



SOUTH NORFOLK CABINET

Minutes of a meeting of the South Norfolk Cabinet of South Norfolk Council, held on Monday, 2 September 2024 at 9.00 am.

Committee Members Present: Councillors: D Elmer (Chairman), G Minshull (Vice-Chair), K Carsok, R Elliott, K Kiddie and L Overton-Neal

Officers in Attendance: T Holden (Managing Director), P Courtier (Director of Place), D Lorimer (Director of Resources), S Carey (Strategic Advisor and Deputy Monitoring Officer), G Denton (Assistant Director of Economic Growth), C Lawrie (Assistant Director of ICT/Digital and Transformation), S Phelan (Assistant Director of Community Services), H Mawson (Customer Experience and Insight Lead), R Squires (Senior Community Planning Officer) and L Arthurton (Democratic Services Officer)

Also in Attendance: Cllrs: J Cook, T Laidlaw and J Webber

3262. APOLOGIES FOR ABSENCE

No apologies for absence were received.

3263. DECLARATIONS OF INTEREST

No declarations of interest were received.

3264. MINUTES

The minutes of the meeting held on 8 July 2024 were confirmed as a correct record.

3265. CHET NEIGHBOURHOOD PLAN - CONSIDERATION OF EXAMINER'S REPORT

Members considered the report of the Senior Community Planning Officer, which provided feedback received from the independent examiner's report in relation to the Chet (Loddon and Chedgrave) Neighbourhood Plan.

Cllr Overton-Neal introduced the report noting that the Plan covered two local planning authorities, South Norfolk, and the Broads Authority. She explained that after the six-week publication, 47 representations had been received prior to the Plan being submitted to the independent inspector. Following the inspector's

review, 18 modifications were recommended to the Plan, which could be seen at appendices 1, 2 and 3 of the report.

It was noted that following approval a statement would be published and a referendum scheduled.

The Senior Community Planning Officer confirmed that if approved the referendum would likely take place in October. He further confirmed that the Broads Authority had already recommended the Plan at their respective meeting.

It was;

RESOLVED

To approve each of the recommended modifications to the Chet Neighbourhood Plan, as detailed within the examiner's report, and publish a joint Decision Statement with the Broads Authority, setting out the local planning authorities' response and announcing the intention for the Neighbourhood Plan to proceed to a referendum.

Reason for Decision

To meet the Council's legislative obligation as a Planning Authority to produce and adopt a Local Plan.

Other Options Considered

None

3266. TROWSE WITH NEWTON NEIGHBOURHOOD PLAN - CONSIDERATION OF EXAMINER'S REPORT

Members considered the report of the Senior Community Planning Officer, which provided feedback received from the independent examiner's report in relation to the Trowse with Newton Neighbourhood Plan.

Cllr Overton Neal introduced the report noting that the Plan covered two local planning authorities, South Norfolk, and the Broads Authority. She explained that after the six-week publication, 14 representations had been received before the Plan was submitted to the independent inspector.

Cabinet was asked to approve each of the recommended modifications and publish a joint statement with the Broads Authority allowing the Plan to go to a referendum.

The Senior Community Planning Officer further confirmed that the Broads Authority had already approved the Plan at their meeting and if approved today the Council would hold a referendum in October.

The Leader explained that this was the second time the Plan had come before Cabinet and he noted the positive changes which had been made to it.

It was;

RESOLVED

To approve each of the recommended modifications to the Trowse with Newton Neighbourhood Plan, as detailed within the examiner's report, and publish a joint Decision Statement with the Broads Authority, setting out the local planning authorities' response and announcing the intention for the Neighbourhood Plan to proceed to a referendum.

Reason for Decision

To meet the Council's legislative obligation as a Planning Authority to produce and adopt a Local Plan.

Other Options Considered

None

3267. REVISED COMPLAINTS POLICY

Cabinet considered the report of the Customer Experience and Insight Lead, which presented the revised corporate Complaints Policy.

The Customer Experience and Insight Lead informed members that the Policy had been updated in line with the new Housing Ombudsman, Local Government Ombudsman, and Social Care Ombudsman complaint handling codes. The Council's aim was to have a single Policy that took both codes into account, whilst allowing the handling of all complaints consistently. The Policy would also demonstrate the governance and structure of how the Council handled complaints received across all services.

Members' attention was drawn to the table at paragraph 3.1 in the report, which highlighted the key changes to the Policy.

The Policy also set out exclusions, including matters that already had an existing right to appeal, which previously had been dealt with via the complaints route.

The revised Policy also proposed reducing the timing for responding to complaints at Stage One from 15 days to ten and changing the response time from 15 days to 20 days at Stage Two, with the ability to extend this if necessary. The process and guidance alongside the Policy would also be updated to reflect any changes. All staff at the Council would also receive relevant training.

Cabinet further noted that a yearly self-assessment would also be going to the Finance, Resources, Audit, and Governance Committee (FRAG) and it was confirmed that there would be additional training provided for FRAG Committee members on the new self-assessment.

It was also confirmed that the Policy would be also reviewed internally with data

being shared with service areas and complaint numbers would be included in future quarterly Performance Reports.

It was;

RESOLVED

To recommend that Council adopts the revised Complaints Policy for South Norfolk Council

Reason for Decision

The Policy will enable the Council to handle complaints in line with the most recent Codes from the Housing Ombudsman and the Local Government and Social Care Ombudsman.

Other Options Considered

None

3268. FORWARD PLAN

Members considered the latest version of the Council's Forward Plan, and it was confirmed that all report were on track for upcoming Cabinet meetings.

3269. EXCLUSION OF THE PRESS AND PUBLIC

The Committee passed a resolution under section 100A of the Local Government Act 1972 to exclude the Press and Public from the meeting for the following items of business on the grounds that the consideration of the items is likely to involve the disclosure of exempt information as defined in Paragraphs 3 of Part I of Schedule 12A of the Act.

3270. PROCUREMENT SERVICE - PROPOSED CHANGE IN PROVIDER

Cabinet considered the exempt report, which proposed changing the current arrangements for the Council's Procurement Support Services.

Members then asked a series of questions regarding the logistics of the proposed change and the new provider and officers further clarified the financial details of the report.

It was;

RESOLVED

To agree the recommendations, as set out in the exempt report.

Reason for Decision

The change in provider will improve the Council's procurement process.

Other Options Considered

None

3271. NRP ENTERPRISE ZONE CAPITAL INVESTMENT PROPOSAL

Members considered the exempt report, which sought agreement for the NRP Enterprise Zone Capital Investment Proposal.

Cllr Overton Neal introduced the report, highlighting key information and proposals detailed in it. She further highlighted the economic benefits to the proposal.

Members then asked a series of questions regarding financial and arrangement details for the proposal. During the discussion it was agreed to go with option one in terms of funding, and the recommendation was amended to reflect this decision.

Considerable discussion followed where further clarification and assurances were given to members regarding the proposal.

It was;

RESOLVED

The proposals in the exempt report, as amended.

Reason for Decision

To attract new inward Investment into the District.

Other Options Considered

None

(The meeting concluded at 10.04 am)

Chairman