



SOUTH NORFOLK CABINET

Minutes of a meeting of the South Norfolk Cabinet of South Norfolk Council, held on Monday, 6 November 2023 at 9.00 am.

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

Officers in Attendance: T Holden (Managing Director), P Courtier (Director of Place), D Lorimer (Director of Resources), J Sutterby (Director of People and Communities), R Fincham (Assistant Director of Finance), E Hodds (Chief of Staff), N Howard (Assistant Director for Regulatory), C Lawrie (Assistant Director of ICT/Digital and Transformation), S Carey (Strategy and Intelligence Manager), N Cunningham (Strategic Growth Projects Manager), G Denton (Assistant Director of Economic Growth), T Munro (Community Safety and Intervention Lead), J Pyle (PR Manager) and L Arthurton (Democratic Services Officer)

Also in Attendance: C Hudson, T Laidlaw, J Rowe and J Webber

3164. APOLOGIES FOR ABSENCE

No apologies for absence were received.

3165. DECLARATIONS OF INTEREST

No declarations of interest were received.

3166. MINUTES

The minutes of the meeting held on 9 October 2023 were confirmed as a correct record.

3167. CUSTOMER EXPERIENCE PROGRAMME – BUSINESS CASE

Members considered the report of the Assistant Director ICT/Digital and Transformation, which presented Cabinet with an overview of the outcomes from the discovery phase of the First-Class Customer Service project. The report also sought approval for the implementation of a Customer Experience Platform with

web content and data analytics with integration capability for data capture and workflow for automation.

It was noted that it was the Council's ambition to improve the experience of customers, and investing in a new Customer Experience Platform would enable significant changes to be made to the way that customers were serviced.

Members were advised that the proposed capital investment of £420,750 for the programme would be sourced from a reprofiling of the uncommitted capital budget, a favourable variance from the IT-Systems Replacement Programme budget line, and an additional capital investment of £35,000 across a five-year period.

Cllr Elmer, the Portfolio Holder for Governance, Technology, and Innovation, added that the proposals would upscale the Council's existing services by improving the customer service function. The Chairman agreed, adding that the single-aligned account will allow customers access to all Council services through a single point of access.

Discussion turned to how members would be kept up to date with the project's progress as it was implemented and a suggestion was made that this could be picked up via a joint working group with Broadland District Council or through the councils' joint scrutiny committee. The Monitoring Officer confirmed that she would take this matter away to review.

In response to a question on whether there would be a new design for the existing Council's website, officers confirmed that changes would be made to the existing website to allow integration with the new system as it was rolled out. In response to a further question, it was noted that a customer panel had already been convened to provide input into the project.

In summarising, the Chairman noted that this was an ambitious project but was key for making sure that the Council kept an up-to-date customer interface. He further noted that the district's population was continuing to increase, and it was important to ensure residents access to all of the council's functions. It was then;

RESOLVED

1. To:

- a. Agree the procurement of a new Customer Experience Platform with web content and data analytics with integration capability for data capture and workflow for automation.
- b. Delegate authority to award the contract for the new Customer Experience Platform to the Director of Resources, in conjunction with the Portfolio Holder for Governance, Technology & Innovation.

2. TO RECOMMEND THAT COUNCIL

- a. The total Capital investment required of £420,750 is funded from:

- (i) A reprofile of the uncommitted Capital budget and favourable variance from the IT- Systems Replacement Programme budget line
 - (ii) An additional capital investment of £35,000 across the five-year period
- b. The revenue investment required as outlined in section 4.0. is built into the base budget from 2024/25

Reason for decision

The Council had made a commitment to improving the experience of its customers and by investing in a new Customer Experience Platform, it would enable significant improvements to be made to the way that customers were serviced, whilst also creating efficiencies in the way the Council worked.

Other Options Considered

None

3168. PUBLIC SPACES PROTECTION ORDER - VEHICLE-RELATED ANTI-SOCIAL BEHAVIOUR

Members considered the report of the Assistant Director for Regulatory which proposed the adoption of a new vehicle-related anti-social behaviour restriction, the Public Space Protection Order (PSPO), under the Anti-Social Behaviour, Crime, and Policing Act 2014.

Cllr Kiddie, the Portfolio Holder for Cleaner, Safer Environment, explained that over the last few months, the Council had seen a rise in the number of vehicle-related complaints, with a range of offences being reported. A long consultation period had taken place, with both the public and external partners contributing, which had seen a large amount of support in favour of implementing a protection order. He further thanked officers for all their work in producing the document.

The Assistant Director for Regulatory added that after the COVID pandemic there had been a rise in the number of cases of vehicle-related anti-social behaviour in the Norfolk area. He noted that the protection order proposal was for a maximum of three years, with a review scheduled to take place after the first 12 months.

Cabinet noted that since the public consultation the wording of the PSPO had been revised to clarify the behaviours that would be prohibited and to ensure it was enforceable. New signage would also need to be provided to help enforce the PSPO and would be met from within existing budgets.

A query was raised on the review of the PSPO and the implications if, after the first 12-month review, the PSPO was deemed to be not working and amendments were needed. The Community Safety Officer explained that the three-year period was a standard period for protection orders, due to the work involved in making

the orders. If the PSPO was found not to be working after the 12-month period, it would be brought back to Cabinet for review. The Managing Director suggested formalising the review aspect of the PSPO within the recommendation with the addition of *a review to be undertaken after 12 months of operation*. It was further suggested that the review might form part of the Scrutiny Committee function.

In response to a question on how long an individual would be banned from an area if they were issued with a penalty relating to the PSPO, officers confirmed that offenders would not receive a formal ban from the area. However, offenders would receive a fine and would also be dispersed from the area at the time of the offence, which normally is for a period of 24 hours, but they would be able to come back to the area for legitimate purposes such as shopping, etc.

Conversation turned to occasions where groups of people were meeting peacefully, with a concern raised over the need to ensure that these were not affected. Officers reassured members that the PSPO was in place to mitigate anti-social behaviour and not to impede anyone's ability to carry out normal law-abiding activity.

The Chairman stressed the importance of being clear that the PSPO would not affect private places such as the Lotus test track, which was in the district. Officers confirmed that although PSPOs would cover retail parks, there were no circumstances for them to cover private-owned sites. In response to the need for a list of excluded places, officers confirmed that the definition of public places within the Antisocial Behaviour and Crime Policing Act of 2014 was efficient enough to ensure that private areas would be excluded.

It was then;

RESOLVED

TO RECOMMEND THAT COUNCIL makes the Public Spaces Protection Order as proposed in paragraph 4.6 and Appendix 1 over the geographical areas identified in Appendix 2 for a period of three years with a review to be undertaken after 12 months of operation.

Reason for decision

The making of the PSPO as proposed would deter vehicle-related anti-social behaviour offences and enable enforcement under specific legal requirements.

Other Options Considered

None

3169. FORWARD PLAN

Members considered the latest version of the Council's Forward Plan.

In response to a question regarding any recycling reports covering areas such as food waste collection would be coming to Cabinet, it was confirmed that officers

were waiting for further information to come from central Government. It was agreed that a placeholder for this item would therefore be added to the Plan.

3170. 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.

3171. FUNDING PROPOSAL FOR INFRASTRUCTURE TO SUPPORT AND ENABLE GROWTH.

Cabinet considered the exempt report, which outlined the progress made on proposed infrastructure improvements with the district.

Officers drew members' attention to the key areas of the report. During discussion a number of amendments were made to the recommendations in the report.

It was then;

RESOLVED

To agree the recommendation set out in the report as amended.

Reason for decision

To support improvements to infrastructure within the district.

Other Options Considered

None

(The meeting concluded at 10.05 am)

Chairman