the capacity and the capability of internal audit and it had always been the intention that the new executive directors would identify gaps in capacity in services. The Covid-19 Recovery Plan showed that services would be reviewed due to changes in expectations and behaviours.

A member asked the chair of audit if he thought that there should be an internal audit investigation into the contract to show where responsibility would lie for contract management. The chair of audit said that since the audit committee had started to look at contract management and had identified issues, he had consistently said that contracts should be looked at retrospectively to fully understand the risk. The work would need to be undertaken by the scrutiny committee and audit committee could be used as a tool for this.

In response to a member's question on how the other areas of the housing service were working, the deputy leader and cabinet member for social housing said that there were many aspects of the service working very well such as the rough sleeping team, the work being done with registered partners and the sheltered housing officers who worked closely with tenants.

A member asked what feedback had come from the letters sent to tenants and how would actions to resolve compliance issues be signed off and assessed. The deputy leader and cabinet member for social housing said that as many information channels as possible had been set up. Staff were available on phone lines for the first weekend. Less than one hundred contacts had been made, not all of which were about the compliance issues, which showed that recipients had been reassured. The executive director of community services added that housing officers and NPS staff would assess the actions and the board would have oversight of the programme and its delivery.

In response to a question on training, the chair of audit said that there was a need for training and improving skills was fundamental for councillors. There was also a need to ensure that policies were fit for purpose and being implemented. A member added that it would be useful if members could receive training on functions such as audit, scrutiny, contract management and Key Performance Indicators. She would also welcome regular briefings on housing. The executive director of community services said that regular briefings were held with opposition councillors with community services. The first briefing specifically on housing had already been scheduled.

A member asked if officers could elaborate on how having direct control of the services being brought back in house could help to achieve compliance. The executive director of community services said that the council would have greater control over the services and would also have direct oversight of governance and performance management.

### **3. Exclusion of the public**

**RESOLVED** to exclude the public from the meeting during consideration of item \*4 (below) on the grounds contained in the relevant paragraphs of Schedule 12A of the Local Government Act 1972 (as amended).

#### **\*4. Health, safety and compliance in council homes – exempt appendix (para 3)**

(An exempt minute exists for this item.)

**RESOLVED**, to note the exempt appendix.

(Members of the public were readmitted to the meeting).

### **4. Health, safety and compliance in council homes**

A resolution was moved to ask cabinet to support scrutiny committee to undertake a review of exactly what happened with regards to health, safety and compliance in

council homes. With seven members voting against and two in favour, the motion was lost.

A resolution was moved to allow opposition councillors to sit on the Health and Safety Compliance Board. With seven members voting against and two in favour, the motion as lost.

**RESOLVED**, unanimously:

- 1) For the chair of the committee and the Executive Director to determine a mechanism to inform the scrutiny committee of progress with regards the matters referred to in the exempt paper;
- 2) That a report comes to scrutiny committee in early summer on the progress in delivering services referred to in the report following the transfer to NCS Ltd;
- 3) That the Housing Compliance Board regularly updates the Tenant Improvement Panel on its progress in securing compliance with required housing standards
- 4) That cabinet considers how compliance and safety risks are reflected in the council's risk register; and
- 5) The provision of training to councillors on contract management, compliance and performance management is reviewed

CHAIR



## **Scrutiny Committee**

**16:30 to 18:30**

**18 November 2021**

**Present:** Councillors Wright (chair), Carlo, Driver, Everett, Galvin, Giles, Haynes (Substitute for Councillor Osborn), Maxwell (substitute for Councillor Matthew Fulton-McAlister), Sands (M) (substitute for Councillor Manning) Stutely, Thomas (Va) and Thomas (Vi)

**Apologies:** Councillors Fulton-McAlister, Manning and Huntley

### **1. Declarations of interest**

Councillor Driver declared an other interest in item 4 below as a council tenant.

Councillor Vaughan Thomas declared an other interest in item 4 below as a welfare rights officer working in the advice industry.

### **2. Minutes**

Subject to the following corrections to item 5:

- To amend the first sentence of the fourth paragraph to read “The fuel poverty and energy officer referred to the report taken to CEEEP on retro-fitting energy efficient appliances in council properties and the initiatives being taken by the council.”
- Remove the words “into said that” at the beginning of the following sentence
- Remove ‘be’ before ‘become’ in the same sentence.
- For clarity, amend the second sentence of the fifth paragraph to read “Regarding airport expansion, the chair speculated that the airport’s plans could be reviewed in light of the impact on travel of the pandemic.”
- Amending resolution 6 to read “recommend that when the BEIS per capita figures are reported in council reports that it is stated that the BEIS data set does not include production, consumption, shipping and aviation.”

It was **RESOLVED** to agree the accuracy of the minutes of the meeting held on 21 October 2021.

### **3. NHOSC update**

The representative gave a verbal update. The committee had discussed eating disorders with a particular focus on young people. He had asked about acute hospital facilities supporting young people subjected to additional trauma due to tube feeding and heard that numbers receiving this treatment were low although overall numbers of those with eating disorders had increased.

There had been discussion on the closure of the mental health facilities at Hellesdon Hospital which were due to reopen in December. A decision on making the facility women only had not yet been taken.

With regards to housing, there had been a suggestion that district councils were responsible for the high numbers of patients in beds when they were fit enough for discharge. The representative had highlighted the pressure on Norwich City Council for housing and would report back to NHOSC on those pressures.

The committee had also heard a report on a review of safeguarding at Cawston Park Hospital.

Any further questions for NHOSC could be directed to Councillor Stutely, the representative on NHOSC.

A member asked if there was any work being done to follow up on eating disorders in over 18 year olds as there were issues with the system when patients transitioned from under to over 18. The representative said that eating disorders amongst all age groups were discussed and he would forward some data around this.

A member commented that an item had been taken to the September meeting of NHOSC on vulnerable adults primary care service and she had a number of questions about this. The representative said to forward any questions to him directly.

**RESOLVED** to note the update of the council's representative on the Norfolk Health Overview and Scrutiny Committee.

### **4. The emerging new social inclusion agenda following Covid-19**

The chair welcomed officers and the leader of the council in the absence of the portfolio holder, Councillor Karen Davis, who sent her apologies due to needing to self-isolate.

The strategy manager presented the report. It set out the council's approach to reducing inequalities in a number of areas and identified lessons learnt from the early stages of the pandemic. There had been locality based work undertaken where the greatest disadvantages had been identified in areas such as food and fuel poverty, digital inclusion and diversity and equality.

The paper showed that Covid-19 had the worst effects on those already facing significant disadvantage. The council had been able to move quickly on work around this due to strong partnerships and this would be built on using the existing reducing inequalities action plan.

The chair commented that the Living Wage was very important to help with reducing inequalities and invited the leader of the council to give an overview of the work being done around the Living Wage in the context of social inclusion.

The leader of the council said that the Living Wage foundation had launched that week. There was an ethical responsibility to have a well supported workforce with good working conditions. An additional thirteen businesses had joined the Living Wage network in 2021 which was uplifting in light of challenges such as Covid-19, zero hours contracts and the transition to a low carbon society. There was a three year programme put in place to establish Norwich as a Living Wage city.

A member asked if there was any data to indicate that those in receipt of the living wage were still using mechanisms such as food banks or several jobs and added if there would be any assurances that those areas in receipt of additional resources for pilot schemes would remain in place. The leader of the council said that part of the Living Wage Foundation Strategy was looking into 'living hours' and pension schemes as those that worked less hours would still be at a disadvantage.

The neighbourhood and community enabling manager added that the pilot scheme in the Lakenham area was based on a finite amount of funding but opportunities for more funding were always being sought. Resilience within communities needed to be built into the work to create structures that could use additional grant funding and those resources would be deployed wherever it was most appropriate within those areas.

A member asked if there were figures available on how many employers that were Living Wage accredited were paying low wages before the accreditation or were businesses that were already paying significantly above the living wage. The leader of the council said that within the profiles of the workforce of those accredited businesses there would always be staff who were in receipt of wages above the Living Wage but would also have lower paid staff who would benefit from the accreditation. There was also a requirement that all those who were directly employed had to be paid the Living Wage so it was a significant piece of work for companies to ensure all of their roles were compliant. The additional employers joining the scheme meant that around 8,000 employees would benefit.

A member referred to the overlap in areas regarding Reducing Inequalities Target Areas (RITA) and asked if there was a way to give a very focussed local approach to an area. The neighbourhood and community enabling manager said that the council was looking at how best to capture conversations within the community with council staff, such as housing officers, and share that information across services areas. Internally, there was a reducing inequalities group which made the most of those connections to understand how services could work together.

A member highlighted that the heat map in the report showed that the RITAs were sometimes not in direct correlation to need and asked what the long term strategy was

on those initiatives and the process for the council to listen to the community and measure how these had worked alongside records of how the money had been spent to achieve those outcomes. The senior strategy officer said that in order to define the areas for a RITA, there was an extensive exercise with partners using outcome data to pinpoint wards and then streets that were the most disadvantaged. The maps within the agenda pack were developed to test whether the areas identified post lockdown were still the most appropriate and broadly the initial areas identified were felt to be still the key areas of need that the work would focus on. In the long term, the approach would be to bring in resources in those areas by working together with partners and looking at what a shared outcome framework might look like. The framework would be a tool to understand community issues and identify partner outcomes and individual projects would take community views into consideration.

In response to a member's question on the council's legal ability to consider not using companies which employed people on zero hours contracts, the council's monitoring officer said that she would need to look into the issue and come back to the member outside of the meeting.

A member asked if those inequalities identified were getting better or worse with interventions. The neighbourhood and community enabling manager said that there were always challenges around quantifying inequalities and the council did not want to overburden individuals with evaluation. There was a need to understand what the council had control over and what could be measured with pilot work. Individual projects could have specific outcome goals but wider projects may not see change for a generation so where data could be collected more frequently to show correlations it would be although it was a difficult and delicate process. The senior strategy officer added that where approaches to issues had worked for partners, these could be replicated by the council.

A member commented that there was a divide between the public and private sector with the private sector making donations to projects but still producing problems, such as having low paid staff who still needed to make use of food banks. Those people living within Norwich were often on lower wages than those that came into the city to work so there was work needed to integrate with the private sector. The strategy manager said that the Good Economy Commission and the City Vision Partnership would be an important part of that work along with the Living Wage group to get all institutions working together. The neighbourhood and community enabling manager added that part of the CRF bid was working with businesses in the community to understand how they could contribute to that work.

(The leader of the council left the meeting at this point).

A member referred to the maps showing areas of deprivation and asked if there was any work being done around unemployment and the wait for benefits which would have a knock-on effect around deprivation. The financial inclusion liaison officer commented that the council's hands were tied regarding Universal Credit legislation but it did have a Council Tax Reduction Scheme which helps to mitigate the impact of Universal Credit legislation. There had also been work done around debt and early intervention to get support for people as soon as possible and to make referrals quickly. There were weekly meetings with multiple service areas to discuss solutions

for those needing additional support but there was no quick fix. Out of the sixteen Living Wage employers, nine of those were private sector businesses so progress was being made. There was also learning from other cities which had been through the Living Wage City process and a robust three year plan was being formulated.

In response to a question on citizen participation, the neighbourhood and community enabling manager said that there had been a lot of research undertaken to understand the key principles and methodologies and engagement work had been done with community groups. The next phase of work would be take those principles and look at actions to be worked on against them. There was a need to understand how to get residents to talk to the council and to show that they would see change as a result of their participation. There was a pilot scheme for a community connector role which employed local people from a particular area on a living wage and four appointments had been made to those roles so far. The council wanted to listen to and act upon feedback from local communities. The member commented that residents sometimes felt that they did not get feedback from the council or a satisfactory response to queries which impacted on trust in the council, so a wider look at how the council communicated with residents would be welcome which could include making the language of communications from the council as accessible as possible and making it clear who residents needed to contact for advice and solutions to issues. The executive director of community services said that this would be a very large piece of work but there was an awareness that work needed to be undertaken on communications with tenants. The member offered to feed in examples of improvement which may help.

(At this point in the meeting, members took a five minute adjournment and resumed at 18:10)

Members discussed the concept of social supermarkets and the value they brought to local communities. The neighbourhood and community enabling manager said that these were identified as a useful resource as part of the Food Poverty Action Plan. There was a social supermarket already planned in the city which had utilised the community asset transfer model with a local café and The Feed had been successful in its bid to run the café element. People could visit to use the café or to get subsidised fruit and vegetables so there was no stigma in visiting. It was linked to the community hub model and there were plans to look at the holistic needs of those who would visit the supermarket so that appropriate referrals could also be made. There were also potential plans to fund workshops and training programmes around cooking.

A member asked if there was a timetable for opening the social supermarket and funding for staffing. The neighbourhood and community enabling manager answered that the process for agreeing licenses for The Feed had started and it was hoped that the venue would be open in the new year. A staff member was already in place and The Feed had external funding for that position.

It was **RESOLVED** to

1) ask cabinet to:

- a) ask cabinet to commission a background report on inequality in Norwich with benchmarking from other cities and long term trends to inform an evidence

based framework which would set and link to existing Key Performance Indicators (not to be to the detriment of on the ground work)

- b) consider whether it is legally viable to begin establishing a matrix in accordance with procurement strategy which also includes trade union recognition, lack of use of zero hours contract and broadly comparable gender pay gap with the council
  - c) ensure that appropriate resources are available to ensure that the good work on social inclusion projects continues
  - d) resource staffing to seek new venues and funding for social supermarkets across the city and to increase provision and extend existing projects.
  - e) Engage with communities to ensure participatory budgeting processes.
  - f) ensure digital inclusion work continues and is extended where possible.
- 2) ask for the topic of ward breakdown of project delivery to be considered by the scrutiny committee in the new civic year and
- 3) To receive an update on work being done to improve communications with tenants.
- 4) To note that the scrutiny committee recognises the link between inequality and education and would like to consider this as a piece of future scrutiny work, to include how the council works with partners on this issue.

## **5. Scrutiny committee work programme 2021-22**

The chair presented the report.

The meeting scheduled for 2 December 2021 to consider the business plans for NRL and NCSL would instead take place on 10 or 11 January 2022 and would be a remote meeting.

The topic for the meeting on 16 December was designated to consider the Corporate Plan but as this was a full review and not an annual refresh, it would be considered at the meeting on 20 January 2022. Instead, the committee would consider the Equality Information report.

The item on a sustainable and inclusive Norwich economy following Covid-19 would move to the meeting on 17 March 2022.

A member commented that she had submitted a TOPIC form on health and safety compliance in council homes to ask for the compliance issues and contract management to be considered by the scrutiny committee as a substantial amount of information around this topic had not been discussed at meetings of scrutiny and cabinet on 12 November 2021. There was an urgent need to look at the processes

around contract management and what went wrong to ensure that it did not happen again.

The chair referred to the meetings held on 12 November and said that the request for the issue to be looked at by the scrutiny committee had been reflected in the minutes of that meeting. At the meeting of the scrutiny committee, members voted against a recommendation to consider a piece of work reviewing what went wrong to ensure that resources were used to implement the compliance plans. The member said that she wanted to bring the issue to the scrutiny committee again as she did not feel that it was looked at in enough detail.

The councils monitoring officer referred to the constitution and highlighted that a motion that had already been decided within the last six months could not be considered and the request to add the topic to the scrutiny work programme was substantially similar to one considered on 12 November 2021 by the scrutiny committee which had been defeated. The procedure rules were written with full council in mind but did apply to other committees.

The chair added that the scrutiny committee would be looking at various elements of housing safety compliance in the future so although this particular request had been defeated, there were other resolution passed which meant that the topic would be considered. Processes within the constitution had been followed and the committee had spent considerable time at the meeting on 12 November 2021 dealing with its concerns.

The monitoring officer added that a resolution had been passed at that meeting to look at progress around compliance and the details of the scope of that piece of work would be considered nearer the time by the committee. Members commented that resource should be prioritised immediately to fix the issues but there would be opportunities in the future to review the topic in detail.

**RESOLVED** to note that:

- 1) the meeting to consider the NRL and NCSL business plans would take place on 10 or 11 January 2022
- 2) the meeting on 16 December 2021 would consider the Equality Information report
- 3) the Corporate Plan would be considered at the meeting on 20 January 2022; and
- 4) the item on a sustainable and inclusive Norwich economy following Covid-19 would move to the meeting on 17 March 2022.



CHAIR



**Committee Name:** Scrutiny  
**Committee Date:** 16/12/2021  
**Report Title:** Draft Equality Information Report 2022

**Portfolio:** Councillor Davis, Cabinet member for social inclusion

**Report from:** Executive director of community services

**Wards:** All Wards

**OPEN PUBLIC ITEM**

**Purpose**

This report sets out the council's draft statutory Equality Information Report 2022 which is appended.

The report is a statutory requirement and needs to be published by 31 January each year. This report will be signed off by Cabinet in January 2022. It should enable the Scrutiny Committee to determine any recommendations or comments it would wish to make.

**Recommendation:**

To determine any recommendations Scrutiny would wish to make to Cabinet.

**Policy Framework**

The Council has three corporate priorities, which are:

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

This report meets the People Living Well corporate priority.

This report addresses the strategic action in the Corporate Plan: Supporting people in Norwich to feel safe and welcomed.

This report helps to meet the Equality, Diversity and Inclusion adopted policy of the Council.

This report helps to meet Supporting the most vulnerable objective of the COVID-19 Recovery Plan.

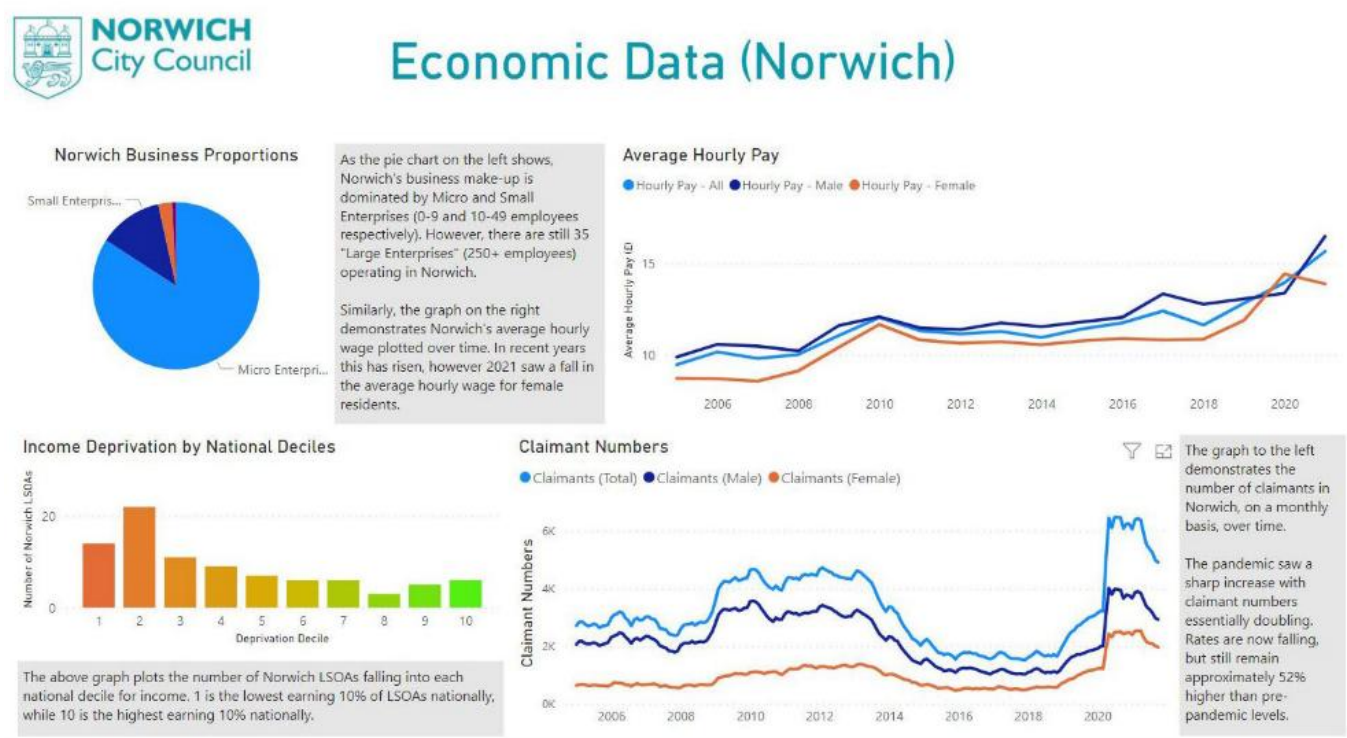
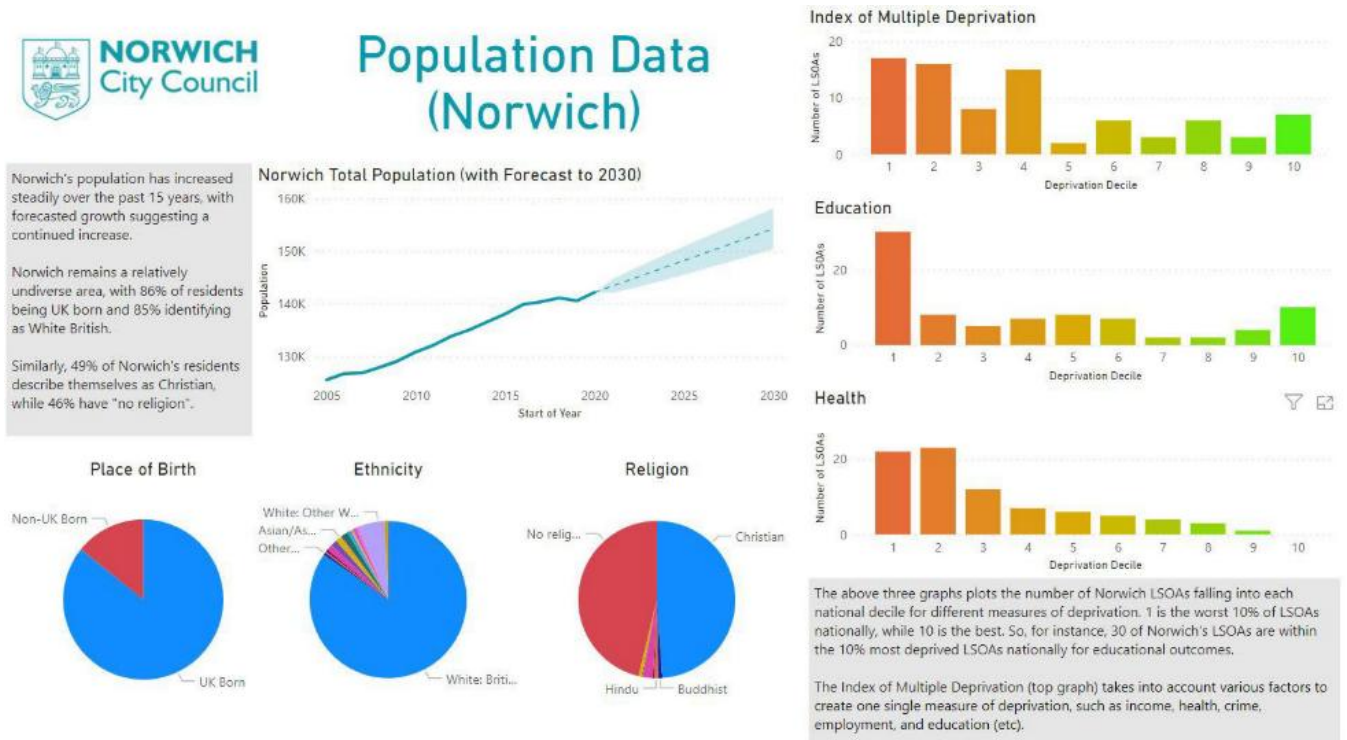
## Report Details

1. As a local authority, the Council has a statutory requirement to publish an annual Equality Information Report. The deadline for publishing our next report is 31 January 2022 and it will be considered by Cabinet in January 2022 before publication.
2. The draft Equality Information Report is appended to this report. It provides key data about Norwich residents and city council customers and employees, especially those with protected characteristics under The Equality Act 2010.
3. Previous reports can be found on the Equality and Diversity section of the council's website: <http://www.norwich.gov.uk/equalityanddiversity>
4. This is the fourth report to be presented in the revised format which is more infographic led, in order to:
  - a) make the key messages clearer
  - b) make it easier for stakeholders to source data
  - c) make it more accessible to a range of audiences.
5. The report includes brief commentary on some of the key data, especially where there are notable changes or local variances. Where available the information is presented at a local level, alongside comparative data at either a county, regional or national level. These data sources are referenced at the end of the report.

## Future reports

6. There are a number of factors that will help shape the content and format of future Equality Information Reports including:
  - a. Census 2021 data when it is published during 2022
  - b. Our planned Equalities Databank and Dashboard which will highlight trends – see examples at point 9 below
  - c. A robust approach to monitoring Equality Impact Assessments
  - d. The engagement work that will be carried out to inform the new Equality Diversity and Inclusion Strategy due to be published in 2022
  - e. The findings from the Council's internal Equalities review.
7. The production of a revised format based on points **a** to **e** above will provide evidence to enable us to better allocate resources to help those communities identified as needing additional support. It will also feed into the Future Shape Norwich work which seeks to redesign council services and reshape teams around the needs of users, creating more joined up and accessible services which are in tune with the changing needs and behaviours of those we serve.

8. Work is planned to amalgamate existing Equalities action plans into a single view of Equalities actions across the organisation which is used to monitor progress of delivery and achievement of success.
9. Below are some examples of the Equalities Dashboard, which is due to be completed by early 2022, and shared with officers, members and stakeholders as appropriate.



## **Equalities Review**

10. A review of the Council's approach to equalities has begun and we have identified a number of officers from across the business to help support this piece of work. By taking this inclusive approach we will be able to better identify areas of activity that need to be addressed to deliver good equality outcomes for employees and the community. This will help us to further embed equality into processes and practices and support the organisation to become an inclusive employer.
11. We are using the Local Government Association's Equality Framework, which sets out four modules for improvement underpinned by a range of criteria and practical guidance that can help the council to plan, implement and deliver real equality outcomes for employees and the community.
12. The four modules are:
  - a. Understanding and working with your communities
  - b. Leadership and Organisational Commitment
  - c. Responsive Services and Customer Care
  - d. Diverse and Engaged Workforce
13. An initial assessment against the LGA framework is underway and we hope to be able to draft a series of recommendations by the end of December, which will be put forward to CLT for consideration, and form part of the regular equalities reporting to members, that we are pulling together into one single view of equalities.
14. Outcomes from the review will feed into the work that sits below each of the equality objectives detailed in our Equality, Diversity and Inclusion Policy, and the table below at point 16.

## **Equality, diversity and inclusion objectives**

15. The council is committed to equality for all residents of Norwich. This is through the delivery of accessible, fair services, as an employer, contractor of services and a community leader. The council celebrates diversity, and the contribution different groups make to the vibrant city of Norwich.
16. This means that we and the services that we deliver, and contract out do not discriminate against someone because of perceived difference. It also means that we take an active role as a leader in the community and remove barriers to participation and access for all members of the community.
17. This commitment is reflected in the Equality, Diversity and Inclusion policy, which sets out the council's ambitions as an organisation, and for the city. It articulates equality objectives which are aligned to the council's wider approach to reducing inequalities.
18. The table below provides a brief update on the objectives:

Objective	Update
Develop a new Equality, Diversity and Inclusion Strategy	<ul style="list-style-type: none"> <li>- Initial scoping meetings have taken place with officers from across the business</li> <li>- An engagement plan is in development</li> <li>- Engagement activities and collation of the evidence base is due to take place early in the new year</li> <li>- Final publication due September 2022, as agreed with Executive Director of Community Services.</li> <li>- Once published, the Equality Diversity and Equalities Strategy will replace the existing Equality, Diversity and Inclusion Policy.</li> </ul>
Redesign council services and reshape teams around the needs of users, creating more joined up and accessible services which are in tune with the changing needs and behaviours of those we serve	<p>This is part of the wider Future Shape Norwich programme and will be factored into its various workstreams of change and transformation.</p> <p>More broadly, Future Shape Norwich will continue to embed reducing inequalities as a principle across all the council's work, building on learning from the range of work done to date.</p> <p>For example, the decision has already been made that all future restructures will include apprentice posts. Service reviews are now underway for all the council's assets and contracts, including a requirement to consider social value.</p> <p>Longer-term, opportunities to improve our approach to early intervention and prevention will also be considered through Future Shape Norwich.</p>

<p>Understand our communities and celebrate and respect diversity</p>	<p>We continue to work with residents and stakeholders, recent examples include:</p> <ul style="list-style-type: none"> <li>- Norwich Good Economy Commission funded work on hearing unheard voices through a commissioned game with key communities</li> <li>- Neighbourhood Community Infrastructure Levy and HRA funded work on Community Conversations in Mile Cross to pilot ways of working for all Reducing Inequality Target Areas</li> <li>- Development of the council-owned Impact Evaluation tool to help VCSEs evidence their successes within communities</li> <li>- Bringing together the key disability access organisations to plan for a more accessible city and make capital funding applications to address identified issues.</li> <li>- Progress our Community Renewal Funded 100-day challenge proposal through which we aim to commission a series of 100 workshops aimed at understanding residents' desires for improving local green spaces and neighbourhood assets to inform future work, 25 digital refurbishment and 25 green space workshops. These will link skills development to motivation of beneficiaries to transform neighbourhoods, which is evidenced in Norwich, plus transferable skills like digital literacy, for up to 600 people.</li> </ul>
<p>Recruit, develop and retain a diverse and representative workforce</p>	<ul style="list-style-type: none"> <li>- Regular leadership messages encouraging employees to update their data and contact with all new starters to encourage them to complete their data has helped to the increased reporting of protected characteristics by officers</li> <li>- Ethnic diversity of the workforce has increased from 3.4% in December 2020 to 4.5% in September 2021</li> <li>- Unconscious bias training rolled out for all employees and available to councillors.</li> <li>- Further Equality diversity and inclusion training has been piloted and will be rolled out across the council early in the new year.</li> <li>- Diversity has improved at shortlisting and offer stages of recruitment and selection with feedback offered to all applicants</li> <li>- Recruitment &amp; selection training reviewed – revised training for all recruiting managers to be rolled out in 2022</li> <li>- Equality diversity and inclusion statement included on recruitment advertisements</li> <li>- Equality diversity and inclusion requirements incorporated in specifications for recruitment partners</li> <li>- Investigating software tools to identify bias in recruitment/job descriptions.</li> </ul>

## **Social inclusion following COVID-19**

19. The impact of the Covid-19 pandemic has required a response at the global, national and local levels. In Norwich, as elsewhere across the United Kingdom, although restrictions have eased since the most recent lockdown, Covid continues to affect the lives of residents and businesses in the city.
20. In June 2020, Cabinet agreed the [Covid-19: A blueprint for recovery](#) which provided an overview of the council's initial response to the virus, and identified a number of priority themes and actions which would frame the council's – and the city's - recovery. Two progress reports have been provided to Cabinet in December 2020 and October 2021.
21. As the recovery blueprint makes clear, the city's response to – and recovery from – the pandemic requires a partnership response. Since the document was developed and published, the [Norwich 2040 City Vision](#) partnership has been meeting regularly to steer the city through the challenges and opportunities ahead.
22. The importance of reducing inequality is reflected in the Council's current corporate priorities and performance framework, as well as the Norwich 2040 city vision theme of 'A Fair City'. National and local data suggests that the Covid-19 pandemic has exacerbated existing inequalities at the same time as increasing living costs, making action even more vital than before.
23. We currently focus our activities in a number of areas to help reduce inequality across the city including:
  - a. Piloting the locality approach to reducing inequalities
  - b. Economic inclusion
  - c. Financial inclusion
  - d. Council Tax Reduction Scheme
  - e. Food poverty
  - f. Fuel poverty
  - g. Digital inclusion
  - h. Equality, diversity and inclusion.
24. Reducing inequalities remains a key priority for the council, recognising that Covid and cost of living increases are presenting even greater challenges for the most disadvantaged people and communities in the city. Further information is contained in the recent Scrutiny report: [The emerging new social inclusion agenda following COVID-19](#)

## **Consultation**

25. As part of the development of the 2023 report, which will be revised significantly, we will engage with relevant stakeholders on the content and format of the report.

## **Implications**

## Financial and Resources

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.

26. There are no proposals in this report that would reduce or increase resources.

## Legal

27. The publication of the Equality Information Report 2022 forms part of our Public Sector Equality Duty requirements under the Equality Act 2010.

## Statutory Considerations

Consideration	Details of any implications and proposed measures to address:
Equality and Diversity	Equality impact assessments are carried out on a project specific basis where appropriate.
Health, Social and Economic Impact	There are positive impacts associated with a number of projects as detailed throughout the report.
Crime and Disorder	There are positive impacts associated with a number of projects as detailed throughout the report.
Children and Adults Safeguarding	There are positive impacts associated with a number of projects as detailed throughout the report.
Environmental Impact	There are positive impacts associated with a number of projects as detailed throughout the report.

## Risk Management

Risk	Consequence	Controls Required
<p>As specified in the Equality Act 2010 the Council must publish equality data annually.</p> <p>This includes reporting on how we are integrating equality, diversity and inclusion into our work practices and publishing our workforce employment information.</p>	<p>Failure to have 'due regard' in relation to the Equality Act 2010 could mean:</p> <ul style="list-style-type: none"> <li>• a judicial review of decision making</li> <li>• incurring unnecessary costs to the council</li> <li>• reputational damage</li> <li>• unconscious discrimination against a part of the city's community</li> <li>• developing services that do not meet the needs of our communities.</li> </ul>	<p>The publication of an annual Equality Information Report every January.</p> <p>The publication of specific SMART equality objectives at least every four years which are aligned to our Equality, Diversity and Inclusion Policy.</p> <p>The Equality, Diversity and Inclusion Policy allows identification of risks around liabilities under the Public Sector Equality Duty as set out in the Equality Act 2010.</p> <p>Working with HR, democratic services, community enabling, strategy and transformation teams, to amalgamate existing Equalities action plans into a single view of Equalities actions across the organisation which is used to monitor progress of delivery and achievement of success.</p> <p>Progress will be reported to CLT and Cabinet.</p>

## Other Options Considered

28. Not applicable as the publication of an annual Equality Information Report is statutory requirement under the Equality Act 2010.

## Reasons for the decision/recommendation

29. This report and the appendix should enable the Scrutiny committee to determine any recommendations or comments it would wish to make in regard to the Draft Equality Information Report 2022.

## Background papers:

[Scrutiny Report: The emerging new social inclusion agenda following COVID-19](#)

## Appendices:

Draft Equality Information Report 2022

**Contact Officers**

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**Telephone number:** 01603 989575

**Email address:** [emmasmith@norwich.gov.uk](mailto:emmasmith@norwich.gov.uk)



# Draft Equality Information Report 2022



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# Introduction

- Norwich has a long history of being a radical, innovative city. We are increasingly recognised for our strong economy, quality of life and vibrancy. But we know there are some parts of our city where there is inequality and poverty that we must continue to challenge and tackle.
- The [Norwich 2040 City Vision](#) brings the whole city, its people, businesses and institutions working together to make the Norwich of 2040 the best place to be. It will be a fair city where people care about equality; there is a fair system; and communities are diverse.
- Norwich City Council is at the heart of the city. We work creatively, flexibly and in partnership with others to create a city of which we can all be proud. We provide good services to our residents, visitors and businesses, whilst enabling people to help themselves and ensuring that those who need extra help can access it.
- Equality is a theme running throughout our [Corporate Plan 2019-22](#) which supports our vision to make Norwich a fine city for all by putting people and the city first. [The State of Norwich](#) provides statistical information about Norwich - people, place, economy and wellbeing.



# Introduction continued

- In June 2021, the council published its latest [Equality, Diversity and Inclusion Policy](#) which states that Norwich City Council is committed to equality for all residents of Norwich. This is through the delivery of accessible, fair services, as an employer, contractor of services and a community leader.
- The policy details our current Equality objectives:
  - Develop a new Equality, Diversity and Inclusion Strategy
  - Redesign council services and reshape teams around the needs of users, creating more joined up and accessible services which are in tune with the changing needs and behaviours of those we serve
  - Understand our communities and celebrate and respect diversity
  - Recruit, develop and retain a diverse and representative workforce
- This Equality Information Report forms part of Norwich City Council's demonstration of its legal compliance against the Public Sector Equality Duty (PSED) which is part of the Equality Act 2010.
- Many sections of this document contain data and information from sources external to Norwich City Council. This means we rely on institutions to collect and provide us with up-to-date information that applies to our local area.
- The most recent UK census took place in March 2021, however, the data will not be published until May-June 2022, so this report still refers to Census 2011.





## Introduction continued

- The impact of the Covid-19 pandemic has required a response at the global, national and local levels. In Norwich, as elsewhere across the United Kingdom, although restrictions have eased since the most recent lockdown, Covid continues to affect the lives of residents and businesses in the city.
- In June 2020, Cabinet agreed the [Covid-19: A blueprint for recovery](#) which provided an overview of the council's initial response to the virus and identified a number of priority themes and actions which would frame the council's – and the city's - recovery. Two progress reports have been provided to Cabinet in [December 2020](#) and [October 2021](#).
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- The importance of reducing inequality is reflected in the Council's current corporate priorities and performance framework, as well as the Norwich 2040 city vision theme of 'A Fair City'. National and local data suggests that the Covid-19 pandemic has exacerbated existing inequalities at the same time as increasing living costs, making action even more vital than before.





# Equality Act 2010

As part of the **Equality Act 2010**, the council must demonstrate due regard to three general equality duties across its functions:

- advancing equality of opportunity between people who share a protected characteristic and those who do not
- eliminating discrimination, harassment, and victimisation and other conduct prohibited by the act
- promoting good relations between people who share a protected characteristic and those who do not.

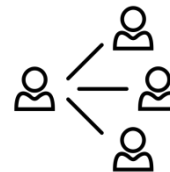
The council must also publish **equality data** about the people:

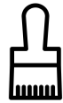


who **live** in Norwich

who **work** at the council

who **use** its services.

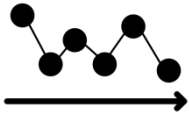




## Report format



The **report** has been **revised** to make it more **infographic** led, so that the key messages are **clearer**.



It includes brief **commentary** on some of the **key data**, especially where there are notable **changes** or local **variances**.



**Information** is mainly provided at a **city level**, where data is also available at **regional** and **national levels**, this has been **included**.



Data sources are referenced at the end of the report.



## Further information

If you would like further information about the contents of this report please:



01603 987678



strategy@norwich.gov.uk

If you would like this report in another format:



language



braille



audio CD



large print



[www.norwich.gov.uk/accessibility](http://www.norwich.gov.uk/accessibility)

[www.norwich.gov.uk/intran](http://www.norwich.gov.uk/intran)



0344 980 3333

# Our residents





# Our residents



## Age

	Norwich	Norfolk	England
<b>0-14</b>	15.8%	15.9%	18.1%
<b>15-39</b>	43.5%	27.9%	31.7%
<b>40-64</b>	25.7%	31.6%	31.7%
<b>65-84</b>	12.7%	21.2%	16%
<b>85+</b>	2.3%	3.4%	2.5%



## Population

Norwich	Norfolk	England
142,177	914,039	56,550,138



June 2020

## Gender

	Norwich	Norfolk	England
<b>Male</b>	50%	49.1%	49.5%
<b>Female</b>	50%	50.9%	50.5%



## Ethnicity

	Norwich	Norfolk	England
<b>Total White</b>	<b>90.8%</b>	<b>96.4%</b>	<b>86.0%</b>
White non-British	6.1%	4.0%	5.5%
<b>Total Black, Asian or minority ethnic group</b>	<b>9.2%</b>	<b>3.5%</b>	<b>14.0%</b>
Asian/Asian British	4.4%	1.6%	7.5%
Black/African/Caribbean/Black British	1.6%	0.6%	3.3%
Mixed heritage	2.3%	1.1%	2.2%
Other ethnic group	0.8%	0.2%	1.0%



# Our residents



## Disability

### Equality Act disability

Apr 2020-Mar 2021

	Norwich	Norfolk	England
Disabled aged 16-64	22.3%	20.8%	19.6%
Work-limiting disabled aged 16-64	18.6%	17%	15.2%
Disabled or work-limiting disabled aged 16-64	24.9%	22.9%	21.4%
Not disabled aged 16-64	73.6%	76.5%	73.9%

## Mental health

Norwich Norfolk England

Population aged 16 to 64 with common mental disorders	16.8%	15.8%	16.9%
Population aged 65 + with common mental disorders	10.2%	10.1%	10.2%

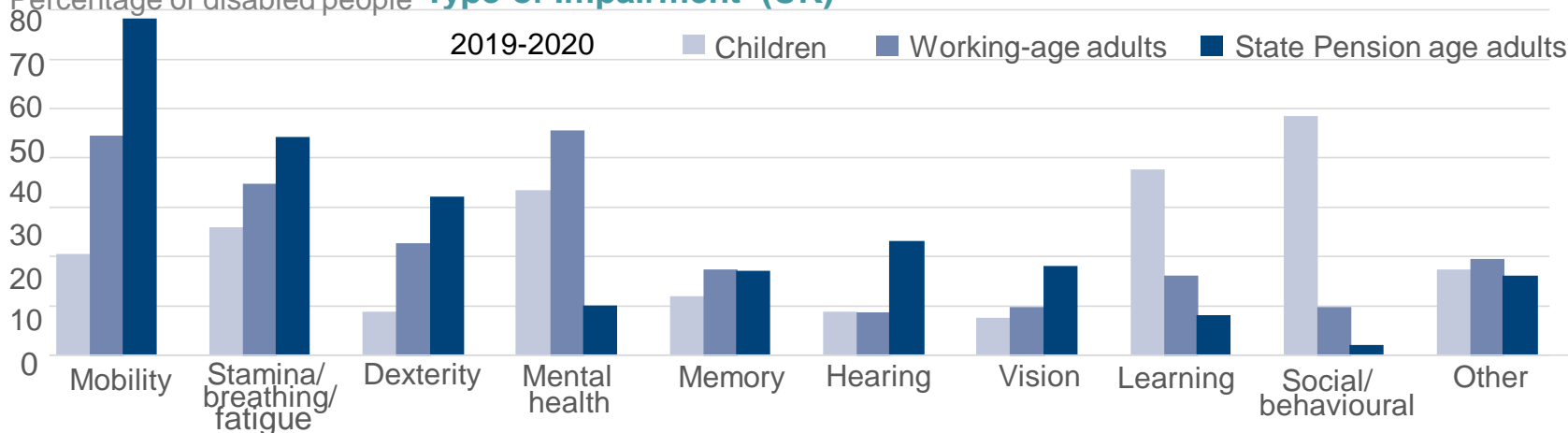
2019-2020

## Day to day activities

	Norwich	Norfolk	England
Limited a lot	8.6%	9.1%	8.3%
Limited a little	9.8%	11%	9.3%
Not limited	81.6%	79.9%	82.4%

## Percentage of disabled people Type of Impairment (UK)

2019-2020





# Our residents



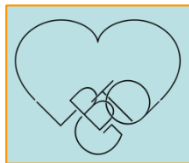
## Religion or belief

	Norwich	Norfolk	England
Christian	44.9%	61.0%	59.4%
Buddhist	0.7%	0.3%	0.5%
Hindu	0.8%	0.3%	1.5%
Jewish	0.2%	0.1%	0.5%
Muslim	2.0%	0.6%	5.0%
Sikh	0.1%	0.1%	0.8%
Other	0.7%	0.5%	0.4%
No religion	42.5%	29.6%	24.7%
Not stated	8.2%	7.6%	7.2%

## Marriage + civil partnership

	Norwich	England
Single (never married or never registered a same-sex civil partnership)	46.9%	34.6%
Married	33.4%	46.6%
In a registered same-sex civil partnership	0.3%	0.2%
Separated (but still legally married or still legally in a same-sex civil partnership)	2.6%	2.7%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	10.7%	9.0%
Widowed or surviving partner from a same-sex civil partnership	6.1%	6.9%

## Sexual orientation 2019



	Norwich*	Norfolk*	East	England
Heterosexual/straight	94.1%	96.3%	95.5%	93.7%
Gay or lesbian	2.6%	1%	1.2%	1.6%
Bisexual	2.9%	0.8%	1%	1.1%
Other	u**	0.2%	0.5%	0.7%
Don't know or refuse	u**	1.6%	1.8%	3.0%

\* based on 3 year pooled APS dataset for 2016 to 2018

\*\* values suppressed as based on sample of less than 3 people & considered unreliable



# Our residents

## Gender reassignment



No reliable data is available until Census 2021 but it is estimated that around 1% of the UK population is to be gender variant.

## Pregnancy and maternity



### Births in 2020

<b>Norwich</b>	1,342
<b>Norfolk</b>	7,643
<b>England</b>	585,195
<b>England &amp; Wales</b>	613,833

### Age of birth mothers in England

2020	Under 20	20 to 24	25 to 29	30 to 34	35 to 39	40 to 44	45 and over
<b>East</b>	2.3%	11.8%	26.8%	35.1%	19.4%	4.2%	0.3%
<b>England</b>	2.5%	12.8%	27%	33.6%	19.4%	4.5%	0.4%

## Looked after children



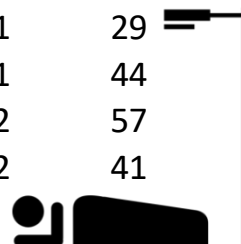
Number and rate per 10,000 children aged under 18 as at 31 March 2020

	Number	Rate
<b>Norfolk</b>	1,106	64
<b>East of England</b>	6,710	50
<b>England</b>	80,080	67

## Rough sleepers

### Known rough sleepers

Q3 2020/21	29
Q4 2020/21	44
Q1 2021/22	57
Q2 2021/22	41



## Carers

	Norwich	England
<b>1-19 hours of unpaid care</b>	5.7%	6.5%
<b>20-49 hours of unpaid care</b>	1.1%	1.4%
<b>50+ hours of unpaid care</b>	2.2%	2.4%



# Our residents

## Covid-19 Deaths in Norwich as of 1 December

Total deaths in Norwich - **232**

56% of deaths occurred in the city's most deprived areas.



## Average Life Expectancy

**Female** 82.8

**Male** 78.3

Gap between most deprived and least deprived wards are:

**Female** 7.8 years

**Male** 9.8 years



## Excess Winter Deaths



**Norwich** 19.6%

**Norfolk** 18.8%

**England** 21.1%

## Child Poverty



## Pensioner Poverty



## Social Mobility

**Bottom 10% of areas  
in the country for  
social mobility**





# Our residents

## Socio-Economic Classification (NS-SEC)



Socio-Economic Classification (2011)									
	1	2	3	4	5	6	7	8	L15
<b>Norwich</b>	9.3%	18.4%	10.9%	6.8%	6.5%	15.3%	12.6%	5.4%	14.8%
<b>Norfolk</b>	8.3%	19.7%	12.5%	11.2%	8.0%	17.1%	12.4%	3.9%	6.8%
<b>England</b>	10.4%	20.9%	12.8%	9.4%	6.9%	14.0%	11.0%	5.6%	9.0%

Socio-Economic Classification Key	
1.	Higher managerial and professional occupations (e.g. directors, clergy and medical practioners)
2.	Lower managerial and professional occupations (e.g. teachers, nurses and journalists)
3.	Intermediate occupations (e.g. travel agents, medical secretaries and police officers)
4.	Small employers and own account workers (e.g. taxi-cab drivers, product designers)
5.	Lower supervisory and technical occupations (e.g. electricians, train drivers, bakers)
6.	Semi-routine occupations (e.g. traffic wardens, dental workers and scaffolders)
7.	Routine occupations (e.g. cleaners, waiters/waitresses)
8.	Never worked and long-term unemployed
L15.	Full-time students



# Our residents - commentary



There is a slight increase in population figures for Norwich, see population estimates table below. There were less births in the last year and very slight decreases in the higher age brackets, when compared to last year. However, the national trend is that people are living longer (see Age table on page 10 and Births table on page 13).

-	Norwich	East of England	Great Britain	% increase in Norwich
2015	138,100	6,076,000	63,258,400	1.1%
2016	139,900	6,129,000	63,785,900	1.3%
2017	140,400	6,168,400	64,169,400	0.4%
2018	141,137	6,201,214	64,553,900	0.5%
2019	140,573	6,236,072	64,903,140	-0.4%
2020	142,177	6,269,161	65,186,000	1.1%



Norwich is more likely to have working age residents with a disability as defined under the Equality Act when compared with Norfolk and England. Norwich has a slightly larger percentage of its population with common mental disorders when compared to Norfolk and a similar percentage to the England average.



Norfolk has seen a 6.9% decrease in the number of **Looked after children** over the last year with a 0.5% decrease also being observed at the regional level. At a national level however, the rate of children being looked after per 10,000 children is 4.7% higher than in Norfolk.



There has been significant funding to help rough sleepers throughout the pandemic through the 'Everybody In' initiative. This allowed the council to accommodate 144 rough sleepers, or those at risk of rough sleeping.



**Sexual orientation** data has been expanded to include Norwich figures based on 3 year pooled Annual Population Survey datasets from 2016 to 2018 by Office for National Statistics (ONS).

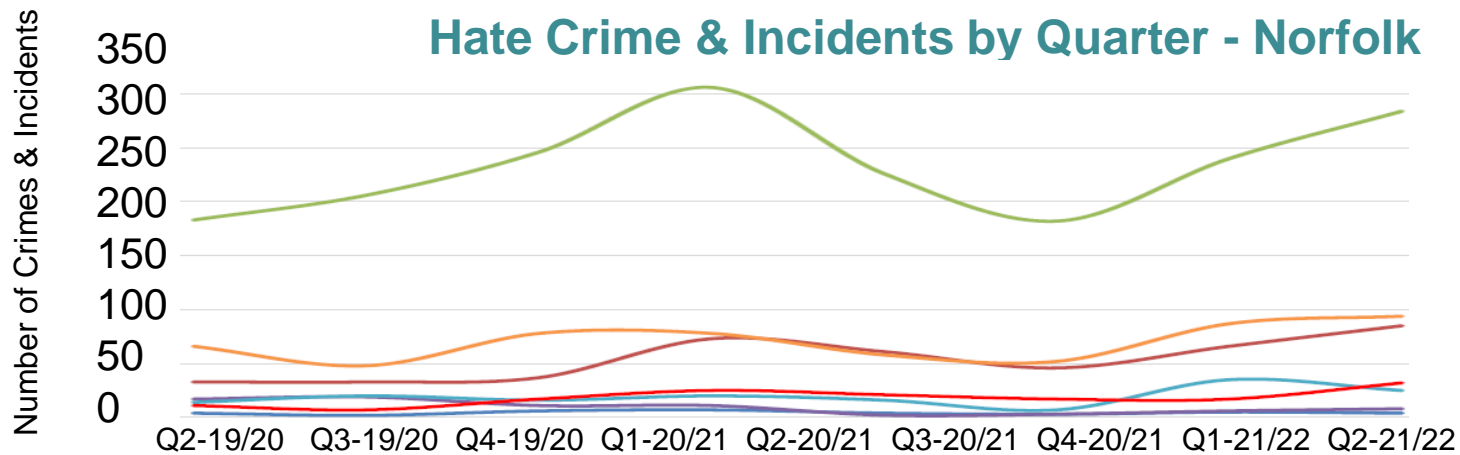


The **socio-economic** table on page 15 show the proportion of full-time **students** was **higher** in Norwich than in Norfolk or England. These figures will be updated after the Census 2021 along with a number of other data sets used to inform this report.

# Hate Crimes & Incidents



## Hate Crime & Incidents by Quarter - Norfolk



- Alternative Sub-culture
- Disability
- Racial
- Racial or Religious
- Religion
- Sexual Orientation
- Transgender

Type		Norwich	Norfolk	Norwich as % of Norfolk
Crimes	Alternative Sub-culture	5	13	38%
	Disability	50	168	30%
	Racial	206	621	33%
	Racial or Religious	6	17	35%
	Religion	27	65	42%
	Sexual Orientation	56	210	27%
	Transgender	24	65	37%
	<b>Sub-total</b>	<b>374</b>	<b>1159</b>	<b>32%</b>
Incidents	Disability	12	36	33%
	Racial	36	107	34%
	Religion	7	15	47%
	Sexual Orientation	16	40	40%
	Transgender	4	10	40%
	<b>Sub-total</b>	<b>75</b>	<b>208</b>	<b>36%</b>
<b>Total</b>		<b>449</b>	<b>1367</b>	<b>33%</b>

Data covers the period  
01/01/21 – 30/09/21



# Hate crimes and incidents - commentary

A **hate incident** is any incident which is **perceived** by the person, or any other person as being **motivated** by **prejudice** or hatred. It may or may not be a crime. A **hate crime** is a crime **committed** against someone because of their **protected characteristic**.

It is likely that the majority of hate crimes or incidents are not reported; therefore **higher figures do not always represent more crime**, but possibly more reported crime due to more awareness or confidence in reporting.



The data in the table on page 18 is for the 9-month period from 01/01/21 – 30/09/21. There is a slight **increase** in the total number of **hate crimes and incidents** being recorded over the last 9 months in **Norwich** when compared to the figures for the first 9 months of last year. However, there has been a decrease overall across Norfolk within the last 9 months compared with the first 9 months of last year.



The percentage of crime and incidents taking place in Norwich as a proportion of Norfolk has also **increased** from 30% to 33% during the last 9 months.



The quarterly totals for hate crimes shown in the chart on page 18 appear to show an **upward trend** for most hate types compared to the previous quarter. Numbers of racial and disability hate crimes have seen the sharpest upturn since the previous quarter. To note, the quarter being compared to Apr-Jun 2021 covers a period of 'opening up' following the COVID 19 pandemic. Similar issues should be borne in mind when comparing figures for the last six months against the previous six-month period and the same period in 2020.

Given that year on year analysis shows a seasonal decrease in hate crime and incidents through the autumn and winter months it seems reasonable to predict that there could be a decrease in hate crime over the next two quarters.

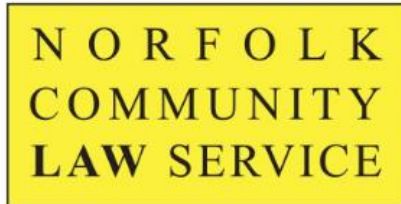
# Supporting Communities





# Supporting Communities

The council has funded and/or supported the following projects, and organisations over the last year. This is not a complete list.



Creating Connections | Building Communities

NORWICH INDEPENDENT LIVING GROUP



# Supporting Communities - commentary

**We continue to work with residents and stakeholders, recent examples include:**

Norwich Good Economy Commission funded work on hearing unheard voices through a commissioned game with key communities

Neighbourhood Community Infrastructure Levy and HRA funded work on Community Conversations in Mile Cross to pilot ways of working for all Reducing Inequality Target Areas

Development of the council-owned Impact Evaluation tool to help VCSEs evidence their successes within communities

Bringing together the key disability access organisations to plan for a more accessible city and make capital funding applications to address identified issues.



# Supporting Communities - commentary

**In Norwich, as elsewhere across the United Kingdom, Covid continues to affect the lives of residents and communities in the city. Through our Blueprint for Recovery we have taken a number of key actions to support the most vulnerable:**

Throughout the pandemic, addressing homelessness and supporting those who need our help in the city has been a high priority. Daily multi agency meetings led by the council looked to accommodate people as soon as they're identified as being at risk.

Since the end of November 2020, we have housed 94 people in our hub and hotel accommodation and since moved nearly half of them into more secure housing. In addition, over the winter months of 2020/21 we had to respond to more than half a dozen cold weather events, with the team providing 49 people with a safe and warm place to stay. This provision is in place for winter 2021/22.

Alongside providing places for rough sleepers in the city centre to stay at night, we continue to explore venues where they can access support during the day. Another key aspect of our support is to make sure our homeless clients are registered with GP practices so they can access healthcare. We're also working with our housing and health partners to vaccinate all homeless people in Norwich.

Domestic abuse presentations increased as a result of Covid and far outstrip the eastern region and England average. In real terms, the council sees an average of 70 approaches for housing/homelessness assistance on the grounds of domestic abuse every month.

Funding from the Department for Levelling Up, Housing and Communities has enabled us to enhance our services to domestic abuse victims and increase the capacity of the domestic abuse adviser to provide a personalised service to clients.

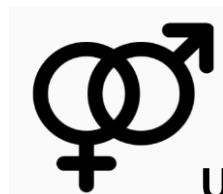
We adopted a new policy on non-commercial debt which seeks to better recognise and work proactively with vulnerable people. There is a growing number of people – exacerbated by the pandemic – who find it very difficult to pay their rent and council tax. This policy helps to ensure there is a consistent approach in how we support people to manage their debt.

# Our Customers





# Our customers (tenants)



## Gender

Male	40%
Female	59.3%
Unknown	0.7%



## Disability

Not Disabled	67.1%
Disabled	31.5%
Unknown	1.4%

The data on this page relates to the named Norwich City Council tenant, and not all occupants of the household, as of September 2021.

## Ethnicity



Asian/Asian British	1.6%
Black/African/Caribbean/Black British	1.9%
Mixed heritage	0.9%
Other ethnic groups	0.6%
Unknown ethnicity	1.0%
White-British	85%
White-non British	9.0%

## Age



15-24	3.9%
25-34	16.6%
35-44	18.2%
45-54	18.8%
55-64	16.4%
65-74	13.3%
75-84	8.7%
85+	4.1%



# Our customers (all services)

## Translations & interpretations

LANGUAGE	BOOKINGS	%
LITHUANIAN	67	17
PORTUGUESE	46	12
ARABIC	45	11
HUNGARIAN	35	9
ROMANIAN	32	8
POLISH	22	6
SPANISH	18	5
BULGARIAN	17	4
TURKISH	14	4
MANDARIN	13	3
BENGALI-SYLHETI	11	3
TIGRINYA	11	3
SWAHILI	10	3
RUSSIAN	9	2
KURDISH - SORANI	9	2
KURDISH - KURMANJI	6	2
BENGALI	6	2
PUNJABI - PAKISTAN	4	1
SUDANESE ARABIC	4	1
OTHER (10 Languages)	17	4
<b>TOTAL</b>	<b>396</b>	

2020-2021



## Complaints



	Number	Percentage
<b>Ethnicity</b>		
Asian/Asian British	9	0.55%
Black/African/Caribbean/Black British	4	0.25%
Mixed heritage	17	1.04%
Other ethnic groups	7	0.43%
White-British	825	50.61%
White-non British	51	3.13%
Unknown/declined to answer	717	43.99%
<b>Gender</b>		
Female	651	39.94%
Male	531	32.58%
X	4	0.25%
Unknown/declined to answer	444	27.24%
<b>Disability</b>		
Disabled	219	13.44%
Non-disabled	597	36.63%
Unknown/declined to answer	814	49.94%
<b>Age</b>		
<=19	0	0%
20-29	123	7.55%
30-39	199	12.21%
40-49	194	11.90%
50-59	179	10.98%
60-69	144	8.83%
70-79	92	5.64%
80-89	29	1.78%
90-99	3	0.18%
Unknown/declined to answer	667	40.92%
<b>Total number of complaints 2020-2021</b>	<b>1630</b>	





# Our customers- commentary



Information relating to **Norwich City Council tenants** has seen very little change over the last 12 months. There has been a slight shift in the **ethnicity** of tenants with a increase from 4.8% to 5% for those who are not white. Until the Census 2021 we will not know if this is reflective of ethnicity changes across the city as a whole.



The council has seen a 27.2% reduction in the number of translations and interpretations conducted for its customers this year, with the number of languages requested decreasing to 29 from 35. Increases in bookings for Bulgarian (+3), Romanian (+6) with drops in Arabic (-42), Russian (-9) and Mandarin (-3). Polish was third in the table of requests last year with 62 requests to just 22 this year.



A breakdown in **ethnicity** is included in the complaints analysis. There has been slight decrease in complaints from non-white customers, with a increase in complaints from white customers. We have also seen a 30.5% improvement in customers' ethnicity being recorded.



The **gender split** of complainants remains largely **unchanged** from last year, with the gender of the complainant not being know in almost a third of cases, similar to last year. Again this likely reflects the move to more digital contact from customers. Data collection will form part of the forthcoming council wide Equalities review. This year we have given customers the option to identify as gender 'X' when submitting a complaint.



The **disability** and **age** split remains largely unchanged from last year, which saw marked differences. Overall, the number of complaints has reduced by 8.4%.

# Our Economy





# Our economy

## Pay

### Median hourly pay (residents) £ - October 2021

	Male full time workers	Female full time workers	Total full time workers
Norwich	16.50	13.89	15.67
New Anglia LEP	14.38	13.55	14.06
East of England	16.67	14.93	15.88
Great Britain	16.26	14.86	15.65



### Median hourly pay (workplace) £ - October 2021

	Male full time workers	Female full time workers	Total full time workers
Norwich	16.64	14.65	15.33
New Anglia LEP	14.28	13.42	13.96
East of England	15.76	14.23	15.15
Great Britain	16.25	14.86	15.64



## Employment

### Claimant count by gender - October 2021

	Males	Females	Total
Norwich	3,065	2,040	5,105
New Anglia LEP	21,310	16,120	37,430
East of England	89,320	68,805	158,125
Great Britain	1,186,845	844,310	2,031,155

### Claimants as % of residents aged 16-64 - October 2021

	Males	Females	Total
Norwich	6.2	4.3	5.3
New Anglia LEP	4.4	3.3	3.8
East of England	4.7	3.6	4.2
Great Britain	5.8	4.1	5.0

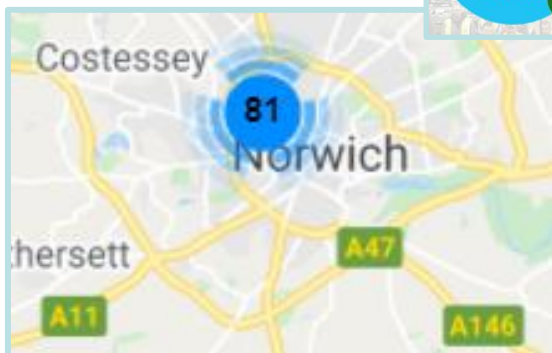


# Our economy

## Living Wage

### Living Wage Foundation Employers - Oct 2021

Norwich	81
Norfolk	201
East of England	359
UK	8819



**22.7% increase** in the number of **living wage employers**

100% of employees working on contracts with a value over £25k tendered by Norwich City Council are paid the Living Wage Foundation's living wage.



## Digital Inclusion



### New learners supported with skills workshops and loaning of equipment

Oct 2020 - Sept 2021

#### Ages of learners and equipment recipients

Under 25	10%
25 - 65	50%
Over 65	40%



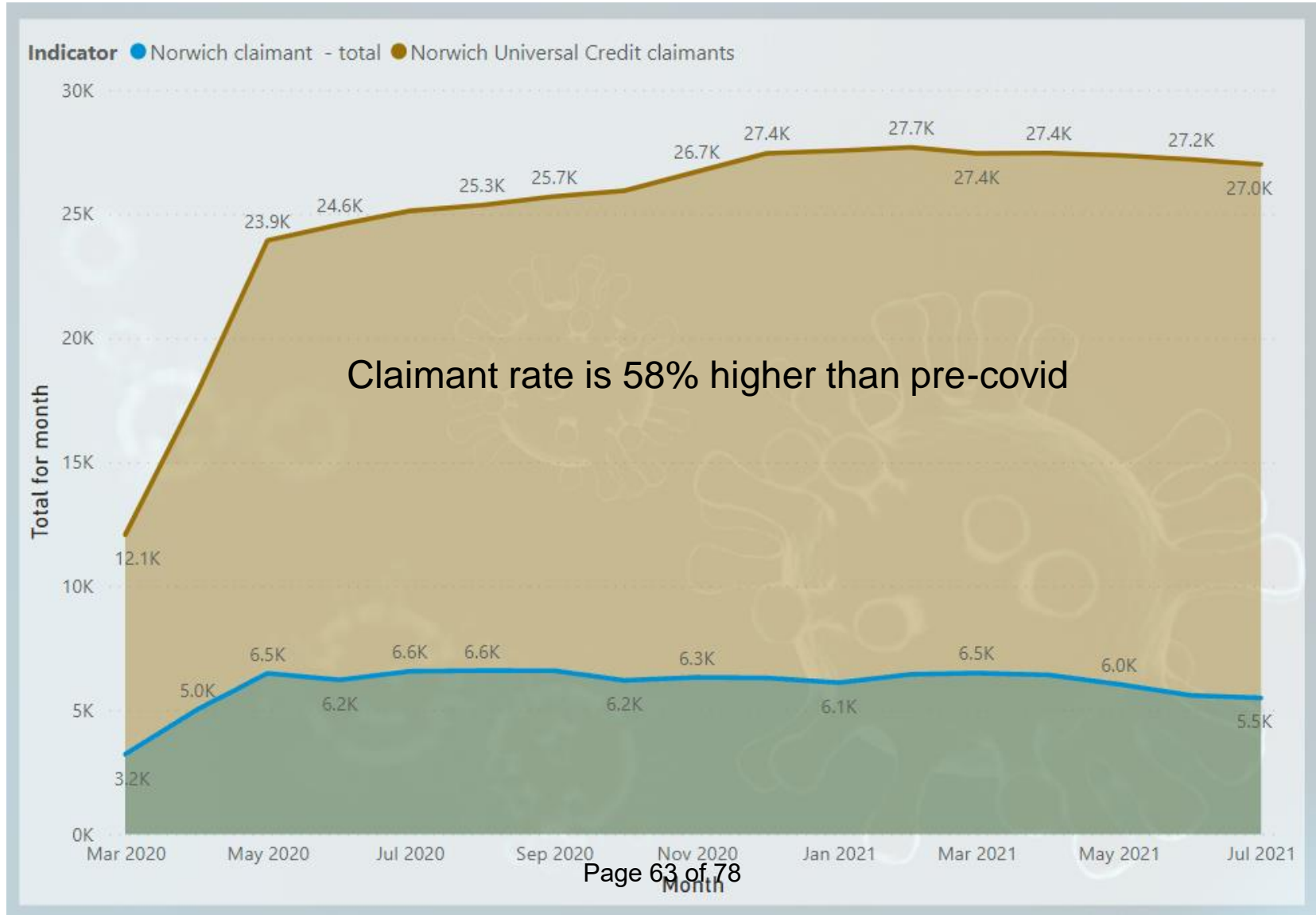
#### Activities

Digital stuff hub (IT equipment loans)	38
Digital skills support (New learners)	61
NGEC emergency data hub pilot	65
NGEC funded digital inclusion projects	5
Smartphones and SIMs distributed	29



## Our economy

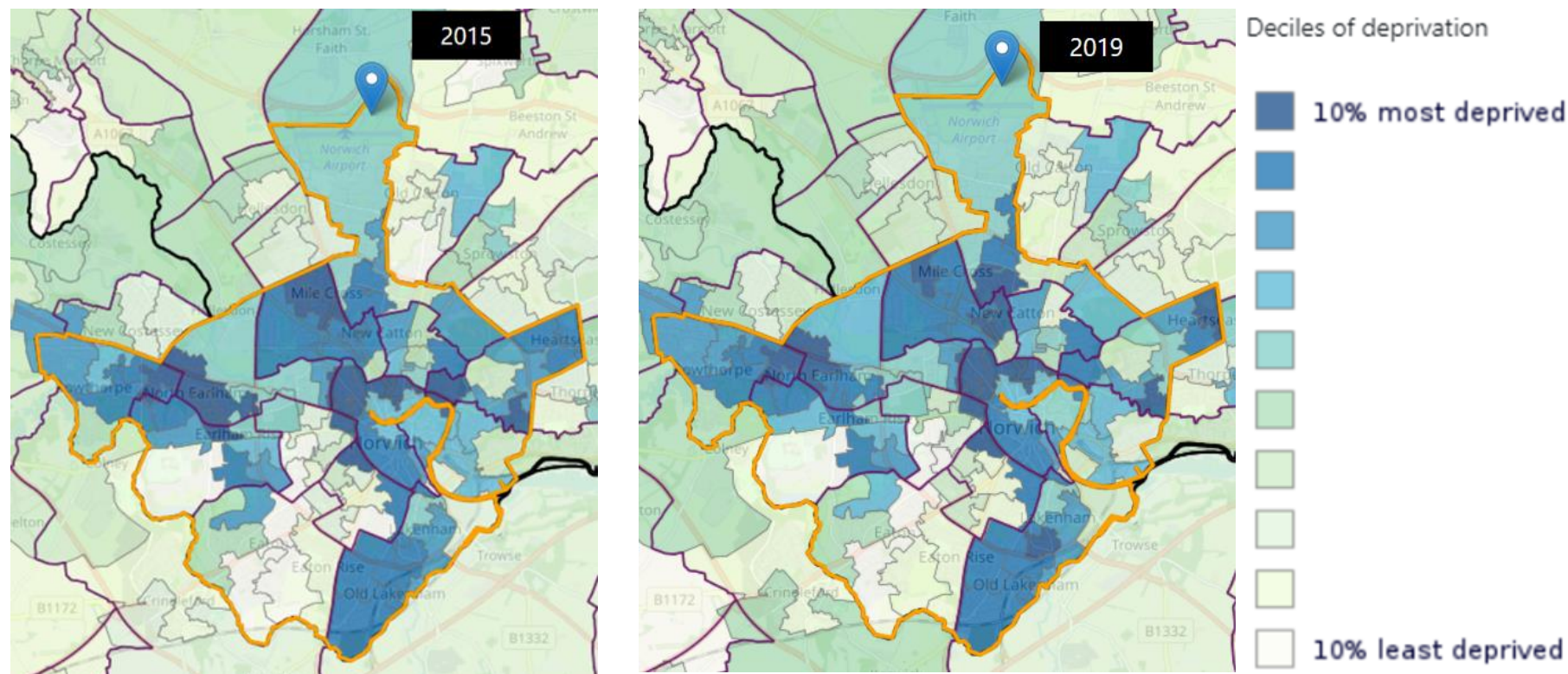
The chart below shows how levels of benefit claims and universal credit claims have increased since the start of the pandemic in Norwich.





## Economic inequality

The maps below show the 2015 to 2019 change in low-income households/income deprivation within Norwich. The colour scale measures the proportion of the population experiencing deprivation relating to low income, including those people out-of-work, and those in work who have low earnings.



The maps show slight changes in income deprivation across Norwich wards: a decrease in neighbourhoods within Crome, Thorpe Hamlet, Mile Cross and University wards; and growth in the level of deprivation in neighbourhoods within the Bowthorpe, Catton Grove and Wensum Wards.



# Our economy - commentary



The median full time hourly pay for **residents** in Norwich, and the New Anglia Local Enterprise Partnership (LEP) area has **increased** at a higher rate than the national and regional figures since the last report. The level of hourly pay is lower than the regional average but higher than the national average.



The median full time hourly pay for resident **females** has **decreased** by 4% meaning that they get paid £2.61 per hour less than males and 97p less than the national rate.



The **pay gap** between males and females **working** in Norwich, which includes those living outside the city, has **increased** by 79.3% this year with men being paid £1.99 per hour more than women. This aligns with the regional and national trends which show a increase in pay gap.



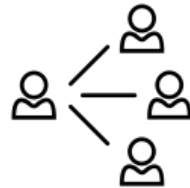
In the past 12 months the proportion of **residents economically inactive** has **decreased** as local employers have been recovering following the end of furlough scheme and national lockdowns put in place to tackle the spread of Covid-19. This is the case at a local, regional and national level. 6.2% of men (20.5% decrease) and 4.3% of women (17.3% decrease) are economically inactive in Norwich. The age breakdown for claimants is no longer available.

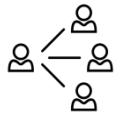
A caveat to the district level data for pay and employment is that due to a smaller sample size, some of the results contain a reasonably large margin of error.



We have been leading on a Digital Inclusion Project for the city for the past 6 years. It is a partnership project with one main funded partner Voluntary Norfolk, and many other local partners working together to support residents to overcome the barriers they face to going online. The service offers to the community digital inclusion skills support sessions, a digital equipment loaning scheme called Norwich Digital Stuff Hub, and a referral route through to specialist organisations and learning opportunities. Over the past year, through partnership with the Norwich Good Economy Commission, we have been able to coordinate an Emergency Data Bank, facilitated a workshop with social housing providers and grant funded 5 projects which will provide learning, data and support for people to reduce digital inequalities in the city.

# Council Employees





# Council Employees

## Gender



<b>Male</b>	42%
<b>Female</b>	58%

The data on this page is for the period April 2020 - March 2021

As of 31<sup>st</sup> March 2021, there were **662** employees of Norwich City Council

## Age



<b>16-29</b>	7%
<b>30-44</b>	36%
<b>45-59</b>	45%
<b>60-64</b>	9%
<b>65+</b>	3%

Norwich City Council's aim is for the workforce to reflect the percentage of the local community who are economically active, from an ethnic minority, who have a disability and match the gender imbalance.



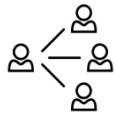
## Ethnicity

<b>Non-white</b>	3.5%
<b>White</b>	85.5%
<b>Prefer not to say</b>	11%

## Disability



<b>Yes</b>	10.7%
<b>No</b>	78.4%
<b>Prefer not to say</b>	10.9%



# Council Employees



## Training

**2069** corporate training sessions attended



Age	
16-29	7%
30-44	37.5%
45-59	45.5%
60-64	8%
65+	2%

<b>Male</b>	38%
<b>Female</b>	62%
<b>Disability</b>	9%
<b>No Disability</b>	82%
<b>Unknown</b>	9%
<b>Non-white</b>	2.4%
<b>White</b>	93.2%
<b>Unknown</b>	4.4%



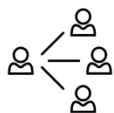
## Gender pay gap (snapshot date 31 March 2021)

**Hourly wages pay gap:** Women earn £1 for every £1 that men earn when comparing median hourly wages. Women's median hourly wage is the same as men's. Women's mean hourly wage is 5% lower than men's due to the higher prevalence of part-time female workers.




## Recruitment

	Ethnicity			Totals
	White	Non-white	Unspecified	
Applicants	552	66	1	619
Shortlisted	204	19	1	224
Offered	99	2	0	101
	Disabled			Totals
	Yes	No	Unspecified	
Applicants	64	534	21	619
Shortlisted	11	206	7	224
Offered	6	93	2	101
	Gender			Totals
	Female	Male	Unspecified	
Applicants	375	242	2	619
Shortlisted	147	77	0	224
Offered	62	39	0	101





# Council Employees - commentary

	<p>The data for disciplinary, grievance, leavers and promotions for the year 2020/21 is not appropriate to publish as the datasets are based on fewer than ten employees and the lower number poses a threat to employee confidentiality.</p>
	<p>Overall there has been a <b>decrease</b> in the number of posts recruited to, 108 last year and 77 this year. Similarly there has been a decrease in learning events from 2651 to 2069. Reductions in both recruitment and learning activity are as a result of covid-lockdown in 2020 and adapting to new ways of working, i.e. remote interviews and training delivery.</p>
	<p>The proportion of employees with a <b>disability</b> remains largely <b>unchanged</b>, and there is still an <b>under-representation</b> of Black, Asian and Minority Ethnic (BAME) employees.</p>
	<p>The percentage of employees by <b>age</b> range again remains largely <b>unchanged</b> with the majority of employees between 30 and 59 years old which reflects the working age population. However, there continues to be an <b>under representation</b> of <b>younger employees</b>.</p>
	<p>There are no further updates in terms of the other protected characteristics since the last report.</p>
	<p>From 2017, organisations with 250 or more employees have been legally obliged to publish and report specific figures on their gender pay gap. Data for 31 March 2021 is due to be reported by 30 March 2022 on our website and GOV.UK <a href="https://gender-pay-gap.service.gov.uk/">https://gender-pay-gap.service.gov.uk/</a></p>

















# Data Sources



# Data sources






## Our residents

	<b>Population</b>	Mid-year population estimates 2020, ONS
	<b>Ethnicity</b>	Census 2011
	<b>Disability</b>	Census 2011, Annual Population Survey 2020, Norfolk Insight Health Profiles
	<b>Gender</b>	Mid-year population estimates 2020, ONS
	<b>Age</b>	Mid-year population estimates 2020, ONS
	<b>Sexual orientation</b>	Annual Population Survey (2016-2018) & 2019, ONS
	<b>Religion</b>	Census 2011
	<b>Marriage/ Civil P'ship</b>	Census 2011
	<b>Gender reassignment</b>	NHS Gender Dysphoria
	<b>Looked After Children</b>	Children Looked After March 2020, Department of Education
	<b>Pregnancy/ maternity</b>	Birth summary statistics 2020, ONS
	<b>Rough sleepers</b>	St Martin's Housing Trust statistical reports 2020-21 and 2021-22
	<b>Carers</b>	Census 2011
	<b>Socio-Economic Classes</b>	Census 2011
	<b>Economic imbalance</b>	Indices of Deprivation 2015 and 2019, communities.gov.uk
	<b>Hate crime</b>	Norfolk Police: Hate Crimes & Incidents in Norwich 2019-20 and 2020-21

# Data sources




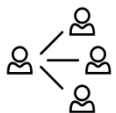
## Our customers

	<b>Our tenants</b>	All data based on our lead tenants as of October 2021
	<b>Complaints</b>	Formal complaints received by the council for 2020-21
	<b>Translations</b>	Data from INTRAN for 2020-21



## Our economy

	<b>Pay</b>	Annual hours and earnings survey 2021, ONS
	<b>Employment</b>	Claimant Count rate unemployment, Oct 2021, ONS
	<b>Living wage</b>	Living Wage Foundation Accredited Employers November 2021 & Internal procurement records November 2020
	<b>Digital inclusion</b>	Internal digital inclusion records October 2020 to September 2021



## Norwich City Council employees

	<b>Our employees</b>	Internal Human Resources data for 2020 - 2021 and as at 31/03/2021
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**Committee Name: Scrutiny**

**Committee Date: 16/12/2021**

**Report Title: Scrutiny work programme**

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

**Report from:** Executive director of community services

**Wards:** All Wards

**OPEN PUBLIC ITEM**

**Purpose:**

The purpose of this report is to assist scrutiny committee members in setting the scrutiny committee work programme for 2021/22.

**Recommendation:**

It is recommended that members agree a realistic and deliverable scrutiny committee work programme for 2021/22.

**Policy Framework:**

The Council has three corporate priorities, which are:

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

This report meets the people living well and great neighbourhoods, housing and environment corporate priorities.

This report addresses the strategic actions in the Corporate Plan, in particular the healthy organisation.

This report helps to meet the adopted policies of the council.

This report helps to meet the objectives of the COVID-19 Recovery Plan.

## **Report Details**

### **Developing a work programme for the scrutiny committee**

1. When the scrutiny committee considers which items to include on the work programme, it is useful to do so in the context of what the focus is for the council over the coming year and to look at how activity aligns to the council's corporate plan, policies and the COVID-19 recovery plan.
2. At scrutiny committee on 18 November 2021 the work programme was updated for the rest of the civic year 2021/2. The updated work programme is attached at Appendix A.
3. The scrutiny of the business plans of Norwich Regeneration Limited and Norwich City Services Limited has been postponed from 2 December. It is proposed that this meeting now takes place remotely on Monday 10 January at 16.30.

### **Recurring items**

4. There are certain areas of work identified for the scrutiny committee that are of a recurring nature. Presently, these are the scrutiny committee work programme (each meeting), Equality Information Report (December), pre-scrutiny of the proposed budget (February) and the annual review of the scrutiny committee (March). At the committee meeting on 21 October 2021 it was agreed to add updates from the councils climate commission as a recurring item.
5. Updates are received from the council's representative on the Norfolk County Health and Overview Committee (NHOSC).
6. Updates are also received from 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 the 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 has a fair chance of reaching sound, evidence based outcomes. Ideally, one main item per meeting would be the aim.
8. Members will still have the opportunity on a monthly basis to revise the programme if and when required or due to changing events. This is done via the work programme standing item on the scrutiny committee agendas and members may wish to consider keeping some space on the work programme to facilitate this.

## Consultation

9. Ward councillors, the public or other stakeholders have not been consulted (statutorily or otherwise). However the public are encouraged to submit topics for scrutiny via an interactive form on the council's website. The portfolio holder will be briefed as part of the regular portfolio holder briefing process.

## Implications

### Financial and Resources

10. 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.
11. 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

12. No specific legal advice has been sought or provided.

## Statutory Considerations

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

## Risk Management

Risk	Consequence	Controls Required
None at this stage		

## Other Options Considered

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

## Reasons for the decision/recommendation

14. This report will allow scrutiny to set and review the work programme for scrutiny for 2021/22.

**Background papers:** none

**Appendices:** none

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## APPENDIX A

### Annual work programme planning grid 2021-22

Date of meeting	Item
Thursday at 16.30	
2021	
27 May	Work programme. Appointment to Norfolk Health Overview and Scrutiny committee (NHOSC). Appointment to Norfolk Countywide Community Safety Partnership Scrutiny sub panel (NCCSPSSP).
24 June	Work programme. Bins on pavements, communal bins and fly-tipping - Andy Summers.
1 July	Scrutiny training – via zoom
15 July	Work programme. Verbal update from the NHOSC meeting held on 15 July (am). Air pollution from woodburning – Lesley Oldfield.
9 September Online via zoom	Air pollution from woodburning – continuation.
16 September	Ratification of resolutions made on 9 September. Appointment to Norfolk Health Overview and Scrutiny committee (NHOSC). Appointment to Norfolk Countywide Community Safety Partnership Scrutiny sub panel (NCCSPSSP). Second work programme setting meeting.
21 October	Work programme. (Including verbal update on the work of the select committee regarding communal bins). Review of the environmental strategy following Covid-19 (Portfolio Holder: Cllr Emma Hampton; Officers: Helen Chamberlin and Lou Rawsthorne).
Friday 12 November at 12.30	Extraordinary meeting. Health, safety and compliance in council homes. (Portfolio Holder: Cllr Gail Harris; Officers: Lou Rawsthorne)
18 November	Work programme. Update from the NHOSC meeting held on 4 November. The emerging new social inclusion agenda following COVID-19 (Portfolio Holder: Cllr Karen Davies; Officers: Helen Chamberlin and Ramona Herdman).
2 December (moved from 4 November) POSTPONED Likely to be moved to 10 or 11 Jan 2022.	Additional meeting. Scrutiny of the business plans for Norwich City Services Limited and Norwich Regeneration Limited. (Portfolio Holders: Cllrs Cate Oliver and Mike Stonard; Officers Hannah Leys and Dave Shaw).

<b>16 December</b>	<p>Work programme.</p> <p>Equality information report. (Portfolio Holder: Cllr Davis; Officers: Helen Chamberlin, Ramona Herdman, Ruth Newton, Emma Smith)</p> <p>Verbal update from the NCCSPSSP meeting held on 16 December (am).</p> <p>Report back from the scrutiny select committee on flytipping and communal bins (TBC).</p>
<b>2022</b>	
<b>20 January</b>	<p>Work programme.</p> <p>Update from the NHOSC meeting held on 20 January (am).</p> <p>Pre-scrutiny of the corporate plan and performance framework. (Portfolio Holder: Cllrs Alan Waters; Officers: Helen Chamberlin, Ramona Herdman, Ruth Newton, Emma Smith)</p>
<b>3 February</b>	<p>Work programme.</p> <p>To consider the 2022-23 budgets, medium term financial strategy and capital programme, along with capital strategy and treasury management strategy. (Portfolio Holder: Cllrs Alan Waters and Paul Kendrick; Officers: Annabel Scholes and Hannah Simpson)</p>
<b>17 March</b>	<p>Work programme.</p> <p>Annual review of scrutiny committee.</p> <p>A sustainable, inclusive Norwich economy following COVID-19 (Portfolio Holder and officers tbc depending on Scrutiny Committee's confirmed areas of focus for the review).</p> <p>Update from the NCCSPSSP meeting held on 24 February.</p> <p>Update from the NHOSC meeting held on 10 March.</p>

