

# AGENDA

**NOTE: In the case of non-members, this agenda is for information only**

- Committee** - **OVERVIEW AND SCRUTINY COMMISSION**
- Date & Time** - **Thursday, 3rd June, 2021 at 10.00 am**
- Venue** - **Breckland Conference Centre, Elizabeth House, Walpole Loke, Dereham, NR19 1EE**

Should members of the public wish to attend this meeting, and to ensure that Covid restrictions are adhered to, please email [democraticservices@breckland.gov.uk](mailto:democraticservices@breckland.gov.uk)

**Members of the Committee requiring further information, or with specific questions, are asked to raise these with the appropriate officer at least two working days before the meeting. If the information requested is available, this will be provided, and reported to Committee.**

## Members of the OSC

Cllr Rhodri Oliver (Chairman)  
Cllr Lynda Turner (Vice-Chairman)  
Cllr Timothy Birt  
Cllr Hilary Bushell  
Cllr Vera Dale  
Cllr Fabian Eagle

Cllr Terry Jermy  
Cllr Mark Kiddle-Morris  
Cllr Robert Kybird  
Cllr Ian Martin  
Cllr Mike Nairn  
Cllr David Wickerson

## Substitute Members

Cllr R Atterwill  
Cllr H Clarke  
Cllr P Wilkinson

Cllr H Crane  
Cllr P Morton

Democratic Services  
Elizabeth House, Walpole Loke, Dereham, Norfolk, NR19 1EE  
Date: Tuesday 25 May 2021

# PROTOCOL

## Working Style of the Overview & Scrutiny Commission (OSC) and Other Scrutiny Bodies

This document sets out the roles of Members and Officers, and the general principles to be adopted by the OSC and other scrutiny bodies such as Scrutiny Task and Finish Groups.

### **Member Leadership**

Members of the OSC will take the lead in selecting topics for overview and scrutiny and will recognise that best practice identifies scrutiny as a non-executive Member-led activity. The OSC will expect Cabinet members to take prime responsibility for answering their questions about topics which chiefly relate to the Council's activities.

### **A Constructive Atmosphere**

Meetings of the OSC will be constructive and not judgmental. The Commission recognises and accepts that effective scrutiny is best achieved through challenging and constructive enquiry. People giving evidence should be given due respect and not made to feel under attack.

### **Independence**

Members of the OSC/task and finish groups will not be subject to whipping arrangements by the party groups.

### **Respect and Trust**

Meetings will be conducted in a spirit of mutual respect and trust.

### **Consensus**

Members of the OSC/task and finish groups will work together and, while recognising political allegiances, will attempt to achieve consensus and agreed targeted recommendations. There will be recognition that the OSC has a primary duty to scrutinise on behalf of the community.

### **Openness and Transparency**

The OSC's business will be open and transparent, except where there are sound reasons for protecting confidentiality. The minutes of the Commission's meetings will explain the discussion and debate so that they can be understood by an outside reader.

### **Impartial and Independent Officer Advice**

Officers who advise and support scrutiny will give impartial and independent advice, as officers support all members of the Council.

### **Regular Review**

There will be regular reviews of how the scrutiny process is working, and a willingness to change if it is not working effectively.

### **Programming and Planning**

It is the responsibility of the OSC and the wider non-executive to determine its work programme and to allocate specific reviews either through a dedicated task and finish group or to undertake a review itself. Before each topic/review is commenced, the O&SC will agree the scope of the exercise, what information they will need initially, and which members, officers and external witnesses they wish to see.

## **Managing Time**

The OSC will aim to conclude the business of each meeting in reasonable time. The order of business will be arranged as far as possible to minimise the demands on the time of witnesses.

## **Member/Officer Roles**

Executive members will regularly be called to account for the decisions they have made and to explain progress in key areas of their portfolio – and in the case of the Council Leader – the Council as a whole. Members will be expected to produce and present a brief written account of their executive activities and will then be questioned by members of the OSC for a period no longer than 20 minutes.

## **Co-optees**

“Expert witnesses” may be co-opted onto scrutiny task and finish groups to provide technical assistance to the review. Co-optees possess no voting rights.

## **Substitutes**

Substitute members will be so listed on the agenda papers of the Overview & Scrutiny Commission. It is a member responsibility to alert a substitute in the event that she/he cannot attend a meeting.

**PART A - ITEMS OPEN TO THE PUBLIC**

|   | <u>Page(s)<br/>herewith</u> |
|---|-----------------------------|
| <b>1. <u>MINUTES</u></b><br>To confirm the minutes of the meeting held on 4 March 2021.   | 6 - 11                      |
| <b>2. <u>APOLOGIES AND SUBSTITUTES</u></b><br>To receive apologies for absence and to note substitute Members in attendance.  |                             |
| <b>3. <u>CHAIRMAN'S ANNOUNCEMENTS (IF ANY)</u></b>  |                             |
| <b>4. <u>URGENT BUSINESS</u></b><br>To note whether the Chairman proposes to accept any item as urgent business pursuant to Section 100(B)(4)(b) of the Local Government Act 1972.  |                             |
| <b>5. <u>DECLARATION OF INTERESTS</u></b><br>The duties to register, disclose and not to participate for the entire consideration of the matter, in respect of any matter in which a Member has a disclosable pecuniary interest are set out in Chapter 7 of the Localism Act 2011. Members are also required to withdraw from the meeting room as stated in the Standing Orders of this Council. |                             |
| <b>6. <u>NON-MEMBERS WISHING TO ADDRESS THE MEETING</u></b><br>To note the names of any non-members or public speakers wishing to address the meeting.  |                             |
| <b>7. <u>CUSTOMER SERVICE REVIEW</u></b><br>Report of Councillor Mark Robinson, Executive Member for Customer, Digital and Performance.   | 12 - 19                     |
| <b>8. <u>Q4 20/21 PERFORMANCE REPORT</u></b><br>Report of Councillor Mark Robinson, Executive Member for Customer, Digital and Performance.   | 20 - 31                     |
| <b>9. <u>CORPORATE PLAN REFRESH 2021</u></b><br>To receive a presentation from Greg Pearson, Head of Strategic Policy.  |                             |
| <b>10. <u>OUTSIDE BODY FEEDBACK (STANDING ITEM)</u></b><br>To receive an update from representatives on Outside Bodies.   |                             |

**11. SCRUTINY CALL-INS (STANDING ITEM)**

To note whether any decisions have been called-in for scrutiny.

**12. COUNCILLOR CALL FOR ACTION (STANDING ITEM)**

To consider any references.

**13. WORK PROGRAMME**

(a) A copy of the Commission's work programme is attached. The Commission is asked to agree any additions, deletions or amendments to the programme as appropriate.

(b) Member Issues: In accordance with the Commission's protocol for member leadership, which states that members of the Commission will take the lead in selecting topics for overview and scrutiny and in the questioning of witnesses, members are invited to put forward items for selection for future review.

*A copy of the Key Decision Plan is attached for Members' information.*

**14. NEXT MEETING**

To note the arrangements for the next meeting to be held on 15 July 2021 at 10am in the Anglia Room, Dereham.

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herewith

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