

AGENDA

OVERVIEW AND SCRUTINY PANEL

MONDAY, 8 NOVEMBER 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

- 1 To receive apologies for absence.
- 2 Previous Minutes. (Pages 3 - 10)

To confirm and sign the minutes of the meeting of 11th October 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 11 - 18)

Members to receive an update on the previous meeting's Action Plan.
- 6 Freedom Leisure Review (Pages 19 - 30)

Presentation attached.
- 7 Progress of Corporate Priority - Communities (Pages 31 - 46)

This report sets out the Council's progress in delivering the corporate objectives.

8 2021 Planning Shared Service Annual Review (Pages 47 - 54)

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

9 Future Work Programme (Pages 55 - 60)

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

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

Friday, 29 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, 11 OCTOBER 2021 - 1.30 PM



PRESENT: Councillor D Mason (Chairman), Councillor G Booth, Councillor D Connor, Councillor S Count, Councillor M Humphrey, Councillor M Purser, Councillor R Wicks and Councillor F Yeulett

APOLOGIES: Councillor A Miscandlon (Vice-Chairman), Councillor M Cornwell, Councillor A Hay, Councillor R Skoulding and Councillor D Topgood

OFFICERS IN ATTENDANCE: Linda Albon (Member Services & Governance Officer), Niall Jackson (Member Services, GDPR & Governance Officer), Amy Brown (Chief Solicitor and Deputy Monitoring Officer), Anna Goodall (Head of Transformation, Customer Services & Democracy), Paul Medd (Chief Executive) and Carol Pilson (Corporate Director and Monitoring Officer)

GUESTS: Anglian Water - Rose Schisler, Briony Tuthill, Hannah Wilson and Johnathan Glerum. Cambridge County Council – Hillary Ellis, Quinton Carroll and Martin Brooker

ALSO IN ATTENDANCE: Councillor Boden

OSC14/21 PREVIOUS MINUTES.

The minutes of the meeting of 13 September 2021 were confirmed and signed.

OSC15/21 UPDATE ON PREVIOUS ACTIONS.

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

- Councillor Count noted the actions around nosy exhaust and stated that these needed following up. He asked the panel to directly question the police on whether they have the noise monitoring kit available, if they are utilising the equipment and if they are not to provide their reasoning for this. He noted that a member of the public reported a car with a noisy exhaust and provided the registration number but had no reply from the police and asked the panel to follow this up.
- Councillor Booth reminded the panel that he was still waiting for the information regarding apprenticeships to be provided and asked for this to be added as a separate point in the action plan. He noted that this had been agreed in the previous minutes and a response was still to be received.

OSC16/21 DISCUSSION WITH ANGLIAN WATER

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

- Councillor Mason noted that a key concern raised by members was that the infrastructure across Fenland may be outdated due to the surge in growth across the area in recent years. He asked Anglian Water what their plans and associated timescales are to address this issue. Briony Tuthill answered that for infrastructure investment Anglian Water invest in 5-year asset management periods and that 9 million pounds had been allocated to the Fenland area for the current period. She explained that this figure was determined by regulatory guidance and the ongoing need for asset maintenance. With growth, Briony noted that improvements are made on a case-by-case basis and that these are completed

with the housing developer before construction begins. Hannah Wilson clarified that changes to infrastructure due to growth are funded by the infrastructure charge which is levied from all developers making a connection to Anglian Water systems.

- Councillor Booth commented on the issue of low water pressure in rural areas and the concern about Friday bridge pumping station due to its age. He asked for clarification on the design life for Friday Bridge pumping station. Rose Schisler noted that Anglian Water had been undertaking refurbishment work in the Friday Bridge area which had slightly changed the way water moved around the system. She noted that normal service should resume imminently. Commenting on the water pressure issue, Rose said that Anglian Water had not received many complaints. She requested that any complaints received by Councillors be forwarded to Anglian Water so that they could look at feeding water from other areas to maintain the water pressure for the affected areas. Rose noted that there is no set time for an asset to be in service and that service life depends on the pressures put on the specific asset.
- Councillor Booth noted that complaints have been forwarded to Anglian Water from Councillor Bligh and that Councillors encourage residents to send their complaints to Anglian Water. He explained that complaints are not always directed to Councillors and mentioned that social media provides a good source for seeing how many people are affected. He also asked for a further update on the works around Parson Drove and Gorefield and when these would be delivered. Rose Schisler explained that the current schemes in this area will be delivered by November and that further investigation will be undertaken on whether more work is required after this date. She thanked Councillors for encouraging residents to send their complaints to Anglian Water.
- Councillor Wicks questioned the quality of water delivered from taps in remote areas and asked what guarantees there were that the water delivered was of a consistent quality. Rose Schisler reassured the panel that all water is treated to the highest standard and is regulated by the drinking water inspectorate. She explained that there are several stages to water treatment and is treated based on where it comes from. She noted that water is monitored to a high standard and all water is treated to the same standard irrespective of where the consumer lives. She encouraged residents to contact Anglian Water directly if they were worried about the quality of their water and noted that they run a 24/7 customer service.
- Councillor Wicks asked how old the infrastructure is in rural areas, what the quality of these assets are and what upgrades are due to take place in these areas. Rose Schisler noted that there is always a chlorine residual passing through the infrastructure to ensure the asset is kept clean. She explained that the infrastructure is replaced on a risk basis and that water quality is one of the areas considered when assessing the overall risk. She reminded the panel that they replace assets based on their risk score rather than on an age basis.
- Councillor Yeulett noted that following road gully flooding in Christchurch, highways had undertaken some exploratory work and found problems relating back to the First Time Sewerage scheme undertaken in 2009/2010. He asked what Anglian Water planned to do regarding the financing of rectifying these problems. Rose Schisler confirmed that the scheme was completed in 2009 and that Anglian Water would fully support further investigations. She guaranteed that if any problems were identified relating to this scheme Anglian Water would assist in rectifying the problem.
- Councillor Yeulett asked whether Anglian Water were happy with their systems after the flooding in March East. He noted that there may be problems with houses backing off Upwell Road and requested an update regarding issues in Morton Avenue. Jonathan Glerum stated that Anglian Water were fully aware of issues along Cavalry Drive, Upwell Road and Morton Avenue. He explained that following the Winter flooding lots of checks and works had been undertaken and that checks on Cavalry Drive didn't show any blockages or issues. He noted that work had been undertaken to remove a restriction on a manhole near Badgeney Road which made a small improvement to properties on Morton Avenue without increasing the flood risk elsewhere. He stated that this was not enough to fix the issue but that they were exploring other avenues to make properties in the area more

resilient to flooding. On top of this, Jonathan explained that there has been wider works to better understand the network and system across March through hydraulic modelling. Hillary Ellis further explained that Anglian Water had looked at options for Morton Avenue in the past however they had only ever found ways to reduce the risk of ground water flooding and not water coming up from below. She noted that the work being undertaken surveying the foul sewerage network will allow Anglian Water to understand why foul water is entering the drainage system and will allow them to either redirect or remove it from the drainage system.

- Councillor Yeulett asked whether Anglian Water were able to prove that the drain has had the blockage fully removed and that water was now flowing freely. He also asked whether Anglian Water were happy with their current systems for taking water away. Johnathan Glerum assured the Panel that they always make sure that the system is free flowing however it is a case of waiting until it rains to identify what impact it has made. He explained that March had a mixture of foul and surface water sewers and that during heavy rainfall lots of water finds its way into the foul sewerage system. He explained that this was not what the foul system was designed for and that there were plans in March to attempt to address this. Jonathan Glerum presented a survey map of the networks under March and explained their plans to address the issues of surface water entering the foul sewerage systems.
- Councillor Count requested a copy of the maps be sent to members of the Panel and asked for a briefing note regarding the planned extensive works in March. He noted that Cambridge County Council are responsible for surface water whilst Anglian Water are responsible for foul sewerage and questioned who had the power to change the surface water running into the foul system and who would have to fund the necessary works. Johnathan Glerum confirmed that he was happy to provide a briefing note along with the shared images to the panel. He stated that the works would be undertaken in a joint partnership. He explained the need to work together to remove surface water from foul sewerage system and that if they could not completely remove it, they would look at how the flow could be slowed to improve resilience during storms. Hillary Ellis noted that where there are flooding issues, Cambridge County Council have ways to provide funds that will be matched by Anglian Water and that the more parties involved the quicker the work could be undertaken.
- Councillor Booth expressed the worry that by pumping water from one place to another they would simply move the issue to another area. Hillary Ellis assured the Panel that any change in the movement of water would not affect the area it is being diverted to. She noted that there is now more modelling than ever before which ensured that the risk would be kept to a minimum when diverting water elsewhere. Johnathan Glerum expanded on this and stated that with Morton Avenue modelling was undertaken before to understand what impact it had downstream.
- Councillor Mason noted that in Tydd St Giles the Vacuum system was unreliable in wet weather such as during the Christmas period. He asked what the nature of the problem was and what steps were being taken to correct this. Briony Tuthill stated that Anglian Water had received a report for Tydd St Giles flooding on boxing day afternoon and that a technician had been sent on the morning of the 28th. She noted that the specific failure had been caused by excessive rainfall and surface water entering the vacuum system.
- Councillor Connor enquired whether any survey maps had been created for towns and villages other than March. Johnathan Glerum explained that the same survey had not been undertaken to this extent elsewhere in the district as the process was highly resource intensive. He stated that this type of survey may be undertaken elsewhere in future and that he would share any further updates when possible.
- Councillor Connor noted that there were no plans to update the infrastructure in Wimblington and Doddington in the next 5 years and questioned why plans were reactive rather than proactive when there were vast plans for growth in these areas. Hannah Wilson explained that growth is dealt with differently to the 5-year asset management plan as it can be speculative and that any improvements needed due to growth are funded by the

infrastructure charge. Councillor Connor asked for more information to be provided to the planning committee around the effect of passing large building sites on the current infrastructure when consultations take place with Anglian Water.

- Councillor Connor commented on the removal of sewerage from the treatment centres in Wimblington and Doddington and asked for clearer consultation on whether the infrastructure could cope with extra growth in housing. Hannah Wilson explained that they undertake monthly meetings with the local flood authority which looks at site specifics and how they can improve engagement. She offered to engage with the relevant Fenland officers monthly to look at general concerns. She noted that Anglian Water cannot object to planning applications due to capacity issues as the right to connect to their infrastructure is absolute. She explained that with surface water issues they can only comment when they are connecting to current assets. Hillary Ellis explained that they are working on a way to confirm that whilst there is a right to connect there may still be issues in order to better inform planning decisions.
- Councillor Connor disagreed that there was further capacity available in the Doddington and Wimblington area due to the use of sewerage tankers and asked why they believed there to be capacity when commenting on a recent planning application for 47 houses. He argued that the system needs to be viewed in light of heavy rain and the effects of climate change in order to understand whether there was true capacity. Briony Tuthill stated that the tanker movements were not due to capacity problems and that movements were either routine or due to periods of high rainfall where water entered the foul system. Hannah Wilson explained that with regard to foul capacity the response to planning is based on the current tide and flow within the system and how the proposed change will affect the existing network. She noted that Anglian Water can only account for the foul sewerage and are unable to take surface water into account as this was not what the system was designed for. Councillor Connor suggested a joint approach needs to be looked at with Cambridge County Council as surface water still enters the foul sewerage system causing flooding to which Hannah Wilson agreed.
- Councillor Count noted that in a previous meeting it had been agreed that sewerage tankers would be containerised to help contain the smell which had been affecting residents livelihood but that recently these had returned to curtain topped. He asked whether the use of containerised vehicles was a question of cost and asked for reasons why containerised vehicles were not being used. Briony Tuthill stated that she had spoken to operational managers and that an agreement had been made previously around vehicles being sheeted and that they should be regularly washed down to help reduce the smell. She noted that this had not changed and that the process was still being followed. She assured the panel that staff would be re-briefed regarding these matters.
- Councillor Count noted that the vehicles were sheeted and not containerised and expressed the concern that this would not contain the smell. Briony Tuthill confirmed that sheeting vehicles does prevent smell but that she would follow up this point about the possibility of using containerised vehicles.
- Councillor Count asked what actions were being taken to address the significant surface water flooding, what the associated costs and timescales were and what contingency plans they had in place. He requested an update on when the action plan surrounding the 2021 flooding will be published. He also noted that the Cambridgeshire flood risk management strategy 2021-2027 had no reference to flood prevention and argued that the action plan did not have any significant actions. Finally, he informed the attendees that March Broad Street is due to undergo significant change which would provide an opportunity for surface water issues to be dealt with at the same time. Hillary Ellis stated that the flood action report had already been drafted and was awaiting final comments before publication. She assured that despite the fact this had not been published, action had already been taken in certain areas including engagement with landowners where ditches had been blocked. She noted that in some areas they are unable to identify who owns the land but that there was funding available to clear these areas. She stated that prevention was not included in the action plan as it is almost impossible to achieve. She noted that there had been engagement with

Fenland District Council around using the works in broad street to address some of the surface water and foul sewerage system issues.

- Councillor Count asked for clarification on whether the report had to pass through the Council committee before being published to which Hannah Wilson explained that this was not a requirement. He asked whether this document will be shared with local members to which Hannah Wilson also confirmed.
- Councillor Purser stated that he had also received some complaints about the smell of sewerage removal tankers. He also noted that another issue was presented by open water swimmers who had heard that several water companies can discharge foul waste into rivers. He asked to what percent this was being allowed, whether there were any plans to stop this process and what the associated timelines for taking action were. Briony Tuthill noted that there were a number of legacy assets where there was a discharge of combined water into rivers which would cost in excess of 500 billion to remove. She explained that Anglian Water aimed to reduce the environmental impact as much as possible and had spent over 800 million on environment protection. She noted that these legacy assets contribute to 4% of the environmental harm and whilst these were unacceptable assets the harm reduction was not high enough to prioritise the full removal of these assets.
- Councillor Mason noted the government permission to discharge foul water into open water and asked whether this exemption will be renewed once it expires. Briony Tuthill explained that this referred to treated sewerage and that Anglian Water had not invoked this exemption and had zero plans to do so.
- Councillor Connor questioned what action Fenland District Council could take to apply pressure on the government to make developers more financially liable to contribute to drainage and sewerage infrastructure in larger developments. Briony Tuthill noted that charges are established under the water industry act and that the income from this covers 100 percent of costs for infrastructure upgrades. She noted that the Council could help by applying pressure on planning policies including the automatic right to connect and changing legislation in order to make Anglian Water a statutory consultee. Hannah Wilson added that in relation to surface water management it would be useful for minor planning developments to also have a requirement to take this management into account. Johnathan Glerum gave a further update on the recent movement on the automatic right to connect and noted that the government have agreed to relook at this area of legislation. He suggested that this area only required support for the current work and that further lobbying of the government on this area was not currently required.
- Councillor Booth requested that the leader write to the relevant government departments based on the above suggestions.
- Councillor Booth requested that following the floods of December 2020 communication and coordination should be improved between Anglian Water, the Fire Service, County Council and Fenland District Council. He noted that modelling utilises a 1 in 100 year event and asked whether this was determined by legislation. Hannah Wilson confirmed that the 1 in 100 year event is legislative. She did note that in the development of the next local plan they can look at altering this to a 1 in 200 year event. She agreed with the need for better communication between organisations and explained that there was a plan to develop a website to inform exactly who was responsible for what. Alongside this Anglian Water were looking at the possibility of developing flood community groups to centralise a point of contact for residents.

OSC17/21 ANNUAL MEETING WITH THE LEADER AND CHIEF EXECUTIVE

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

- Councillor Count noted that the annual report stated that highway schemes under the Wisbech Access Strategy were fully funded. He questioned this believing that only the purchase of land and design were fully funded, and other further funds had to be obtained

from elsewhere. Councillor Boden confirmed this and stated that the report had not been updated from a previous one. He explained that the schemes would be ready to commence in 2022 but that bids could only be made for government funding once the sites are shovel ready.

- Councillor Count questioned whether it would be useful to put a time limit on obtaining the external funding before looking elsewhere to attain the necessary funds. Paul Medd noted that there was potential for the Wisbech Access scheme to be entered for the levelling up fund but that this was not guaranteed. He stated that this would provide another potential route to obtain the funding for the schemes.
- Count questioned why the target number for action taken on safety issues in private rented homes had dropped from 400 last year to 250 this year when only 226 houses had action taken last year. Councillor Boden explained that the figures were not comparable as the target set last year was pre-Covid. He noted that Covid had made it difficult to access houses to take action, time taken on investigations had increased, and that there were also additional new houses to consider. He clarified that there had also been a change in approach to programme of work allowing for a more targeted approach meaning that less properties had to be visited.
- Councillor Count commended the Council on receiving the Customer Services Excellence award. He noted the figures provided showing how many calls were answered within 20 seconds but questioned whether stats could be provided for those with an elongated wait which he had heard reports about. He asked what guarantees the Council had that customers who were answered quickly are not then hung up on. He also questioned whether the Council had the facility to implement a call back system for those kept on hold for a long time due to excessive queues. Councillor Boden suggested that Councillors try to use the customer services on occasion to see the process first-hand. He noted that he occasionally did so and usually received a quick response. He noted that the annual customer satisfaction survey had only achieved 75% satisfaction in the previous year but that this had been skewed as most negative responses were concerning the second lockdown and people's dissatisfaction with this. Councillor Boden informed the panel that the average length of calls stood at 5 minutes. He explained that this was previously longer, but average times had dropped due to staff gaining experience in dealing with requests. He also noted that the time taken to respond to calls had increased during the implementation of the My Fenland project due to training needs removing staff from roles for a period of time, but that performance was now returning to expected standards. He further explained that call wait times vary depending on departments as certain calls such as payments and appointments are prioritised. Councillor Boden informed the Panel that there were current improvements being made such as Digital Journeys which will reduce time for action to be taken as it removes the need for duplicated data entry. Finally, he explained that the current telephony system does not support a call back function, but the telephony providers will be asked whether this would be possible in future. Paul Medd commented that the My Fenland transformation project represents a move to a more efficient modern-day process involving interactive online systems and that this change was currently working well and provides better flexibility and choice to residents in how they communicate with the Council.
- Councillor Count asked a further question on whether it would be possible to monitor those who have waited on hold for over 10 mins? Paul Medd noted that comprehensive scripts have been provided to advisors to help reduce call times and that there has been a reconfiguration of the front and back office to streamline more complex issues to officers. Councillor Boden explained that officer capacity is not the only reason behind excessive waits and that there can be technical reasons behind these waits.
- Councillor Count asked the attendees what the one area was that will be keeping them awake at night. Councillor Boden answered that there were two things. One was the fear of failing to act properly resulting in someone falling through the system when they needed help and suffering harm due to this. The second was the management of risk with Council investments. He explained that the potential for getting it wrong would have long term financial impacts on the Council and that there was a fine balance between risk and reward.

Paul Medd seconded Chris Boden's first point. He noted that despite the Council being in a good position financially there was a great degree of uncertainty going forward due to the pandemic's impact. He also recognised that with recruitment the Council are in a tough labour market when attempting to attract the right type of talent. He noted that the Council were doing their utmost to retain officers whilst also attempting to create a track record with the unprecedented regeneration opportunities provided to the Council over the past few years to entice new recruits to come to Fenland District Council.

- Councillor Yeulett asked whether we are getting close to our targets in terms of housing development numbers and asked whether the Council were being proactive in getting younger people on the housing ladder? Councillor Boden replied that with the projected housing numbers the Council are in a good position compared to the government target set. He noted that the projections for the next 5 years are only projections and that the actual figures depend on what happens in planning committee. He further explained that the process of getting younger people on the housing ladder is much more difficult. He noted that there are various government schemes for affordable home ownership and that the previous scheme running in Fenland is currently being replaced by the national scheme. He argued that the political leadership should push affordable housing harder.
- Councillor Yeulett noted the increasing risk of domestic abuse during the Covid pandemic and asked what challenges this had posed and how they had been addressed by the Council. Councillor Boden confirmed that this is primarily a Cambridge County Council issue but that the Council do have a part to play and that the findings so far are worrying. He stated that the Council do have anecdotal evidence that cases of domestic abuse may have risen during Covid based on the small percentage of those who come to the Council for housing assistance. He noted intervention had been required in 131 households across Fenland which was a rise from 106 the previous year and 82 the year before but accepted that the real problem is far greater than these numbers suggest. Paul Medd noted that the pandemic had an impact on everyone and that discussions had taken place with Cambridge County Council to highlight the impact and how this has affected the mental health of families. He commended the rapid introduction of the Covid and Councillors roles as community leaders Hub in helping the community deal with the issues caused by Covid.
- Councillor Yeulett noted the government's current lack of HGV drivers and current issues with supply. He asked whether this had any affect on Fenland and how we would address this going forward. He also noted that there had been talks of big rises in council tax. Councillor Boden noted that there has been a shortage of HGV drivers in England for years and that this constituted a long-term issue that was not solely due to Covid and Brexit. He explained that the concern would be for refuse collection however the Council have a good retention rate for drivers. He also noted that Fenland is an area where people come to retire and that this provides a steady supply of HGV drivers to the area as they are an aging workforce. Likewise, Councillor Boden noted that the the main concern with the fuel shortage was refuse collection. He explained that the Council have large tanks of stored fuel which are managed well reducing the risk of the shortage affecting the Council. Regarding Council tax, Council Boden explained that the government does not dictate how we manage our Council Tax and assured the panel this figure will be kept as low as possible whilst he remains leader of the Council.
- Councillor Booth noted that the contact centre's IVR messaging was clunky and that there was anecdotal evidence that residents had to wait a long time for contact centre responses. He also noted that the Council should consider having a measure for average call waiting times. Finally, he raised that the 97% of calls handled first time referred to residents who were provided an answer without being passed on and that this would not take into account those who had to have a call back from an officer at a later time. Paul Medd explained that the My Fenland project was aiming to create a standardised approach to try and drive down as many variants that can affect call waiting times as possible. He noted that the Council are attempting to create a more consistent customer experience through adding to advisors' skillsets and implementing the use of scripts. Chris Boden agreed that the messaging was clunky for him. However, he explained that this must be appropriate for residents who are

calling in and that it was not designed for Councillors. Councillor Boden supported the idea that it should be reviewed. He also noted that average wait times are measured but argued that lengthy delays were more concerning, and that priority should be given to reducing and eliminating these. Paul Medd interjected that there had also been significant upgrades to the Council's online systems to allow self-service and that the possibility of introducing live chat was being examined.

- Councillor Booth asked how long the hardship funds for self-isolation take to be paid to the claimants and how the scheme was progressing. Councillor Boden explained that there was a level of discretion in applying the funds but also specific rules on who can receive the funds. He stated that Fenland District Council had given out 715 grants, in some cases this was more than once to the same household. Paul Medd noted that the grants continue to be essential for those struggling. He explained that the time for the payment to be processed depends on the interaction with the individual making the request as certain evidence is required for a valid payment to be made. He noted that the Council conduct weekly pay runs and that certain people would get paid within 7 days if the evidence was provided within that time. He reassured the panel that the admin process is as fast tracked as possible.
- Councillor Booth asked what areas the Council have not performed so well in and what lessons have been learnt over the past year. Councillor Boden answered that compared to his expectations the Council had not increased the income of external funding from new sources as quickly as he would have liked. He explained that the Council were late comers to this source of financial income and that this had been pushed since he came in as Leader. He admitted that he may have been over optimistic but that the Council were redoubling their efforts to achieve something significant. Paul Medd stated that the one area he would like to see improvement in going forward was My Fenland and recognised that there was room for improvement. He noted that the team can work more efficiently through addressing some of the issues raised during the meeting. He supported Councillor Boden in the disappointment of the progress on the big projects and noted the fact that the Council is often reliant on the contributions of third parties to progress these projects. Paul explained that the Council had done well and that the process had taught good lessons. He hoped that there could be further improvement in staff turnover figures and recruitment and stated that the Council were continually assessing itself to ensure they remain a competitive employer.
- Councillor Mason thanked Councillor Boden and Paul Medd for their presentation of the report along with staff for contributing to the report.

OSC18/21 FUTURE WORK PROGRAMME

Members considered the Future Work Programme:

- Councillor Mason noted that the 2020/21 Planning Service Annual Review would be carried over to the meeting of 8 November. He stated that the Investment Board would attend the meeting in March to provide an update.
- Councillor Connor noted that he had been in communication with the road safety team and requested them to be invited to a future meeting.

4.27 pm

Chairman

Agenda Item 5

ACTION MEETING DATE MINUTE NUMBER		UPDATE	TIMESCALE
ACTION 1 08/06/2020 OSC43/19	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>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>	Cllr Booth requested a watching brief on this item and that it stay on the Action Plan
ACTION 2 08/06/20 OSC44/19	Cllr Booth requested further information on what the police will be doing to enhance their enforcement role in relation to speeding	<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>	Cllr Booth requested a watching brief on this item and for it to stay on the Action Plan **see update

	<p>prevention.</p>	<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>	<p><i>on noisy exhausts below</i></p>
<p>ACTION 3 08/03/21 OSC45/20</p>	<p>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>	<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 	<p>COMPLETE</p>

		<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.	COMPLETE
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>	
<p>ACTION 6 12/07/213 OSC3/21</p>	<p>Cllr Cornwell would like a response to his suggestion for an opt-in mailing list/newsletter for residents</p>	<p>Response from Cllr Tierney – ideas are still being discussed and a further update will be provided as soon the potential ideas have been finalised.</p>	<p>COMPLETE</p>
<p>ACTION 7 12/07/21 OSC4/21</p>	<p>Cllr Miscandlon asked for breakdown of accident statistics concerning young drivers</p>	<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>	<p>ONGOING</p>
<p>ACTION 8 12/07/21 OSC4/21</p>	<p>Cllr Miscandlon asked for update on noisy vehicle exhaust action</p> <p>Councillor Count asked for an update on whether the police were using the equipment</p>	<p>Alan Boughen of FDC Community Safety Partnership forwarded response as approved by Sergeant of local policing team. Circulated 03/09/21</p> <p>Alan Boughen to provide an update</p>	<p>ONGOING</p>

OSC 15/21	and why action had not been taken on a car reported to have a noisy exhaust		
ACTION 9 13/09/21 OSC8/21	Councillor Booth enquired about information regarding apprenticeships		ONGOING
ACTION 10 11/10/21 OSC 16/21	Councillor Count asked for an update on whether sewerage tankers could be containerised rather than sheeted	All vehicles bring bringing biosolids into/out of March are sheeted. If Councillor Count has evidence of unsheeted vehicles using March, please ask him to provide photographic evidence of this and we will ensure that corrective action is taken. Additionally, we have as a matter of course remind all our drivers about the sheeting requirement. It also my understanding that the tonnage of cake taken to March for treatment has reduced in recent weeks as other treatment capacity has come back online, but we can't promise that short term fluctuations due to breakdowns won't occur from time to time. We have not stored more cake at March this year compared to other years, and we have had less on site this year at any one time than previous years. As we move into the cooler months and our treatment capacity return to normal, then we will eventually be able to stop liming at March, but we do reserve the right to recommence treatment at March should there be a business requirement as it is a strategic treatment site.	COMPLETE
ACTION 11 11/10/21 OSC 16/21	Councillor Count requested that Anglian water provide the survey maps of the systems shown during the meeting	Awaiting response from Anglian Water	ONGOING
ACTION 12 11/10/21 OSC 16/21	Councillor Count requested a briefing note from Anglian water detailing the work to be	Awaiting response from Anglian Water	ONGOING

	undertaken in March		
ACTION 13 11/10/21 OSC 17/21	Councillor Booth requested that the leader write to the relevant government departments regarding changes to planning legislation		ONGOING
ACTION 14 11/10/21 OSC 17/21	Councillor Booth requested a written response from Paul Medd regarding the time taken to issue hardship funds	The time for the payment to be processed depends on the interaction with the individual making the request as certain evidence is required for a valid payment to be made. The Council conduct weekly pay runs and certain people will get paid within 7 days if the evidence is provided within that time.	COMPLETE
ACTION 15 11/10/21 OSC 17/21	Councillor Count asked whether the current telephony system could support a call back system	Sam Anthony to provide a response	ONGOING
ACTION 16 11/10/21 OSC 17/21	Councillor Booth noted that the customer messaging system was clunky and requested a review of this	Sam Anthony to provide a response	ONGOING
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

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Fenland District Council

leisure operating contract report
April – September 2021

“ improving lives
through leisure ”



www.freedom-leisure.co.uk



an introduction to the uk's second largest genuine charitable leisure trust:

It has been an extremely challenging time for the sport and leisure sector as a whole, but Freedom Leisure has worked closely with their local authority partners to provide the best service possible during this unprecedented time. Nationally Freedom Leisure were selected as the preferred operator of 2 new leisure contracts, increasing their portfolio to 104 leisure centres, 24 individual clients and over 3,500 employees.



104

leisure centres, including 2 theatres, on behalf of 24 individual clients across England and Wales.



not for profit

freedom leisure is a not-for-profit leisure trust which manages leisure and cultural facilities on behalf of partners across the UK to realise our vision of “improving lives through leisure”



focus

committed to providing and developing inclusive leisure facilities for everyone. Delivering a service to exceed our customers' expectations

freedomleisure ethos

- Provide affordable and accessible health, leisure and sport facilities for everyone, therefore having a positive impact on the local communities in which we operate and serve – we aim to inspire people to be more active more often
- Reinvest surplus into quality services
- Exceed our partners' desired outcomes for local communities
- Enhance our reputation and status
- Grow and develop as a company in a sustainable way
- Develop our people
- Renew existing contracts and win new ones

freedomleisure corporate vision



reminder of timeline 2020 -2021

20 March
closed prior to
first national
lockdown



29th Mar
limited reopening
outdoor activities only resume

3rd Dec
reopened
sites reopen

March 20 | April 20 | May 20 | June 20 | July 20 | August 20 | September 20 | October 20 | November 20 | December 20 | January 21 | February 21 | March 21 | April 21

25th July
reopened

leisure centre reopened
with limited services

5th Nov
closed for
national lockdown

12th Apr
reopening

all sites reopen with relevant
restriction and procedures in
place

April
community support

FL staff support the local
community

25th Dec
closed in tier
based lockdown



finance summary:

Fenland Contract:

	April	May	June*	July*	August*	September*	total
Income (inc grants / JRS)	£177,057	£192,112	£199,612	£222,512	£236,734	£254,666	£1,282,693
Expenditure	£172,122	£217,677	£223,710	£225,624	£246,570	£276,437	£1,362,140
net surplus / (deficit)	£4,935	- £25,565	- £24,098	- £3,112	- £9,836	- £21,771	£-79,447
	Q1 draft deficit -£44,728			Q2 draft deficit -£34,728			

N.B. In April 2021 Freedom Leisure received Start Up Grants of £72,000

* Draft

Freedom Leisure would like to thank FDC for their ongoing financial support during 2020-21 and 2021-22 which should put Freedom Leisure in a sustainable situation for the remainder of the current contract.

Throughout the last 18 months FDC and Freedom Leisure held regular financial review meetings to see the impact of COVID-19 through the various lockdown and re-opening phases

The financial impact of covid-19 has carried through the first half of 2021-22 as some social distancing guidelines remain in place, which limits our capacities within the leisure facilities. The demand for the services has also been impacted due to a reduction in customer confidence until all restrictions are lifted.

In January 2021, FDC and Freedom Leisure jointly applied for a grant from the National Leisure Recovery Fund (NLRF) to support the service. This application was successful and FDC was awarded £181,672 to cover some essential costs during the 20-21 lockdown period and to support the reactivation of the facilities and potential deficits from April 2021

In 2020-21, £69,962 of the NLRF grant was required, with £111,710 being carried over into 2021-22.

the road to recovery:

2,716

**Learn To Swim
members**

(151% of pre-covid numbers)



3,367

fitness members

(88% of pre-covid numbers)



101.8%

turnover

(September'21 vs September '19)



**staffing, supplier and energy costs
are on the rise – significantly**

recruitment - incredibly challenging

#1

**for recovery of LTS
memberships**

(England)



#3

**for recovery of
Fitness memberships**

(England)



92.5%

turnover

(September'21 actual vs September
'21 budget)



wellness within freedomleisure resources

 **training and courses**

- Resilience training • Stress Awareness
- Mental Health Awareness Training
- Mental Health Awareness Training for Managers
- Managing Anxiety Training • Level 2 Mental Health Training

 **policies, procedures & HR**

- Stress Management Policy
- Equality and Diversity Policy
- Referral to Occupational Health; this includes reviewing work station and environment, completing a health risk assessment

 **staff shop**

- Financial Advice • Online Counselling 247
- Face to face counselling • Legal advice 247
- Family Solutions • Discounts on nutrition and fitness

 **local healthy living advice**

- Discounted Gym Membership
- Expert Physical Activity Advice
- Expert Nutritional Advice

 **additional advice**

- Importance of Exercise • Practice Mindfulness • Improve sleep patterns
- Ask for help • Samaritans - call 116 123 or email jo@samaritans.org

For a list of charity helplines as suggested by NHS for anyone suffering from OCD, Bipolar, Depression and more www.nhs.uk/mental-health/nhs-voluntary-charity-services/charity-and-voluntary-services/get-help-from-mental-health-helplines



post covid recruitment strategies

recruitment continues to be a challenge; we've had to adapt...



recruitment referral bonus scheme

employees can earn between £175 and £500

for referring a lifeguard or swim teacher that is successfully recruited!

Ask at your site for more details on the Recruitment Referral Bonus Scheme and rules



www.freedom-leisure.co.uk



swim school

Looking for a new career path? SEQ Level 1 & 2 Swim Teachers

Full training provided!
Speak to a Manager or apply via our website
www.freedom-leisure.co.uk/jobs

Active • Challenging • Fun • Rewarding

wellness
within freedomleisure
additional information



training and courses

- **resilience training** - This includes discussions around work/life balance, how to make your voice heard and identifying faulty thinking areas that you can fall into.
- **mental health awareness training** - This course identifies mental health illnesses, it provides tools that improve wellbeing, and it encourages staff to talk about mental health and to ask for help if needed.
- **mental health awareness training for managers** - This course helps managers to identify mental health illnesses and how they can support team members.
- **managing anxiety training** - This course provides ideas and practical techniques that can be used straight away to better recognise and manage unease and anxiety.
- **stress awareness** - This course is a guide to identifying, managing and preventing stress inside and outside of the workplace.
- **level 2 mental health training** - this includes identifying poor mental health, providing first aid for those with poor mental health and mindfulness training.



our customers have said

we received some fantastic feedback from our customers.

Friendly, welcoming and thoroughly professional Team at the Chatteris Gym. All have a positive can-do attitude that inspires the members to reach, and even exceed, their goals

There is something for everyone on offer at The Hudson leisure centre, for all ages. From swimming to gym and classes available for people of all ages. Help and support from friendly staff

The Whittlesey Freedom Leisure team are superb. Classes are fun, challenging and well managed. The centre is hub of my fitness regime. Love it..

The swimming instructors for my childrens lessons are all amazing especially Alice. We had been to other places for lessons and they have hated it and not made any progress. It really helps the instructors are in the pool with them to assist.

The staff are fantastic. The customer service is second to none. The classes, pool, equipment and all facilities are excellent. The membership is excellent value for money

This place been life saver for lot of us. To see people socialise . I had covid March 2020 and now have problems with lungs so I swim religiously feel so much better for it the staff are great so friendly it's lovely to see people else would see no one also gym classes great instructors lovely like I say this place been life saver for lot of people of all ages and brought a lot of people together

For myself I lack self and body confidence ...but all the team have and still are helping me over come this .They see always happy to help and advise

We have a boy and girl 11 and 14 the boy had a brain tumour at 6 and few operations since he has been in a wheel chair recently and we are always well looked after by the staff

Professional staff, great facilities and very clean. I joined to rehab after a bad horse riding accident where I broke 3 bones and had to have an operation to fix one of them. James gave me a program and helped me immensely, saving me so much money on physiotherapy bills I had been paying. Thank you James. I still average 3 visits to the gym each week, am back caring for and riding my horse, walking my dogs and am able to 'live life' again. Thank you James and Freedom Leisure

some highlights

Hudson:

kickstart scheme - two members of staff taken on through the scheme. Both now completing the next NPLQ course.

Apprentice schemes - Two members of staff completing level 2 leisure team member apprentice, one completing level 3 duty manager apprentice, and one completing level 3 personal trainer.

Ante and pre-natal training being completed by a member of staff next spring, to introduce something else to the centre, and with Active fenland in the community.

George Campbell:

new pool party slots on weekends that include inflatable session

new and very popular “Movers & Groovers”

introduction of blue light membership (thanks NHS)

Chatteris:

summer boot-camp held – very well attended; future group sessions planned. Plus seminars/nutrition chats

Well attended Enerjetix sessions; we’ve put more on to meet demand

Manor:

restarted rehabilitation phase IV classes, mature mover classes, pilates and new groove it dance class to our studio time table.

reconnected with local GP surgeries to promote exercise referral scheme

worked in partnership with local secondary school to help children to stay active, 50 children booked on first session



20th Anniversary

an updated **Business Strategy** that reflects the opportunities we have to make an even greater impact in the future and continue “Improving lives through leisure”

Promotions

Bernadette Gipson: contract manager

Warren Staite: regional aquatics development

Dan Palframan: regional manager



www.freedom-leisure.co.uk

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Overview & Scrutiny

Progress Against Communities Corporate Priority

October 2021
(For performance in April to September 2021)

Portfolio Holders



**Councillor
Chris Boden**

Leader of the Council
& Portfolio Holder for
Finance



**Councillor
Sam Clark**

Portfolio Holder for
Health



**Councillor
Miss Sam Hoy**

Portfolio Holder for
Housing



**Councillor
Andrew Lynn**

Portfolio Holder for
Licensing &
Community Safety

Projects from Business Plan:

Work with landlords to improve housing conditions and management standards in the district's private sector, including using the Council's enforcement powers (Cllr Sam Hoy)

April 1st 2021 to July 31st 2021

The Council has undertaken 21 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council has also investigated 38 complaints from tenants occupying privately rented accommodation in the same period. Council officers intervened to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

Town	HMOs investigated	Privately Rented Homes investigated
Wisbech	20	27
March	1	2
Chatteris	1	1
Whittlesey	0	3
Villages	0	5 Benwick =1 Doddington =1 Eastrea = 1 Elm =1 Manea = 1

Private Sector Housing enforcement 01 April 2021 - 31st July 2021

	Numbers served	Raised charge total £	Income received £
Improvement Notice	0	0	480
Prohibition	2	480	0
CPN (Intent)	10	49,866	N/A
CPN (Final)	1	3,450	0
Other	0	0	0
HMO applications	7	5,250	5,250

In order to recover the outstanding Civil Penalty Notice debts, a new process has been finalised with the High Court Bailiffs, who are now in the process of transferring the oldest court order into a writ to be executed in order for the debt to be recovered.

Support property owners to bring long-term empty homes back into use, helping to address the district's housing needs (Cllr Sam Hoy)**Case Study Wisbech:**

Empty from February 2019. Purchased September 2020 by a local builder. In December 2020 we applied to the VOA (Valuation Office Agency) to request removal of the property from Council Tax due to its uninhabitable state and this was refused. Through the enabling work of the Empty Homes officer (EHO) making the new owner aware of potential increase Council Tax premium charges the work was quickened during Covid restrictions and they installed a roof, rewired, plastered, replaced staircase, installed central heating, new doors and windows and new kitchen and bathroom. The EHO then could evidence to Council Tax the property was furnished when purchased and the empty date was changed, if not they would have paid a premium Council Tax charge from February 2021.



Property occupied April 2021

The target for 2021/22 is to bring 70 properties back into use.
 Properties brought back into use between 1 April 2021 and 31 July 2021

LTEP - Long term empty with premium charge (2yrs+)	LTE- Long term empty (6-23mths)
13	14

Prevent homelessness and reduce rough sleeping through working with individuals, families, landlords, housing associations and providers to meet the housing needs of residents in crisis (Cllr Sam Hoy)

The Housing Options team has prevented 134 households from becoming homeless since April 2021.

The service is anticipating a significant uplift in approaches once current financial support relating to Covid ceases along with the easing of the extended notice periods and court action resuming. We have started to notice an increase in B&B use for both June and July.

The team continues to work closely with households, landlords and other partners to resolve issues before notices are served. We are also encouraging early engagement with a variety of partners as a commitment to refer alongside the statutory duty to refer mechanism.

Number of enquiries Year To Date (YTD) – 590 (Q1 – 429)

Advice only given YTD– 342 (Q1 – 271)

Preventions achieved YTD – 134 (Q1 – 109)

The proportion of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work (calculated as total preventions / prevention and relief duties owed) - 60% YTD = 134 out of 224. Target is 60% (Q1 - 63% [109/174])

Case study

Mr X was living in a private rented property with his wife but she passed away early last year. In November 2020 he had an accident which resulted in life changing injuries. He was in hospital until January 2021. He gave notice on this property as it was no longer suitable for his needs. He was placed in a rehabilitation facility and then when the funding for him ran out he was moved on into a care home which he had to fund himself. It was at this point his daughter submitted a homeless application and we subsequently accepted a relief duty.

Through partnership working with Clarion Housing we were able to source supported accommodation and undertake a suitability assessment with the support of Mr X's daughter. This was supplemented by an Occupational Therapy report which enabled the applicant to swiftly move into settled accommodation. The turnaround time from accepting the relief duty to sign up was 2 weeks.

Rough Sleeping update

The Council continues to tackle rough sleeping and through strong partnership working with Change Grow Live (CGL) Outreach and the Ferry Project, the council

have successfully moved on 21 rough sleeper clients in the period from April 2021 to July 2021 in to secure accommodation. The Council continues to work closely with housing providers such as Clarion Housing, Amicus Trust to support our remaining rough sleeper clients in to move on accommodation.

Despite the 'Everyone In' Scheme ending in June, through the support provided to our rough sleepers, the Council continues to see a reduction in rough sleeping throughout Fenland and our aim is to continue to support our remaining 19 individuals into a successful outcome.

The Council through funding achieved from both the Next Steps Accommodation Programme and the Rough Sleeper Accommodation programme have secured 39 homes that are ring fenced for rough sleepers as a long term asset. The Council has also secured a further 6 homes to come on stream by April 2022. The homes have been enabled with the support of the Ferry project / Places for People , Amicus Trust and Clarion Housing. All the properties have a support package for the residents to reduce the risk of losing accommodation in the future.

The Council also secured circa 350k for continued support for tackling rough sleeping for the period 2021/22 through a multi agency hub, outreach and tenancy support work.

Rough Sleeping Case Study:

In May 2021, one of our entrenched long term rough sleepers was successfully housed through Housing First programme. This client was known to many services and unfortunately due to their non-engagement, drug addiction and lifestyle choices accommodation options were extremely limited. At one point this client had overdosed and was found by a member of public on the street almost blue in colour.

However, by working in joint-partnership through the Housing First programme funded through Cambs County Council from a Rough Sleeper Initiative bid, the Council were able to successfully introduce the client to the Housing First service and after a few months of in-depth pre-tenancy work with the individual they were able to move into a brand-new property. The client is managing their own tenancy extremely well and becoming more independent. They have built positive relationships with neighbours, their drug use is under control and they are, with the continued support of Housing First starting to plan future goals.

Deliver four Golden Age Fairs across the district (Cllr Sam Clark)

The Golden Age Team met during April and May to plan for the year ahead following announcements of restrictions being eased. In between meetings we consulted with external Golden Age Partners to gain their views on how they would like to be

involved in the future. Over 30 partners responded positively, and we subsequently held Virtual Partner meeting on Zoom on 13th July to plan for the year ahead and what Golden Age may look like.

Partners included Alzheimer's UK, Living sport, NHS, Cam Sight, Citizen's Advice, Versus Arthritis, Breathe Easy, Care Network, Age UK, U3A, CPFT, Healthy You, Cambridgeshire County Council and the Bobby Scheme.

During the meeting, partners were split into 5 groups via breakout rooms and given opportunity to feedback about their experiences over the last 18 months during the pandemic, the lessons they have learned, how Golden Age can promote their organisation and feedback on the existing format of Golden Age Fairs.

We look forward to our next event which is taking place at The Whittlesey Big Bash on Sunday September 12th between 2-4 pm at Whittlesey Manor Leisure Centre.

Increase the use of local open spaces and collaborate with local activity providers and other partners to address health inequalities (Cllr Sam Clark)

Due to the pandemic, this workstream has been impacted with no new activities developed over the past 6 months. The Council will be working with the Future Parks team to open up more volunteering opportunities in Fenland's open spaces in the coming months. Volunteering with other people helps reduce loneliness and improves participant's mental health. Additionally, the Future Parks team is running some health intervention test sites and Fenland will learn from these and see if the Active Fenland team can support effective delivery in Fenland in 2022.

Other Projects:

Leisure Update (Cllr Sam Clark)

As Members are aware, FDC continues to support Freedom Leisure as the company continues to recover from the pandemic. The Council remains certain that the continued support offered by FDC to Freedom Leisure is the most financially beneficial approach for the Council that also ensures that our local communities continue to be able to access good quality, well-managed, leisure centres.

Nationally, trends in exercise have been tracked and the following chart highlights the changes. It is clear that the initial rapid return of customers to leisure facilities in April, flattened in May and June. At-home exercise levels have dropped dramatically, with

a similar flattening on the line. The continued decrease in at-home exercise and the increase in facility-based exercise is expected to continue. More information will be forthcoming later in the year.



Leisure Centres in Fenland

Since the reopening of the leisure centres much has changed, with the outlook looking more positive than initially expected, but still with some way to go until the contract is running, financially, at pre-covid values.

A significant component of the financial challenge is the price being charged by PureGym in Wisbech Tesco. Reopening at an initial £9.99 / month, the price is now up to £19.99 / month. This is a far more competitive price than Freedom can offer at the Hudson and is attracting price sensitive people from the town. The service offered at the Hudson is significantly different from that at PureGym. PureGym offers a good gym space, limited classes and no instructor support (unless additional charges are paid). This does appeal to many and is impacting on the Hudson's ability to attract back members at the same rate as Freedom's other facilities in Fenland.

Across the Fenland / Freedom contract the situation is as follows;

Pay as you go Swimming;

Initially social distancing meant laned swimming with limited numbers in the pool, socially distanced from each other, no showering afterwards and strict session times. Family swims were allowed after a period of time – but within specific spaces for your own family. As the country's Covid procedures have changed, so have those in a swimming pool. Sessions are more or less back to business as usual. Income levels are reflecting this with income continuing to rise. As at 19 July, across Freedom's local authority contracts, Fenland's pay as you go swimming income performance is mid-table at 90% of target income levels.

Learn to Swim (LTS)

Following a year of disruption in swimming lessons for young people, the current performance in Fenland exceeds expectations considerably. Learn to swim income is helping to offset some of the deficit still remaining from fitness memberships.

As at 19 July, the LTS scheme in Fenland was performing second best across the 19 Freedom local authority contracts, with the Fenland LTS scheme standing at 124% of the pre-covid size. i.e. Fenland's swimming pools have more pupils learning to swim now than pre-Covid. This is a tremendous result and reflects the local managers' flexible approach to operating LTS and their pro-active recruitment of more swimming teachers. It also highlights pent-up demand from parents who wish to see their children safe in the water. There continues to be growth, with an 8% rise in the 4 weeks prior to 19 July. This will have levelled off somewhat over the summer holidays, but Freedom will be pushing any spare capacity to the local community as young people return to school.

Gyms

Gyms initially opened with every other piece of equipment closed and lower numbers allowed in the rooms. Air conditioning was off and windows (where available) were open. We are now in a position where a gym is open as you would normally expect, with capacity back to normal. This is reflected in the rise in membership levels, with the exception of Hudson where memberships are not rebounding as well due to the local, low-priced, competition.

Across the 19 Freedom contracts, Fenland's performance sits at 4th, reflecting top quartile performance. Having reopened at 66% of pre-Covid membership levels, the contract is now 83% (as at 19 July), with a recent summer holiday induced 2% drop in memberships. Membership levels continue to rise at a slower rate than the first initial burst.

Exercise Classes

Initially classes did not take place. They were then allowed, but with restricted numbers and specific space required per individual. Outdoor classes were utilised during the good weather where possible. Running classes that were a fraction of the usual capacity means potentially higher costs, with some customers missing out due to capacity. The relaxation of social distancing has brought class sessions back to near normal capacity.

Summary Monthly Paying Membership Financial performance (incl. LTS subscriptions)

Since May 2021, monthly growth in income has been at a rate of 8.5% in June, 15.25% in July and 5% in August. Overall membership income has grown by 31.5% from May to August. Whilst this is very positive the current monthly income represents 85.5% of the January 2020 (pre-covid) level. That said, it is worth noting that January is a 'boom' month for membership sales, with people looking to improve their health following Christmas and New Year's resolutions. In financial terms this is a deficit in income of approximately £22,500 per month.

Love Wisbech Update (Cllr Andrew Lynn)

The collaboration of statutory organisations, Voluntary Community Sector and business in Wisbech continues to explore opportunities to consider issues that need additional support and then what opportunities exist to secure new funding and inward investment into the town to address it.

Word of the group is getting to partners who are proactively asking to present information to the group and the group then agree what can be done to support.

Example projects have included:

- A mental health support project to work with residents suffering mental health issues whilst waiting for an appointment to secure a service to help them.
- Received some communication advice to help increase the awareness and impact of the work which includes changing the name from I love Wisbech to Love Wisbech.
- Exploring how the collaboration can assist in reducing the number of smokers during a pregnancy.

The partnership supported the 'Walk a Mile in Their Shoes' event...Both women and men can suffer from Domestic Abuse. The event took place in Wisbech park on the 8th August with the Wisbech Mayor leading the walk.

Pride In Fenland Awards (Cllr Sam Clark)

The Pride in Fenland Awards will be held online again this year in November 2021 and volunteers can be nominated for the following categories; young person in the community, community group and good friend. Pride in Fenland will be launched in the Fenland Citizen using photographs of winners of the 2020 awards and will take place on 25th August.

There is no separate COVID-19 category however each category will be open for COVID and non-COVID related nominations making sure that volunteers who continued helping others despite the pandemic, rather than because of the pandemic, are given the opportunity to be nominated and recognised. There will of course be a focus on volunteers during the pandemic at the event itself.

Trophies have been presented by Cllr Sam Clark to the winners of last year's event and photo's will be published to launch the 2021 in the Fenland Citizen.

We encourage all members to market in their wards the opportunity to nominate local volunteers for this years awards.

Health & Wellbeing Update (including Covid-19 Outbreak Plan implementation)

(Cllr Sam Clark)

Outbreak management

Since early 2020 due to the coronavirus pandemic, the Countywide Health and Wellbeing Board have suspended their usual meeting diary so resources may focus on the pandemic.

The Local Outbreak Engagement Board is a key part of the pandemic response and meets to support the outbreak management plan and met in April, July and October to receive information in relation to the current epidemiology, vaccination and economic issues.

The meeting papers can be found on the County Council website here:

[Council and committee meetings - Cambridgeshire County Council > Meetings \(cmis.uk.com\)](https://cmis.uk.com)

Earlier in the year the Board received an update about the Cabinet Office visit to Peterborough and Fenland, and a summary of the refreshed 2021-22 local outbreak management plan (LOMP), which is a statutory responsibility of Upper Tier Authorities.

The Outbreak Management Plan can be viewed here:

[Cambridgeshire and Peterborough Local Outbreak Management Plan. Version 4](#)

The District Council is a key partner to this plan and as a provider of statutory environmental health and wider services such as private sector housing have a role to play in delivery of the LOMP.

Key priorities agreed for the refreshed plan are:

- Focus on prevention including take up of the vaccine and providing information on reducing risks from covid – the council is working actively with partners in the clinical commissioning group to identify sites for vaccination centres and in particular workplaces where the Cambridgeshire vaccination bus may attend, alongside the valuable vaccine hesitancy work being delivered.
- Ensure testing, contact tracing and support for self-isolation works effectively – environmental health staff take part in contact tracing, working with a Cambridgeshire team and also through workplace investigations. Council staff are also working very closely alongside the county wide lateral flow test team to identify locations where testing should be made available, where test devices can be distributed, and community needs met.

- Respond swiftly to any rise in infection rates
Since last March the council has implemented a response group model to tackle priorities. The group meet weekly to address the epidemiology and support these priorities

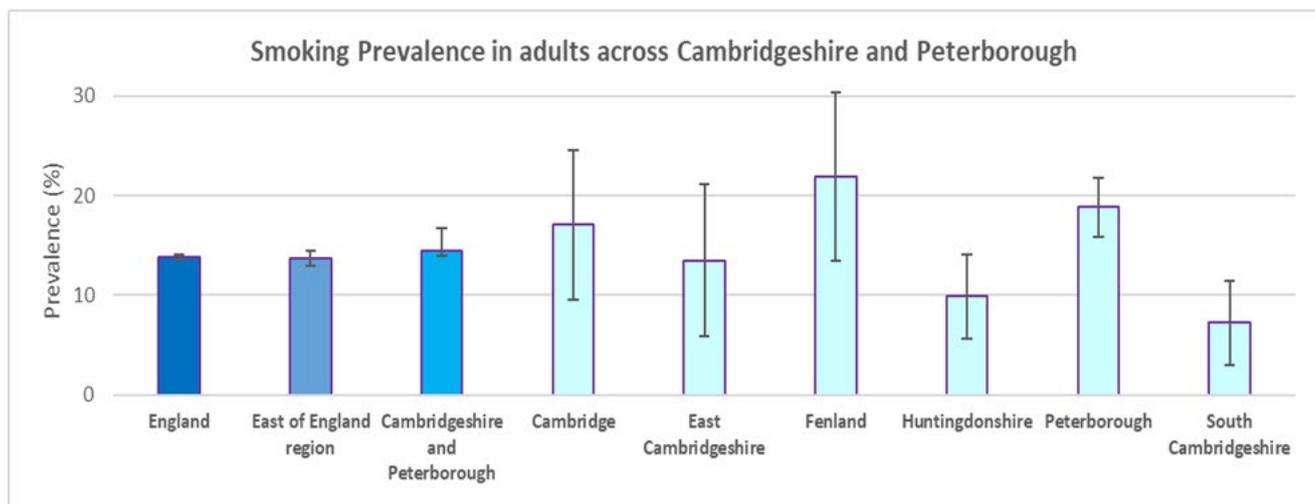
Actions include; support to every positive covid case, business support in all sectors to advise about testing availability and support available for staff who need to isolate, reviewing relevant communication material, translation needs and ensuring information is available within the towns and shopping areas.

Vaccination levels in Fenland are good with increased levels of vaccination across all age groups. Council staff are actively supporting colleagues from the clinical commissioning group to ensure efficient uptake of the third vaccine and vaccines in schools as they are available.

Further information can be viewed here: <https://coronavirus.data.gov.uk/>

Smoking cessation – a refreshed approach

The local tobacco control alliance for Cambridgeshire (of which Fenland Council are a partner) has refreshed plans to address the prevalence of smoking with an early focus on smoking in pregnancy. The local tobacco treatment programme has identified that smoking in Fenland remains high at more than 20% of the adult population.



The proposal is for the NHS to make a significant contribution to making England a smoke free society.

Suggested initial prioritisation plan:

1. Maternity smoke-free pathways across acute providers
2. Mental Health and prioritised acute hospital pathways
3. Remainder of acute hospital pathways

Information about the project, including updated data will be made available through the Health and Wellbeing Board.

Enduring Transmission

The Enduring Transmission pilot project launched in May and this is a key part of the Local Outbreak Management Plan. The pilot is a joint project between Peterborough, South Holland and Fenland and is funded directly by the Treasury to the value of £2.6 million.

The project focusses on the following areas:

- Ensuring that workers will not experience financial hardship if they are self-isolating, through providing additional payments to workers, that for some, will be in addition to the £500 grant available to those on benefits, if they are able to demonstrate hardship. Many workers are not entitled to company sick pay and have to rely on statutory sick pay.
- Payments channelled through a trusted third sector organisation with the support of local authority staff and systems.
- Increase job security for employees. Many employees fear they will lose their jobs if they self-isolate. Work with key agencies such as the Gangmaster and Labour Abuse Authority (GLAA) that have regulatory powers, to engage with agencies and employers to support them to increase job security for workers self-isolating.
- Supporting 'safe' transport. We will pilot a limited network of COVID-safe public transport links across Peterborough, Fenland and South Holland for the transportation of agency workers and those living in rural areas to the workplaces that we are targeting.
- Many workers are unable to meet rent payments or for some, pay their mortgages. In certain circumstances, payments will be made to ensure arrears are not incurred or homes lost.
- Some people have accommodation where it is difficult to self-isolate. Covid safe accommodation will be available – where needed, for people who test positive to allow them to self-isolate, particularly if they live in an HMO.

The project has been given treasury approval to continue to the end of the year due to rising case numbers. The project has supported more than 400 individuals and their families. Many of these people required a significant amount of help to complete their application and benefitted from the support offered to them by the Rosmini staff. More than 75% of applicants would have received statutory sick pay or no pay during their isolation period.

29 companies (Fenland (12), Peterborough (10), South Holland (7) - employing over 4,500 people) have signed up to the programme. These employers represent a range of sectors. Some have mainly employed staff, whilst others have a higher dependency on agency and seasonal workers.

In July, the programme extended to include the hospitality sector due to increased infection rates reported in this sector. All sectors are suffering with resource limitations due to the reduced influx of seasonal labour.

From October – and following a small project exploring safer transport options - South Holland will be leaving the project group. The project will then be available for anyone on low pay or zero hours contracts working or living in Fenland or Peterborough. Low pay is defined by their level of income based on a need's assessment.

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 2021)	N/A
CELP5	Customer satisfaction with Golden Age events (as per event)	298	200	0	
CELP6	Number of Active Fenland local sessions per year that improve community health	NEW	600		
CELP7	Customer feedback across Freedom Leisure facilities in Fenland	NEW	80%		

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

Comments CELP1 = Profile on track to meet target with increase in reactive enquiries to the team over the winter period.
CELP5 = First event in September – Target may not be met due to COVID restrictions up the July and the vulnerability of the target audience.
CELP 6 – reported annually
CELP 7 – reported annually

Agenda Item No:	8	
Committee:	Overview & Scrutiny	
Date:	8 November 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%
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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%)
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
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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 resolve 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.

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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 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

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 (possible)
	Matters arising – Update on previous actions		Amy Brown
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown

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
	Possible Wisbech Rail Update	Communities	Councillor Boden Councillor Seaton Simon Machen Wendy Otter

			Rowland Potter (CPCA)
	Matters arising – Update on previous actions		Amy Brown
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown

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	Anna Goodall Dan Horn Councillor Murphy Annabel Tighe
	Progress of Corporate Priority – Environment	Environment	Councillor Murphy Councillor Tierney Phil Hughes, Mark Mathews, Annabel Tighe, Anna Goodall, Dan Horn
	Community Safety Partnership	Communities	Councillor Lynn Dan Horn, Alan Boughen, Aarron Locks, Stephen Beacher Police
	Possible Wisbech Rail Update	Communities	Councillor Boden Councillor Seaton Simon Machen Wendy Otter Rowland Potter (CPCA)
	Matters arising – Update on previous actions		Amy Brown
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown

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 Mark Greenwood Peter Catchpole
	Commercial Investment Strategy	Economy	Councillor Boden Peter Catchpole
	Matters arising – Update on previous actions		Amy Brown
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown

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
	Culture Strategy	Quality Organisation	Jamie-Lee Taylor Phil Hughes Councillor Chris Seaton
	Matters arising – Update on previous actions		Amy Brown
	Future Work Programme 2021/22	Quality Organisation	Chairman Amy Brown

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
	Matters arising – Update on previous actions		Anna Goodall
	Future Work Programme 2022/23	Quality Organisation	Chairman Amy Brown

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