

# South Norfolk Scrutiny Committee

## Agenda

Members of the South Norfolk Scrutiny Committee:

Cllr Jeremy Rowe (Chairman)  
Cllr Brendon Bernard  
Cllr Justin Cork  
Cllr Kathryn Cross  
Cllr James Easter

Cllr Terry Laidlaw (Vice-Chair)  
Cllr Trevor Graham  
Cllr John Overton  
Cllr Delme Thompson

### **Date & Time:**

Thursday, 25 July 2024  
10.00 am

### **Place:**

Lower Yare - Horizon Centre, Peachman Way, Norwich, NR7 0WF

### **Contact:**

Lucy Palmer, tel 01603 430643  
Email: [committee.snc@southnorfolkandbroadland.gov.uk](mailto:committee.snc@southnorfolkandbroadland.gov.uk)  
Website: <https://www.southnorfolkandbroadland.gov.uk/>

### **Public Attendance:**

If a member of the public would like to attend to speak on an agenda item, please email your request to [committee.snc@southnorfolkandbroadland.gov.uk](mailto:committee.snc@southnorfolkandbroadland.gov.uk), no later than 5.00pm Monday, 22 July 2024.

### **Large print version can be made available**

If you have any special requirements in order to attend this meeting, please let us know in advance.

# AGENDA

**Working style of the Scrutiny Committee and a protocol for those attending** (Page 3)

1. **Apologies for absence**  
To report apologies for absence and to identify substitute members
2. **Urgent Items**  
Any items of business which the Chairman decides should be considered as a matter of urgency pursuant to section 100B(4)(b) of the Local Government Act, 1972. Urgent business may only be taken if, “by reason of special circumstances” (which will be recorded in the minutes), the Chairman of the meeting is of the opinion that the item should be considered as a matter of urgency.
3. **Declarations of interest** (Pages 4 - 6)  
To receive declarations of interest from Members (guidance attached)
4. **Minutes** (Pages 7 - 14)  
To confirm the minutes from the meeting of the Scrutiny Committee held on 9 May 2024
5. **Customer Experience Programme Update** (Pages 15 - 20)
6. **Scrutiny Review - Overview of Procurement** (Pages 21 - 27)
7. **Scrutiny Committee Work Programme, Tracker and Cabinet Forward Plan** (Pages 28 - 46)