

AGENDA

OVERVIEW AND SCRUTINY PANEL

MONDAY, 13 JULY 2020

1.30 PM

**A VIRTUAL MEETING VIA ZOOM VIDEO
CONFERENCING SYSTEM**

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Due to the COVID-19 outbreak and the restrictions by the Government on gatherings of people, this meeting will be conducted remotely using the Zoom video conferencing system. There will be no access to this meeting at the Council offices but you can view the meeting on YouTube, apart from any items marked confidential.

Today's meeting can be accessed via YouTube URL: <https://youtu.be/6eeDLHzw9Wc>

- 1 Appointment of Chairman for the Municipal Year
- 2 To receive apologies for absence.
- 3 Appointment of Vice-Chairman for the Municipal Year
- 4 Previous Minutes. (Pages 3 - 8)

To confirm and sign the minutes of the meeting of 8 June 2020.
- 5 To report additional items for consideration which the Chairman deems urgent by virtue of the special circumstances to be now specified.
- 6 Members to declare any interests under the Local Code of Conduct in respect of any item to be discussed at the meeting.

7 Update on previous actions. (Pages 9 - 12)

Members to receive an update on the previous meeting's Action Plan.

8 Council Tax Support Scheme (Pages 13 - 22)

Each year the Council is required to review its Council Tax Support (CTS) Scheme. This report advises Overview and Scrutiny of the progress of the 2020 annual review and the proposals to maintain the current scheme for 2021-22.

9 Council Response to COVID-19 - Future Implications (Pages 23 - 32)

To share with the Overview and Scrutiny Panel the future implications and opportunities of the COVID-19 pandemic in relation to service delivery by Fenland District Council.

10 Draft Overview & Scrutiny Annual Report (Pages 33 - 44)

The Overview and Scrutiny Annual Report reflects what has been undertaken and achieved by the Overview and Scrutiny Panel during 2019/20 and takes a forward look at the programme of work and challenges for Overview and Scrutiny in 2020/2021.

11 Future Work Programme (Pages 45 - 50)

To consider the Draft Work Programme for Overview & Scrutiny Panel 2020/21.

12 Items which the Chairman has under item 5 deemed urgent.

Friday, 3 July 2020

Members: Councillor G Booth, Councillor D Connor, Councillor S Count, Councillor M Cornwell, Councillor M Humphrey, Councillor D Mason, Councillor A Miscandlon, Councillor M Purser, Councillor R Skoulding, Councillor D Topgood, iCouncillor Wicks and Councillor F Yeulett

OVERVIEW AND SCRUTINY PANEL MONDAY, 8 JUNE 2020 - 1.30 PM



PRESENT: Councillor A Miscandlon (Chairman), Councillor A Hay (Vice-Chairman), Councillor G Booth, Councillor M Cornwell, Councillor M Humphrey, Councillor D Mason, Councillor M Purser, Councillor R Skoulding, Councillor D Topgood, Councillor Wicks and Councillor F Yeulett

OFFICERS IN ATTENDANCE: Amy Brown (Chief Solicitor and Deputy Monitoring Officer), Peter Catchpole (Corporate Director and Chief Finance Officer), Anna Goodall (Head of Governance and Customer Services), Paul Medd (Chief Executive) and Carol Pilson (Corporate Director and Monitoring Officer)

Councillor Miscandlon reflected on the sad news that since the last meeting of Overview & Scrutiny Committee, one sitting councillor, Cllr Alan Bristow, and one former councillor, Cllr Kit Owen had both passed away. A minute's silence was held as a mark of respect.

Councillor Miscandlon then welcomed members of the public and press watching the livestream of the Cabinet meeting via YouTube due to Government guidance on social distancing. The meeting was held in accordance with the provision set out in the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 and with Fenland District Council's Virtual Meeting Protocol.

OSC43/19 PREVIOUS MINUTES.

The minutes of the meeting of 10 February 2020 were confirmed subject to the following comment:

- Referring to page 6, item 21 Councillor Booth said he understood there should be an action to look into a question he asked regarding county council and the rates they were going to be charging pre-schools.

OSC44/19 UPDATE ON PREVIOUS ACTIONS.

Members were provided with an update on the status of actions raised at previous meetings of the Overview and Scrutiny Panel.

Councillor Booth said that Action 5 on road safety and speed prevention lacked information in not stating the amount of work the police are going to do in relation to their enforcement role. He said that there was a lengthy explanation about prevention work but it is enforcement that needs to work hand in hand with prevention. Councillor Booth added that he is a Community Speedwatch volunteer and therefore has experience of this. Councillor Miscandlon agreed that speeding is an issue that is raised regularly with all members.

OSC45/19 COVID-19 UPDATE REPORT

Members considered the COVID-19 update report presented by Councillor Boden.

Councillor Boden stated that this report was a summary and he would be happy to provide greater

detail should any members require it.

Members meeting asked questions, made comments and received responses as follows:

1. Councillor Wicks asked why it took so long for residents aged 70 plus to receive a letter from the Council outlining the assistance available. He did not receive his letter until 3 or 4 weeks after lockdown and yet he is a member of the Council. Councillor Boden apologised that the letter sent in his name was received later rather than sooner, however council members are not prioritised. He explained that the Council was attempting to communicate with as many people as possible, and had to use a variety of methods in the form of a rolling programme to ensure they captured each one as there is no single database available. They started with the most elderly as a priority by getting their names from a list of those exempt from jury service and as Councillor Wicks is not in that category, his letter was received later. Councillor Boden pointed out that we were in fact ahead of the game as once other councils saw what we were doing, they followed suit.
2. Councillor Booth commented on the timeliness of the report saying it should be seen as an interim rather than final report. It would have been useful to get feedback on areas where we could improve in the future, e.g. the lack of coordination with the national delivery scheme working with the Council. Members of staff needing to change or request a food delivery do not know which company is providing the delivery; there are a lot of groups working in the right direction but it could be tightened up. Councillor Boden stated that it is indeed an interim report as we are still in the middle of the COVID-19 crisis. Feedback is welcomed and the working of the COVID-19 hub will be subject to further scrutiny. He explained that this meeting was to talk about the COVID response and next month would be highlighting to Council the future and implications as a result. Councillor Boden also agreed that national and local coordination has not been entirely seamless, which has been a source of frustration for many. He explained that on government instructions, the County Council hub has taken a lead on the shielded list and they are liaising with the national support network and not ours; if they did there would be more crossed wires. We have had to go with the structure set up by national government but he would encourage shielded residents to contact the FDC hub with any issues so staff can then contact the CCC hub and community volunteers to ensure matters are addressed. However, given the scale of the exercise, relatively few issues have been raised.
3. Councillor Miscandlon asked what members can do to improve the cohesion between national and local service providers. Councillor Boden advised that there is nothing that can be done by individual members but reiterated that they encourage individuals to report issues to the FDC COVID hub for them to put forward. It is tempting to help individually, but we have to operate through the system set up and not take short cuts that may cause further confusion.
4. Councillor Wicks questioned the amount of information members are receiving regarding the amount of support available within their own wards. He is not aware of what is available and he would welcome more information in order to alleviate pressure on Council staff. Councillor Boden thanked Councillor Wicks but pointed out that the job of the COVID hub is not to provide continuing support and information to residents but to provide the links to the community so they can provide the assistance directly as required. Once these links are made and maintained, there is no longer a need for individuals to come back to the hub. He said that local members are usually aware of the local organisations operating in their area. Councillor Boden added that we have not emailed a list of who is cooperating in the area to local councillors but will do that and apologised to those who have slipped through the net.
5. Paul Medd said that lead time was tight due to the rapidly evolving situation. When the Prime Minister announced lockdown on 23 March, it took just two days for the Council to be proactive in mobilising the hub, which has proved vital and supported nearly 1900 residents since its inception for a whole matter of support. Recently the Council was trying to ensure that as many businesses as possible received support grant payments and members were contacted with the details of businesses officers had been unable to contact. Therefore,

members can assist officers with trying to contact those businesses within their wards that officers have not heard from. Furthermore, the Communications Team have been proactive in sending information as soon as they have it. He pointed out that as and when members are contacted by constituents, members can point them to our website or signpost them to the relevant organisation for help as all the information is available.

6. Councillor Booth pointed out that his ward set up a helping hands scheme early on and as a result he receives a large number of daily email notifications; therefore the information has been coming through and there is some useful information about the different organisations. If this was sent to members it would alleviate pressure on the FDC hub. However, as a local volunteer he found it slightly frustrating to have to go through the general FDC telephone number and asked if a special number could be made available to volunteer groups. Councillor Boden said careful examination would be needed on this; he was not aware of a problem or delays in getting through on the general number and having a direct line for volunteers would not help if staff are already dealing with other calls.
7. Councillor Cornwell asked Paul Medd why the FDC hub was set up on 25 March when the Prime Minister had announced on 16 March that isolation was to commence that weekend. He also asked if the local resilience forum was active in the background or did FDC have to set up the hub with direct responsibility placed on us by central government. Councillor Cornwell further asked was there a leadership role for the County Council? They took the lead and we did the signposting exercise, however members have been receiving reports of the success of the services provided by some of the people referred to. Councillor Cornwell said he was interested to know how prepared were those organisations to respond to what was being reported to them and he felt we should ask for evidence of that. He agreed that a lot had happened in a short time but suggested that we may not have been quick enough. In the meantime Councillor Cornwell wanted to thank the refuse team for the amount of work they have undertaken to carry on the service despite a lot of extra work as a result of people undertaking clearance projects in lockdown. He pointed out that the problem was the County Council closing the household waste sites. If there had been a resilience forum in operation, it would have kept them open.
8. Councillor Miscandlon said on behalf of the O&S panel he would like to thank and congratulate all FDC staff and all the other organisations within the district that have gone above and beyond what they would normally do.
9. Paul Medd thanked Councillor Cornwell for his observations. Regarding timeliness there had been a general awareness that the pandemic was spreading but in the early days it was unclear as to the impact and extent and the Corporate Management Team were closely monitoring and discussing events, hence why when the official lockdown was announced it only took two days to get the FDC hub up and running. The local resilience forum was working behind the scenes but cannot step out of its remit. As County Council is the upper tier of local government, they were asked to support the NHS shielding role and FDC would complement their role by working with other residents.
10. Paul Medd thanked Councillors Cornwell and Miscandlon for their comments regarding staff; he agreed that third parties, i.e. an army of volunteers and organisations had done a sterling job, and all council services had continued to run despite the challenges. There had been an impact on some projects but vital frontline services, in particular Refuse and Cleansing, had stepped up and continued to deliver.
11. Councillor Yeulett asked what economic challenges the Council is facing with reduced finances and asked if any extra expenditure has been incurred as a result of the pandemic; particularly as the Government are facing big challenges going forward.
12. Councillor Boden said the position remains uncertain; much is unknown in the coming weeks and months hence at the next meeting of Overview & Scrutiny, we will be looking at what the likely implications are financially for the Council. We are monitoring and reporting monthly to the MHCLG (Ministry of Housing, Communities & Local Government) and current estimates suggest there would be a £4m impact to our budget. Costs have been increased and we have lost income. The final situation will depend on a number of outcomes but we are in a stronger position than other local authorities as we had a budget surplus for

2020/21 of some £2.5m so are better off than those with a balanced budget.

13. Councillor Booth reiterated the work done by council staff to keep services running and to other groups. He feels that there has not been recognition for the good neighbours running little errands for their neighbours in the community. Without these people, then the voluntary groups would have had more work to do and would have overwhelmed local service providers. The key message is that communities are pulling together and looking after one another. Councillor Miscandlon agreed.
14. Councillor Wicks said that he was aware of only one national supermarket that, to his knowledge, provided a dedicated Freephone number to vulnerable people. He added that FACT stepped up and made a private arrangement with the store manager to assign one vehicle to their community champion for next day delivery when they are a supplier of transport. He wanted to know what other national supermarkets had done.
15. Councillor Boden agreed that FACT is not a delivery service and was set up to provide community transport but because of lockdown, many individuals were not able to go anywhere at all so as an organisation it has a resource and number of vehicles available and knew who needed help. He added that there are many community organisations throughout Fenland who have risen to the challenge and there are other national and local supermarkets that are supporting organisations in the area; however it is not appropriate for this Council to discuss national supermarket policy and we cannot direct it. Most supermarkets offer priority shopping times and access to key workers and the NHS and we have not had any involvement in that. However, if any resident is struggling please ask them to contact FDC via the general number.
16. Councillor Hay said it was important to remember there are a fair number of supermarkets across Fenland that are not following national head office guidance but doing what they can in their own area and we should recognise all the supermarkets are trying to do their bit.
17. Councillor Booth agreed life has been a lot easier with them on board and reiterated his personal thanks. However, he did feel there could be better coordination with neighbouring authorities in respect of volunteers helping people living on the border.
18. Paul Medd agreed that was a good point and had been brought to our attention by Wisbech volunteers early on. Residents north of the boundary were given our contact centre details to request support. A service was provided but not sustainable given calls for support coming from within Wisbech itself. This was raised with colleagues at Kings Lynn West Norfolk BC in order that respective communications could make clear where people on the border could go for support.
19. Councillor Mason advised that Whittlesey Food Aid had received a lot of help from local supermarkets and would be happy to talk to Councillor Wicks to update him.
20. Councillor Humphrey congratulated all on the response so far, the pandemic had brought massive implications and there was no baseline to work from. We will learn with the benefit of hindsight we will learn, information is available on social media. The Council's website briefings are really good and he congratulated all those involved in the maintenance of essential services.

The Overview and Scrutiny Committee noted the content of the COVID-19 update report.

(Councillor Boden declared an interest by virtue of the fact that he is on the board of FACT)

(Councillor Skoulding declared an interest by virtue of the fact that he is a volunteer with FACT)

(Councillor Booth declared an interest by virtue of the fact that he is a volunteer with FACT)

OSC46/19 URGENT DECISION TAKEN BY THE LEADER IN RESPECT OF FREEDOM LEISURE

Members received and considered a verbal update provided by Councillor Boden in respect of an urgent decision taken as Leader in respect of Freedom Leisure.

Councillor Boden first sought advice regarding his statement and Carol Pilson confirmed that only the information available in the Members' briefing note of 1st May was in the public domain. Therefore, to provide any further details would mean the meeting may have to go into confidential session.

Councillor Boden advised that instructions were received on 22nd March that all leisure services had to cease, which had a profound and immediate impact on Freedom Leisure. It was clear that some sort of financial package would be requested but with no certainty of the amount. During the time, relentless efforts were made to arrive at a solution. Legal advice was sought internally and externally with regard needed for other council customers as Freedom Leisure has almost 100 centres across 25 councils. In mid-April the requested relief was found necessary and an entry placed on the Forward Plan on 23rd April. Freedom required payments by the beginning of May to meet their payroll obligation, having met April's out of existing capital. There was a real and compelling concern that not to take action would impact on the continued employment of employees and the very existence of Freedom Leisure. Therefore we had to exercise discretion; the request not made lightly but there was a lack of alternatives at that time. In order to comply with constitutional requirements, it was necessary to take action and bearing in mind these are very unusual and unprecedented times. Councillor Boden explained this was just a summary of why the decision was made urgently.

Members asked questions, made comments and received responses as follows:

1. Councillor Booth queried the timeline as he was not convinced about this based on what he had read in the member briefing. Under 4.5 of the briefing paper, we could have decided not to give support or limited support and Freedom could have terminated their contract, so that suggests a time span, however he is not disputing the decision taken.
2. Councillor Boden said to remember that it was not just us but other local authorities as well and this was a matter where Freedom Leisure literally had days in which they had to have agreement in order to continue to operate. Yes, three months' notice of termination of contract can be given under force majeure but would we want this or would it be of benefit to allow it, hence the conclusion that it was more helpful to continue working with Freedom. Due diligence was not made under what they claim they required, but the decision was not made flippantly; a lot of detailed work was undertaken by officers and there were significant changes in terms of support offered. Time was taken, hence the 1st May deadline to get agreement from all councils. Therefore the timeline is a stated but officers can give provide further information to Councillor Booth if he still has concerns.
3. Councillor Booth said it sounds like Freedom Leisure pressurised the Council to make that decision by 1st May as their statement said the majority of their clients said they would give significant support. Although he did not dispute the decision, Councillor Booth said it seemed a case of the tail wagging the dog.
4. Councillor Boden stated that although he can understand why it looks like that, we had contractual obligations in the leisure contract agreed with Freedom Leisure and we had to look at the best interests of the Council. All of the major customers had agreed to a package of support but that was not the case 7 days earlier; all councils were in that position.
5. Councillor Hay said we need to remember that we are in the early stages of a 15- year contract. If we had not helped we would have been in danger of having to take this contract back. She agreed it with Councillor Boden that these are unprecedented times and Freedom Leisure would have had to shut down their entire operations, not just one gym. This is on a loan basis and will be recouped over the following years; therefore it was the right decision to take considering it was urgent and the employees needed to be paid.
6. Councillor Boden thanked Councillor Hay for reflecting the position. He said that consideration was given to the implications if we did not provide financial support and it was

not just about savings as it may have threatened the existence of one or more of the 4 sites. We weighed up all the risks involved and on balance in the interests of both the Council and residents it was important to provide support to Freedom Leisure.

7. Councillor Skoulding remarked that it was a good and brave decision. The Council had to strike quickly as staff did not know what was going to happen and he expressed his thanks for the decision.
8. Councillor Booth said he would be interested to know how many other councils were forced to take an urgent decision and not follow the constitution and allow call-in process. He realised it would be a task to get that information but would give an idea of how many other councils were in the same position. He then asked that as Freedom Leisure stated they had no income, had customer direct debits been suspended. Councillor Boden confirmed that this was the case and they will restart when appropriate to do so. So far as other councils are concerned, the information is available but it would take some doing getting hold of it and different councils have different schemes of delegation, so in many cases a council will have been able to fulfil this requirement without having to use urgency procedures and in other cases they will have had, so it will vary from council to council.
9. Councillor Hay said that as a member of Chatteris gym, she could confirm that when it first closed, she was informed her direct debit would not be taken; however customers were given the option to continue to pay if they wanted
10. Councillor Miscandlon said that he had previously had a long discussion with Amy Brown because of the urgency of the matter and considerable time was spent before the decision was signed off, so he is aware of the implications of what was dealt with at the time.

The Overview & Scrutiny Panel received and commented on the verbal update on the urgent decision taken by the Leader in respect of Freedom Leisure.

(Councillor Cornwell declared an interest as his son is an employee of Freedom Leisure and left the meeting for this item and for the rest of the meeting)

OSC47/19 FUTURE WORK PROGRAMME

Members discussed the Future Work Programme.

1. Councillor Booth suggested Anglian Water be invited to attend a future meeting. He has had complaints regarding water pressure due to increased usage with more people at home during this pandemic. Although this has improved, it would be useful to have them discuss their infrastructure and maintenance programme. Councillor Miscandlon pointed out that they are not a statutory function so although an invite can be extended, Anglian Water have no obligation to attend.
2. Councillor Booth also suggested that Clarion come before the end of the year as the opportunity was missed for them to attend in March.
3. Councillor Booth requested that Freedom Leisure attend earlier than November so they can advise how they expect to get services up and running again. Councillor Topgood thought it counter-productive if they are also coming in November and Councillor Hay said that it had to be borne in mind that we currently do not know when Freedom Leisure can get back up and running; if not until August or September then they will need time to recover. Councillor Miscandlon agreed.
4. Councillor Mason said in view of COVID-19, he suggested an update of the financial investment strategy.
5. Councillor Miscandlon said that the entire work plan would need revising anyway as the COVID-19 pandemic has messed up the programme and due to the March and April meetings having been cancelled.

Agenda Item 7

Outstanding actions from Overview and Scrutiny – June 2020

ACTION NUMBER MEETING DATE MINUTE NUMBER	RECOMMENDATION/ ACTION	UPDATE	TIMESCALE
ACTION 1 08/06/2020 OSC43/19	<p>Councillor Booth would like county council to state what rates they will charge pre-schools (this should have been an action recorded under OSC38/19, item 21).</p>	<p>Response from Sector Development and Funding Manager, Early Years Service, Cambs County Council</p> <p>Cambridgeshire County Council wrote recently to a range of early years and childcare providers occupying buildings on school sites as part of its ongoing work to achieve consistent occupancy arrangements.</p> <p>The ongoing work looks at whether market rents are affordable for Early Years settings or not and then proceeds to adjust the rent downwardly if there is lack of affordability that would threaten the sustainability of the provision.</p> <p>This activity supports the Council's responsibilities for:</p> <ul style="list-style-type: none"> • Maintaining and developing the local economy for the benefit of all; • Obtaining best value in respect of all its financial dealings, including those in its role of being a landlord; and, • Maintaining its assets in order to protect their value over time. <p>This process has been extended</p>	COMPLETED

		<p>to address the impact of the Coronavirus on early years provision, looking at rent deferment and rent holiday options. Both of these options were presented in the letter.</p> <p>All of these measures are designed to make occupancy easier for early years and childcare providers, with more consistent, realistic and affordable property charges. Providers will be asked for certain information relating to their business in order to access the remedial measures on offer. This again is in the interests of consistency and fairness.</p> <p>There is no intention to increase rents in any of this activity.</p>	
<p>ACTION 2 08/06/2020 OSC44/19</p>	<p>Councillor Booth requested further information on what the police will be doing to enhance their enforcement role in relation to speeding prevention.</p>	<p>Response from Neighbourhood Inspector Ian Lombardo</p> <p>The team have been working on a bid for exhaust noise reading equipment and I'm pleased to say this has been successful and the kit has been ordered.</p> <p>A constant complaint is the drivers with loud exhausts driving at speed through the towns and villages and until now we didn't have a calibrated bit of equipment to register the level of excessive noise coming from these vehicles and therefore found it difficult to prosecute.</p> <p>It links in with the speeding aspect as the loud racing sound of the exhaust encourages the driver to driver faster.</p> <p>A day of action will be taking</p>	<p>COMPLETED</p>

		<p>place in the near future.</p> <p>Norfolk have had this bit of kit for a couple of years and they have been extremely positive about it.</p> <p>It's especially useful at car cruises as it's a nice and simple way to break them up as the drivers don't want to get fined and know that as it's a calibrated machine they can't argue with it at court.</p> <p>Alongside this local officers continue to target road related offences including speeding during their routine patrols.</p> <p>We regularly update the community about action that is taken in regards to these matters via our social media pages and monthly councillor reports.</p> <p>The teams will and do undertake dedicated speed enforcement when other priorities allow and also support local communities to set up their own speed watch schemes.</p> <p>We continue to look for new ways to work with our partners to ensure that the roads in the fenland area are as safe as possible.</p> <p>Work is developing to set up an email address for the Police neighbourhood teams dedicated to Local Councillors and partners to feed in concerns such as hot spots for speeding which the team can then respond to.</p>	
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Agenda Item No:	8	
Committee:	Overview and Scrutiny Panel	
Date:	13 July 2020	
Report Title:	Council Tax Support – 2021/22 scheme	

Cover sheet:

1 Purpose / Summary

Each year the Council is required to review its Council Tax Support (CTS) Scheme. This report advises Overview and Scrutiny of the progress of the 2020 annual review and the proposals to maintain the current scheme for 2021-22.

2 Key issues

- We are now in the eighth year of CTS; a locally set scheme that replaced the nationally set Council Tax Benefits (CTB) scheme from April 2013.
- In 2013-14 we were able to take advantage of a one-off Government grant that compensated in part for the reduction in Government funding that year. This meant that the maximum CTS awarded was the amount calculated, less 8.5% (Pensioners are protected by legislation and receive up to 100% CTS).
- In 2014-15, we initially proposed this reduction be increased to 20%. However a reduction in demand meant that we were able to revise this reduction to 14%.
- For 2015-16 and 2016-17 we kept the same scheme as 2014-15, except that allowances and premiums (the amounts of income from state-administered benefits such as Jobseekers' Allowance) were increased in line with other benefits such as Housing Benefit. This means that customers have a higher income before losing CTS.
- For the 2017-18 scheme, as part of the Council's Comprehensive Spending Review (CSR1), we consulted customers on a proposal to increase the CTS reduction for working age customers from 14% to 20% starting from 1 April 2017. Based upon feedback from customers and the potential impact on collection rates, Overview and Scrutiny members at their meeting on 28 November 2016, recommended to Cabinet and Council that the 14% reduction level be maintained. This recommendation was subsequently approved and the scheme contribution rate remained unchanged.

- For the 2018-19 scheme we consulted on a proposal to harmonise the scheme to DWP welfare reforms introduced for Housing Benefit and CTS for Pensioners, and introducing closer links to Universal Credit data share for claims, thereby removing the stipulation to make a separate claim. This was subsequently approved and introduced.
- For 2019-20 we kept the same scheme as for 2018-19.
- For 2020-21 the only change was to introduce a fluctuating earnings rule to the treatment of Universal Credit. A weekly tolerance level of £15 (£65 monthly) was introduced to reduce the administrative burden of reassessing customers CTS every time a revised Universal Credit notification is received.
- Councils are required to consider whether to review their LCTRS schemes annually. Where it is determined to retain the existing scheme this must be decided by 11 March of the preceding year.
- Where Councils seek to amend their scheme it will be necessary to consult preceptors and stakeholders prior to a wider consultation to inform a final scheme design by 28 February of the preceding year.
- The current Fenland CTS scheme provides a maximum benefit of 86% for working age claimants and our scheme also fully protects War Pensioners. The aim in designing the scheme was to achieve a balance in charging an amount of Council Tax to encourage customers back into work whilst setting the amount charged at an affordable and recoverable level.
- The impact of COVID-19 on working age claims has been significant and is expected to continue to increase throughout 2020. To assist working age CTS claimants, the government announced the £500m COVID-19 Hardship Fund at the Budget on 11 March 2020. This Council's allocation is £907,222. This funding is to provide all recipients of working age local council tax support during the financial year 2020-21 with a further reduction in their annual council tax bill of up to £150, using their discretionary powers to reduce the liability of council tax payers outside of their formal CTS scheme design.
- It is currently estimated that all of this Council's allocation will be used to reduce working age CTS recipient's council tax bill during this year, both current recipients and expected future claimants.
- Given the extent of the impact of COVID-19 and the uncertainty regarding the numbers and cost of the current and future CTS, or whether there will be any additional government support in 2021-22, it is proposed that the option to increase the CTS reduction in 2021-22 from its current level of 14% be re-assessed once further information is known.
- The further modelling of the Council Tax Support scheme originally scheduled for 2020 be deferred until 2021 and be considered for implementation in the 2022-23 scheme.

3 Recommendations

The Panel is requested to:

- Review the CTS scheme for 2021-22 as outlined in this report and make recommendations to Cabinet of their preferred options.

Wards Affected	All
Forward Plan Reference	This item is included in the Forward Plan
Portfolio Holder(s)	Cllr Chris Boden, Leader & Portfolio Holder, Finance Cllr Mrs Jan French, Deputy Leader
Report Originator(s)	Sam Anthony, Head of HR & OD Mark Saunders, Chief Accountant
Contact Officer(s)	Peter Catchpole, Corporate Director and Chief Finance Officer; Sam Anthony, Head of HR & OD Mark Saunders, Chief Accountant
Background Paper(s)	None

Report:

1 Introduction

- 1.1 Before April 2013, Council Tax Benefit (CTB) was a nationally controlled scheme administered by District and Unitary Councils that give reductions from Council Tax to people on low incomes according to set criteria specified by regulations. The maximum reduction was 100% of a person's Council Tax bill.
- 1.2 The costs of CTB were fully reimbursed to the Council by the DWP, so that if demand rose or fell, the Council did not bear the costs of these changes.
- 1.3 CTB was localised and replaced by CTS in April 2013. At the same time, Government funding was reduced and CTS was localised, coming under the control of District and Unitary Councils. Whilst pensioners were protected and regulations specified that they must still receive up to 100% CTS, this protection did not apply to working age people.
- 1.4 Unlike CTB, the costs of CTS are borne by Councils. Funding is given by the Government within the overall finance settlement, but this has reduced significantly over the years so that Councils bear the costs of an increase in demand but gain from reduced demand.
- 1.5 The implementation of CTS left Fenland with a funding gap, that potentially saw working age customers only being entitled to 80% CTS. However, Members considered the options available to help increase CTS and were able to implement a scheme in 2013-14 that saw working age customers be entitled to up to 91.5% of CTS; in two ways.
- 1.6 Members primarily met the funding shortfall by revising Council Tax exemptions on empty properties, permitted by regulations that changed in 2013. This meant that the Council would no longer give a Council Tax reduction for most empty domestic properties.
- 1.7 The funding shortfall was further closed by a one-off transitional Government grant that applied in 2013-14 only.
- 1.8 In 2014-15 this grant was not available. With demand for CTS not growing as much as was predicted for 2013-14, Members were able to revise the CTS scheme to feature a reduction of 14% CTS for working age customers.
- 1.9 Councils are required to review the operation of their CTS schemes annually. They are required to make any revisions no later than 28 February in the financial year preceding that for which the scheme will be revised (i.e. 28 February 2020 for the scheme relating to the 2020-21 financial year).
- 1.10 Further annual reviews determined that the CTS reduction remained at 14% since 2015-16, with further links to Welfare Reform and Universal Credit introduced for 2018-19. That scheme was retained for 2019-20.
- 1.11 For 2020-21 the only change was to introduce a fluctuating earnings rule to the treatment of Universal Credit (UC). A weekly tolerance level of £15 (£65 monthly) was introduced to minimise the number of reassessments imposed by monthly changes in a customer's UC payment. This was intended to reduce customer reassessments by a third.

1.12 Currently, this is working well as we are seeing reassessments reducing by approximately a third, in line with our modelling predictions. Consequently, we are proposing to continue operating the fluctuating earnings rule within the scheme for 2021-22.

1.13 We are now reviewing our CTS scheme for the 2021-22 financial year.

2 The 2020 review

2.1 Councils are required to review operation of their CTS schemes each year. Where a change is proposed, we are required to undertake customer consultation; the results of which assist in the final decision made by the Council regarding the CTS scheme next year.

2.2 Members will be aware that this Council is one of five partners forming the Anglia Revenues Partnership (ARP). The other four Councils are Breckland, East Cambridgeshire, West Suffolk (formerly Forest Heath and St. Edmundsbury) and East Suffolk (formerly Waveney and Suffolk Coastal). These Councils have maintained the contribution rate in their schemes at 8.5% since 2013. They are not proposing any changes to this rate or any other aspect of the current scheme for 2021-22.

2.3 Currently, apart from a different contribution rate, all other aspects of the CTS scheme are consistent across all of the ARP partners. This aids the efficient administration of the schemes across the partnership. This does not however preclude any of the partners amending their scheme independently of the others.

2.4 Since 2018 the scheme has been harmonised to DWP welfare reforms introduced for Housing Benefit and CTS for Pensioners, and introduced closer links to Universal Credit data share to claims, most notably removing the default stipulation for customers to make a separate claim to the Council. This has been of particular help to all the new customers impacted by Covid-19 needing to make a Universal Credit claim but not needing to make a further claim to the Council for Council Tax Support.

2.5 Since April 2020 we have strengthened our use of DWP Universal Credit data share links to further assist customers.

2.6 Both these initiatives continue to work well for customers, with other Councils either now introducing these changes or looking to do so.

3 The impact of CTS to date

3.1 CTS with its associated gap between Council Tax payable and the maximum help working age people can receive has been in operation now for seven full years and we are in the eighth year of operation.

- 3.2 The table below shows how the amount of CTS awarded and numbers of customers claiming it have changed since CTS was introduced in 2013:-

CTS cases and amount awarded			
Date	CTS awarded	Working age claims	Pensioner claims
31/3/13 (CTB)	£8.16m	4,682	4,727
31/3/14	£7.89m	4,755	4,667
31/3/15	£7.45m	4,620	4,431
31/3/16	£7.21m	4,450	4,202
31/3/17	£7.02m	4,228	3,998
31/3/18	£6.91m	4,189	3,827
31/3/19	£6.98m	4,227	3,629
31/3/20	£7.39m	4,244	3,472
Change 2013 to 2020	- £0.77m -9.44%	- 438 -9.35%	- 1,255 -26.55%

- 3.3 The amount of CTS awarded since 2013 to the end of March 2020 has reduced as a result of both the increase in contribution rate to 14% and a significant reduction in claims.

The impact of COVID-19

- 3.4 Compared with last year, since March 2020, we have seen new working age CTS claims increase by up to 500%, which is now settling at up to a 200% increase.
- 3.5 Figures for the amount of CTS awarded and numbers of customers claiming it at the end of June 2020 compared with March 2020 are detailed in the table below:

CTS cases and amount awarded : March – June 2020			
Date	CTS awarded	Working age claims	Pensioner claims
31/3/20	£7.39m	4,244	3,472
30/6/20	£7.77m	4,702	3,431
Change March to June 2020	+£0.38m +5.14%	+458 +10.79%	- 41 -1.18%

- 3.6 With the Government's Coronavirus Job Retention Scheme ceasing in October 2020 and with employer contributions required from August 2020, there is potential for unquantifiable increases in Universal Credit claims, thereby increasing CTS claims.

- 3.7 Whilst we anticipate caseload will increase, it is too early to predict with any accuracy what the full impact will be for this year and the knock-on effect on next year.

Council Tax COVID-19 Hardship Fund 2020-21

- 3.8 To assist working age CTS claimants, the government announced the £500m COVID-19 Hardship Fund at the Budget on 11 March 2020. This Council's allocation is £907,222 and was paid on 3rd April 2020. This funding is to provide all recipients of working age local council tax support during the financial year 2020-21 with a further reduction in their annual council tax bill of up to £150, using their discretionary powers to reduce the liability of council tax payers outside of their formal CTS scheme design.
- 3.9 There is sufficient funding to apply this reduction to existing working age customers but as detailed above, we do not know what the full impact on caseload numbers will be during the remainder of this year. Consequently, there is a risk that applying this reduction to all new working age claims will exhaust the funding available before the end of this year. We are monitoring applications and awards closely to ensure our allocated funding is not exceeded.
- 3.10 Our software supplier is currently completing the necessary changes to the Council Tax system to enable this reduction to be credited to customer's accounts. This is expected to take place this month. Meanwhile, to assist customers, since April we have suppressed the collection of Council Tax direct debits for customers entitled to the full reduction and in lieu of statutory reminders, we have issued soft reminders to all non-payers promoting payment holidays, offering re-profiled payment arrangements along with general advice signposting to wider help. All customers likely to receive the reduction have been written to, keeping them informed of developments and the help on offer.

Impact of changes affecting amounts paid by recipients

- 3.11 Members are reminded of the potential impact resulting from any changes to the scheme which affects the amounts paid by recipients (eg. contribution rate). Any savings/additional cost would be shared between the major preceptors in proportion to their Council Tax requirements in the Collection Fund. The proportions based on 2020/21 Council Tax, is detailed in the table below. This shows that any changes (to the contribution rate for example) would generate significantly more savings/more cost to the County Council, as they receives a much higher proportion of Council Tax receipts overall.

How Council Tax allocated is split	
Authority	%
Cambridgeshire County Council	68.90
Cambridgeshire Fire Authority	3.65
Cambridgeshire Police & Crime Commissioner	11.79
Fenland District Council	15.66

- 3.12 This contrast's to the financial impact of any changes to Peterborough City Council's CTS scheme (whose current contribution rate is 32%) which is significantly different to this Council. Peterborough as a Unitary Council receives the majority of any savings realised from any changes, around 82%, whereas this Council only benefits from around 16% of any changes.
- 3.13 Increasing the rate of contribution for working age customers also increases the potential for additional arrears and subsequent recovery action. Additional bad debts provision would be required for non-payment and to help maintain expected collection levels, extra resources would be required to undertake recovery work in respect of additional arrears that would accrue from working age customers having payment difficulties as a result of the proposed changes. This would significantly reduce the benefits to this Council of increasing the contribution rate, as we are responsible for collecting Council Tax and administering CTS. The net benefit could be reduced by up to 50%.

4 Consultation about our proposals

- 4.1 If there are no changes proposed to the CTS scheme for 2021-22, there will be no requirement for any customer consultation.
- 4.2 If there are any subsequent proposals to change the scheme for 2021-22 (eg. increasing the contribution rate) then a consultation exercise will be required of up to twelve weeks with preceptors and stakeholders.
- 4.3 Consequently, any consultation exercise would need to meet the statutory timescales for Council to approve its' CTS scheme for 2021-22 as detailed in 1.9 above.

5 Future Years CTS Review – 2021 for 2022/23 Scheme

- 5.1 The Council Tax Support scheme is complex and includes many areas where potential changes could be made, all of which would have associated savings/cost to this Council and to CTS customers. Last year, it was proposed that several potential options for changes to the CTS scheme be modelled and considered for implementation in the 2021/22 scheme. These include but are not limited to, the following:
- (i) Options for increasing the current contribution rate of 14%;
 - (iii) Introducing a minimum award level of either £1 or £2 per week;
 - (iv) A restriction to support being provided at up to Band C/D equivalent only (higher bands will be limited to the Band C/D level with their parish);
 - (v) An increase to the non-dependent deduction levels;
 - (vi) An assumed minimum earnings level for self-employed claimants;
 - (vii) Removal of second adult rebate;
 - (viii) Removal of extended payments;
 - (ix) Removing the current disregard of Child Benefit and treating it as income;
 - (x) Reducing the capital limit from £16,000 to £6,000.
- 5.2 Due to the impact of COVID-19 resulting in a significant increase in working age customers during 2020/21 and the continued uncertainty around the impact on 2020/21 and into 2021/22, it is proposed that the modelling on the


above options be deferred until next year for consideration of the 2022/23 scheme.

- 5.3 In addition, ARP are intending to embark on a project early next year to initiate a review for the 2022/23 scheme, planning to consider more widely the full year impact of COVID-19 and relevant enhancements to a future CTS scheme.

6 Next steps

- 6.1 This report has given the Panel an update on progress of the annual review of the Council's CTS scheme, with a proposal that no changes to the current scheme be made but with an option to review this once further information is known later this year.
- 6.2 The recommendations from this Panel will be reported to Cabinet at their meeting on 6 August 2020. The final proposals, depending on whether or not a consultation exercise is required would then be recommended to Council at their meeting on 14 December 2020 or potentially 23 February 2021.

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Agenda Item No:	9	
Committee:	Overview & Scrutiny	
Date:	13 July 2020	
Report Title:	Council Response to COVID-19 - Future Implications	

Cover sheet:

1 Purpose / Summary

- To share with the Overview and Scrutiny Committee the future implications and opportunities of the COVID-19 pandemic in relation to service delivery by Fenland District Council.

2 Key issues

- The Coronavirus or COVID-19 epidemic has spread rapidly throughout the world causing over 500,000 deaths to date.
- The numerous interventions implemented to reduce the spread of the disease and the effect of the pandemic on local, national and global economies will continue to influence the delivery of services by the Council for many months, possibly years, to come.
- Following the initial 'response' mode to the pandemic, the Council is now moving into the recovery phase. The way we deliver services and support the local community will undoubtedly need to change and this period offers a unique opportunity for service transformation in the coming months.
- By working as one unified member and officer team, this Council is committed to provide every possible support to our communities, their residents, and our highly valued local businesses. By redefining our services, using new technology and reassessing traditional ways of working, we can also deliver important efficiency savings for the Council.

3 Recommendations

- The Overview and Scrutiny Committee is asked to note the content of this report.

Wards Affected	All
Forward Plan Reference	
Portfolio Holder(s)	Cllr Chris Boden - Leader of the Council

Report Originator(s)	Paul Medd - Chief Executive Carol Pilson - Corporate Director Peter Catchpole - Corporate Director Anna Goodall - Head of Governance and Customer Services Sam Anthony - Head of HR/OD Jo Blackmore - Executive Officer
Contact Officer(s)	Paul Medd - Chief Executive Carol Pilson - Corporate Director Peter Catchpole - Corporate Director Anna Goodall - Head of Governance and Customer Services Sam Anthony - Head of HR/OD Jo Blackmore - Executive Officer
Background Paper(s)	Report tabled at Overview & Scrutiny Committee meeting held on 08.06.20 - COVID-19 Update Report

1 Background / introduction

- 1.1 Statistics surrounding the Coronavirus or COVID-19 pandemic are well documented and there can be no doubt that this is a highly infectious and often fatal disease.
- 1.2 At the start of the pandemic, when lockdown was first imposed in the UK in March 2020, the Council quickly mobilised its business continuity arrangements to deal with the resulting changes. This has resulted in services being maintained with the minimum amount of disruption.
- 1.3 Now that lockdown regulations are gradually being relaxed, the Council has started to plan for the recovery phase whilst using this unique opportunity to encompass potential opportunities for transformation. A detailed Recovery Plan is in the process of being drafted in line with input from all service areas within the Council.

2 The 'New Normal'

Controlling the virus

- 2.1 Although we are coming through the first peak of COVID-19 cases, we know that we will have to live with the disease, and its impact on our lives, until a vaccine or treatment becomes available. This is likely, therefore, to mean many months of managing our response to the ongoing pandemic.
- 2.2 It is also a possibility we may experience a second and third wave of the disease within the next 6 – 12 months, where we will need to revert back into response mode and adjust to further lockdown measures like that which is currently happening in Leicester.

- 2.3 Our goal therefore is to implement new, relevant operating models throughout the peaks and troughs of the outbreak, to optimise the effectiveness of the services we deliver and to support and protect our communities and staff.

Member Communications and Repatriation

- 2.4 Officers have continued regular communication with all members throughout the COVID-19 pandemic. In addition to existing communication (such as the circulation of press releases) weekly newsletters have been circulated to Cabinet Members and the Leader of the Fenland Independent Alliance, sharing details of services being delivered since the start of the lockdown.
- 2.5 Members have been instrumental in helping their local communities to access help available by signposting them to the services they may need as well as employing a more hands-on approach where possible. It is essential that this regular communication continues.
- 2.6 The majority of statutory Council meetings are now continuing virtually using platforms such as Zoom, which have generally proved to be very successful.
- 2.7 Some Members fall into the shielding category and will be advised to stay at home and limit their contact with others for a longer period. It is important that Members continue to shield for as long as is needed. Also, it may not be possible to allow members of the public to physically attend Council meetings due to social distancing therefore virtual meetings may need to continue for some time. This has been reflected in the revised schedule of Council meetings for the current municipal year. Further guidance is expected from Government on 'hybrid' meetings which will be reviewed when published.

The Council Workforce

- 2.8 At the start of lockdown, over 60% of staff were enabled to work remotely (from home) in a matter of weeks.
- 2.9 Having the relevant IT available and staff that were able to utilise it effectively has enabled many service areas to continue their day to day work with the minimum amount of disruption.
- 2.10 Staff have also displayed great flexibility by taking on essential roles that may differ from their substantive post.
- 2.11 Any social distancing measures in place will impact on how many staff can now work in Council buildings at any one time and how many will need to remain working at home.
- 2.12 Those staff shielding for medical reasons may need to remain working from home for a longer period.
- 2.13 Large numbers of staff either temporarily working from home or engaged in flexible working arrangements may change the type of IT support required and this is being continually assessed.

Building on the positive outcomes from lockdown

- 2.14 When the national lockdown was announced in March 2020, the Council quickly moved to set up the C19 Hub to provide assistance to the most vulnerable members of our local community. The C19 Hub was able to link community volunteers with those who needed assistance.
- 2.15 The Council has been working with agencies across the Cambridgeshire and Peterborough area to coordinate the community support to residents in need. A key part of this work has been matching organisations in need of volunteers with those who had recently enlisted to help.

- 2.16 As we move into the recovery phase of the pandemic, the partnership across the County will consider how best to engage with the local residents and community groups in a coordinated way to ensure those who want to continue working as a volunteer are able to do so.
- 2.17 At the start of the lockdown period, the Council successfully found self-contained accommodation for 51 Rough Sleepers and night shelter clients with associated support. Subsequently, a further 6 Rough Sleepers were found accommodation, bringing this total up to 57. A multi-agency response is now working on finding 'move on' accommodation to reduce the risk of a return to rough sleeping. Each client has a bespoke support plan to ensure they receive the support needed to reduce the risk of tenancy failure.
- 2.18 There are a number of infrastructure projects in train that could aid economic recovery from the COVID-19 pandemic in the local area. These include Phase 3 of the South Fens Business Centre project, the Wisbech High Street project, the Kings Dyke improvement scheme and the potential reopening of the Wisbech Rail link. These improvements, along with the Government's proposals to reform the planning system in order to provide additional housing, could see an increase in residential and business properties in the district along with the much needed improvements to transport links.

Corporate Assets

- 2.19 The situation has enabled the Council to adopt a more flexible approach to corporate accommodation which has led to the greater implementation of agile working practices and could provide an opportunity to reduce the need for desk space within our buildings on a permanent basis.
- 2.20 Alternatively, if traditional working practices are maintained the available floor space will need to provide office accommodation for staff at reduced desk density to ensure we maintain social distancing measures.
- 2.21 Officers are developing an Accommodation Strategy which will integrate new working practices with the need to provide flexible and effective work spaces allowing the Council to embrace enhanced working styles.
- 2.22 The Council leases over 150 business premises to small businesses. The pandemic has forced a shift towards homeworking, virtual meetings, furloughing of staff and/or temporary closure of businesses. Inevitably this has impacted some businesses and sectors more than others, the potential impact to the Council's business premises is:
 - a) An immediate reduction in occupancy rates which could potentially continue longer term as businesses reassess their accommodation needs and seek to maintain social distancing requirements
 - b) Conference and meeting room hire income has ceased entirely at the business centres as businesses have sought to hold virtual meetings. In line with Government guidance, there is still no indication of when such activity can resume
 - c) Rental income for the business premises has been largely stable, although it is recognised that the payment of business grants will have masked the actual impact of temporary business closures and arrears levels will be monitored very closely
- 2.23 Social distancing measures will need to be implemented and maintained in Council buildings for as long as is necessary. Rooms and workspaces are currently being assessed to ensure that staff and customers are able to comply with these measures with additional adaptations, such as protective screens and appointment only schemes, being introduced where necessary.

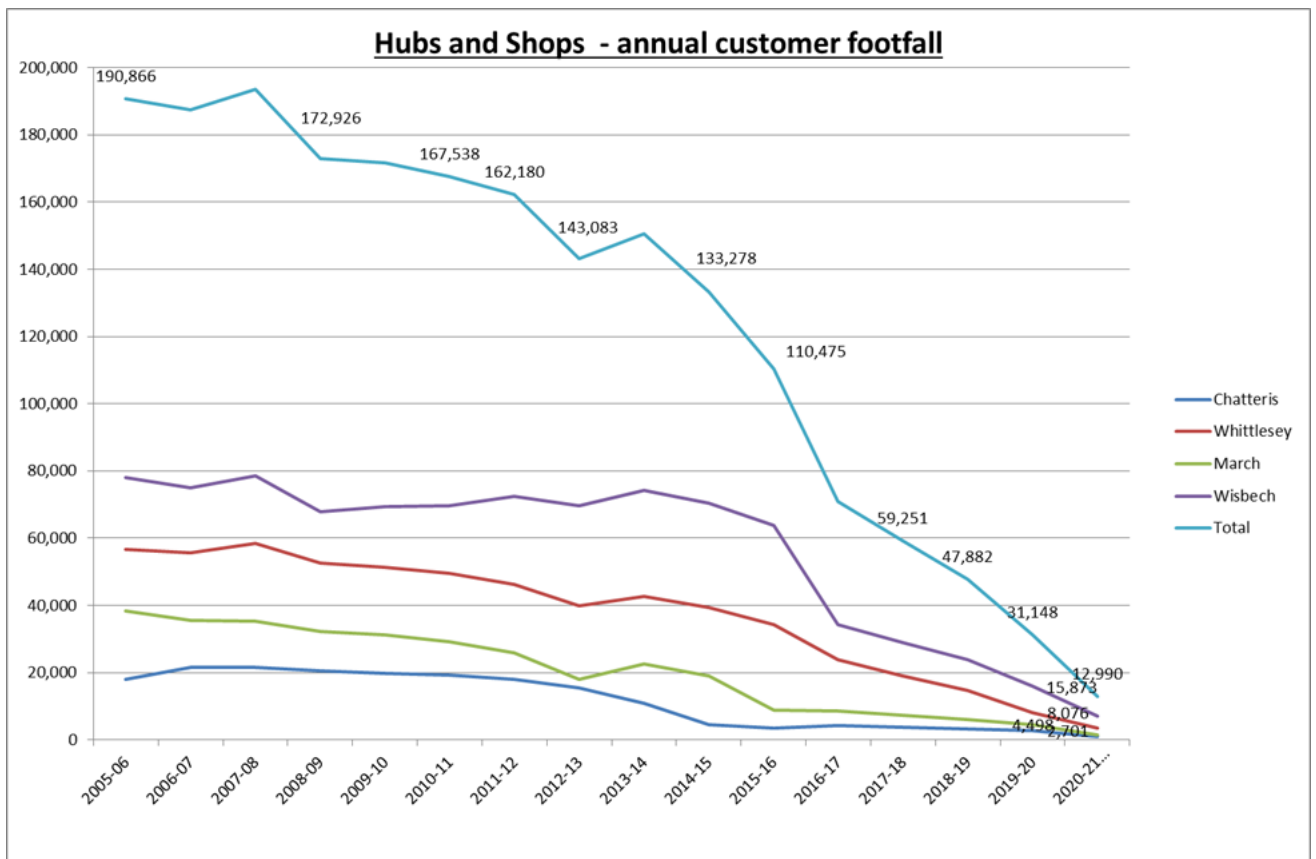
Supporting Local Businesses

- 2.24 The newly formed Economic Growth Team have been heavily involved in a number of schemes to support our local businesses:
- Assessment, distribution and development of business grants schemes
 - Business Information Hub
 - Engagement with the CPCA Economic Recovery Group
 - Signposting the CPCA COVID-19 Capital Grant scheme
 - Engagement with the Better Business For All (BBFA) group
 - Helping to deliver improvements as part of the 'Reopening the High Streets Safely' scheme
- 2.25 The Economic Growth Team will continue to support local businesses going forward ensuring that they have the support they need during these challenging times.



Potential Transformational Changes

- 2.26 Our customers are telling us both directly and indirectly, that they want to access services in a manner of their choice and at a convenient time for them, rather than predominantly via the current traditional face-to-face model. As a result the Council has already seen significant changes to the way in which customers interact with us in order to access services.
- 2.27 The combined footfall figure for all of our Customer Service centres in 2019/20 was 31,148. The figures for each town are shown below:
- Chatteris - 2,701
 - March - 4,498
 - Whittlesey - 8,076
 - Wisbech - 15,873
- 2.28 The total footfall figure for 2020/21 is expected to be around 12,990. This reflects the current closures and reduced post lockdown face-to-face transactions. However, should subsequent lockdown measures be introduced, this figure is likely to be considerably lower.



- 2.29 Whilst it is recognised that the change in more recent customer behaviour may have been influenced by external factors beyond their control, it is known that the requirements to comply with social distancing are likely to remain in place for many months and therefore the revised approach to how customers choose to access services is likely to continue.
- 2.30 The Council continues to make progress in relation to the My Fenland Transformation Programme. The My Fenland Programme focusses on modernising the way the Council delivers key aspects of services to our customers, ensuring we are putting the customer journey first and providing the best possible customer experience.
- 2.31 A key milestone for the My Fenland project is the implementation of Phase 1. Phase 1 of the project draws together the administrative and customer focussed roles from Customer Services with back office teams within the Communities, Environment Support Team and the Economic Growth and Assets teams into a combined team to allow for improved and cohesive service delivery. The timescales for achieving phase 1 of the project have been slightly delayed due to the COVID-19 pandemic but we are now working hard to agree a date for when the teams will come together either virtually or physically. Office accommodation to help facilitate this is now in place.
- 2.32 The reopening of the Customer Service Centres and Community Hubs will involve the introduction of an individualised appointment service for our customers, rather than the previous 'first come, first served' approach. This is a mitigation measure in response to the COVID-19 epidemic and will be reviewed periodically in line with government guidance on social distancing. The proposed introduction of a wide scale appointment scheme, across all customer service centres and community hubs, builds on the successful appointment pilot scheme implemented with the Migrant population and support provided via the Migrant Population Advisors. The customer feedback from the pilot scheme has been extremely positive with customers having certainty regarding when they will be seen and having the

opportunity to have dedicated time with an Advisor without interruption or distraction from other customers.

- 2.33 Appointments will be available across all four Customer Service Centres and Community Hubs, although initially appointments will be rolled out on a site by site basis to ensure COVID-19 compliant measures are robust and instil confidence in our customers and staff.
- 2.34 The wide scale introduction of a customer focussed appointment scheme will be designed to more accurately reflect service demand with the timings of appointments devised accordingly. Appointments will be easy to book via the contact centre or via email to Info@fenland.gov.uk . Appointments will initially be booked for half an hour to reflect the approach taken in the recent successful pilot scheme. Timings will be reviewed on a regular basis in line with staff and customer feedback to determine whether any changes are needed to this approach.
- 2.35 The Contact Centre will remain open on Saturday mornings, as this has proven increasingly popular with customers across the district regardless of their geographic location
- 2.36 During early summer we will introduce PayPoint. This will be a substantial improvement for our customers as it will significantly increase the number of venues customers will be able to pay a council bill by cash or card, as any PayPoint facility can be utilised either across the district or nationally, therefore increasing accessibility in a rural area. The implementation of PayPoint will be a major catalyst for meaningful changes as customers will no longer need to come into a Council building to pay a bill by cash or card and therefore once the Customer Service Centre and Community Hubs re-open to the public customer footfall is anticipated to reduce further, releasing staff capacity.
- 2.37 We are also seeking to release the remaining potential in the Bartec In Cab system used in the refuse and cleansing vehicles by improving information and service actions available automatically through the council website.
- 2.38 This improved integration between Bartec and the website will enable customers to self-serve. We will use this initially to focus on activities like reporting a missed bin, ordering a new or replacement bin, the higher demand services along with Bulky Waste requests and service requests for cleansing in due course. Again, we know that our current processes are not as efficient as they could be, being labour intensive. This improvement will allow customers to make good use of the website and receive up to date information about their waste collections and services thus reducing the number of calls to the contact centre and face-to-face visits, as customers will also be able to self-serve updates to their request, effectively managing their expectations and further freeing up existing resources.
- 2.39 An upgrade to our Contact Centre telephony software will enable us to route all customer contacts including calls, emails and web chat via one central 'My Fenland' team, better supporting customers to utilise the website as well as enabling more effective tracking and monitoring of customer transactions in a more efficient way. This will facilitate enhanced performance monitoring, in turn delivering a better experience at the point of access. The upgrade will also introduce a light touch Customer Relationship Manager (CRM) software, which will enable greater consistency, transparency and a reduction of the customer having to repeat information on multiple occasions. This will provide us with data about how and why customers contact us to help forecast future demand, project future staffing levels and manage website developments proactively.
- 2.40 As a result of the investment in technology and anticipated further changes in customer behaviour in order to access or pay for council services, we will be in a

position to undertake an analysis of the assets and resources required to deliver the future functions of the service. A further review of how the Customer Service Centre and Community Hubs are utilised will also take place to ensure opening hours reflect customer demand.

Mitigation against the financial impact of the COVID-19 pandemic

- 2.41 On Friday 26 June, a third round of reporting was submitted to the Ministry of Housing, Communities and Local Government (MHCLG) showing the estimated impact of the COVID-19 pandemic on the Council's finances.
- 2.42 The estimated direct impact on this year's revenue budget is £4.262m split £2.324 in additional cost pressures and £1.938m in lost income. Included in these totals is the agreed financial support for Freedom Leisure covering the period April 2020 to September 2020 totalling £545k.
- 2.43 To date we have received £1.088m from Central Government which leaves us with a projected budget deficit of £3.174m for 2020-21. At present it is unclear whether any further funding will be forthcoming to support this shortfall, although an announcement made on 2 July stated that a major new package to help Councils respond to COVID-19 will ensure councils' financial sustainability for the future. We are still awaiting the details of this package and what it might mean for FDC.
- 2.44 Lobbying continues on this issue and we are supporting this through the Local Government Association (LGA), District Councils Network (DCN) and the Society of District Council Treasurers (SDCT) routes in addition to communicating to the local MP via the Leader of the Council.
- 2.45 The consequences of this will stretch beyond 2020-21 as impacts on collection rates for both NNDR and Council tax will lead to deficits in the collection funds for future years.
- 2.46 A budget update will be taken to Cabinet and Council on 6 August 2020.
- 2.47 Work continues on taking the new Commercial and Investment strategy forward and, following Cabinet approval on 9 June 2020, Fenland Future Ltd was incorporated to build on and aid implementation of this strategy.
- 2.48 We are currently working on the agenda for the inaugural meeting of the Investment Board which will take place later this month.

3 Conclusion and next steps

- 3.1 The 'new normal' will be different to the way we previously delivered services. However, the opportunities this presents in terms of transformational projects will be embraced, resulting in an enhanced customer experience and efficiency savings for the council.
- 3.2 As always, the Council will look to work with partner organisations to deliver efficient and effective services. This partnership working will be essential during the complex recovery phase of this global pandemic.
- 3.3 Plans will be coordinated with the Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) who already have several recovery work streams in place.
- 3.4 Any fundamental changes to service delivery will be communicated with Members via the usual channels with reports being brought to Cabinet and Council in line with existing procedures.



CORONAVIRUS GOT SYMPTOMS? GET TESTED


**HIGH TEMPERATURE
OR NEW CONTINUOUS COUGH
OR LOSS OF TASTE OR SMELL?**

No one in your household should leave home if any one person has symptoms.

Find out how to get a test, and how long to isolate, at nhs.uk/coronavirus

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

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Agenda Item No:	10	
Committee:	Overview and Scrutiny	
Date:	July 2020	
Report Title:	Draft Overview and Scrutiny Annual Report	

1 Purpose / Summary

The Overview and Scrutiny Annual Report reflects what has been undertaken and achieved by the Overview and Scrutiny Committee during 2019/20 and takes a forward look at the programme of work and challenges for the Overview and Scrutiny in 2020/2021.

2 Key issues

The Local Government Act 2000 sets out the requirements of a modernised democratic structure for local authorities. The Act includes the establishment of an Overview and Scrutiny Panel or Committee.

Article 6 (3.4) of the Council's Constitution sets out the Overview and Scrutiny Panel's terms of reference. There is a stated requirement for the work and working methods of the Overview and Scrutiny Committee to be reported annually to the Council.

3 Recommendations

- 3.1 For the Overview and Scrutiny Panel to approve the annual report for forwarding to Council.

Wards Affected	All
Forward Plan Reference	-
Portfolio Holder(s)	Councillor Alex Miscandlon Chairman - Overview and Scrutiny Councillor Anne Hay, Vice Chairman - Overview and Scrutiny
Report Originator(s)	Councillor Alex Miscandlon - Overview and Scrutiny Chairman Councillor Anne Hay, - Overview and Scrutiny Vice Chairman
Contact Officer(s)	Peter Catchpole – Corporate Director 01354 622201 PeterCatchpole@fenland.gov.uk Anna Goodall – Head of Legal and Governance 01354 622357 agoodall@fenland.gov.uk
Background Paper(s)	Overview and Scrutiny reports, Agendas and Minutes 2019/20

OVERVIEW AND SCRUTINY

ANNUAL REPORT 2019 - 2020

1 CHAIRMAN'S FOREWORD

It gives me great pleasure to present to you the annual report in relation to the Overview and Scrutiny Committee. The report focuses on the work undertaken by the committee during the past twelve months as well as providing a forward look to 2020/21.

2019/20 was a busy year for the Overview and Scrutiny Committee as the District Council continues to have significant ambition to transform how services are delivered in order to secure sound outcomes for local residents whilst also being an effective, efficient Council that is fit for the future. The onset of the COVID 19 pandemic has been unprecedented in its nature and has already resulted in operational and financial challenges, which will require strong purposeful and effective Overview and Scrutiny both now and throughout the coming municipal year. Fenland District Council Overview and Scrutiny Committee is committed to adding value to the decision making process whilst holding our decision makers to account. We remain focussed in our objective to achieve tangible benefits as a direct result of Overview and Scrutiny. As such the Committee remains motivated and ambitious in supporting the District Council to deliver the very best outcomes for local residents in what is likely to be a challenging national financial position in the wake of the pandemic.

As ever 2019/20 has seen the delivery of a comprehensive work programme for the Overview and Scrutiny Committee, which has moved its focus during recent meetings to gain a better understanding of the response and support the Council has provided to local residents and businesses as a result of the global COVID 19 pandemic in addition to considering the recovery actions taken and planned post the national lock down period. I have been privileged to be able to work with a committee of elected members both past and present, who have all taken an active and enthusiastic role in the Overview and scrutiny process.

I would like to take this opportunity to thank all Members and officers for their ongoing support and co-operation with the Overview and Scrutiny function this year. I would also like to thank the many representatives of partner organisations that have taken the time to contribute so positively to our work.

Councillor Alex Miscandlon
Chairman of Overview and Scrutiny

2 THE OVERVIEW AND SCRUTINY COMMITTEE 2019-2020

Councillor Alex Miscandlon - Chairman

Councillor Anne Hay - Vice Chairman

Councillor Gavin Booth

Councillor Mike Cornwell

Councillor Michael Humphrey

Councillor David Mason

Councillor Mark Purser

Councillor Robert Skoulding

Councillor David Topgood

Councillor Bob Wicks

Councillor Fred Yeulett

3 INTRODUCTION

What is Overview and Scrutiny?

- 3.2 The Local Government Act 2000 requires Councils to have a committee with the power to review or scrutinise decisions or actions affecting the authority's area or residents. Scrutiny is an essential part of ensuring that local government remains effective and accountable. Scrutiny ensures that executives are held accountable for their decisions, that their decision-making process is clear and accessible to the public and that there are opportunities for the public and their representatives to influence and improve Council policies.
- 3.3 The power to scrutinise was further expanded by the Police and Justice Act 2006, which provided powers to scrutinise the work of Crime and Disorder Reduction Partnerships, known locally as the Safer Fenland Partnership.

The Local Government and Public Involvement in Health Act 2007 provides more powers to local government to scrutinise other partner organisations. It also brings in other provisions that affect how scrutiny committees work, including powers over the creation of joint committees.

- 3.4 More recently, The Localism Act 2011 consolidated the wide range of scrutiny legislation into a single place, largely unamended from previous legislation. This aims to increase local accountability and transparency of public services as well as enhancing the involvement of local service users

Main responsibilities of Overview and Scrutiny

- 3.5 The role of Overview and Scrutiny has five broad functions:
- Holding the Council's Executive and its statutory partners to account in the public interest. This enables more transparent and effective decision making.
 - Supporting the development of effective policies and initiatives which have a beneficial impact on the community through policy overview and development.

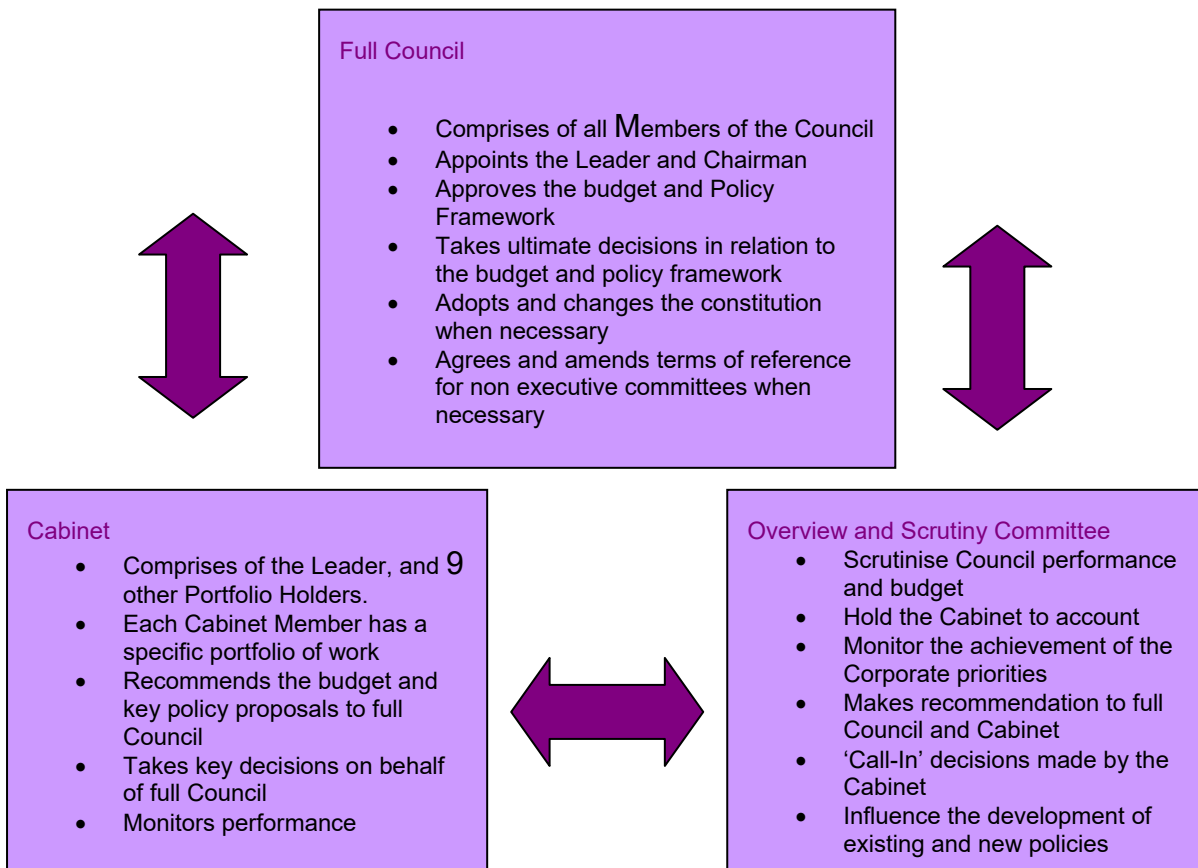
- Contributing to continuous improvement in the delivery of the Council's corporate priorities.
- Having a positive impact on the work and outcomes of external agencies and providers of public services.
- Aiding Councillors in engaging with their communities and undertaking the role of community representatives and leaders.

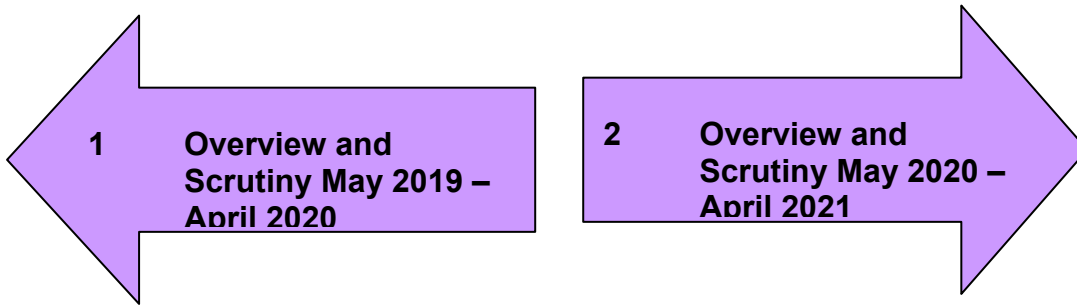
Overview	Scrutiny
Advising on the development of policies.	Ensuring that the Council's policies have been effectively implemented by the Cabinet.
Recommending how the Council's corporate priorities can be delivered.	Helping to monitor and drive improvements within the Council's corporate priorities.
Bringing a wider perspective to problem solving.	Holding decision makers to account
Examining broader issues affecting local communities.	Ensuring all service providers within a local community are providing 'value for money'

Appointing Members onto Overview and Scrutiny

- 3.6 During 2019-2020, following a recommendation by the Leader of the Council, it was the responsibility of the full Council to appoint an Overview and Scrutiny Panel at their annual meeting in May. The Overview and Scrutiny Committee consisted of eleven members drawn from the political groups in the same proportion as they are represented on the Council as a whole.

Relationship between Overview and Scrutiny, Cabinet and Full Council





4 A BACKWARD LOOK TO 2019 - 2020

What the Overview and Scrutiny Panel achieved in 2019/2020

External advisors/partners

- 4.2 The panel looked at an array of different topic areas; most could be dealt with by drawing on the knowledge and expertise of Fenland District Council Councillors and Officers. However, sometimes there is a need to call in external advisors to help the panel with their knowledge and to provide a different vantage point.
- 4.3 As will be explained later, a greater emphasis has been placed on Local Authority scrutiny, of and with partner agencies. Fenland’s Overview and Scrutiny Committee is already undertaking this partnership working in a positive spirit, demonstrating its forward thinking. The table below highlights the external partners the Overview and Scrutiny Committee have already engaged with, when undertaking the scrutiny function during 2019/ 20:

Agenda item	External Advisor/Partner	Organisation
Planning Shared Service Annual Review	Cllr Hiller	Peterborough City Council
Wisbech Rail Project Update	Katie Beirne	CPCA Transport Programme Manager
Freedom Leisure	Matt Hunt Dan Palframan	Freedom Operations Director Freedom Area Manager
Safer Fenland partnership (SFP): Annual Scrutiny	Inspector Ian Lombardo	Cambridgeshire Constabulary

Anglia Revenues Partnership - Annual Review	Paul Corney Jo Andrews Adrian Mills	Anglia Revenues Partnership
Fenlands Health and Wellbeing Strategy	Liz Robin	Director of Public Health

4.4 As well as working with individual partners, the panel have also scrutinised other elements of partnership working through each of the respective corporate priority areas. The panel will build on this further in 2020/2021.

How the work of Overview and Scrutiny is linked to the Council's corporate priorities

4.5 Fenland District Council's Business Plan is the vision for the future of Fenland clearly setting out a series of priorities that will be the focus of the organisation for the next twelve month period. To ensure these priorities are correct, deliver on targets and achieve outcomes, the Overview and Scrutiny work programme reflects the Council's priorities to ensure robust scrutiny can be delivered.

4.6 The table below illustrates how agenda items link in with Fenland's priorities:

C – Communities

Env – Environment

E – Economy

QO – Quality Organisation

Topic/Issue	C	Env	E	QO
Progress against corporate priority: Environment				
Progress against corporate priority: Economy				
Progress against corporate priority: Communities				
Fenland Community Safety Partnership (FSP) /Crime Disorder and Reduction partnership				
Freedom Leisure				
Wisbech Rail Project Update				
Kingdom				
Annual meeting with the Leader, Deputy Leader and Chief Executive				
Draft Business Plan and Budget				

Council Tax Support Scheme				
Fees and Charges				
Review of the Planning Shared Service				
Review of Anglia Revenues Partnership				
Draft Medium Term Financial Strategy				

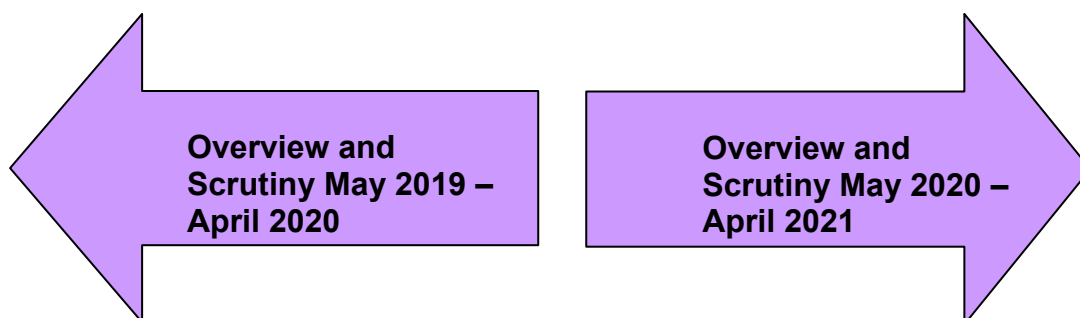
5 Specific reviews undertaken in 2019- 2020

- 5.1 Members had raised questions regarding the performance of the Anglian Revenues Partnership at a meeting of Full Council. In addition The Overview and Scrutiny considered the Annual Report in respect of Anglia Revenues Partnership (ARP) during their February 2020 meeting. During those discussions Members of the Overview and Scrutiny Committee agreed that as the partnership had been in existence for the past 6 years without a formal review it would be timely to conduct a Member Led Review of the Service to ensure the partnership continued to achieve value for money for Fenland in comparison with the other member Councils.
- 5.2 The aims of the review were as follows
- To examine the current Anglian Revenues Partnership including its structure, performance and governance arrangements.
 - To consider each constituent councils audit plan where relevant to the ARP including their respective findings and recommendations in relation to ARP.
 - To consider the current vision and aims of the partnership to ensure relevant and up to date.
 - To consider feedback from key internal and external stakeholders received in relation to the Anglian Revenues Partnership.
 - To consider the current and future direction of the partnership to ensure aligned to Fenland priorities.
 - To consider wider issues that might impact the performance of the partnership including the wider rollout of Universal Credit.
- 5.3 The Member led Review Group had two review meetings during which they received detailed performance metrics and feedback from audit reviews undertaken by other constituent Council members. Unfortunately the review commenced immediately in advance of the COVID 19 pandemic which adversely impacted the timescales for the formal completion of the review. Discussions will take place with the Committee to ascertain the future direction of the review.

6 Overview and Scrutiny Call – In

- 6.1 The Overview and Scrutiny Committee have the opportunity to scrutinise Executive decisions that have been made, but not implemented through the ‘call-in’ mechanism.

- 6.2 In accordance with the Council’s constitution, decisions of the Executive or a Portfolio Holder decision are published within 3 working days. There is then a further 5 working day period prior to the implementation of the decision in which Members are able to call in the decision. If the necessary number of Members, either the Chairman or Vice Chairman of any panel, or any 3 members of the Overview and Scrutiny Committee or any 10 Members of the Council, ask for a decision to be called in for scrutiny, the Overview and Scrutiny Committee has to meet within 15 working days to consider the issue. Whilst this process takes its course, the decision taking process is suspended. If no call-in occurs, the decision is adopted.
- 6.3 If, having considered the decision, the Committee remains concerned about it, then it may refer it back to the decision making person or body for reconsideration, setting out in writing the nature of its concerns or, in exceptional circumstances, refer the matter to full Council. If referred back, the decision maker shall then reconsider the matter within a further 10 working days and amend the decision or not, before adopting a final decision. If however the Committee decides not to refer the matter back, no further action is taken and the decision can take effect.
- 6.4 The call-in procedure does not apply where the decision being made by the Executive is deemed to be urgent i.e. where any delay likely to be caused by the call-in process would seriously prejudice the Council’s or the public’s interests. This should be clearly stated in the record of the decision.
- 6.5 Because of the nature of the call-in procedure, it is generally recognised as a mechanism of last resort. Indeed Government guidance states that it would clearly be detrimental to efficient decision making if every individual decision of the Executive were called in for overview and scrutiny as a matter of course.
- 6.6 The call-in procedure is therefore utilised when other means of influencing decision making have failed. Fenland District Council only utilised the call in procedure on one occasion during 2019/20.
- 6.7 The Call in was to consider the Cabinet decision in relation to the Creation of the Investment Board and Delegation of Functions. Ultimately the Overview and Scrutiny Committee accepted the original Cabinet decision in relation to this matter and therefore the decision took effect.



7 A FORWARD LOOK TO 2020/2021

Policies and measures affecting scope of Overview and Scrutiny

- 7.2 The profile of scrutiny is changing nationally and as a result much is expected of us in response to the Localism agenda, more so now in the wake of the global COVID 19 pandemic. This could include community involvement, scrutiny of and with partners, scrutiny of crime and disorder issues, supporting the scrutiny of health services as well as supporting the scrutiny of the Combined Authority.

Overview and Scrutiny amending its role

- 7.3 The Overview and Scrutiny Committee remains committed to achieving value for money and ensuring the Council is efficient and cost effective in the delivery of its corporate priorities. The Overview and Scrutiny Committee are also keen to focus on areas where they are able to add the greatest value being forward focused therefore making recommendations to Cabinet whilst also having a positive impact on the future direction and future focus of the Council and its policies.

Fenland's Priorities

- 7.4 In Fenland's Business Plan 2020-2021 the Council's corporate priorities are:
- Communities
 - Economy
 - Environment
 - Quality Organisation
- 7.5 It is important that the work of Overview and Scrutiny complements these priorities to ensure services are being delivered to highest quality and any scrutiny work adds value.

What the Overview and Scrutiny Panel will achieve in 2020-2021

Strategic Priorities

- 7.6 We will aim to raise the profile of the Council's Overview and Scrutiny work by better communicating our successes. The Overview and Scrutiny Panel will continue to articulate recommendations associated with the work plan and monitor how effectively the recommendations have been received and endorsed by the associated decision making bodies.

Work Programme

- 7.7 The Overview and Scrutiny work programme is a detailed programme that indicates the topics that the Overview and Scrutiny Committee will scrutinise. The work programme will be developed early in the new Council year setting out what the key areas of focus will be. Topics already identified for inclusion include:
- Crime Disorder and Reduction Partnership
 - Local Health Partnership update
 - Review of Anglia Revenues Partnership

- Planning shared service review
- Council Tax Scheme
- Draft Business Plan and Budget
- Progress of Corporate Priorities: Economy, Environment, Communities and Quality Organisation
- Transformation Council for the Future projects

8 CONTACTS

- 8.1 Work of the Overview and Scrutiny Committee is enhanced by the involvement of Fenland residents, service users, our partners and local businesses as they bring an alternative perspective whilst also providing external challenge. If, therefore, you would like further details about any of the work mentioned in this report, or on how residents and partner organisations can contribute to the work of Overview and Scrutiny within Fenland we would very much welcome your input, please contact:

Councillor Alex Miscandlon - Chairman Overview and Scrutiny

AMiscandlon@fenland.gov.uk

Councillor Anne Hay - Vice Chairman Overview and Scrutiny

AHay@fenland.gov.uk

Linda Albon - Member Services Officer

lalbon@fenland.gov.uk

Anna Goodall - Head of Governance, Legal and Customer Services

agoodall@fenland.gov.uk

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Overview and Scrutiny – Draft Work Programme 2020-2021

All Formal meetings are held via Zoom until further notice,
and thereafter will be held in the Council Chamber at Fenland Hall

Meeting Dates

<u>Agenda Despatch Date</u>	<u>Informal pre-meeting</u>			<u>Formal Overview & Scrutiny Meeting</u>		
	<u>Date</u>	<u>Time</u>	<u>Location</u>	<u>Date</u>	<u>Pre-Brief</u>	<u>Meeting</u>
Thursday 28 May 2020	Monday 1 June 2020	2.00pm	Room 38	Monday 8 June 2020	1.00pm	1.30pm
Thursday 7 July 2020	Monday 6 July 2020	2.00pm	Room 38	Monday 13 July 2020	1.00pm	1.30pm
Wednesday 26 August 2020	Tuesday 1 September 2020	2.00pm	Room 38	Monday 7 September 2020	1.00pm	1.30pm
Thursday 1 October 2020	Monday 5 October 2020	2.00pm	Room 38	Monday 12 October 2020	1.00pm	1.30pm
Thursday 29 October 2020	Tuesday 3 November 2020	2.00pm	Room 38	Monday 9 November 2020	1.00pm	1.30pm
Thursday 26 November 2020	Tuesday 1 December 2020	2.00pm	Room 38	Monday 7 December 2020	1.00pm	1.30pm
Wednesday 30 December 2020	Tuesday 5 January 2021	2.00pm	Room 38	Monday 11 January 2021	1.00pm	1.30pm
Thursday 28 January 2021	Monday 1	2.00pm	Room 38	Monday 8	1.00pm	1.30pm

	February 2021			February 2021		
Thursday 25 February 2021	Monday 1 March 2021	2.00pm	Room 38	Monday 8 March 2021	1.00pm	1.30pm
Thursday 6 May 2021	Monday 10 May 2021	2.00pm	Room 38	Monday 17 May 2021	1.00pm	1.30pm

7 September 2020

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
1.00 – 1.30pm Pre Briefing			
13.30 to 15.30 Meeting	Progress of Corporate Priority – Communities	Communities	Councillor Mrs Wallwork Councillor Miss Hoy Councillor S Clark Councillor Seaton Dan Horn, Phil Hughes, Annabel Tighe Carol Pilson
	Local Government Ombudsman annual review of complaints		Councillor Tierney Peter Catchpole David Wright
	Matters arising – Update on previous actions		Anna Goodall
	Future Work Programme 2020/21	Quality Organisation	Chairman Anna Goodall

12 October 2020

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	Annual Meeting with the Leader and Chief Executive	Quality Organisation	Councillor Boden Paul Medd

			Cabinet and CMT
	Matters arising – Update on previous actions		Anna Goodall
	Future Work Programme 2020/21	Quality Organisation	Chairman Anna Goodall

9 November 2020

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	Freedom Leisure Review	Communities	Councillor Sam Clark Carol Pilson Phil Hughes Simon Bell Representative from Freedom
	Wisbech 2020 Vision & Wisbech Rail Update	Communities	Councillor Boden Councillor Seaton Gary Garford Wendy Otter Russell Beal (Anglian Water) Adrian Chapman (Cambs County Council and Peterborough City Council) Rowland Potter (CPCA)
	Culture Strategy	Quality Organisation	Carol Pilson Phil Hughes Councillor Chris Seaton
	Future Work Programme 2020/21	Quality Organisation	Chairman Anna Goodall

7 December 2020

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
13.00 to 13.30 Pre Briefing			

13.30 to 15.30 Meeting	Annual review of Anglia Revenues Partnership	Communities	Sam Anthony / Peter Catchpole Councillor Mrs French Paul Corney (ARP) Mark Saunders
	Matters arising – Update on previous actions		Anna Goodall
	Future Work Programme 2020/21	Quality Organisation	Chairman Anna Goodall

11 January 2021

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
13.00 to 13.30 Pre Briefing	Draft Overview and Scrutiny Future Work Programme 2017/2018	Quality Organisation	Councillor Miscandlon Anna Goodall
13.30 to 15.30 Meeting	Draft Budget	Quality Organisation	Cabinet CMT
	Draft Business Plan	Quality Organisation	Cabinet CMT Dave Wright
	Fees and Charges	Quality Organisation	Councillor Boden Peter Catchpole Cabinet Mark Saunders & Neil Krajewski
	Matters arising – Update on previous actions		Anna Goodall
	Future Work Programme 2020/21	Quality Organisation	Chairman Anna Goodall

8 February 2021

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	FDC Enforcement Review	Communities	Councillor Murphy Carol Pilson

			Annabel Tighe
	Progress of Corporate Priority – Environment	Environment	Councillor Murphy Councillor Tierney Phil Hughes, Mark Mathews, Annabel Tighe Carol Pilson
	Community Safety Partnership	Communities	Councillor Mrs Wallwork Carol Pilson, Dan Horn, Alan Boughen and Aarron Locks Police
	Matters arising – Update on previous actions		Anna Goodall
	Future Work Programme 2020/21	Quality Organisation	Chairman Anna Goodall

8 March 2021

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting			
	Review of Clarion	Communities	Sue Stavers (Clarion) Dan Horn Councillor S Clark Carol Pilson
	Transformation & Communications Portfolio Holder update		Councillor Tierney David Wright Peter Catchpole
	Update on CPCA Growth Service and impact on Economic Development in Fenland	Economy	Gary Garford Councillor Benney Justin Wingfield
	Commercial Investment Strategy	Economy	Councillor Boden Peter Catchpole
	Matters arising – Update on previous actions		Anna Goodall
	Future Work Programme 2020/21	Quality Organisation	Chairman Anna Goodall

17 May 2021

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting			
	Matters arising – Update on previous actions		Anna Goodall
	Future Work Programme 2020/21	Quality Organisation	Chairman Anna Goodall