

Norfolk County Council

Date: **Monday 19 April 2021**
Time: **10.00 a.m**
Venue: **Microsoft Teams Meeting**

Supplementary Agenda

7 Report from the Cabinet Meeting held on 12 April 2021

Page A2

Tom McCabe
Head of Paid Service
County Hall
Martineau Lane
Norwich
NR1 2DH

Date Agenda Published: 13 April 2021

**For further details and general enquiries about this Agenda
please contact committees@norfolk.gov.uk**



If you need this agenda in large print, audio, Braille, alternative format or in a different language please contact Democratic Services. Email: committees@norfolk.gov.uk and we will do our best to help

Report from the Cabinet Meetings held on 12 April 2021

A: Meeting held on Monday 12 April 2021

1 NCC Customer Experience Strategy 2021 to 2026

- 1.1 Cabinet received the report by the Executive Director for Community and Environmental Services setting out the council's customer experience strategy, developed by the Customer Services team in consultation with key service departments, to reflect and support delivery of the council's overarching priorities and target outcomes outlined in 'Together for Norfolk', Norfolk County Council's business plan for 2019-2025.

- 1.2 Cabinet **RESOLVED** to:

1. **approve** the Customer Experience Strategy, as set out in section 2 of the report.
2. **approve** the Customer Charter as set out in Appendix 1 of the report.

2 NCC Digital Strategy and Roadmap for the 2020s

- 2.1 Cabinet received the report by the Executive Director, Finance & Commercial Services setting out the Digital Strategy and Roadmap for the 2020s, designed to define how technology, digital infrastructure and digital services will be delivered and exploited in order to achieve the Council's strategic vision and objectives.

- 2.2 Cabinet **RESOLVED** to:

- **approve** the Digital Strategy and Roadmap for the 2020s, as set out in Appendix 1 of the report.

3. Trading Standards Service Plan 2021/22

- 3.1 Cabinet received the report by the Executive Director of Community and Environmental Services detailing the Trading Standards Service Plan and associated sub-plans (as annexed to the main plan) which set out the service priorities for 2021-22, taking account of the service budget set in February 2021, and focusing on economic recovery for the county.

- 3.2 Cabinet **RESOLVED** to:

- **agree and adopt** the Trading Standards Service Plan and associated Annexes set out in Appendices 1 to 5

4. Regulation of Investigatory Powers Act 2000 and Investigatory Powers Act 2016

- 4.1 Cabinet received the report by the Head of Paid Service detailing the use of RIPA and the IPA by the Council for 2020, informs members of the recent inspection conducted by the Investigatory Powers Commissioner's Office (IPCO) and seeks approval of the current policies, which have been reviewed and slightly amended.
- 4.2 Cabinet **RESOLVED** to:
1. **note** the use of RIPA and the IPA by the Council for 2020, as set out in Appendix A of the report; and
 2. **approve** the revised policy documentation provided at Appendix B and Appendix C of the report; and
 3. **note** the outcome of the recent IPCO inspection.
5. **Corporately Significant Vital Signs Performance Report**
- 5.1 Cabinet received the report by the Director of Transformation outlining the actual performance of the Council against its targeted performance for quarter three of 2020/21.
- 5.2 Cabinet **RESOLVED** to:
1. **Review** and **comment** on the current performance data
 2. **Agree** the planned actions as set out in Appendices 1 and 2 of the report.
 3. **Agree** the proposed reduced target for vital sign 349: Number of Apprenticeship starts
6. **Risk Management**
- 6.1 Cabinet received the report by the Executive Director of Finance and Commercial Services setting out key messages and the latest corporate risks.
- 6.2 Cabinet **RESOLVED** to:
1. **consider** and **agree** the key messages (paragraph 2.1 of the report) and key changes (Appendices A and B of the report) to corporate risks since the last risk management report in January 2021.
 2. **consider** and **agree** the corporate risks as at March 2021 (Appendix C of the report).
7. **Finance Monitoring Report 2020-21 P11: February 2021**
- 7.1 Cabinet received the report by the Executive Director of Finance and Commercial Services giving a summary of the forecast financial position for the 2020-21 Revenue and Capital Budgets, General Balances, and the Council's Reserves at 31 March 2021, together with related financial information.
- 7.2 Cabinet **RESOLVED** to:
1. **note** the period 11 general fund forecast revenue **underspend of £0.183m** **noting** also that Executive Directors will take measures to reduce or eliminate potential over-spends;

2. **note** the COVID-19 grant funding received of **£121.161m**, the proposed use of that funding, and the related expenditure pressures resulting in net Covid-19 pressure, of **£14.529m** taking into account proposed transfers to the Corporate Risk reserve;
3. **note** the allocation of Phase 2 of the Contain Outbreak Management Fund as set out in paragraph 5.14 and table 4b of Appendix 1 of the report;
4. **note** the period 11 forecast shortfall in savings of **£17.691m**, **noting** also that Executive Directors will take measures to mitigate savings shortfalls through alternative savings or underspends;
5. **note** the forecast General Balances at 31 March 2021 of £19.706m, before taking into account any over/under spends;
6. **note** the expenditure and funding of the revised current and future 2020-23 capital programmes.

8. Reports of the Cabinet Member and Officer Delegated Decisions made since the last Cabinet meeting:

- 8.1 Cabinet **RESOLVED** to **note** the Delegated Decisions made since the last Cabinet meeting.

Cllr Andrew Proctor
Chairman, Cabinet