

AGENDA

OVERVIEW AND SCRUTINY PANEL

MONDAY, 11 OCTOBER 2021

1.30 PM

**COUNCIL CHAMBER, FENLAND HALL,
COUNTY ROAD, MARCH PE15 8NQ**

Committee Officer: Niall Jackson
Tel: 01354 622461
e-mail: memberservices@fenland.gov.uk

Whilst this meeting will be held in public, we encourage members of the public to view the meeting via our YouTube channel due to the current Covid-19 restrictions.

The meeting can be viewed via the link: <https://youtu.be/jj5yShTBa7A>

- 1 To receive apologies for absence.
- 2 Previous Minutes. (Pages 3 - 8)

To confirm and sign the minutes of the meeting of 13 September 2021.
- 3 To report additional items for consideration which the Chairman deems urgent by virtue of the special circumstances to be now specified.
- 4 Members to declare any interests under the Local Code of Conduct in respect of any item to be discussed at the meeting.
- 5 Update on previous actions. (Pages 9 - 14)

Members to receive an update on the previous meeting's Action Plan.
- 6 Discussion with Anglian Water

This item will be in the form of a question and answer session with representatives from Anglian Water and Cambridgeshire County Council.

7 Annual meeting with the Leader and Chief Executive (Pages 15 - 48)

Presentation on FDC's key achievements and performance 2020/21

8 2021 Planning Shared Service Annual Review (Pages 49 - 56)

To update Overview and Scrutiny on the performance and activity of the Planning Service in 2020/21.

9 Future Work Programme (Pages 57 - 62)

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

10 Items which the Chairman has under item 3 deemed urgent.

Friday, 1 October 2021

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

OVERVIEW AND SCRUTINY PANEL

MONDAY, 13 SEPTEMBER 2021 - 1.30 PM



PRESENT: Councillor D Mason (Chairman), Councillor A Miscandlon (Vice-Chairman), Councillor G Booth, Councillor D Connor, Councillor S Count, Councillor A Hay, Councillor M Humphrey, Councillor M Purser, Councillor R Skoulding and Councillor R Wicks

APOLOGIES: Councillor M Cornwell, Councillor D Topgood and Councillor F Yeulett

OFFICERS IN ATTENDANCE: Peter Catchpole (Corporate Director and Chief Finance Officer), Anna Goodall (Head of Transformation, Customer Services & Democracy), Niall Jackson (Member Services, GDPR & Governance Officer), Mark Saunders (Chief Accountant) and Amy Brown (Chief Solicitor and Deputy Monitoring Officer)

GUEST: Adrian Mills, Anglia Revenue Partnership

ALSO IN ATTENDANCE: Councillor C Boden, Councillor J French and Councillor S Tierney

OSC8/21 PREVIOUS MINUTES.

The minutes of the meeting of 12 July 2021 were confirmed and signed subject to the following comments:

- Councillor Booth raised that he had enquired about information regarding apprenticeships and was yet to receive an update. He asked for this to be added to action list going forward.

OSC9/21 UPDATE ON PREVIOUS ACTIONS.

Members considered the update on previous actions and made the following comments:

- Councillor Booth confirmed that items one and two should remain on the action plan at the present time.
- Anna Goodall noted that she had received an update from Councillor Benney regarding the updated skillset and that this would be circulated to all members of the Panel. Councillor Booth reiterated that he was still awaiting specific information regarding Cambridgeshire as the previous report had only referenced nationwide schemes.
- Councillor Tierney provided an update on the possibility of a newsletter for residents. Councillor Mason suggested that the ideas around the newsletter could be circulated to members to which Councillor Tierney agreed. Councillor Booth posed whether important items could be pinned to the top of the newsletter to prevent them leaving the newsletter too quickly. Councillor Miscandlon suggested that a hard copy of the newsletter could be distributed to Councillors in order to target residents without internet access.
- Councillor Booth expressed his disappointment that the vehicle accident stats provided could not be broken down into more concise categories. It was resolved that the Council should contact Break and enquire as to whether they could provide more concise statistics.
- Councillor Miscandlon noted that the Panel was yet to receive a response regarding noisy vehicle exhausts and that speeding problems persisted across the Fenland area.

OSC10/21 COUNCIL TAX SUPPORT - 2022/23 SCHEME

Members considered the Council Tax Support 2022/23 scheme presented by Adrian Mills.

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

- Councillor Booth asked for clarification that the new threshold for the Capital Assessment Loan meant that those with more than £10,000 in capital would no longer be eligible. Adrian Mills confirmed this and noted that individuals would be able to claim once their capital dropped below the £10,000 threshold.
- Councillor Boden clarified that the adjustment to the Capital Assessment Loan was only a single part of a two-part recommendation and that there was also going to be an abolition of tariff income calculations alongside this. He noted that based on last year's figures as many residents will gain from this alteration as will lose. He raised that the reason behind this change were to simplify the process for both administrators and claimants and not to generate more money for the Council.
- Councillor Mason asked for further clarification on non-passported aspects and the effect it will have on claimants. Adrian Mills answered that the Fenland scheme requires working age customers to contribute a minimum of 20% towards their Council Tax. When they are on a passported benefit which includes Income Support, Job Seekers Allowance, and Income Support Allowance they will have the full 80% rebated on their Council Tax but will still have to contribute the 20%. Customers who are deemed to be non-passported will have a means-tested assessment against that 80%.
- Councillor Booth further enquired whether the new £10,000 threshold was in line with DWP's thresholds. Adrian Mills clarified that the DWP still maintain a £16,000 threshold however many schemes across the country had also chosen to reduce the threshold. He noted that the DWP data share does not inform the Council about customers capital and customers can forget to report capital changes to the Council in certain cases.
- Councillor Booth questioned whether the difference in thresholds was more likely to cause confusion. Adrian Mills suggested that it would not create confusion.
- Councillor Booth asked whether the non-dependent reduction would have an adverse effect on a household with multiple non-dependents. Adrian Mills answered that potentially in a band A property with multiple non-dependent workers they may be expected to contribute towards household bills which would be taken as income. This could have a detrimental impact on the amount of Council Tax support provided.
- Councillor Boden clarified that the only proposal so far is the fixed non-dependent deduction being set at £7.40 and that almost twice as many households would benefit as opposed to being harmed by the change.
- Councillor Boden noted that the averaging provisions introduced previously had resulted in no hardship intervention so far. He noted that it had been suggested to increase the tolerance from £65 to £100 a month to streamline and simplify the process further.
- Councillor Booth queried maintaining the contribution rate at 20% as the Council are also receiving a government grant. He noted that the grant was not attached to Council tax and expressed a concern that this money may be used in other areas across the Council. Councillor Boden explained that the money would not be distributed across the Council. He noted that all funds made available previously were fully utilised and provided to the claimants and that any future schemes would be treated similarly. He noted that the Council was not prepared to make any changes to the contribution rate at this moment due to the short time period and novel situation that the previous change took place in. He stated that he was pleasantly surprised with how well the scheme had gone so far.
- Councillor Booth asked for clarification on whether the grant received last year was predominantly used for hardship cases. Councillor Boden replied that the grant was applied across the board as a pro rata scheme which was made equal for everyone. Councillor Booth further enquired as to the percentage of the reduction to which Councillor Boden

replied that this varied from applicant to applicant with some having to pay no Council Tax in the end. Peter Catchpole confirmed that the reduction was a maximum of £150 and that no one was reduced beyond zero pounds.

- Adrian Mills noted that the residual balance at the end of the previous financial year was taken over into this financial year and used to provide further discounts. He stated that the current residual finances were being distributed on a claims basis with an aim to exhaust the supply by the end of the year.
- Councillor Connor asked what the current percentage rate successfully collected was for 2021-22 so far. Adrian Mills replied that he did not currently have this information but that he would be happy to supply it when he did.
- Councillor Miscandlon questioned whether there would be issues at the end of the year if scheme was not extended. Adrian Mills replied that there may be an underspend of the current finances and that this could be used to help those most in need at the beginning of the next financial year. He noted that the scheme completed on the 31st March 2021 and it was only on an exceptional basis that the Council could carry this over to the current financial year.
- Councillor Booth noted that due to the grant scheme individuals had not been paying the 20% this year. Therefore, the Council would not be able to understand the impact of the rise until the next financial year when the funding runs out. Councillor Boden confirmed this and further noted that changes in the labour market may affect this.
- Councillor Booth commented that the changes in the labour market is likely to move people away from needing extra support but that there will still be a proportion of individuals.
- Councillor Booth put forward an amendment that the basic contribution rate should be dropped back down to 14%. Councillor Boden noted that recommendations for change to the contribution rate need to be made before July due to the extended consultation period required. The amendment failed.

The Overview and Scrutiny Panel AGREED to recommend Cabinet:

- 1. To reduce the capital threshold to £10,000 and abolish tariff income**
- 2. To introduce a fixed rate deduction of £7.40 for non-passported non-dependents**
- 3. To streamline the claim process**
- 4. To increase the tolerance for Universal Credit data reassessments.**

OSC11/21 ANNUAL OMBUDSMAN LETTER AND 3CS PROCESS

Member considered the draft Overview & Scrutiny Annual Report for 2020-21.

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

- Councillor Hay noted that the statistics provided in the 3C's report around stage one, stage two and stage three complaints did not match the overall number of complaints. Peter Catchpole confirmed that the overall number of complaints were correct however the statistics regarding the different stages were incorrect.
- Councillor Booth stated that he would like to see a trend analysis of the complaints to identify whether there is a reoccurring pattern. Councillor Tierney confirmed that this was being undertaken with the statistics for the current year and that the trend analysis would be made available when the report is next taken to Overview and Scrutiny Panel.
- Councillor Boden expressed his pleasure that no complaints had been found against the Council by the Ombudsman in the previous two years and credited officers and the 3C's process for this. He noted that in the event of a complaint being filed he would expect to see in-depth detail of why it happened, what went wrong, what measures had been taken to correct it and how the Council planned on preventing it from happening again. He noted that of the 11 complaints submitted, four were against planning and four involved benefits. He argued that due to the small sample size of complaints made it was difficult to find trends in the data. He noted that the figures can be heavily skewed by issues that generate a high

volume of complaints.

- Councillor Miscandlon asked whether any analysis had been undertaken on the complaints received and the reasons behind their submission. Councillor Boden confirmed that root cause analysis was undertaken and that there was a robust feedback system to prevent issues reoccurring where possible. Councillor Miscandlon suggested that it may be useful to share what went wrong with other Councillors to prevent issues reoccurring across different wards. Councillor Boden replied that resolving issues with officers was sufficient in preventing the same issues happening in other wards.
- Councillor Tierney noted that complaints do not always escalate to stage one as some are dealt with by Councillors on the resident's behalf and that trends can also be seen through these dealings.
- Peter Catchpole noted that the 3C's reports are not only produced periodically and that the Council's management team receive a report monthly. He also noted that not all complaints are due to process failings. Councillor Boden furthered this stating that receiving complaints was not necessarily a negative as this shows the Council has sufficient processes in place to deal with complaints and that the Council clearly take the issues of Fenland residents seriously.
- Councillor Booth expressed that he was pleased to hear that the Council were already undertaking trend analysis despite this not being shared more widely with Councillors at the current time. He noted that mistakes are inevitable and that it is important to uphold these complaints where appropriate.
- Councillor Mason noted that complaints have fallen by 21% from the previous year and thanked Ward Councillors for their perseverance in helping deal with issues before they could be raised as complaints.
- Councillor Connor commented that planning can be very emotive which may be a cause behind the level of complaints from both applicants and objectors.

The Overview and Scrutiny Panel AGREED to note the draft Overview & Scrutiny Annual Report for 2020-21.

OSC12/21 FUTURE WORK PROGRAMME

Members considered the Future Work Programme.

- Councillor Booth requested that the situation surrounding Cadent and the recent gas leaks be added to the future work programme. He advocated an urgent response and that an invitation to a future meeting should be requested. Councillor Mason agreed to add this to the future work programme.
- Councillor Hay requested that for the December review of Clarion the Council should write to local Town and Parish Councils to ascertain whether they have any concerns that they would like the Panel to raise. She requested a further explanation around the criteria they use to allocate housing and how they ensure the current safety of residents when they attend the December meeting. It was resolved that this would be added as an agenda item in advance to the December meeting to ensure that the information is provided.
- Councillor Connor commented that Dan Horn was best placed to assist with any concerns and applauded the work he undertakes in providing a link between the Council and Clarion.
- Councillor Miscandlon stated that Anglian Water will also be present at the next meeting and that it would be prudent to contact all Councillors including Parish and Town Councillors to obtain their views on Anglian Water's work.

OSC13/21 ITEMS WHICH THE CHAIRMAN HAS UNDER ITEM 3 DEEMED URGENT

Councillor Mason proposed that the Panel request Cabinet to investigate Cadent Gas prior to the November meeting of Overview and Scrutiny

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

- Councillor Boden asked for clarification of the request to Cabinet and whether the request was specific to the recent issues in March or the wider Fenland area.
- Councillor Miscandlon clarified that the request was specific to the recent infrastructure failure in March. He outlined that the Panel wished to know the expected lifespan of the infrastructure and any action that will be taken to correct the issues. He also requested a wider overview of the infrastructure across Fenland and invited an examination of the age of the infrastructure and Cadent's future programme for replacing the infrastructure.
- Councillor Connor agreed with Councillor Miscandlon and remarked that the pipes do corrode regularly and are replaced as and when needed.
- Councillor Wicks also asked for clarification around Cadent's policy for the ongoing renewal of the infrastructure across Fenland due to the age of their assets.
- Councillor Miscandlon noted that the work should be undertaken before the March Highstreet funds were utilised.

The Overview and Scrutiny Panel AGREED to request Cabinet to investigate Cadent Gas.

2:53pm

Chairman

This page is intentionally left blank

Agenda Item 5

ACTION MEETING DATE MINUTE NUMBER		UPDATE	TIMESCALE
ACTION 1 08/06/2020 OSC43/19	<p>Cllr 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 to address the impact of the Coronavirus on early years provision, looking at rent deferment and rent holiday options. Both options were presented in the letter.</p> <p>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. There is no intention to increase rents in any of this activity.</p>	<p>Cllr Booth requested a watching brief on this item and that it stay on the Action Plan</p>
ACTION 2 08/06/20 OSC44/19	<p>Cllr Booth requested further information on what the police will be doing to enhance their enforcement role in relation to speeding</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</p>	<p>Cllr Booth requested a watching brief on this item and for it to stay on the Action Plan</p> <p>**see update</p>

	prevention.	<p>excessive noise coming from these vehicles and therefore found it difficult to prosecute. It links in with the speeding aspect as the loud racing sound of the exhaust encourages the driver to driver faster. A day of action will be taking place in the near future.</p> <p>Norfolk have had this kit for a couple of years and have been extremely positive about it. 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 as it's a calibrated machine, they can't argue with it at court. 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 regarding 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 support local communities to set up their own speed watch schemes. 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. 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>	<i>on noisy exhausts below</i>
ACTION 3 08/03/21 OSC45/20	Councillor Connor asked when the infrastructure at Doddington is going to be updated and what will happen with future planning applications and how additional surface water will be dealt with	<p>Anglian Water is not a statutory consultee to planning applications. However, we actively engage in the planning process by responding to major developments of 10 or more dwellings or 0.5 ha and over for employment use. We will assess the impact of a development on existing Anglian Water assets and the foul and surface water network at the time of the planning application. In some cases, we may recommend a foul or surface water condition. This condition will ensure the applicant engages with us, giving us an understanding of build rates and phasing. We will work with the developer to ensure a sustainable drainage strategy is prepared that mitigates any risk of flooding or pollution and protects our existing and future customers.</p> <p>I can confirm that we have commented as follows on recent planning applications in Doddington.</p> <ul style="list-style-type: none"> • Planning Ref: F/YR18/3135/COND west of 17-37 Wood Street. We responded regarding conditions 7, 10 and 	Anglian Water attending October meeting to provide more technical detailed response to outstanding queries

		<p>12 (surface water and foul water strategy). We recommended discharge of the foul water strategy with a connection to manhole 1902 at 7.5l/s. This is an acceptable strategy, and the local network has capacity to receive these flows. To slow down the flows before it reached manhole 1902 the developer is laying a section of gravity sewer prior to connecting. The developer did engage with us on the strategy. The surface water condition is not relevant to us as the strategy does not impact Anglian Water assets.</p> <ul style="list-style-type: none"> Planning Ref: F/YR19/1001/0 Land South of 63-77 Newgate Street. We assessed this application and can confirm that there is capacity within the local network to receive the additional flows. We note this is currently pending a decision. <p>Historically Doddington Water Recycling Centre (sewage works) had issues meeting the dry weather flow permit (the flow we are permitted to treat and return to the environment during normal operating parameters), we have recently had a new permit for this site (issued by the Environment Agency) which mean the site can now accept more flow.</p>	
ACTION 4	Councillor Connor asked what is being done regarding movement of affluent from Doddington and Wimblington to March due to lack of local capacity.	The sites Councillor Connor is referring to are sewage pumping stations. We sometimes may have to tanker these stations to protect and minimise any impact on residents, either in the event of a pump failure or significant surface water flows infiltrating the network. The effluent must be taken to our Water Recycling Centre at March because there is no physical ability to do so safely at the Doddington site. This is not a routine occurrence and not due to lack of capacity in the foul network.	Anglian Water attending October meeting to provide more technical detailed response to outstanding queries
ACTION 5 12/07/21 OSC3/21	Cllr Cornwell requested an update on skillset requirement suggestion for Anglia University	Councillor Cornwell referred to item 14 in the minutes from the O&S meeting of March 2021 regarding the update on the CPCA Growth Service, which included a discussion around the Anglia University and skills etc. which he had found very interesting. The minutes suggested he was questioning why we do not have a marine centre in Wisbech, whereas he had in fact raised the point that the marine centres in Wisbech are currently underused. Suggestions had been made around trying to reintroduce skills such as boat maintenance. We have trawlers arriving from the eastern region for maintenance and the skills that are required come in with them and he was therefore trying to get that skillset requirement into the university. He is still waiting for a response from Councillor Benney in this	COMPLETE

		<p>matter and so would like this chased up.</p> <p>There appears to have been a breakdown in communication as this outstanding action was only recently brought to the attention of Cllr Benney, which may have resulted in the delayed response, so please accept our apologies for that.</p> <p>The Economic Development Team have recently sent back comprehensive feedback to the CPCA in respect of the emerging skills strategy, there will be a second round of consultation of the draft strategy which can include the potential demand for boat maintenance skills in the area.</p> <p>We are currently in the process of liaising with The Port of Sutton Bridge and Kings Lynn to ascertain the demand for these skills, following that feedback we will then be in a position to make contact with the University if it is established that sufficient demand exists to warrant an apprenticeship of this nature being devised and facilitated.</p>	
ACTION 6 12/07/213 OSC3/21	Cllr Cornwell would like a response to his suggestion for an opt-in mailing list/newsletter for residents	Response from Cllr Tierney – ideas are still being discussed and a further update will be provided as soon the potential ideas have been finalised.	COMPLETE
ACTION 7 12/07/21 OSC4/21	Cllr Miscandlon asked for breakdown of accident statistics concerning young drivers	<p>Matt Staton of CCC Road Safety Partnership forwarded breakdown of statistics originally provided in response to Cllr Booth's request. Circulated 03/09/21</p> <p>Cllr Booth has requested that BRAKE be contacted to obtain a further break down of the accident stats for more concise info relating to categories of vehicle accidents.</p>	Ongoing
ACTION 8 12/07/21 OSC4/21	Cllr Miscandlon asked for update on noisy vehicle exhaust action	<p>Alan Boughen of FDC Community Safety Partnership forwarded response as approved by Sergeant of local policing team.</p> <p>Circulated 03/09/21</p>	COMPLETE
SEPT O&S PRE-MEET	Cllr Wicks raised concerns about electric scooters being driven inappropriately	FDC officer will report these concerns to the police for consideration and a response.	COMPLETE

	on local roads and pavements and the hazards they cause.		
SEPT O&S PRE-MEET	Cllr Skoulding asked why CCTV footage could not be utilised to prosecute those driving electric scooters on public footpaths	The use of electric scooters on public footpaths is a public nuisance and a risk to safety. The enforcement of this activity needs to be delivered by local policing. The use of the Councils CCTV can be used to assist with supporting the enforcement and prosecution process but requires this to be led by the partner responsible for the enforcement of those offences.	COMPLETE
SEPT O&S PRE-MEET	Cllr Hay raised concerns about cars parked in a potentially dangerous manner at a business in Chatteris - Bridge Street and whether officers could investigate from a Planning enforcement perspective.	Response from Nick Harding. If vehicles from the firm are parking on the public highway which is not subject to parking controls, then no action can be taken by any authority. Checks are being made to see if parts of the site that should be kept free for parking under a condition of planning permission are indeed available for said use.	COMPLETE

This page is intentionally left blank

Presentation by Leader and Chief Executive of Fenland District Council

FDC Overview & Scrutiny
Meeting

11 October 2021

Sources of further information

Please click on the links below to access further information:

[Annual report 2020/21](#)

[Corporate Priority Reports already tabled at O&S Committee meetings](#)

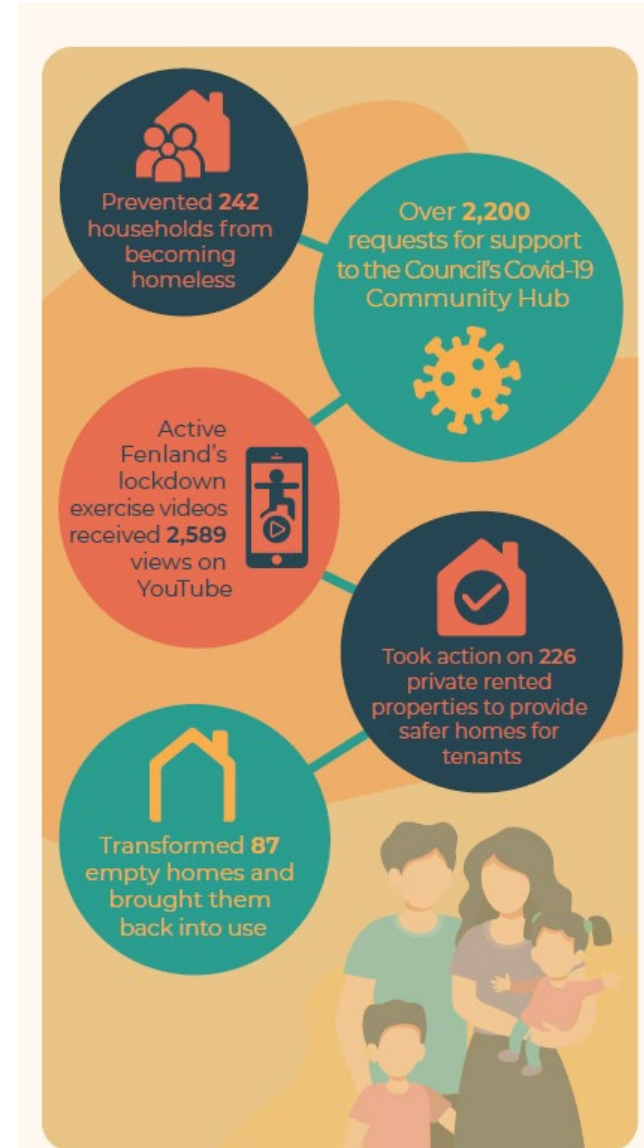
[Joint Portfolio Holder Reports tabled at Council Meetings](#)

Key Achievements & Performance 2020/21

Our Communities

Supporting vulnerable members of our community

- In March 2020 we launched our **Covid-19 Community Hub** to provide a lifeline to those most at risk during the outbreak. Since the Hub's launch, more than **2,200** requests for support have been received.
- We continue to work with the Ferry Project and Change Grow Live (CGL) outreach to tackle rough sleeping. During the early stages of the pandemic, we provided **emergency accommodation for 57 rough sleepers** as part of the Government's 'Everyone In' initiative,
- £1.4million of funding was levered in for a joint project with Clarion Housing, the Ferry Project and Amicus Trust to provide long-term places and support for 40 rough sleepers.
- Our Housing Options team also **prevented 242 households from becoming homeless**.
- The online **Pride in Fenland awards** ceremony received over **700 views on YouTube**.

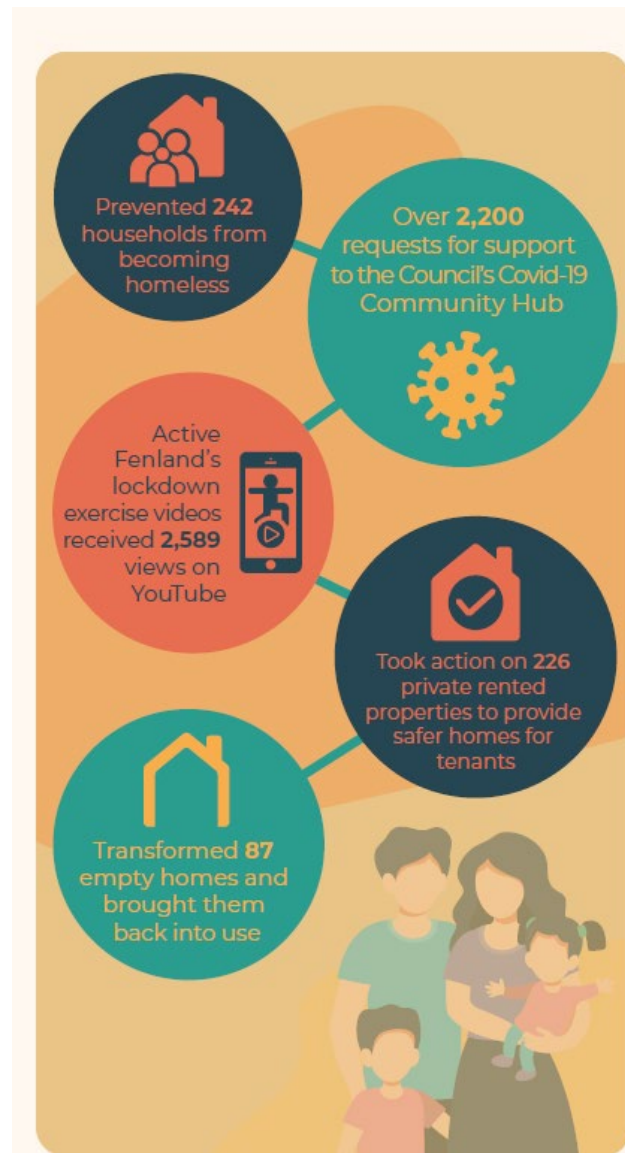


Key Achievements & Performance 2020/21

Our Communities

Promote Health and Wellbeing for all

- Together with other district councils and partners in Cambridgeshire, we helped to develop a **Local Outbreak Management Plan**, as required by Government, to set out how we will collectively **prevent and reduce transmission of Covid-19**. To help support our plan, we secured just over **£690,000 in Test and Trace and Contain Outbreak Management Funding** for resources and community support projects.
- We expanded our work with community groups to support those most at risk from Covid-19. Supported by £97,000 of Government funding, our **Community Champions scheme** continues to deliver a range of measures to help support at-risk groups
- We agreed an emergency financial package to support **Freedom Leisure** through the lockdowns and secured **£224,500 from Sport England's National Leisure Recovery Fund**.
- Online exercise videos from **Active Fenland** received over **2,500 views on YouTube** and there were **67 live exercise sessions on Zoom**.
- **Rainbow Activity Packs** were sent to families during the summer holidays, as part of our Fit and Fed programme to help **fight holiday hunger**.
- Our parks and open spaces provided **places to be active and socialise** while under lockdown restrictions.



Key Achievements & Performance 2020/21

Our Communities

Performance

	Target 2020/21	Performance	Variance on target
Days taken to process new claims and changes for Council Tax support	8 days	7.06 days	+11.62%
Days taken to process new claims and changes for Council Tax benefit	8 days	4.28 days	+41.88%
Total number of private rented homes where positive action has been taken to address safety issues	400	226	-43.50%*
Number of people prevented from becoming homeless	300	242	-19.30%*
Number of empty properties brought back into use	New PI	87	N/A
Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	New PI	£79,217	N/A
% of attendees satisfied with Golden Age events	96%	N/A	N/A*
Number of active health sessions per year that improve community health	400	N/A	N/A*
% of those asked satisfied with our leisure centres (Net Promoter Score)	39	N/A	N/A*

* Performance/service impacted by COVID-19 restrictions

Key Achievements & Performance 2020/21

Our Environment

Deliver a high performing refuse, recycling & street cleansing service

- Core services continued throughout the pandemic with more than **2.9million bin collections** made across the district. Waste tonnages collected increased significantly due to people staying at home, and **customers continued to recycle their waste well**, generating £490,000 of recycling credits to support services as a result. Customer satisfaction with our Refuse and Recycling, and Garden Waste (Brown Bin) services remains high at 96% and 99% respectively. The Garden Waste service was also maintained throughout the pandemic and proved popular as a result, with subscriptions at an all-time high of more than 22,900 in 2020/21.
- Our trained 'Getting It Sorted' volunteers adapted how they volunteered this year, producing **home schooling packs and teacher packs** for schools to use, videos and online tutorials.
- Our Cleansing and Rapid Response team continued to provide the usual seven-day street sweeping, litter picking and fly-tipping removal service in our towns and villages. Last year they responded to over **1,400 service requests**; 96% on the same or next day. Over **1,000 quality inspections** were made in areas of footfall and more than 99% met cleansing standards first time.

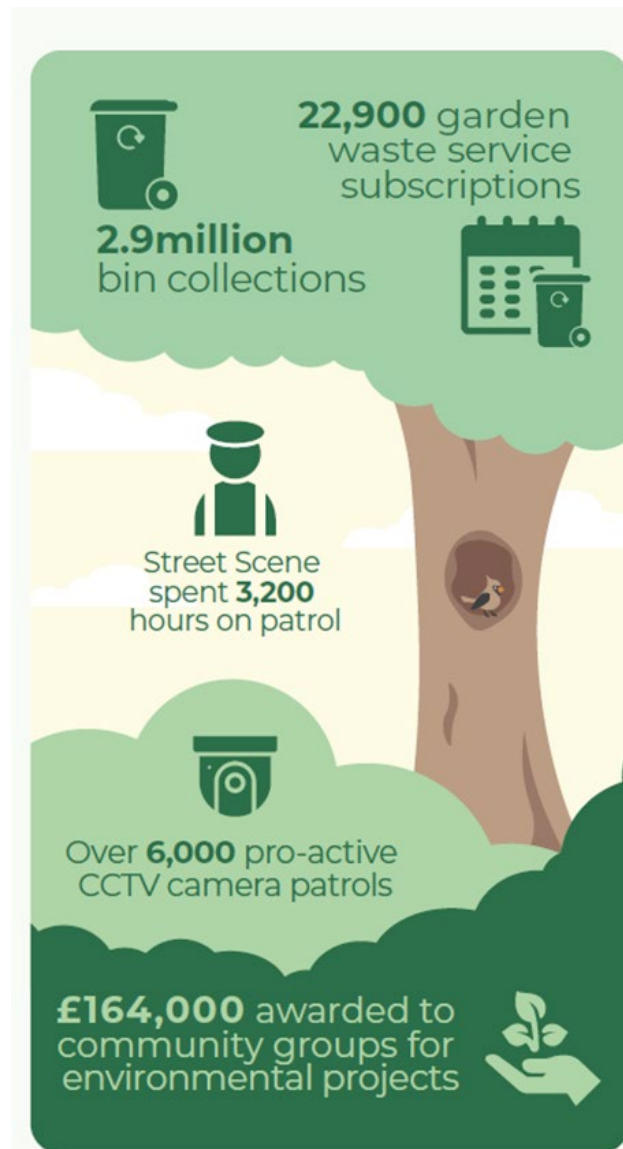


Key Achievements & Performance 2020/21

Our Environment

Work with partners & the community on projects to improve the environment & streetscene

- We supported local community groups in securing **£943,000 from Cambridgeshire County Council's Communities Capital Fund** for eight community facility improvements across March, Wisbech, Gorefield, Christchurch and Friday Bridge. The funding included £240,000 for the Wisbech Pavilion project in Wisbech Park and £75,000 for improvements to West End Park, March, including an enhanced junior play area, a skate park fence and improved Park Run surface.
- Our Street Scene team spent over **3,200 hours on patrol**. They work closely with the community to help **protect our environment**, with a focus on preventing fly-tipping, littering and dog fouling. Four people were issued with a £400 Fixed Penalty Notice for fly-tipping, and one business received a £300 fine for failing to dispose of trade waste properly.
- Over **£164,000 was awarded to community groups** living within the vicinity of wind turbines to improve their local environment. Projects included electric vehicle charging points, solar panels and air source heat pumps for community buildings, environmental education in schools, switching to LED lighting and enhancements to green spaces.

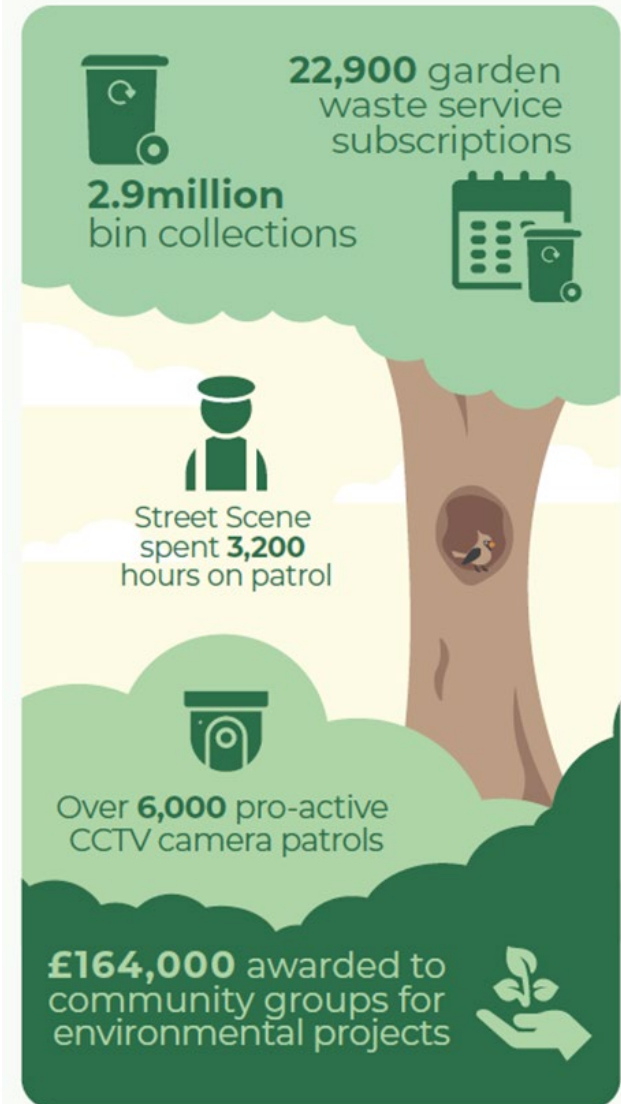


Key Achievements & Performance 2020/21

Our Environment

Work with partners to keep people safe in their neighbourhoods by reducing crime & antisocial behaviour and promoting social cohesion

- Our **shared CCTV service** with Peterborough City Council maintained its 100% service function, 24 hours a day, 365 a year, despite the pressures of Covid-19. The service conducted **over 6,000 pro-active camera patrols**, **detected over 1,000 incidents of crime and disorder** across the district and supported our policing partners to make **86 arrests** for offences, helping to make our towns and public spaces safer.
- Working alongside both internal and external partners, our **Community Safety** team was involved in 196 reports of anti-social behaviour or other quality of life concerns. Examples of the partnership work include the **successful introduction of 3 Closure Orders**, 2 in Wisbech and 1 in Chatteris, to mitigate the impact of criminal and anti-social behaviour in the local communities.
- The team is also part of the **Fenland Community Safety Partnership**, which, due to the pandemic, adopted online methods to maintain its public engagement and workforce development activities. Using the Council's YouTube channel and Microsoft Teams, the partnership delivered **community engagement sessions** on topics including Domestic Abuse, Home Security, Scams and Cybercrime, and **workforce development sessions** on Domestic Abuse, Scams and Cybercrime and Substance Abuse.



Key Achievements & Performance 2020/21

Our Environment

Performance

	Target 2020/21	Performance	Variance on target
Rapid or Village response requests actioned the same or next day	90%	96%	+6.67%
% of Inspected streets meeting our cleansing standards	93%	99.9%	+7.42%
% of collected household waste – Blue Bin recycling	28%	28%	0%
Customer satisfaction with Refuse and Recycling services	90%	96%	+6.67%
Customer satisfaction with Garden Waste service	80%	98.75%	+23.44%
Number of Street Pride and Friends of Community environmental events supported	204	44	-78.43%*
% of local businesses who thought they were supported and treated fairly	90%	100%	+11.11%
% of those asked who are satisfied with events	90%	N/A	N/A*

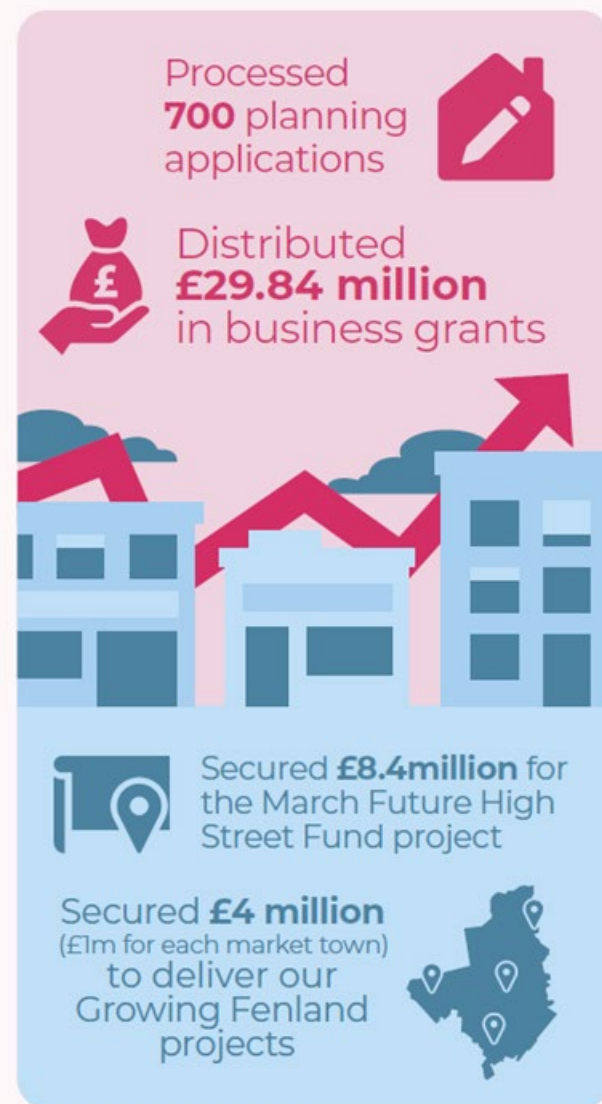
* Performance/service impacted by COVID-19 restrictions

Key Achievements & Performance 2020/21

Our Economy

Attract new businesses, jobs & opportunities whilst supporting our existing businesses in Fenland

- Our Finance and Business teams worked together to distribute **£29.84million in Government coronavirus business grants** in 2020/21. Grants ranging from £1,000 to £25,000 from 9 different schemes have been paid to help businesses impacted by lockdown and restrictions. During this period over **6,800 grants** have been given.
- We worked closely with businesses and partners to help enable the **safe and successful reopening of the district's high streets** following lockdown. Supported by £90,000 from the European Regional Development Fund, we introduced Covid signage throughout our town centres and open spaces, installed hand sanitiser points and increased town centre cleaning. Officers also **supported businesses ahead of reopening** with advice on being Covid compliant and carried out monitoring and compliance checks to ensure measures were in place to keep staff and the public safe.
- We secured a £997,000 grant from the Cambridgeshire and Peterborough Combined Authority to further **extend our South Fens Business Enterprise Park** in Chatteris with the construction of a new, light industrial 'move on' space.



Key Achievements & Performance 2020/21

Our Economy

Promote & enable housing growth, economic growth & regeneration across Fenland

- Our Planning **team processed over 700 planning applications**. Our performance against Government targets remains excellent (between 92% and 100% depending on application type), making us one of the top performing Councils in the country. Our success rate at appeal also remains excellent, with between 0 and 1.2% of appeals (depending on development type) allowed (as a percentage of applications determined). We have also **investigated and dealt with over 300 cases of unauthorised development**.
- We secured **£8.4million of funding** (£6.4m from Government, £2m from the CPCA) to deliver the **March Future High Street Fund** project. The scheme will see March town centre transformed through pedestrian, public realm and traffic flow changes to Broad Street, the Market Place and Acre Road area.
- Following approval of our **'Growing Fenland'** masterplans, £1million was earmarked for each of our market towns from the CPCA. Funding will help to deliver **a range of regeneration projects across all four towns**, and a district-wide Civil Parking Enforcement scheme to **clamp down on poor parking**.



Key Achievements & Performance 2020/21

Our Economy

Promote & enable housing growth, economic growth & regeneration across Fenland

- Our **Wisbech High Street Project**, funded by the National Lottery Heritage Fund, continues to make good progress. Highlights from 2020/21 include:
 - ✓ Plans for a **permanent retail and residential development at No 24** are progressing after legal barriers previously preventing a permanent building were successfully resolved by officers and Members.
 - ✓ **Structural demolition works at No 11-12 completed**, allowing work on a new retail and residential complex to commence.
 - ✓ **Grants agreed** for extensive repairs at No 18-19 and significant repairs and residential conversion works at No 13-17.
 - ✓ Although Covid-19 restrictions put paid to most of the project's planned activities for 2020, a number of successful events took place including **Wisbech Underground**, the annual **Gutter Clean** and an online **Heritage Open Days photography exhibition**.
- Worked with Planning Enforcement to **issue Section 215 and Enforcement Notices** on properties in need of repair which were causing an adverse visual impact on the High Street or where unauthorised works have taken place.



Key Achievements & Performance 2020/21

Our Economy

Promote & lobby for infrastructure improvements across Fenland

- Supported by CPCA funding, **work continues to improve transport connectivity** in Fenland:
- ✓ Construction began on the £25million **A47 Guyhirn roundabout** scheme.
- ✓ Construction began on the £32million **Kings Dyke Level Crossing** project.
- ✓ Three highway schemes identified in Phase 1 of the **Wisbech Access Strategy** are now fully funded. Construction due to begin in 2021.
- ✓ Work on the Fenland Railway Station Masterplans project, to improve stations at March, Manea and Whittlesey and provide **better railways for Fenland**.
- ✓ Full business case for a **March-Wisbech Railway line** approved and next-stage technical studies completed. Options for future funding being explored.
- ✓ Programme of Quick Wins in the **March Area Transport Study** agreed, with many of the improvement schemes either completed or under construction.



Key Achievements & Performance 2020/21

Our Economy

Performance

	Target 2020/21	Performance	Variance on target
% of major planning applications determined in 13 weeks	75%	100%	+33.33%
% of minor applications determined in 8 weeks	80%	92%	+15%
% of other applications determined in 8 weeks	90%	97%	+7.77%
% occupancy of our Business Estates	87%	88%	+1.15%
% of customers satisfied with our Business Estates	92%	N/A	N/A*
% occupancy Wisbech Yacht Harbour	85%	95%	+11.76%

* Performance/service impacted by COVID-19 restrictions

Key Achievements & Performance 2020/21

Quality Organisation

- Following approval of the **Council's Commercial and Investment Strategy**, we established a new LATCo (Local Authority Trading Company), Fenland Future Limited, to help **deliver our growth and regeneration aspirations** and **generate income to reinvest** back into local public services. We bought our first commercial investment property in Wisbech in March 2021, which is already providing a financial return.
- We began to implement our **My Fenland** project, is **transforming and significantly improving services**. Key achievements to date include the creation of a new My Fenland team, with new Technical Champion roles answering more detailed enquiries to free up the capacity of specialist officers; implementing PayPoint as a more convenient way for residents to pay Council bills and the launch of a new Council website.
- We **launched a new website (www.fenland.gov.uk)** to provide residents and businesses with even **better online access**. The design, quality of content and search facility were improved, with more electronic forms to help more customers to self-serve. We received **969,000 visits** in 2020/21 and **14,578 online form submissions** (excluding Garden Waste subscriptions) across 50 different topics. Our coronavirus webpages to signpost to government support, business grant information, self-isolation support and rapid testing received over **103,000 hits**.



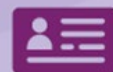
Answered **78,000** telephone enquiries



Over **£1 million** in payments made via PayPoint since launch



Received **969,000** visits to the website



Issued **373** licences for a variety of services, including taxis, premises and alcohol licences



97% of customer queries resolved at first point of contact



Key Achievements & Performance 2020/21

Quality Organisation

- Following the outbreak of coronavirus in March 2020, more than **60% of the Council's workforce were enabled to work remotely**. Many members of staff were also redeployed or retrained to meet essential or emerging needs.
- Our **Social Media following continues to grow**, with 8,655 Twitter followers and 5,246 Facebook followers, with the latter having increased by 55% in a year. Our Social Media channels have proved particularly effective in engaging with residents and businesses during the Covid-19 pandemic, offering us the ability to quickly publicise and signpost emerging information.
- The Licensing team **issued 373 licences** for a variety of services, including Taxi, Premises, Alcohol, Scrap Metal and Animal Licensing, to help ensure such businesses are well managed and operating in a safe and legal way. The Licensing team also played a key role in the Council's Covid response, including introducing **temporary emergency procedures** for the taxi trade in line with Government safer travel guidance and providing advice and support to licensed hospitality venues.
- We continue to consult with residents, stakeholders and partners about Council proposals to help us understand residents' priorities and shape our services. We **consulted online on a variety of topics** including our Business Plan, our Council Tax Support Scheme, and the Fenland Cycling, Walking and Mobility Improvement Strategy.



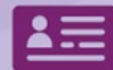
Answered **78,000** telephone enquiries



Over **£1 million** in payments made via PayPoint since launch



Received **969,000** visits to the website



Issued **373** licences for a variety of services, including taxis, premises and alcohol licences



97% of customer queries resolved at first point of contact



Key Achievements & Performance 2020/21

Quality Organisation

- We collected over **£57million in Council Tax** and **£16million in Business Rates**.
- We were **reaccredited with the Customer Service Excellence (CSE) award** last year. This is a Government standard that recognises the high quality, customer focused services we provide. The independent assessor said the Council had continued to meet the **'gold standard' for customer service delivery** and gone "over and above" in its efforts to maintain services during the coronavirus pandemic.
- In addition to their new public health role in managing workplace coronavirus outbreaks, supporting local businesses with Covid measures, and providing local contract tracing, our Environmental Health team continues to provide a range of **regulatory services to support businesses and protect the public**. This included undertaking a variety of **nuisance investigations** which involved monitoring noise, assessing odours, and resolving drainage issues. Many regulatory business inspections were put on hold due to lockdown closures but a recovery plan is in place following Government guidelines.



Answered **78,000** telephone enquiries



Over **£1 million** in payments made via PayPoint since launch



Received **969,000** visits to the website



Issued **373** licences for a variety of services, including taxis, premises and alcohol licences



97% of customer queries resolved at first point of contact



Council for the Future

Cabinet members have selected a number of projects to contribute towards our 'Council for the Future' agenda.

These projects have a variety of aims; from tackling areas of particular need within the district, to transforming services and the wider organisation sustainably to be fit for the future.

The aim is to have a programme of projects completed by the end of the current Council leadership term.

**Transforming
Empty homes**

My Fenland

Better online access

**Commercial and
Investment Strategy**

Fighting Holiday Hunger

CCTV service

**Safer homes
for tenants**

**Clamping down on poor parking -
Civil Parking Enforcement**

Protecting our environment

Competitive trade waste service

**Better railways
for Fenland**



Year to date (2021/22)

Our Communities

Highlights

- **Green social prescribing** is being trialled in several areas across the UK. It is anticipated that this work will roll out in Fenland as part of a CCG / Public Health initiative in coming years. In the meantime, the Cambridgeshire and Peterborough Parks project will run some trail sessions across the County in coming months.
- In Wisbech Park, **a living wall** project developed by a local artist is using the wall of the public toilets to involve local people in a project where a framework of plants is attached to the building. This will enhance the park, whilst also involving people in a creative activity.
- Current performance in our **Leisure Centres** exceeds expectations. Whilst Fenland's contract performance is particularly positive when compared with other Freedom facilities, it appears that across the leisure sector recovery is taking place in a similar manner. Current membership levels are around 85% of pre-covid levels. FDC expects to receive a partial management fee from Freedom in January 2022, with a full payment unlikely before summer.

Year to date (2021/22)

Our Communities

Performance

Key PIs:

Key PI	Description	Baseline	Target 21/22	Cumulative Performance	Variance (RAG)
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	226	250	59	
CELP2	NEW INDICATOR The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work (%)	N/A	Baseline	60%	
CELP3	Number of empty properties brought back into use	87	70	27	
CELP4	Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	£79,217	£50,000	N/A (December 21)	N/A
CELP6	Number of Active Health local sessions per year that improve community health	NEW	225	46	
CELP7	Customer feedback across Freedom Leisure facilities in Fenland	NEW	80%	TBC	

Key:

	Within 5% of target
	5-10% below target
	10% or more below target

Comments

CELP 1 – still on target as the profile has more reactive complaints during winter period

Year to date (2021/22)

Our Environment

Highlights

- **Public events** are being planned throughout the district including the March Christmas Market (Sunday 5th December) and Wisbech Christmas Fayre (Sunday 12th December). Plans have also been agreed to stage some pre- events to encourage visitors back into the high street under the Welcome Back banner. The Council will support these groups to rebuild the Fenland Four Seasons events whilst ensuring events are carried out safely and within government guidelines.
- The County Councils Highways and Transport committee met on 7th September and it was agreed that Fenland District Council could further progress plans for the introduction of **Civil Parking Enforcement** (CPE) for the District.
- Customer satisfaction with our **Garden Waste** services has remained high at 99%. Subscriptions were at an all-time high of more than 22,900 in 2020/21, ensuring that the service remained cost neutral for a further year.

Year to date (2021/22)

Our Environment

Performance

Key PIs:

Key PI	Description	Baseline	Target 20/21	Cumulative Performance	Variance (RAG)
CELP8	Rapid or Village Response requests actioned the same or next day	95%	90%	96%	
CELP9	% of inspected streets meeting our cleansing standards (including graffiti and flyposting)	99%	93%	100%	
CELP10	% of household waste recycled through the blue bin service (1 month in arrears)	28%	28%	27%	
CELP11	Customer satisfaction with refuse and recycling services (quarterly)	99%	90%	TBC	
CELP12	Customer satisfaction with our garden waste service (quarterly)	94%	85%	TBC	
CELP13	Number of Street Pride, Green Dog Walkers, and Friends Of community environmental events supported	204	204	43	
CELP14	% of those asked who are satisfied with FDC's events (May, July, October, January)	96%	96%	N/A	N/A

Key:

	Within 5% of target
	5-10% below target
	10% or more below target

Comments

CELP10: Using draft figures for August.

CELP13 due to covid restrictions events have been paused throughout most of the year.

Year to date (2021/22)

Our Economy

Highlights

- Work has started on the **A47 improvements at Guyhirn** with the scheme being open to traffic in late 2022/early 2023.
- Successful bids for the full £4m of CPCA capital funding for the **Growing Fenland** project have now been approved and will be used for a range of projects across all 4 market towns.
- The draft **Local Plan** is being finalised before being presented to members in time for its publication and public consultation in December 2021.
- Improvements are planned for all 3 **Fenland railway stations**:
 - ✓ Work has commenced at Manea to provide a new car park, extend the platform and provide a new waiting shelter
 - ✓ March will also receive a new car park and many of the existing buildings will be refurbished
 - ✓ Works planned for Whittlesea includes a platform extension, new waiting shelters and a new car park
- The **Wisbech High Street Project** continues to focus on the sites at 11-12 and 24 High Street. Development of 11-12 should commence shortly and planning permission to redevelop the site at no. 24 has been approved.

Year to date (2021/22)

Our Economy

Highlights

- The new Project Officer for the **March Future High Street Fund** project is developing a comprehensive communications plan to ensure members are fully informed of project progress. The project will include:
 - ✓ Transformation of Broad Street, with more pedestrian space and less traffic and a focus on improving the public realm and shopper experience
 - ✓ Integrating the riverside areas into Broad Street, to improve visibility and access
 - ✓ Transforming the Market Place into more of a community space for markets, events, and performances
 - ✓ Regenerating the Acre Road area into an attractive, multi-use development
 - ✓ Retail interventions to bring vacant units back into use, improve the façade of shops and attract more shoppers into town
- An application has been made to the **Kickstart Scheme** which is a new government scheme aiming to help and encourage the employment of young people (specifically those aged between 16 to 24) currently on Universal Credit. We are hoping to offer 8 placements.

Year to date (2021/22)

Our Economy

Performance

Key PIs:

Key PI	Description	Baseline	Target 20/21	Cumulative Performance	Variance (RAG)
CELP15	% of major planning applications determined in 13 weeks (or within extension of time)	100%	75%	100%	
CELP16	% of minor planning applications determined in 8 weeks (or within extension of time)	94%	80%	75%	
CELP17	% of other planning applications determined in 8 weeks (or within extension of time)	99%	90%	91%	
EGA1	% occupancy of the business premises estate	87.8%	89%	86.4%	
EGA2	% of customers satisfied with our business premises estates (annual)	100%	95%	Annual	
MS1	Number of berth holders / occupancy of berths at Wisbech Yacht Harbour (85 berths)	85	85	78	
CELP18	Number of local businesses supported and treated fairly (quarterly)	96%	96%	100%	

Key:

	Within 5% of target
	5-10% below target
	10% or more below target

Comments

CELP 16 - The change in the constitution and the increase in the number of applications going to committee and the number of committee meetings has impacted on workloads. Also, the impact of Covid and staff capacity (carer responsibilities/home schooling/apprenticeships etc) have contributed to performance

EGA1 – Occupancy is expected to increase during September and October 2021 due to completion of new leases.

MS1 - Feedback suggests that boaters last year were restricted with their boating movement and are now using their boats more this year to travel around the UK. This is having a negative impact on the volume of boats at moorings in Wisbech.

Year to date (2021/22)

Quality Organisation

Highlights

- The **Commercial & Investment Strategy** is operational and we purchased our first investment under this heading in March 2021.
- **My Fenland** is the first major corporate transformation programme under the Council for Future priority focussing on the way we deliver all aspects of our services to our customers. Including: updating and streamlining our processes to improve consistency and efficiency across the organisation, investing in IT solutions and technology with a customer focus. Achievements to date include:
 - ✓ Launch of the new My Fenland Team – 10 May 2021
 - ✓ Implementation of Paypoint – over 11,250 transactions equating to £1.4m
 - ✓ Develop a suite of online customer journeys to enable residents to self serve
 - ✓ The upgrade to the Telephony switch to enable web chat, enhanced call routing and use of CRM
- **Elections** were held on 06 May 2021 for the Police and Crime Commissioner, County Council and the Cambridgeshire and Peterborough Combined Authority Mayoral elections (plus a number of town council elections). In spite of the complexities (including COVID compliance) the elections were successfully administered.

Year to date (2021/22)

Quality Organisation

Performance

Key PIs:

Key PI	Description	Target 21/22	Cumulative Target	Cumulative Performance	Variance (RAG)
PRC1	% of customer queries resolved at first point of contact	Rolling monthly target of 85% per month	85%	99.4%	
PRC2	% of customers satisfied with our service (March 2021)	90%	90%	75%	
PRC3	% of contact centre calls answered within 20 seconds	Rolling monthly target rising to 46.5% by March 2021	22.5%	24%	
PRC4	% of contact centre calls handled	Rolling monthly target rising to 80% by March 2021	52.5%	73%	
ARP1	Days taken to process Council Tax Support new claims and changes	8.0		7.21	-0.79
ARP 2	Days taken to process Housing Benefit new claims and changes	8.0		7.32	-0.68
ARP3	% of council tax collected	96.8%	38.33%	38.62%	0.29%
ARP4	Council Tax net collection fund receipts	£61,172,317.00	£ 23,351,957.30	£23,454,913.03	£102,955.73
ARP5	% of NNDR collected	97.51%	32.73%	34.43%	1.7%
ARP6	NNDR net collection fund receipts	£21,998,313	£7,349,233	£7,885,927	£536,694
PRC5	Number of visits to our website	969,000	825,000	67,275 (July)	
				278,550	

Key:

	Within 5% of target
	5-10% below target
	10% or more below target

Year to date (2021/22)

Quality Organisation

Additional comments re Performance



Comments

The customer satisfaction survey undertaken during February 2021, took place during the COVID 19 pandemic and therefore was undertaken during unprecedented times and on this occasion during a second national lockdown period. The satisfaction survey ordinarily tends to reflect customers experience and level of satisfaction with the overall service delivered by the District Council rather than as a direct result of their experience with Customer Services. Customer feedback, whilst an optional element of the satisfaction survey and therefore was not completed by all participants, reflected customer frustration with national Covid restrictions. This factor may have impacted overall satisfaction scores.

The time taken to assess Council Tax Support new claims/changes Target 1 has been achieved this month and exceeded. The target for year to date has also been exceeded.
The time to taken to assess Housing Benefit new/claims Target 2 has been achieved this month and target has been exceeded. The target for year to date has also been exceeded.

The team have continued to develop on the good start made to this financial year. Fenland has managed to spend 19.80 % of Discretionary Housing Payment (DHP)funds. Most staff continue to work from home and maintain high performance and productivity levels.

COUNCIL TAX - The time taken to assess Council Tax Support new claims/changes Target 1 has been achieved this month and slightly exceeded. The target for year to date has also been exceeded.

The time to taken to assess Housing Benefit new/claims Target 2 has been achieved this month and target has been also been exceeded. The target for year to date has also been exceeded.

Across the partnership at the start of the month there were 7,454 outstanding processes, and this has increased to 8,409. We continue to see a large volume of moves being received each week; we have received 5,768 moves in July. Year to date we have received 22,991 moves compared to 14,380 for the same period last year, an increase of 59.88%.

Council Tax Collection Fund remains above target as does the % collected. Total reminders issued in July was 1,351 with a value of £718,611.67. Total Finals issued in July was 683 value of £572,658.43.

Fenland has managed to spend 30.4% of Discretionary Housing Payment (DHP)funds. However, the funding method has changed this year. DWP may pay another amount after quarter two. An estimated value as to this second payment has been provided by the DWP. Based on the estimate Fenland has spent 21.6% of the actual and potential funding combined.

Year to date (2021/22)

Quality Organisation

Additional comments re Performance

BUSINESS RATES - At end of July there are 201 items of post outstanding for Fenland (2278 across ARP). NDR Collection continues to meet targets.

During July the following recovery documents were issued:

Reminder notices issued 1: 189 with a value of £174,215.77

Final notices issued: 56 with a value of 163,846.75

There were no summonses issued as there is no court date for August. Next summons run due on 23rd August for 22 September court

The team continue to achieve call answer rates in excess of 95%

While the number of processes outstanding remains similar the age of work is reducing. Further steps to reduce this are planned which will include a focus day for processing early in August.

We still await guidance for the Material Changes of Circumstance (MCC) grants that Government proposed that will require a local scheme. It is unlikely that this will be received prior to the legislation preventing the MCC claims which, due to the summer recess is unlikely to happen until September 2021.

Year to date (2021/22)

Live Grant Funded Projects



PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
Fenland Cycling, Walking & Mobility Improvement Strategy	Strategy development stage to include schemes to be delivered. The strategy is to be used to bid for funds for scheme delivery. At present this is mostly FDC funded - £21,335	£7,500	Hereward Community Rail Partnership		
Fenland Rail Development Strategy	Strategy approved by FDC Cabinet April 2012. The Strategy runs 2011 – 2031 in line with the existing Local Plan. There are a number of components to this strategy. See below for funded capital projects.	The Hereward Community Rail Partnership receives approx. £50,000 per annum core funding. There are also opportunities to bid for project funding. This is expected to be ongoing.	<u>CrossCountry</u> , East Midlands Railway, Greater Anglia, LNER.	FDC provide in-kind support with some staff time.	
Fenland Station Regeneration (March, <u>Manea</u> , Whittlesea)	Various projects for each station. Smaller schemes complete, medium term schemes mostly in delivery. Development work for longer term projects. Overall expected full cost approx. £20million	Up to £9.5million allocated in total with around £4 million drawn down and currently in progress.	CPCA	<u>Approx to date</u> £250,000	S106 funding. Various applications for <u>Manea</u> , March and Whittlesea
Creativity and Cultural Strategy	Creativity and Culture Strategy developed. Appointment of joint funded Creativity and Culture officer role completed	£15,000 £35,000	Arts Council, England	£20,000	FDC

Year to date (2021/22)

Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
South Fens Enterprise Park, Chatteris	Pick Everard project managing Draft design stage at present	£2m	CPCA		
March Future High Street Fund	Member Steering Group established FDC project manager appointed Draft design stage for public realm works through CCC Highways team Acre Road workstream at early discussion with <u>land owner</u> stage Vacant <u>units</u> scheme likely to go live for year 1 within 2 months	£6.447m	MHCLG (Future High Streets Fund)	£900,000 Growing Fenland March £1,100,000 from the CPCA = £2m total	CPCA
March Area Transport Study (MATS)	This is a CPCA funded project being delivered by CCC. Total funding allocated £6.4million of which £2.6million has been approved to spend. The spend is to complete feasibility and preliminary design on all schemes and to complete the Outline Business Case work. It also includes delivery of a quick win schemes programme and work to develop some walking and cycling schemes.	£2.6million	CPCA		

Year to date (2021/22)

Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
Wisbech High Street Project	<p>This is a National Lottery Heritage Funded (NLHF) project, funded from their Townscape Heritage programme with additional partner funding from CCC, FDC, Wisbech Town Council and Wisbech Society.</p> <p>The project continues to address the three high priority sites, including two derelict sites currently under the ownership of FDC.</p> <p>Site works are underway on a large conversion scheme bringing an empty first floor space back into use and two significant schemes due to commence in coming months,</p> <p>The project continues to work with other private owners who have schemes agreed or who still wish to apply for funding.</p>	£1.9million including partnership contributions. Overall project value greater with property owner contributions	NLHF	n/a Property owner contributions increase project value	Private investment
Wisbech Access Strategy (WAS)	<p>This is a CPCA funded project being delivered by CCC.</p> <p>Original Local Growth Fund (LGF) Bid allocated £10.5million in 2018 for 5 schemes. In July 2020 the 5 schemes were reduced to 3 and the funding allocation from LGF reduced to £6Million. CPCA approved the £4.5million gap.</p> <p>In July 2021 CPCA Board approved a reduced scope of the scheme to complete the 3 projects to detailed design and procure all land needed. It is now expected that alternative funding will be sourced for scheme delivery.</p> <p>It is expected that approximately £9.5million will be needed to complete the 3 schemes</p>	<p>£3.97million See status column comments</p> <p>£2.09million spend to date leaving £1.88 million approved.</p>	LGF		

Year to date (2021/22)

Live Grant Funded Projects

- Members have already received briefings on the **Fenland Place Shaping** work. Stage 1 of the work has been funded by Steve Barclay MP and is being carried out by an organisation called [thinkingplace](#).
- This work will build on the outcomes of the Growing Fenland project. It will also help to inform a detailed Round 2 Levelling Up Fund (LUF) bid for Wisbech (including a town centre spatial plan).
- Phase 1 of the Place Shaping Work will develop a narrative for the district and includes:
 - Research in Fenland to appreciate the assets, detailed profiles of Fenland businesses, brands and significant attractions
 - Desk research and strategy review
 - 50 individual 'place conversations' with key stakeholders
 - 5 focus group discussions with groups representing the local business sector, visitor economy, elected members
 - 4 'place workshops' with a wide range of businesses and organisations to understand the Fenland area in depth
 - Online survey for community input
 - Benchmarking with other areas of similar characteristics
 - Development of a comprehensive place narrative for Fenland as a district with a narrative for each of the market towns
- Please see Cabinet report '[Future Project Funding Opportunities](#)' tabled on 24.08.21 for further information.

This page is intentionally left blank

Agenda Item No:	8	
Committee:	Overview & Scrutiny	
Date:	11 th October 2021	
Report Title:	2020/21 Planning Service Annual Review	

1. Purpose/Summary

To update Overview and Scrutiny on the performance and activity of the Planning Service in 2020/21.

2. Key Issues

- Performance indicators for the year have either been met or within tolerances notwithstanding the challenges arising from the pandemic.
- The service performs well in terms of quality of decision making (success at defending decisions at appeal).
- Increase in workloads and number of applications being presented to committee / number of meetings has been challenging to meet.
- There has been a reduction in the trading of services (other than in connection with the production of the emerging local plan for Fenland) as there have been staffing reductions in staffing levels at Peterborough and Fenland staff are at capacity with Fenland work.

3. Recommendations

That Overview and Scrutiny are requested to note the attached report.

Wards Affected	All
Forward Plan Reference	N/A
Portfolio Holder(s)	Cllr Dee Laws, Fenland District Council, Cabinet Member for Planning Cllr Peter Hiller, Peterborough City Council, Cabinet Member for Strategic Planning, Commercial Strategy & Investments
Report Originator(s)	Nick Harding – Head of Planning Carol Pilson – Corporate Director
Contact Officer(s)	Nick Harding – Head of Planning Carol Pilson – Corporate Director
Background Paper(s)	None

4 Background

4.1 On the 23rd July 2015, Fenland District Council agreed to join a Shared Planning Service arrangement with Peterborough City Council after the Overview and Scrutiny Panel reviewed the proposal and business case at their meeting on the 13th July 2015. This proposal was built on the following key aims:

- To deliver efficiencies for both authorities.
- To maintain service delivery standards, and to improve them where possible and appropriate.
- To maintain individual 'sovereignty' for both Councils over planning delivery
- To ensure visibility to Members and customers of key staff.
- To maintain individual Council Planning Committees.

4.2 When O&S considered the Annual Service Report in 2019, the highlights of the discussion were as follows:

- That consideration should be given to benchmarking the speed of determination of applications
- Are apprenticeships being proposed? (we have 4 officers in the team engaged on these)
- The officers should continue to work with applicants to improve the quality of their schemes
- The pending review of the local plan should seek to allocate sites that have good prospects for delivery
- There should be thorough engagement with members on the local plan

5. Development Management Performance

5.1 Speed of Validation

There have been unsatisfactory backlogs (up to c4 weeks) of applications awaiting validation checks in 2020/21. The team is tightly resources and no longer has access to a 'top up' service provided by Peterborough. The reduction in productivity has come about due to the impact of covid 19 on staff and working arrangements, several significant ICT outages, staff sickness and turnover of staff whereby new staff are still in their training periods. Some additional temporary staff have been brought in and a review of processes and workflows is expected to start this year as part of the My Fenland project.

5.3 Pre-applications

Table 2 - Response rate (within target) to pre-application enquiries

	2016/17	2017/18	2018/19	2019/20	2020/21
No of pre-application enquires	171	189	142	162	153

% responded to within target	75%	57%	70%	67%	69%
-------------------------------------	-----	-----	-----	-----	-----

- 5.4 The number of pre-applications enquires dipped slightly in 20/21 as might be expected with the impact of covid, but not significantly so. The speed of decision making has remained at a steady level. Whilst there has been pressure in respect of the delivery of the statutory planning application service during the last year, it has been commendable that the pre-application service has been maintained at this level of performance.

5.5 Number of Planning Applications Submitted

- 5.6 The number of applications received has continued to fall but only slightly. The picture so far in 2021/22 shows that we are likely to get more applications in the year (c1300). The applications this year have also been more complex for larger developments for both residential and commercial.

Table 3 - Planning applications received from 2014 to 2019

No of Applications Received	FDC
2014-15	1256
2015-16	1338
2016/17	1400
2017/18	1372
2018/19	1245
2019/20	1205
2020/21	1189

5.7 Planning Fee Income

- 5.8 The fee income in 2020/21 was reduced due to the impact of the pandemic, though perhaps not to such a significant scale as could have been the case. For 2021/22 income is significantly up and it is expected that it will exceed £800k by year end.

Table 4 - Planning Fee Income

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Planning Application Income	£755K	£743K	£702	£806K	£705K	£796K	£719K
Pre-app Fee Income	n/a	n/a	£44k	£57k	£62k	£70k	£59k

- 5.9 The pre-application service at FDC has continued to be popular through the pandemic impacted on income and the number of applications received.

5.10 Speed of Decision Making on Applications

5.11 Fenland continues to be one of the best Councils in the country in terms of speed of decision making and though there has been a slight drop in minor application performance when comparing performance in 2020/21 with 2019/20. Reliance on extensions of time has increased in 2020/21 compared to the previous year (for minor and other applications). This has been because of:

- Validation backlogs
- Reduced efficiencies arising from the emergency working from home arrangements and or carer responsibilities related to the pandemic
- Reduced capacity of staff due to apprenticeship commitments
- Loss of productive days due to ill health and several significant ICT outages
- Increased number of applications going to Planning Committee and additional meetings required to facilitate this partly due to changes in the scheme of delegation. There have been 7 additional meetings to facilitate so far this calendar year.

Table 5 - Performance Measurements

Performance Measure							
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/21	2020/21
Major Applications decided in 13 weeks (or within extension of time agreement)	89%	91%	90% (23%)	97% (36%)	100% (40%)	100% (22%)	100% (38%)
Minor applications decided in 8 weeks (or within extension of time agreement)	85%	85%	86% (51%)	93% (53%)	94% (57%)	96% (62%)	75% (51%)
Other applications decided in 8 weeks (or within extension of time agreement)	93%	96%	97% (80%)	98% (77%)	99% (81%)	97% (85%)	97% (76%)

Note: figures in brackets represent performance if there were no extensions of time agreements with applicants

In terms of benchmarking the national average for performance (with extensions of time taken into account) is:

Majors – 88%

Minors – 84%

Others – 89%

we perform significantly better on major and minor applications.

Countrywide, only 9 Councils perform as well as Fenland on the speed of determination of Major applications and only 125 Councils perform better than Fenland on the determination of non major applications (minors and others combined) [there are 332 Councils that are benchmarked].

In relation to the average performance (taking extensions of time into account) of councils in our region:

Majors – 87%

Minors – 85%

Others – 89%

we perform significantly better on major and minor applications.

5.12 The Government monitors speed of decision making via 24 month rolling performance target measure. In relation to this, we are currently performing as follows:

- 100% of major applications decided within 13 weeks (or within alternative extension of time agreement) – Govt Target is 75%
- 92% of non-major applications decided within 13 weeks (or within alternative extension of time agreement) – Govt Target is 70%

So the service is performing well ahead of the Government requirement.

5.13 Planning Appeals

Table 6 - Appeals Performance

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
% Appeals Dismissed	88%	74%	70%	64%	71%	69%	82%
No of allowed appeals that were committee overturns (total number of allowed appeals in brackets)	1 (2)	0 (5)	1 (6)	1(5)	2(11)	1 (11)	0 (3)

Award of costs against LPA	0	2	2	1	1	1	1
-----------------------------------	---	---	---	---	---	---	---

- 5.14 The number of appeals has dropped considerably in the last 2 years (49 in 2019/20 and 17 in 2020/21). This will be because of the slowdown in appeals being heard during the height of the pandemic and due the reduction in the number of applications refused planning permission (the number of applications given planning permission against officer recommendation). The award of cost in 2019/20 (£1200) was in relation to an enforcement appeal that followed the refusal (overturn and in the previous year) of planning permission. The award of cost in 2020/21 (£1980) was in relation to a successful appeal on an officer delegated refusal. It should be noted that all appeal outcomes are reported to planning committee as and when we get notified of the outcome.

6 Planning Compliance

- 6.1 The number of service requests continued to increase compared to the previous year. Due to covid restrictions we were not able to investigate cases as we would normally do so and consequently the number of case closures reduced.

Table 7 - Planning Compliance Performance

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
No of Service Requests	336	289	363	330	282	302	319
No of cases closed	291	369	357	359	296	310	274

- 6.2 . With regard to the cases closed in the year 2019/21:
- In 50% of cases no breach of planning control was found to have taken place (82% of these cases were closed within the target timescale of 56 days)
 - In 21% of cases the breach was resolved through the grant of retrospective planning permission
 - In 21% of cases the breach was resolve voluntarily by the owner / occupier
 - In 1% of cases the owner / occupier complied with a formal enforcement notice that was served
 - In 6% of cases, it was not expedient to take any action
 - In 1% of cases, it was found that the case was a duplicate of one on the system or that it was a county matter enforcement case
- 6.3 With regard to the cases closed in the year 2020/21:
- In 46% of cases no breach of planning control was found to have taken place (82% of these cases were closed within the target timescale of 56 days)
 - In 20% of cases the breach was resolved through the grant of retrospective planning permission

- In 20% of cases the breach was resolved voluntarily by the owner / occupier
- In 1% of cases the owner / occupier complied with a formal enforcement notice that was served
- In 10% of cases, it was not expedient to take any action
- In 3% of cases, it was found that the case was a duplicate of one on the system or that it was a county matter enforcement case

7 Conservation

- 7.1 The majority of the time of the team is spent on providing comments on planning applications / other applications that relate to heritage buildings and development in conservation areas. Other activity has included:
- Safeguarding of Ely House, Wisbech prior to renovation works commencing
 - 11 – 12 High St Wisbech project
 - Section 215 activity in Wisbech High St
 - Coates Conservation Area Appraisal & Management Plan
 - Safeguarding / intervention 19 North Brink (building at risk)
 - Input to Problems Property Group
 - Facilitation of Listed building consent to enable Wisbech Museum to receive grant aid

8 The Future of the Shared Planning Service

- 8.1 Peterborough City Council has commissioned the LGA to undertake a review of the planning service of the Council. It is expected that the review will publish its report by the end of December 2021.

9 Other Activity

- 9.1 Other highlights for the year include:
- In September 2021 the Council was able to declare that its housing land supply was more than 6 years
 - Work on the emerging Local Plan started in 2019/20 and has engaged with members as part of this process. During the preparation of the plan considerable effort is going in to ensuring that the sites to be put forward as allocations are deliverable. A draft plan is expected to be brought to members for consideration prior to public consultation in the new year
 - Completion of the Parson Drove Neighbourhood Plan process

10 Conclusion

The service has continued to perform well in terms of the speed of the determination of planning applications (notwithstanding the various challenges that the team have faced) and in terms of the quality of decision in the context of the low number of appeals lost by the Council. There are delays in the validation of new applications, but work is being done to recover performance and a review of processes etc is due to start soon.

This page is intentionally left blank

Overview and Scrutiny – Draft Work Programme 2021-2022

**All Informal pre-meetings are held via Zoom until further notice,
but Formal meetings 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 30 September 2021	Monday 4 October 2021	2.00pm	Via Zoom	Monday 11 October 2021	1.00pm	1.30pm
Thursday 28 October 2021	Monday 1 November 2021	2.00pm	Via Zoom	Monday 8 November 2021	1.00pm	1.30pm
Thursday 25 November 2021	Tuesday 30 November 2021	2.00pm	Via Zoom	Monday 6 December 2021	1.00pm	1.30pm
Thursday 6 January 2022	Monday 10 January 2022	2.00pm	Via Zoom	Monday 17 January 2022	1.00pm	1.30pm
Thursday 27 January 2022	Monday 31 January 2022	2.00pm	Via Zoom	Monday 7 February 2022	1.00pm	1.30pm
Thursday 24 February 2022	Tuesday 1 March 2022	2.00pm	Via Zoom	Monday 7 March 2022	1.00pm	1.30pm
Thursday 28 April 2022	Tuesday 3 May 2022	2.00pm	Via Zoom	Monday 9 May 2022	1.00pm	1.30pm

11 October 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	Annual Meeting with the Leader and Chief Executive	Quality Organisation	Councillor Boden Paul Medd Cabinet and CMT
	Anglian Water	Communities	Attendees to be confirmed by Briony Tuthill of Anglian Water
	2021 Planning Shared Service Annual Review	Economy	Nick Harding Councillor Mrs Laws Carol Pilson
	Matters arising – Update on previous actions		Amy Brown / Anna Goodall
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown / Anna Goodall

8 November 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	Freedom Leisure Review	Communities	Councillor Sam Clark Carol Pilson Phil Hughes Simon Bell Representative from Freedom
	Progress of Corporate Priority – Communities	Communities	Councillor Lynn Councillor Miss Hoy Councillor S Clark Councillor Seaton Dan Horn, Phil Hughes, Annabel Tighe Carol Pilson
	Wisbech 2021 Vision & Wisbech Rail Update	Communities	Councillor Boden Councillor Seaton Simon Machen

			Wendy Otter Russell Beal (Anglian Water) Adrian Chapman (Cambs County Council and Peterborough City Council) Rowland Potter (CPCA)
	Matters arising – Update on previous actions		Amy Brown / Anna Goodall
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown / Anna Goodall

6 December 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	Annual review of Anglia Revenues Partnership	Communities	Sam Anthony / Peter Catchpole Councillor Mrs French Paul Corney (ARP) Mark Saunders
	Review of Clarion	Communities	Sally Greetham/Daniel Read/Yvonne Ogden (Clarion) Dan Horn Councillor S Clark Carol Pilson
	Culture Strategy	Quality Organisation	Carol Pilson Phil Hughes Councillor Chris Seaton
	Matters arising – Update on previous actions		Amy Brown / Anna Goodall
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown / Anna Goodall

17 January 2022

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

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		Amy Brown / Anna Goodall
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown / Anna Goodall

7 February 2022

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 Lynn Carol Pilson, Dan Horn, Alan Boughen, Aarron Locks Police
	Matters arising – Update on previous actions		Amy Brown / Anna Goodall
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown / Anna Goodall

7 March 2022

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting			
	Transformation & Communications Portfolio Holder update		Councillor Tierney David Wright Peter Catchpole
	Update on CPCA Growth Service and impact on Economic Development in Fenland	Economy	Simon Machen Councillor Benney Justin Wingfield
	Commercial Investment Strategy	Economy	Councillor Boden Peter Catchpole
	Matters arising – Update on previous actions		Amy Brown / Anna Goodall
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown / Anna Goodall

09 May 2022

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting			
	Private Sector Landlord Scheme		Cllr Hoy Dan Horn
	Matters arising – Update on previous actions		Amy Brown / Anna Goodall
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown / Anna Goodall

TBC July 2022

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	Appointment of the Chairman and Vice-Chairman for the Municipal Year		
	Council Tax Support Scheme Report	Quality Organisation	Councillor Mrs French Councillor Boden Peter Catchpole Mark Saunders
	Draft Overview & Scrutiny Annual Report		Amy Brown / Anna Goodall
	Matters arising – Update on previous actions		Anna Goodall
	Future Work Programme 2022/23	Quality Organisation	Chairman Amy Brown / Anna Goodall