



### **AGENDA**

**OVERVIEW AND SCRUTINY PANEL** 

**MONDAY, 6 DECEMBER 2021** 

1.30 PM

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

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

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

The You Tube Link for the Overview and Scrutiny meeting is: <a href="https://youtu.be/kGoWshD8icc">https://youtu.be/kGoWshD8icc</a>

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

To confirm and sign the minutes of the meeting of 8 November 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.





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Telephone: 01354 654321 • Textphone: 01354 622213 Email: info@fenland.gov.uk • Website: www.fenland.gov.uk 6 Review of Clarion (Pages 19 - 44)

Presentation attached.

7 Annual review of Anglia Revenues Partnership (Pages 45 - 60)

To update Overview and Scrutiny on performance of the Council's Revenues and Benefits service, since it became part of ARP on 1 April 2014.

8 Future Work Programme (Pages 61 - 64)

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

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

Friday, 26 November 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, 8 NOVEMBER 2021 - 1.30 PM



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

APOLOGIES: Councillor S Count, Councillor M Humphrey and Councillor D Topgood

**OFFICERS IN ATTENDANCE**: Amy Brown (Head of Legal and Governance), Nick Harding (Head of Shared Planning), Dan Horn (Head of Housing and Community Support), Phil Hughes (Head of Leisure Services) and Carol Pilson (Corporate Director and Monitoring Officer).

**GUEST:** Matthew Wickham (Freedom Leisure)

**ALSO IN ATTENDANCE**: Councillor S Clark, Councillor S Hoy, Councillor D Laws, Councillor A Lynn.

#### OSC19/21 PREVIOUS MINUTES.

The minutes of the meeting of 11 October 2021 were confirmed and signed subject to the following comments:

 Councillor Booth recommended the minutes make clear that the information regarding apprenticeships is an action for the Combined Authority who act as lead on this area. Councillor Miscandlon noted that an update regarding apprenticeships was forthcoming with the Skills Committee due to meet later that week.

#### OSC20/21 UPDATE ON PREVIOUS ACTIONS.

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

 Councillor Miscandlon asked that Anglian Water be questioned over the licence to discharge and whether this had been, or was planned to be, invoked. Councillor Booth noted that Anglian Water had confirmed they had not been involved in the scheme and Councillor Cornwell supported this stating a similar comment had been made by Anglian Water at another recent local meeting.

#### OSC21/21 2021 PLANNING SHARED SERVICE ANNUAL REVIEW

Councillor Mason welcomed Nick Harding, Carol Pilson and Councillor Laws to the meeting. Members considered the 2021 Planning Shared Service Annual Review presented by Nick Harding:

 Nick Harding noted several small changes to the report including an alteration to table three to read 2014-2021 and noted that the statistics below table five should read that the Council performed better on major and other applications.

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

Councillor Cornwell enquired to what degree the reduction of resources at Peterborough
City Council (PCC) had affected Fenland District Council's (FDC) need to employ more
resources directly, referencing the fact that planning was supposed to be a shared service

with PCC. He also noted references to IT failures in the report and asked for a further explanation of the causes and the affects these had. Nick Harding informed the panel that the shared service was contractually limited to his own and Emma Nasta's employment stating that the shared service was a management level agreement. He explained that FDC had previously received officer support from PCC when capacity allowed but that this was on a short-term, ad hoc loan arrangement rather than a contractual obligation. It was noted that initial attempts to create a shared service at a technical level proved unattainable due to slow and unstable IT connections between PCC and FDC. Nick Harding provided an update on the current situation and informed the panel that, due to an increase in applications, a growth bid was being submitted to Corporate Management Team for assessment and that current practices and procedures were being reviewed to improve efficiency. Regarding the IT issues, Nick Harding explained that these were primarily due to a software upgrade which had taken time to install and had introduced some bugs which need to be addressed before going live. He noted that the only persisting bug revolved around customers using a specific redaction software which resulted in unreadable documents when provided to FDC.

- Councillor Yeulett asked which problem listed in the report had the greatest impact on the planning service and how it had been addressed. Nick Harding explained that an additional temporary resource had been deployed to deal with the validation backlog reducing the time behind to four weeks. He also noted the turnover of staff as a part time officer had been replaced by a fulltime officer to help ease the workload and explained that the service is conscious a permanent solution is needed hence the growth bid. Councillor Laws commended the tech team working on the validations and explained that the volume of work had been unprecedented and was not helped by the quality of submissions received. She noted that the Fenland Developers Forum had attempted to educate agents and developers through workshops to improve the submission of their application which had stood at four percent correct first time and has now rose to nine percent six months on.
- Councillor Yeulett asked whether the review of PCC's services was requested unilaterally and if FDC had any input in the process. He also asked how the results would affect FDC. Nick Harding explained that the review was commissioned by PCC due to budget pressures, their backlog of applications and case load work. Carol Pilson noted that PCC have the right to review their own services and that they had paid the courtesy of informing FDC. She informed the panel that there had been ongoing contact between PCC and FDC, that discussions had taken place on the potential impact of the review and that further communication was planned for December. She explained that the review was broad and revolved around ensuring their processes are fit for purpose. In terms of possible effect on FDC, Carol Pilson stated that it could affect the shared service agreement, however FDC had been able to provide input to the review and any change to the agreement would take 6 months to implement providing leeway to address the issue if necessary.
- Councillor Miscandlon asked why the new enforcement officer had not been introduced to the public. He also noted that the planning department were poor at responding to emails from members of the public and asked whether holding emails could be utilised. Nick Harding agreed that an introduction of the new officer to those with current cases would have been ideal however due to time constraints it was felt that prioritisation should be given to validation. He noted that an introduction email could be arranged if the panel believed it pertinent. Regarding the unanswered emails, Nick Harding explained that further investigation would be undertaken and offered to discuss this further with Councillor Miscandlon.
- Councillor Laws asked for clarification on whether members of the public are using the
  planning enquiry email address. Councillor Miscandlon clarified that individuals were
  sending in applications and queries and no holding emails were being sent back. Councillor
  Laws noted that a conversation had been had before regarding improving the IT software
  and publicising on the website. She noted that the issue stemmed from the agent failing to
  update the applicant resulting in applicants directly contacting the Council to receive an
  update.
- Councillor Wicks asked whether the software upgrade was a commercial or inhouse one.

Nick Harding explained that the software provider was Idox who provide the new version of the software. He noted that these updates can go on to cause issues.

- Councillor Wicks asked whether the issues affected other Councils and enquired whether enough testing had been undertaken before the software was implemented. He questioned what feedback was provided to the supplier to rectify any issues found. Nick Harding noted that the issues only affected FDC and that PCC had avoided these, he presumed that the issue lay with the set up of the IT system rather than the software itself. He did note that the issue of redaction seemed to be national. Nick Harding explained that issues are identified by officers and members of the public and that the error messages or descriptions of the problem are then passed to FDC's IT department. He explained that the IT team undertake an initial assessment to identify whether the cause is internal or external and regretted that there was no information to hand regarding time spent by the IT department dealing with these issues.
- Councillor Hay asked why it had taken a prolonged period of time to elicit a response from the Tree Officer regarding Ely House. Nick Harding noted that it was not appropriate to discuss individual planning applications at this meeting but disclosed that this application was incomplete when received and that a reply had been sent in September explaining that the application was invalid and the reasons why.
- Councillor Hay noted that the percentages provided for applications handled in time were difficult to understand without knowing the total number of applications each year. She also asked if time extensions were fixed for each applicant or whether they were decided on a case-by-case basis. Nick Harding informed the panel that in the year ending March 2021, the Council had received 12 major applications, 330 minor applications and 250 other applications. He explained that the time extensions were determined on a case-by-case basis which was determined by the complexity of the application and where the application sat in the overall process. He noted that extensions were negotiated with the agent or applicant and informed the panel that the extensions could be rejected by the applicant or agent if they felt they were excessive.
- Councillor Hay asked that future reports include total numbers alongside the percentages provided and that the shortest and longest extensions also be included.
- Councillor Connor asked for a breakdown of the number of planning applications going to committee over the past three years along with the number of applications during the current year if possible. Nick Harding informed the panel that he would provide a written update after the meeting as he did not have this information to hand.
- Councillor Booth argued that the use of the term shared service was a misnomer. He asked whether there was any possibility of expanding the shared service and questioned whether PCC were likely to pull out of the contract. He felt the Shared Service was going backwards as elements such as the loaning of officers during peak periods which initially sold the service to members was no longer available. Carol Pilson assured the panel that the earlier comment regarding the six month cessation period was only mentioned to reassure the panel that a sufficient time period was in place to deal with any consequences of the shared service agreement ending. She agreed that the term shared service had become a misnomer as the initial plans to create a true shared service had been unfeasible for reasons explained by Nick Harding earlier in the meeting. She explained that the Council was consistently exploring opportunities to utilise PCC services and cited the development of the local plan as one area where this had been achieved. She explained that dependant on the PCC review outcomes, FDC could reassess whether a deeper integration of the planning shared service was now possible if Members so wished.
- Councillor Booth asked whether there were any potential cost savings with a deeper integration of the shared service. He asked for further information to be included in future reports regarding staff including who the team comprises of and what the staff turnover had been in order to keep members better informed of any changes. Nick Harding explained that emails are circulated when new staff are appointed and that this included members. He apologised if this had been missed with the most recent appointment and said that he would ensure that this would be fixed if it had been overlooked. Councillor Laws explained that the

- Planning Officer who left in August was a contractor and that these changes in staff are not usually publicised.
- Councillor Booth noted that he had received anecdotal information that the validation process was highly stringent and that there was a feeling among some that this was being used as a reason not to progress applications. He asked whether there was scope to review the validation process to streamline it. Councillor Laws noted that the technical team were thorough but that this made sure that the right information is passed to the planning team reducing the amount of time needed there. Nick Harding agreed that the validation process was stringent but that this was necessary to ensure that the drawings are correct to prevent complaints around errors when the plans go out to consultation. He noted that the majority of errors from applicants are simple things such as not signing the document or failing to include scales.
- Councillor Booth asked whether there was an expected completion date for the traveller and gypsy housing needs assessment and questioned why there had been such a long delay considering its importance. Nick Harding noted that he would provide a written response regarding the expected completion date and explained that delays were due to Covid and the hesitancy of the community to allow site visits which are necessary to inform the overall assessment.
- Councillor Mason asked for further information regarding time allocated to major applications against minor applications. He noted that the completion of minor applications in time had dropped from the previous year whilst the completion of major applications had remained at 100 percent. Nick Harding noted that different application types have different levels of complexity and that major applications are dealt with by more senior staff. He explained that it was difficult to assess the data in this way but that he would investigate it further. Councillor Laws further explained that major applications are submitted by highly experienced, professional agents whereas those submitting minor and other applications may have less experience. She surmised that this could explain the discrepancies between Major and Minor applications. Councillor Laws also noted that there had been an increase in the number of minor applications being submitted.
- Councillor Cornwell noted that the lack of responses to emails from FDC had been prevalent in the local news and asked whether the Council's main customer services policies needed revisiting to address this. He asked whether FDC could ask to see what the proposals are and how they would affect the Council. Nick Harding noted that FDC undertake reviews without informing PCC and that there was a differentiation in how the two Councils conduct the process.
- Councillor Mason thanked Nick Harding, Carol Pilson and Councillor Laws for their contribution.

The report was noted for information.

#### OSC22/21 PROGRESS OF CORPORATE PRIORITY - COMMUNITIES

Councillor Mason welcomed Councillor Clark, Councillor Hoy, Councillor Lynn, Dan Horn, Phil Hughes and Carol Pilson to the meeting.

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

- Councillor Miscandlon asked how the aim of bringing empty houses back into use was progressing. Councillor Hoy said that she was very happy with the current progress. She informed the panel that changes had been made relating to Council Tax so that individuals buying long standing empty homes did not have to pay the 300% Council Tax. She noted that the project was up for review at the end of November.
- Councillor Miscandlon enquired around the number of properties available to bring forward
  for occupation. Councillor Hoy noted that she did not have the answer to that at the current
  time and explained this was partly due to the difficulty of knowing how many empty homes
  there were in the area.

- Councillor Booth asked why Councillor Boden was not in attendance as he was listed as a
  portfolio holder. Councillor Mason informed him that Councillor Boden had sent his
  apologies as he was on holiday.
- Councillor Booth asked whether the total number of empty houses was included in the pack. He also enquired as to whether bringing empty houses back into circulation was being achieved at a faster rate than those becoming empty. Councillor Hoy confirmed that the total number of empty houses were not included in the pack and agreed to provide the figure to the panel after the meeting. Regarding effectiveness she noted that the scheme had been successful in bringing empty houses back into circulation and that lessons had been learnt which have helped improve the scheme.
- Councillor Booth asked for clarification on whether section 215 notices could be used to bring empty homes back into use. Councillor Hoy explained that this was more relevant to planning and that the current policy was based around helping reduce Council Tax for buyers along with proactively contacting owners to see how the Council could assist in bringing empty houses back into use.
- Councillor Cornwell noted the effect of Covid on community services. He asked what plans there were to promote resident's wellbeing once the Covid situation has lessened. Councillor Clark explained that the Council was moving forward with plans for Golden Age events and fairs once there was certainty on the safety. She noted there had been increased activity within Active Fenland with activities being held across the District. There was a further discussion regarding what plans were in place to regenerate the general community. Councillor Clark noted that it had been difficult to make plans due to the current Covid climate and that there was no overarching strategy regarding community services. She explained that the Council remained open to offering assistance wherever needed and noted the possibility of supporting Cambridge County Council in the delivery of the Household Support Fund.
- Councillor Cornwell noted that the Council should be encouraging progression and suggested that there seemed to be a reluctance to move on post-Covid. Carol Pilson explained that there was still a lot of uncertainty regarding Covid and that the Council was currently attempting to restart the positive projects which were placed on hold due to the pandemic including the Active Fenland programme and the Four Seasons events. She noted that the Council plays a role in encouraging communities to undertake events safely through the Community Safety Advisory Group and that the volunteer Street Pride groups had begun to meet again with initial plans made moving forward. She also noted that there were a variety of funds available to help people return to the community and that all these activities could act as a springboard for further involvement when there is less uncertainty around the Covid situation.
- Councillor Mason noted that events undertaken so far had been very successful and suggested that future events such as the Golden Age Fair be incorporated with other community events. Councillor Clark confirmed that this was a possibility under consideration following the success at Whittlesey.
- Councillor Booth surmised that part of the issue regarding the uncertainty around Covid lay
  with the overall guidance available. He noted that guidance from the Community Safety
  Group on how to undertake a successful event would be useful for communities. Councillor
  Clark also mentioned that it was difficult to find enough volunteers for events as many
  people were still worried about the pandemic.
- Councillor Yeulett asked whether there were any other initiatives regarding the Post-Covid period from other portfolio holders. Councillor Lynn noted that the Community Champions scheme was back up and running and that they were in contact with the minority groups across Fenland. Dan Horn noted that a project had been successfully undertaken in the past year regarding illegal money lending which had helped inform young people in Wisbech about how to prevent the practice in the community. Councillor Lynn explained that they were currently looking at ways to expand these projects to include other areas such as scams and drugs.
- Councillor Yeulett asked Councillor Hoy whether there were any problems caused by Covid

regarding housing. She explained that the pandemic had not had a huge affect on housing other than preventing eviction which could increase the amount of work for housing options now that eviction is possible again. She noted the true effect of this is unlikely to be observable for several months.

- Councillor Yeulett asked whether there had been any challenges or notable increases in domestic violence due to the pandemic. Councillor Lynn noted that he had engaged in the walk a mile in their shoes event to help raise awareness. Dan Horn explained that detecting domestic abuse formed a large part of the Community Safety Partnership's work and that there had been a coordinated approach across all public sector partners in dealing with these issues. He noted that the role over the past 12 months had revolved around workplace development and that training sessions had been held online for key staff who might be in contact with domestic abuse victims.
- Councillor Miscandlon asked whether there was any further information on how to apply for the money made available for tree planting from central government. Carol Pilson explained that the Council would be liaising with Town and Parish Councils over suitable locations and that members would be consulted during this process.
- Councillor Miscandlon informed the panel that free fishing lessons are being provided on the 27<sup>th</sup> November at the Manor in Whittlesey as the previous event had proven popular.
- Councillor Booth asked what the Council was doing to pressure Clarion into bringing
  housing association stock back into use as there had been lengthy delays attributed to
  Covid. Councillor Hoy mentioned that Clarion are due to attend the next meeting and that
  this would be a good question to ask them. She noted that the Council will continue to place
  pressure on Clarion to complete repairs and that improvements had been made with urgent
  appointments now being completed on the same day.
- Councillor Booth noted the figures provided regarding memberships for the learning to swim programme. He asked why the August figures for 2021 were being compared to January 2020 instead of August 2019 as this would provide more meaningful data. It was agreed that this would be adopted going forward.
- Councillor Mason thanked Councillor Clark, Councillor Hoy, Councillor Lynn, Dan Horn, Phil Hughes and Carol Pilson for their time.

The report was noted for information.

#### OSC23/21 FREEDOM LEISURE REVIEW

Councillor Mason welcomed Councillor Clark, Matthew Wickham, Phil Hughes and Carol Pilson to the meeting.

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

Councillor Yeulett asked what the Council's financial contribution was to Freedom Leisure and whether the money would be paid back to the Council. He asked where the funds had come from within the Council's budget and questioned whether the service had returned to normal levels of activity following the easing of restrictions and if the service was now financially feasible. Carol Pilson noted that the support provided to Freedom Leisure had been reported to Cabinet and committed to circulating this report with the panel. She explained that the management fee owed to FDC by Freedom Leisure had been deferred since the start of the pandemic and that once a certain threshold had been hit, they would begin to repay the Council. She also explained that FDC had covered the cost to keep the service functional over the course of the pandemic. Carol Pilson informed the panel that support had been sought via the National Leisure Recovery Fund to help offset some of the costs which may have fell on the Council due to contractual obligations. She noted that the Government also provided Councils with a scheme related to income so that 75 pence in every pound was recovered from losses during the pandemic. Carol Pilson noted that the balance paid to Freedom Leisure had been taken from reserves and that the affect on the overall budget will be reviewed at Council in February.

- Councillor Mason asked whether there were any concerns over Freedom Leisure's ability to repay the money owed. Carol Pilson explained that they were due to begin paying back some of the management fee in January showing that the sector was beginning to recover from the pandemic.
- Councillor Yeulett asked how Freedom Leisure planned to compete against Pure Gym in Wisbech as they had recently lowered their prices. Matthew Wickham stated that this was a challenge that Freedom Leisure experienced across most of their gyms in England and Wales and that rather than lower prices they compete by selling a more rounded package than their competitors including all facilities not just the gym.
- Councillor Hay echoed Councillor Yeulett's concern regarding Pure Gym and asked whether
  Freedom Leisure believed that the removal of the daytime membership option would have a
  negative effect on the service. Matthew Wickham explained that the change had been made
  in the best interests of as many people as possible. He noted that if there was sufficient
  feedback that it would be open to review as their goal was to help as many individuals stay
  active as possible.
- Councillor Hay noted that there seemed to be very little consultation with users when the daytime membership was initially ceased and expressed the concern that the effect of the change would only be seen when individuals decided not to sign back up. Matthew Wickham accepted this point but explained that consultation would always result in a recommendation to reduce the price. He noted that reducing the cost would have a knock-on effect on other areas and that the price had to be weighed against the services provided. He explained that they could not make alterations based on specific demographics as the service was designed to attract customers from all walks of life.
- Councillor Booth asked whether the grant received was masking the true extent of the issue being faced. He questioned the confidence that Freedom Leisure had around returning to a positive position by January. Matthew Wickham noted that the forecasting undertaken since the beginning of the pandemic had proven fairly accurate and there was no reason to expect this to be far off for January. He remarked that areas such as learn to swim had experienced a boom and were 51 percent up from pre-pandemic levels. He noted that Fenland membership numbers were the highest within their own internal league tables albeit 12 percent down on pre-Covid figures. He explained that communication had improved across the sector and that Freedom Leisure were confident that they were in similar situations if not better off than other operators in the country. He also noted the importance for Freedom Leisure to return to pre-Covid levels as the financial margins within the industry are small. He noted that there were challenges due to price rises in utilities and goods which they were attempting to offset as much as possible.
- Councillor Booth asked what negatives there where from the feedback and complaints and requested that more information be provided around complaints analysis. Matthew Wickham agreed that the report was very one sided in terms of the feedback from customers included. He noted that most feedback around staff was exceptionally good but agreed that they could improve further by continuing to take complaints on board. He agreed to provide a complaints analysis going forward.
- Councillor Miscandlon asked whether Freedom Leisure had considered moving to solar power due to the rise in utility prices. Matthew Wickham stated that Freedom Leisure were focused on improving their environmental footprint as a corporate priority. Phil Hughes explained that work had been undertaken in 2016/2017 to put PV on all leisure centre roofs and combined heaters in all centres with swimming pools. Matthew Wickham noted that they would take the point onboard and discuss how further improvements could be made.
- Councillor Wicks asked what recovery maintenance plans were in place with regards to the swimming pools that had laid dormant during the pandemic and noted issues reported at Whittlesey swimming pool. Matthew Wickham stated he was not aware of any specific issues and that he would provide an update to the panel after the meeting. He stated that ahead of reopening's Freedom Leisure undertook full maintenance plans like those undertaken when starting from scratch. He noted that issues arose as the machinery was not designed to be turned on and off.

• Councillor Mason thanked Councillor Clark, Matthew Wickham, Phil Hughes and Carol Pilson for their time.

The report was noted for information.

#### OSC24/21 FUTURE WORK PROGRAMME

Members considered the Future Work Programme.

- Councillor Wicks asked for an update on when Cambridge County Council Highways team would attend a meeting. Amy Brown noted that it had been suggested this wait until the new year due to personnel changes so that a more comprehensive report can be given.
- Councillor Booth asked for a watching brief on the planning review at Peterborough and any impact this may have on FDC.
- Cllr Mason noted that the annual review of Clarion was due for the next meeting. Councillor
  Miscandlon requested that all Councillors be asked whether they had any issues they
  wished to be addressed at the next meeting of Overview and Scrutiny.

3.59 pm Chairman



#### **UPDATE ON PREVIOUS ACTIONS**

REF	Date Requested	Question	Timescale
COMPL	ETED ACTON	S	
1	08.06.2020	NOISY VEHICLE EXHAUSTS (Formerly Actions 2 and 8)	COMPLETE
		At the previous meeting members raised the following concern which remained outstanding:	
		Whilst the previous response provided was noted, SC remained concerned that insufficient action is being taken to tackle this nuisance. SC would like to know whether the Police have the capacity/equipment to monitor it and have simply chosen not to and if so, why or, if they are monitoring it, what the hold up is. AM and DM contributed to this discussion to show their support for SC's question and it was confirmed that a specific example of an offending vehicle had been given to the Police but seemingly not acted upon because the situation continues. SC/DM/AM would like this matter escalating within Cambridgeshire Constabulary. If Inspector Lombardo is unable to provide a comprehensive response it should be escalated to his senior. This should come as a formal call for action from O&S.	
		Response from Inspector Ian Lombardo on noise exhaust issue:	-
		"I'm pleased to say that the neighbourhood teams do have access to noise monitoring equipment enabling them to issue fines for exhausts that create a noise level above the legal limit. This equipment and training was actually secured by the March Neighbourhood team a couple of years ago as a result of concerns being raised by local residents. Since receiving this equipment, the teams have deployed with it on numerous occasions the last time being only last month. Officers have it with them when out on patrol and, provided that calls for service allow, if a vehicle is spotted that is producing excessive noise it will be stopped and tested. If the noise level is above the legal limit then, along with a £50 fine, the driver is also issued with a section 59 warning.	
		Unfortunately, due to staff movement, there are currently only 2 officers who are trained to use the required equipment and steps are being taken to increase this. The neighbourhood teams are also currently undertaking a recruitment process to fill the vacancies left by recent staff moves to bring the teams back up to strength. Reports about this issue have dropped showing that the action that has already been taken has had a positive effect. As councillors are aware, we have to prioritise our work on a day-to-day basis and, just as with speed enforcement, when demand allows officers will be out there tackling this issue."	

REF	Date Requested		
2	11.10.2021	ANGLIAN WATER – TANKERING WASTE (Formerly Action 10)  Councillor Count asked for an update on whether sewerage tankers could be containerised rather than sheeted. Anglian Water provided a response to this question during their attendance at the O&S Meeting on 11 <sup>th</sup> October 2021 however during the November pre-meet, members indicated that they remained concerned by the arrangements for tankering cake and asked for clarification from Anglian Water on their parameters/decision making as between using a curtained/containerised vehicle and if there was a threshold for that. Members had understood that Anglian Water were committed to using containerised vehicles and expressed a clear preference for that to continue.  Anglian Water have since responded as follows:  "Further to our email exchange recently, I checked with the Fleet Manager and we do actually only use two types of lorries to move cake. These are the bulker lorries with sheeting mechanism that I've mentioned before and one called a "roll on roll off" skip (RORO). The RORO are less sealed that the bulker lorries, just having a deployable sheet system that may or may not cover the load to the same degree and might be less efficient in creating a tighter seal to the skip sides. Therefore the lorries that are currently being used are the most effective at reducing odour.  The type we use depends on what facilities there are at site to accommodate vehicle types.  With regards to the odour more broadly, I can confirm that we have odour mitigation on site. In addition, we only complete certain processes when the wind is blowing in a specific direction."  Subsequent clarification was sought as to the most predominantly used lorry given the reference to the type being selected based on the facilities on site and the following response was received:  "The vehicle being used now is the most effective vehicle in our fleet at reducing potential odours. These are the bulker lorries."	COMPLETE
3	11.10.2021	ANGLIAN WATER – SURVEY MAPS  Councillor Count requested that Anglian water provide the survey maps of the systems shown during the meeting.  Anglian Water provided the requested information which was circulated to Members of Overview & Scrutiny in October.	COMPLETE

REF	Date Requested	Question	
4	11.10.2021	ANGLIAN WATER – FLOOD MANAGEMENT IN MARCH  Councillor Count requested a briefing note from Anglian water detailing the work to be undertaken to address flooding in March.  Anglian Water provided the requested information which was circulated to Members of Overview & Scrutiny in November.	COMPLETE
5	11.10.2021	PLANNING – STATUTORY CONSULTATION WITH WATER AUTHORITIES  Councillor Booth requested that the leader write to the relevant government departments regarding changes to planning legislation  A letter was prepared and sent out as requested. A copy of the letter has was shared with Members of Overview and Scrutiny in November.	COMPLETE
6	11.10.2021	Councillor Count asked whether the current telephony system could support a call back system.  The following response has been provided:  Our telephony system currently only offers a manual call-back system, whereby a customer does not retain their place in the queue, should they select the call back option. Invariably the customer will represent via a repeat call before the team have had the opportunity to return the call, therefore offering limited value to our customers and for the business. There are not currently any options available to make this process more efficient e.g., for the customer to retain their place in the queue, however we continue to work with the telephony software supplier to establish if this is a future enhancement that the software will offer.  Performance within the team continues to improve following the anticipated dip in performance during the implementation phase of the My Fenland transformation programme. As a consequence, the demand for a potential call back service is reducing as we are answering calls increasingly quickly as well as resolving calls at the first point of contact.	COMPLETE

REF	Date Requested	Question	
7	11.10.2021	CUSTOMER SERVICES – MESSAGING SYSTEM  Councillor Booth noted that the customer messaging system was clunky and requested a review of this.	COMPLETE
		We have recently revised the messages within the contact centre telephony system in order to simplify the options for our customers. We have also included an option to book an appointment. Feedback from customers indicates that the revised approach has been well received and is much clearer. We will ensure that we review and evaluate on an ongoing basis to ensure the revised approach continues to be customer focussed.	
8	01.11.2021	Customer services/planning – Holding responses  Can holding responses be sent by core customer focused services such as planning when an email is received such that the sender is aware that it is in FDC's system and will be responded to with relevant response times where appropriate.  We have automated processes in place to confirm receipt of an email. A customer will also receive a confirmation upon submission of a webform.	COMPLETE
9	01.11.2021	ENFORCEMENT – ELECTRIC SCOOTERS  The response to the previous question regarding the use of CCTV footage to apprehend offenders has been noted however, members would like to know what is actually being done about it. Are the Police taking action to apprehend offenders and utilise the CCTV footage as appropriate.  Looking at the current hot issues in Fenland, scooters have not been viewed by CCTV operators as a specific area of concern (i.e not many incidents detected) but in light of O&S concerns the operators have been made aware to keep a look out for issues as part of other work underway with regard to youth related ASB. If members witness specific incidents or have reports from constituents, then please let Dan Horn or Aarron Locks know the date time and location as retrospectively we can take a look at the cameras.	COMPLETE

REF	Date Requested	Question	Timescale
10	01.11.2021	ENFORCEMENT – PARKING  The response to the previous question regarding parking in Bridge Street, Chatteris was noted and specifically that checks would be made to see if parts of the site that should be kept free for parking under a condition of the planning permission. Have these check been made and what was the outcome?  All planning permissions relevant to the site have been identified. None so far assessed have a condition requiring the parking areas to be kept free for said purpose in perpetuity. Three planning permissions are still to be checked. Delays are being caused by these applications being in the process of being digitised so cannot be retrieved at present.	
11	08.11.2021	ANGLIAN WATER – DISCHARGE OF EFFLUENT  Members noted that water authorities have been granted certain permissions with regard to the discharge of effluent into our seas and rivers and requested Anglian Water to please confirm for this area how much of this has already taken place and what are their future plans.  Anglian Water have responded as follows:  The recent media stories about the Environment Agency allegedly allowing water companies to discharge partially treated sewage into water courses has, indeed, prompted some enquiries. I would like to reassure you that Anglian Water is not currently doing this. Neither is the rest of our industry. The current HGV driver shortage in the UK is posing a growing challenge to all businesses, retailers and utilities that rely on class 1 HGV drivers for their operations. Water companies rely on tankers driven by the HGV drivers of chemical manufacturers, to deliver chemicals used in the treatment of sewage.  Some water companies are starting to report disruption to the delivery of these chemicals and, as an industry, we have approached the Environment Agency for support. In response, the EA have published additional guidance (Regional Position Statements or RPS's), which includes recognition that in some cases, at some types of treatment works, and if all other options have been exhausted, water companies may not be able to treat sewage to the full extent that we would do normally.  This does not mean that what would be returned to rivers is 'raw sewage'. The used water will still have been through the treatment process; however, it may mean that this isn't the same process as normal as the chemical treatment element isn't there, but it will still be returned to the environment safely.	

REF	Requested		Timescale
		Before reaching this point, however, water companies will be expected to have prioritised the supplies they do have to ensure sites with the most sensitive receiving water courses have chemicals for as long as possible. We will also have to be able to demonstrate that all options around chemical storage, the use of alternative chemical suppliers and alternative delivery options, have been considered. Currently, Anglian Water has not implemented one of these RPSs, as we are managing to prioritise and source chemicals we need, albeit at reduced volumes. The situation is under constant review, but we are doing everything in our power to ensure that treatment of used water, and its safe return to the environment, remains unaffected by this national issue.	
ONGOIN	IG ACTIONS		
1	08.11.2021	FREEDOM LESIURE -	ONGOING
		Carol Pilson committed to recirculate the Cabinet report which detailed the expenses to FDC during the pandemic. These will be shared when available.	
2	08.11.2021	FREEDOM LEISURE – WHITTLESEY POOL	ONGOING
		Councillor Wicks noted that there had been issues reported with the quality of Whittlesey swimming pool, especially at the shallow end.	
		Matthew Wickham committed to look in to this issue and provide a written update to the panel. This information will be shared when available.	
3	08.11.2021	COMMUNITIES – EMPTY HOMES	ONGOING
		Councillor Booth asked whether the total number of empty houses could be provided.	
		Councillor Hoy agreed to provide the figures to the panel and this information will be shared when available.	
4	08.11.2021	PLANNING – APPLICATION DATA	ONGOING
		Councillor Conner asked for a breakdown of the number of planning applications going to committee over the past three years along with the number of applications during the current year if possible.	
		The Head of Planning committed to providing a response and this information will be shared when available.	

REF	Requested		Timescale
5	08.11.21	PLANNING – HOUSING NEEDS ASSESSMENT  Councillor Booth asked whether there was an expected completion date for the traveller and gypsy housing needs assessment.  The Head of Planning committed to providing a response and this information will be shared when available.	ONGOING
6	6 08.11.21 SKILLS & EMPLOYMENT - APPRENTICESHIPS  Clarification was provided in relation to a previous question in relation to apprenticeships and specifically tha wished to know what action the Combined Authority is taking to promote/encourage apprenticeship opportulocal area?		ONGOING
		Information From CPCA  Councillor Seaton has committed to providing an update following his attendance the CPCA Board Meeting which took place earlier this month. This will be provided when available.  Response from Sam Anthony regarding FDC's approach:  Companies are encouraged to consider recruiting apprentices when FDC officers are discussing recruitment and skills with companies.  Where companies identify barriers to employing apprentices these are investigated further. An example would be that the company considers that the scheme does not provide the apprentices with a real job. The response to this is that the apprentice is given the opportunity to gain skills both in work and college which can then be utilised by the employer or be added to the apprentice's CV.	
		Companies are personally introduced to Growth Works – Skills who work actively with local employers and the apprenticeship provider network to identify and showcase the opportunities for apprenticeships. A representative from Growth Works then meets with the company to discuss their needs and identify relevant providers.  The support provided by Growth Works and apprenticeship providers are promoted in the Fenland for Business Newsletter and Twitter.	

REF	Date	Question	Timescale
	Requested		
WATCHI	NG BRIEF ITI	EMS	
1.	08.06.2020	Cllr Booth would like county council to state what rates they will charge preschools	
		Response from Sector Development and Funding Manager, Early Years' Service, Cambs County Council 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.	
		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.  This activity supports the Council's responsibilities for:	
		<ul> <li>Maintaining and developing the local economy for the benefit of all;</li> <li>Obtaining best value in respect of all its financial dealings, including those in its role of being a landlord; and,</li> <li>Maintaining its assets in order to protect their value over time.</li> </ul>	
		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.	
		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.	
2.	8.11.2021	Cllr Booth requested a watching brief on Peterborough City Councils planning review and who this may affect Fenland	



# Clarion Housing - 2021 update

6<sup>th</sup> Dec 2021

Sally Greetham, Head of Operations Yvonne Ogden, Neighbourhood Investment Manager Daniel Read, Director of Partnerships – East and Central

## Improving our Customer Services...









## New applications received

2019/20	2020/21	2021 – sept	
1751	1507	895	

## Live applications/total on the housing register

	Band A	Band B	Band C	Band D	Total
March 2020	121	274	357	314	1066
March 2021	127	350	450	432	1359
September 2021	125	388	439	384	1336

## Lettings stats



### <u>Lettings information (Clarion only)</u>

2020/21

237 lets in Fenland

197 General needs

40 Retirement housing/LiveSmart

Average re-let time 36.1 days

#### **2021/22 (Apr – Sept)**

131 lets in Fenland

95 General needs

20 Retirement housing/LiveSmart

Average re-let time 30.5 days



# Page 23

## **ASB** stats



ASB cases 2020	472
ASB cases 2021 (up to end of Oct)	180

## Legal action 2021

Possession -1

Injunction – 1

Cases awaiting court dates - 2

### Fraud for 2021

1 major fraud investigation and 2 lower level investigations ongoing for 202110 cases of fraud reported this year



## Aids and Adaptations stats



Total no of properties adapted in 2021

= 43

Total £ of contribution from Clarion = £49,158



## Repairs and Maintenance Services –KPIs

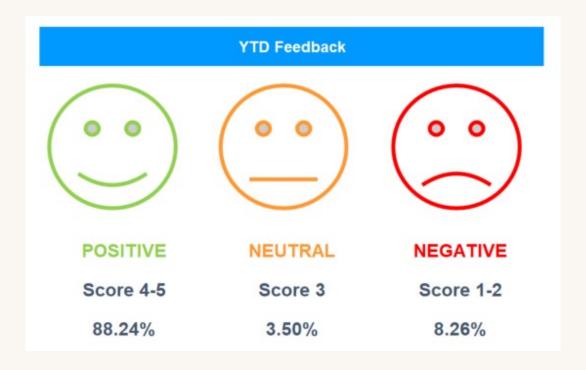


KPI Measure	YTD 2021/22
Resident Satisfaction (Responsive Repairs)	91.88%
First Time Fix (Responsive Repairs)	95.44%
Responsive Repair Completions Times - Emergency Works	99.12%
Responsive Repair Completions Times - Routine Repair Priority Repairs	91.72%
Communal Repair Completions Times - Emergency Works	99.32%
Communal Repair Completions Times - Routine Repair Priority Repairs	91.84%
Appointments Made & Kept - Property	97.24%



# Repairs and Maintenance Services – Localz report







## **Estate Services** Contractors...













KPI Measure	
Number of urgent repairs reported within the time frame (URGENT)	95.77%
Number of routine repairs completed within the time frame (ROUTINE)	96.02%
Solid Fuel and Oil servicing	100%
Gas servicing	99.78%
Customer Satisfaction	95.4%



# Green Tech.....



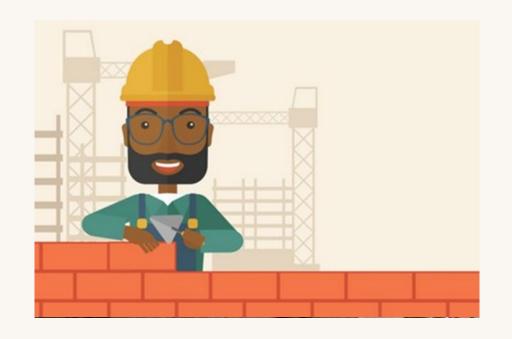
	No of	
Asset Type	Assets	
Air Conditioning	1	
Air Source Heat Pump	228	
Communal Solar PV	1	
<b>Unvented Cylinders</b>	238	
<b>Ground Source Heat Pump</b>	6	
<b>Mechanical Ventilation with</b>		
<b>Heat Recovery</b>	39	
Solar Thermal	9	
Domestic Solar PV	54	
Total	576	



# Green Tech.....



Clarion Housing KPI	YTD KPI
<b>KPI1 Services Completed On Time</b>	92.41%
<b>KPI2 Appointments Made &amp; Kept</b>	
(Servicing)	98.04%
<b>KPI2</b> Appointments Made & Kept	
(Repairs)	97.83%
<b>KPI3</b> First Time Fix	90.58%
<b>KPI4 Urgent Repairs - Attended In</b>	
Time	95.45%
<b>KPI5</b> Routine Repairs - Completed In	
Time	96.92%
<b>KPI6 Residents Complaints -</b>	
Generated	0.00%



# Rough Sleepers / Next Steps / Housing First Project



Verbal update at meeting

To include update on 'Eviction Relief Project'



# Social Housing Decarbonisation Programme and Planned Investment



	Fenland 2020/21			Fenland 2021/22		
	No of	No of	m . 10 .	No of	No of	m . 1 a .
	Blocks	Units	Total Cost	Blocks	Units	Total Cost
Air Source Heat Pumps & Distribution		6	0 1/0/			
Boiler Renewals		159	£460,536		66	1-70//
Full Roof renewal		58	£805,902		40	,
Kitchen Renewal		2	£11,651		1	£5,826
Bathroom Renewal					1	6289.76
Front Doors (houses)		12	£10,554		16	£14,620
Rear Doors (houses)		14	£11,260		14	£11,914
Concrete Path Replacement – Street Properties Only		5	£44,774		2	£22,325
Other energy improvement					1	496.11
Fencing and boundaries					1	3314.91
Windows					17	78633.24
Chimney Remove (street properties only)		2	£1,278			
Concrete Path Replacement – Blocks Only				34		341222.41
Concrete Hardstanding - Blocks Only (Car Parks)				2		48528.3
Fire safety improvements (Blocks)	10		£44,199	11		£38,969
Block Entrance Door Entry Panels	5		£74,249	14		£202,473
Block Entrance Door Renewals - Front and Rear	5		£57,446	41		£308,716
Communal Lighting	1		£69,782			
			£1,646,007	,		£1,992,715
Social Housing Decarbonisation Works (partially Grant <b>U</b> unded)					31	£3,638,000
Unded)						
β ω ω			£1,646,007			£5,630,715
V						



# Sustainability in Clarion

https://www.clarionhg.com/media/2321/clarion0003 social impact report v8 spreads.pdf



age 33

Date 15

# Resident Scrutiny Panel – complaints update



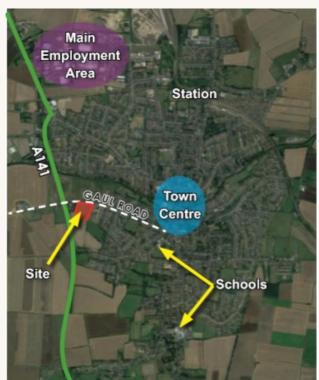
## **East Regional Scrutiny Committee**

- 7 Clarion residents and 1 independent from Fenland DC councillor
- The committee has been undertaking two reviews:
  - Complaints Lessons Learnt
  - Residents Involvement in the Clarion's Housing Ombudsman Service (HOS) annual Complaints Self Assessment

Both reviews were completed in September 21 and have been reviewed by business leads who have provided business responses

#### Gaul Rd, March - Site location

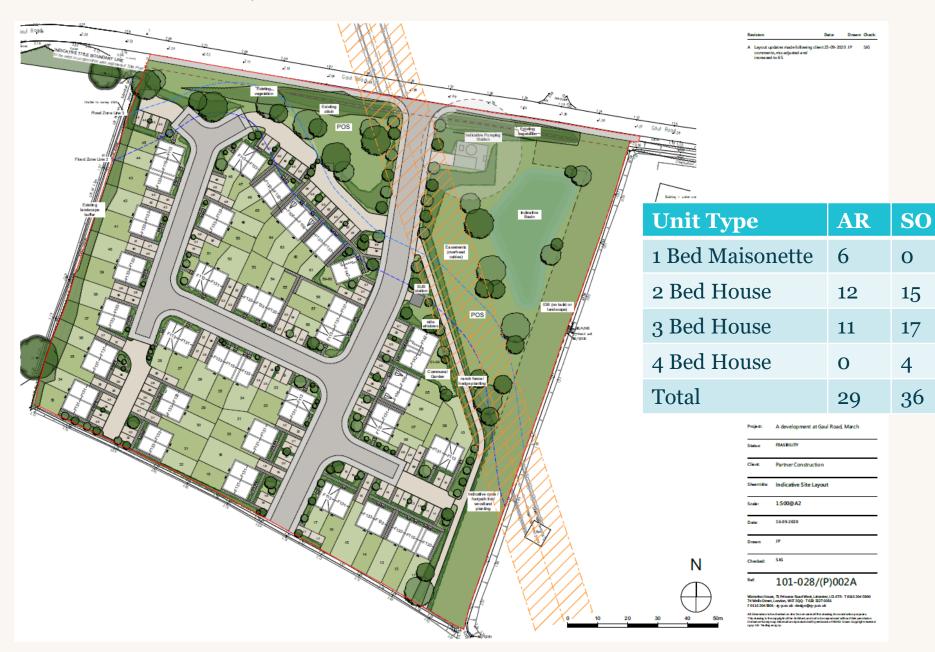






- Gaul Rd is on the west of March 1km from the town centre and 2km from the station
- March is a market town located in Cambridgeshire with good local amenities and a number of anchor stores.
- Clarion has just over 4000 existing homes in this Local Authority. The council stock was transferred to Circle Housing in 2007.
- March Station has trains to Peterborough 20min, Cambridge 36min and London Kings Cross 1h 40m.

#### Gaul Rd, March - Site layout and tenure mix





Value

£140,000

£190,000

£220,000

£250,000

Size

45-53

73

84

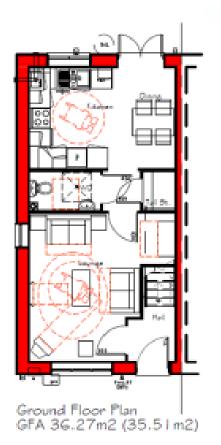
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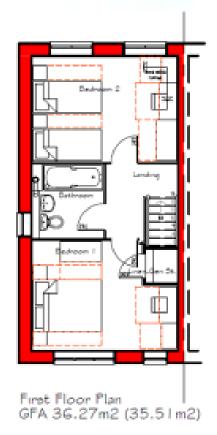
## Gaul Rd – House Types

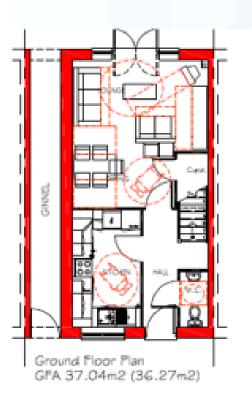


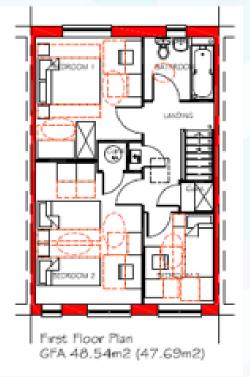
## 2 beds and 3 beds - Partner standard house types











Date

9

Date 19

## Gaul Rd – Key Dates



Stage	Exchange	Planning	Purchase Completion	SOS	First Completion	Final PC	Final Sale
Date	Nov 21	March 22	March 22	June 22	July 23	July 24	Oct 24

Date 20

## Affordable Development Pipeline



S/O	A/R
130	126

Date 21

# Clarion Futures – Community Investment in Fenland £83,000

£18,300 Community and Micro Grants



FACT
Community Farm
CCORRN
Lime Avenue

### **LOCAL PEOPLE**

3349 people engaged 2176 young people engaged 193 older people engaged



### **LOCAL GROUPS**

Wisbech Reads
I Love Wisbech
MADCATS
Time Credits
Break





# Clarion Futures: Creating opportunities and tackling hardship

## **Jobs and Training /Digital**

24 supported into work since April 2021

Face to face and virtual one –to –support employment support delivered to 107 residents

£5.5k has been awarded in Digital and Return to Work grants

!7 laptops have been loaned to residents to help with job search and retraining

### **Clarion Futures Money**

supported **134** residents in Fenland in 2020/21 and delivered **551** interventions.

For residents in hardship we gave £1578 in Energy Vouchers, £5630 in external grants and £4812 in white goods

We have expanded our central Guidance team for the year ending March 22 in response to the challenging circumstances faced by residents.

Have increased our self help resources including the new Managing Changes in Money guide

## Clarion Futures – Your Community, Your Future



Research project with the aim of creating a better understanding of the needs of Clarion residents:

More **than 100** residents interviewed (50 of working age and 65 yr10 -13s) The will culminate in a report that will identify

- Attitudes to local employment opportunities
- Barriers to employment
- Hopes and aspirations of Clarion residents

The report and it's recommendations will be published on the **19**<sup>th</sup> **November** and it would be great if we could come and present it to FDC

## Clarion Futures – Grant making



Crisis response - - - Reversing impact of lockdown - - - Recovery & resilience - - -

- £38,766 Grants
- 15 Organisations

**Three Fenland partners** taking part in a pilot programme to embed sustainable business models in order to stabilise their organisations as we come out of the pandemic

- Supported by Almond Tree Strategic Consulting
- tailored business development
- capacity building
- non-financial support interventions to key community partners
- one-to-one support
- general training sessions
- access to larger core cost grant funding to provide stabilising funds or capacity building funds to partners engaging in the pilot

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## Agenda Item 7

Agenda Item No:	7	Fenland			
Committee:	Overview and Scrutiny				
Date:	6 December 2021	CAMBRIDGESHIRE			
Report Title:	Anglian Revenues Partnership (ARP) Update				

#### 1 Purpose / Summary

To update Overview and Scrutiny on performance of the Council's Revenues and Benefits service, since it became part of ARP on 1 April 2014.

#### 2 Key issues

- At Council on 19 December 2013, Members endorsed the Council's approach to Service Transformation including the way forward in respect of Shared Services. This meeting approved that the Council's Revenues and Benefits service join ARP as of 1 April 2014.
- The table below shows that Fenland's contribution in 2022/23 will be lower than it was when joining the partnership in April 2014.

<b>ARP Partner Budgeted Con</b>					
By Partner	2014/15	2016/17	2018/19	2020/21	2022/23
Breckland	1,960,573	1,930,732	1,822,280	1,960,626	1,940,820
East Suffolk	2,975,533	2,970,894	2,690,957	3,093,230	3,240,696
Fenland	1,306,332	1,203,425	1,120,962	1,255,238	1,299,569
East Cambs	1,143,817	1,129,429	1,043,406	1,121,411	1,091,147
West Suffolk	2,413,053	2,339,784	2,209,892	2,378,288	2,335,817
	9,799,308	9,574,263	8,887,497	9,808,793	9,908,049

- At Council on the 6 November 2014, Members approved the introduction of an inhouse ARP Enforcement Agency Service (previously called Bailiffs). The service is being run by ARP to ensure that customers are treated fairly and are not overcharged fees.
- As full members of the ARP, the Council has joint control over its governance and direction, with a Member (the Deputy Leader) sitting on the Joint Committee together with Members from the other four main partner Councils.
- Joining ARP demonstrates the Council's open-minded approach to shared services.
   Discussions will continue in other areas where a robust business case can be developed which delivers savings and maintains a high quality service to residents and local businesses.

#### 3 Recommendations

That Overview and Scrutiny are requested to:

Note the attached report.

Wards Affected	All
Forward Plan Reference	N/A
Portfolio Holder	Councillor Chris Boden – Leader and Portfolio Holder for Finance Councillor Mrs Jan French – Deputy Leader and Operational Portfolio Holder
Report Originator(s)	Adrian Mills, Assistant Head of Anglia Revenues Partnership Email: <a href="mailto:Adrian.mills@angliarevenues.gov.uk">Adrian.mills@angliarevenues.gov.uk</a> Tel: 07984 255437
Contact Officer(s)	Adrian Mills, Assistant Head of Anglia Revenues Partnership Email: <a href="mailto:adrian.mills@angliarevenues.gov.uk">adrian.mills@angliarevenues.gov.uk</a> Tel: 07984 255437  Sam Anthony, Head of HR & OD Email: <a href="mailto:santhony@fenland.gov.uk">santhony@fenland.gov.uk</a> Tel: 01354 622268  Peter Catchpole, Corporate Director Email: <a href="mailto:petercatchpole@fenland.gov.uk">petercatchpole@fenland.gov.uk</a> Tel: 01354 622201
Background Paper(s)	None

#### 1 Background

- 1.1 ARP is a shared Revenues and Benefits service that from April 2014 comprised five partner authorities (Breckland, East Cambs, Fenland, Forest Heath and St Edmundsbury). It also had a partnership working arrangement with Suffolk Coastal and Waveney District Councils. From April 2015 Waveney and Suffolk Coastal also became full members of the ARP.
- 1.2 In April 2019 Waveney and Suffolk Coastal merged to become East Suffolk Council and St. Edmundsbury and Forest Heath merged to become West Suffolk Council
- 1.3 The ARP has the 3rd largest caseload for Revenues and Benefits in England as shown below: -

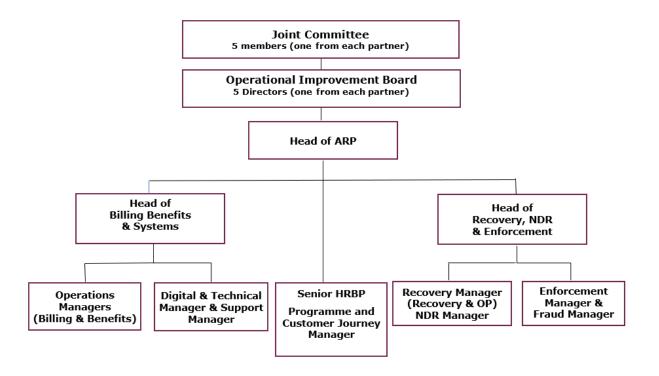
	Council Tax <sup>1</sup>	Housing Benefit <sup>2</sup>	Business Rates <sup>3</sup>	Total
Birmingham	450,410	76,165	48,260	574,835
Leeds	359,140	38,913	31,620	429,673
Anglia Revenues Partnership	346,280	25,824	29,440	401,544
Cornwall	275,390	25,387	34,930	335,707
Sheffield	253,080	31,436	19,010	303,526
Manchester	236,070	35,938	27,220	299,228
County Durham	248,870	28,093	15,870	292,833
Liverpool	232,500	38,607	20,630	291,737
Bradford	219,220	22,918	19,620	261,758

<sup>(1)</sup> Valuation Office Agency, table CTSOP1.0\_SUPP (Sep 2020)

- 1.4 ARP operates a Joint Committee to facilitate the delivery of the Revenues and Benefits service for each of the five full member authorities of ARP, which is delegated through Section 101 (5) of the Local Government Act 1972 and regulations made under section 20 of the Local Government Act 2000. At its meeting on 27 February 2014, Council resolved to agree to the arrangement above.
- 1.5 The arrangements outlined in section 1.4 above mean that the Joint Committee is enabled by legislation to make decisions on behalf of all the Councils that are part of ARP with regards Revenues and Benefits service provision.
- 1.6 The Council is represented at Joint Committee by the Deputy Leader. The five Members, one from each Council, who form the Joint Committee meet at Breckland House in Thetford four times annually, with the annual meeting in June. Meetings have been attended by Fenland Members quarterly since the 30 June 2014.

<sup>(2)</sup> Dept for Work and Pensions, Housing Benefit caseload by LA (Mar 2021)

<sup>(3)</sup> DLUHC, NNDR1S hereditaments data (2021-22)



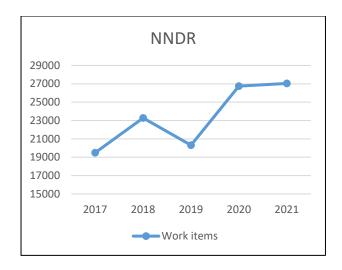
- 1.7 The ARP Enforcement Agency Service has been active since the end of July 2015 and over £21.3 Million has been collected in respect of Council Tax and Business Rates arrears, of which over £2.8 Million has been for Fenland. Performance has been monitored and compared with the performance when the service was provided externally. The in-house team has achieved a collection rate which compares favourably with external providers previously used by the Partnership.
- 1.8 The Enforcement team is working much more closely with the Council Tax teams more than the external providers were able to. We are better able to respond in cases where vulnerable people are involved to help those people who are genuinely having difficulty in paying and where appropriate the team can withdraw statutory fees and extend recovery into a new financial year.
- 1.9 In 2017 South Norfolk District Council, and in 2019 Norwich City Council, delegated their Enforcement work to Breckland Council and so their cases are also dealt with through the ARP Enforcement team, although Norwich City Council volumes are lower than anticipated as they develop their enforcement approach.
- 1.10 From April 2021 East and West Suffolk have passed cases for parking enforcement to the ARP enforcement team. This will increase the increase the fee income shared by partners. The volume of cases received is on track to meet expectations and recovery is being closely monitored.
- 1.11 The Enforcement Agency Service charges fees in respect of the cost of collection the ARPE service in 2020/21 resulted in a net deficit of £88,470. Fenland's share of this deficit was £13,987. Due to the service being affected by Covid restrictions the lead council was in receipt of a Government Grant for Lost Fees and Charges. Fenland's share of this grant was £85,736. The 20/21 figures were severely affected by Covid as the Enforcement Agents were grounded for several months. In 2019/20 there was a net

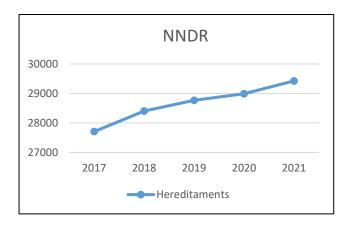
surplus of fees collected in comparison to the cost of the service of over £740,000. This year ARPE has resumed full service and we're anticipating another surplus.

- 1.12 ARP represented the first major shared service initiative for the Council. Following a robust Business Case, it is delivering significant financial savings whilst at the same time maintaining the high standards of performance and customer service that underpin Council services.
- 2 Revenues and Benefits performance and the response to Covid recovery

#### 2.1 Business Rates

- 2.2 2021/2022 has continued to see a heavy workload with an increase tasks and properties seen below. Collection rates have continued to improve post Covid. Work is underway in identifying new properties that haven't already been listed and subject to Business Rates.
- 2.3 A comprehensive review of Small Business Rate Relief has commenced in 2021. A three-pronged review looking at those in receipt who didn't claim SBR, external data matching and a rolling review of all awards.
- 2.4 All the above measures required a significant amount of resource to achieve. Accounts were reviewed for entitlement to relief and lists prepared of those entitled to grants. The Government issued updated guidance frequently which then had to be reflected in the accounts and qualifying grants lists.
- 2.5 The Government had announced a discretionary grants scheme in the Spring budget, earlier this year to offset the drop in property valuations to prevent valuation appeals. The Government are yet to release details of this discretionary scheme.
- 2.6 As a result of the new reliefs and grants for business rates payers there was significant increase to the number of phone calls and correspondence to the Business Rates team. As can be seen below, the COVID pandemic lockdown and recovery has caused incoming work to increase by a third and maintained at that level; this has been absorbed without increase in establishment.





- 2.7 There have also been many other demands on our resource since March 2021 in order to communicate with and update customers, Government and the partner authorities.

  These include: -
  - Updates to website
  - Updates to recorded messages on the telephones (RAD messages)
  - Amendments to templates which mention recovery action/costs
  - Additional web forms published to allow ratepayers to request payment arrangements
  - Provision of statistical data for comparison & monitoring of progress
  - Regular review meetings with partner authorities for Grant application queries
  - · Daily monitoring of info from the Government
  - Government returns

#### 2.8 Business Rates Collection

Magistrates Court Hearings for Liability Order applications have remained in place since December 2020 and collection is now returning to pre Covid levels.

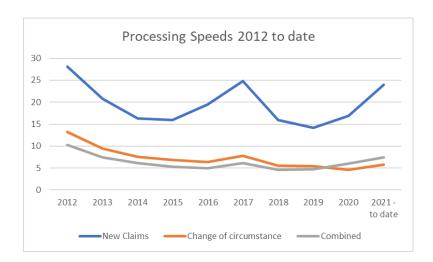
The Retail Rate Relief for Covid had been changed from 1 April 2021 – Retail, Hospitality and Leisure businesses received 100% relief up to the 30 June and then 66% relief until the end of March 2022 (subject to a cap). The Autumn Government Budget announced the relief will extend into 2022/23 at 50% rate.

Fenland collection.

Target October 2021	Collected	Variance
£13,834,339	£14,357,236	+ £522,897

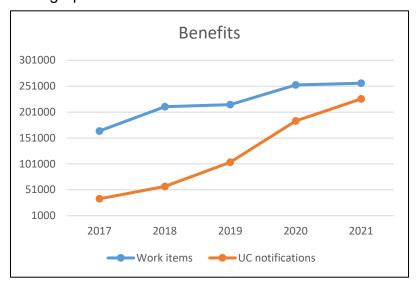
#### 2.9 Billing and Benefits

Benefits performance continues to achieve agreed targets each year. For Fenland Council specifically, in 2012/13 new claims were being processed in just under 30 days and change of circumstances in over 10 days. Performance this year is 23 days for new claims and less than 6 days for change of circumstances, however the current direction of travel indicates end of year performance will be nearer 20 days. The chart below shows the performance since 2012/13: -

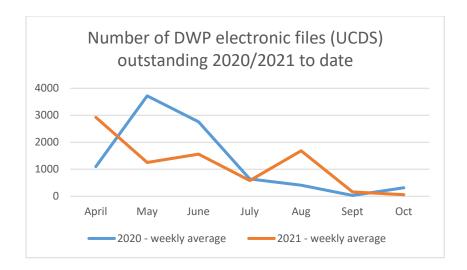


- 2.13 The impact of COVID-19 and the resulting increased migration to UC has affected our days to process Housing Benefit claims. This is because the majority of new working age claims remaining with Local Authorities are now the more complex supported /exempt or temporary accommodation claims for working age customers that DWP choose to not take into Universal Credit.
- 2.10 Due to previous changes introduced to our Local Council Tax Support schemes, the impact on customers has been significantly reduced given we do not require customers to complete a separate application form to claim support. Instead, we take DWP data files to trigger a claim for Council Tax Support. It should be noted that most Councils still insist on an additional claim form, thereby placing unnecessary further burden on customers at these difficult times.
- 2.11 This year we worked closely with our software provider to help develop and implement DWP First Payment File automation. We are now automating around 50% of these with very light touch checks in place and providing customers with Council Tax reduction decisions within one day for those automated.
- 2.12 The number of work items received per year in benefits has increased by 56% since 2017 and we have also seen significant rise in the number of Universal Credit monthly changes notified by DWP. Since 2017 the number of DWP records received per annum has increased over 6.5 times from 33,725 to 226,488 and in 2020, we saw a rise of 91% in one year alone due to the effects of COVID-19. This extra demand has been absorbed without any increase in establishment.

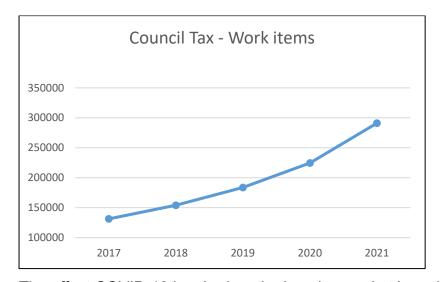
2.13 The number of work items and UC notifications received per year since 2017 are shown in the graph below:



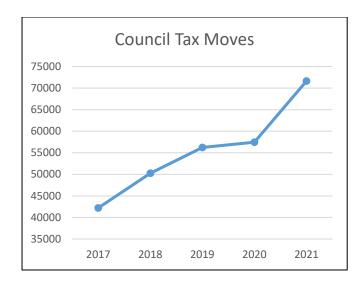
- 2.14 The impact of the increased UC change notifications has significantly reduced following the implementation of our project to automate these changes. During the Summer we made several changes to our processes which allowed us to increase the automation of our UC notifications from around 55% to almost 85%. This had a significant impact on our outstanding work volumes and performance and improved the customer experience with notification and bills being issued in all cases within a few days of us receiving the notification from DWP.
- 2.15 With the recent removal of the £20 uplift for UC customers we saw an additional 9,000 UC change notifications over a four week period and due to our improved automation functionality we were able to automate around 95% of these leaving just 450 to manually process. This meant the impact of the additional records had no effect on customers nor our processing times or workloads and customers received revised bills and notification within a few days of us being notified of the changes.
- 2.16 We expect to be able to duplicate this level of automation with the December change notifications which will result from the changes to work allowances and tapers brought in with the Government Autumn Budget and hope to again to see little to no impact on our processing times or outstanding workloads, improving the overall customer experience and preventing overpayments and arrears. It should be noted we are aware most Councils have been impacted by the manual reassessment of these notifications.
- 2.17 Automation has enabled a reduction of 5 FTE in our establishment this year and has prevented the need for a further 7 FTE posts that would be required to deal with the ongoing extra demand, a net reduction of 12 posts. It should be noted we are aware most LAs are struggling to recruit additional staff where they do not have the level of automation we have in place, and consequently impacts their service provision.
- 2.18 The average number of outstanding UC notifications per month for April to Oct 2020 and 2021 is shown in the graph below:

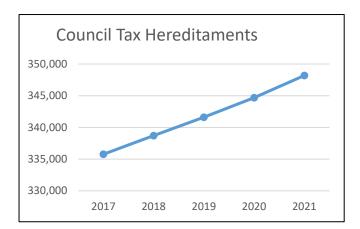


- 2.19 The introduction of a tolerance rule to fluctuating earnings introduced into our Local Council Tax Reduction Scheme in April 2020 is working well. This results in reduced customer notifications and reduced requirement for us to frequently revise instalment payments, thereby helping customers with their budgeting.
- 2.20 Following the 2021 review of the Council Tax Reduction Scheme we have made several proposals for consultation, including increasing the tolerance rule to further reduce reassessment. These changes are intended to enhance the customer experience, reduce contact and the number of re-assessments and reduce the burden of evidence provision on the customer through increased DWP & HMRC data share. The public consultation is scheduled to end early December to inform Cabinet in January and then Full Council to determine the scheme for the 2022/23 year.
- 2.21 The number of work items received for Council Tax billing have also increased significantly and over the past 5 years we have seen a 120% increase as shown in the graph below.



- 2.22 The effect COVID-19 has had on the housing market has also impacted on our throughput with sales slowing in 2019 and a steep rise in house moves following the easing of lockdown and the introduction of the stamp duty easements.
- 2.23 The graph below shows the increase in number of moves notified since 2017 with an increase overall of almost 30,000 moves per year. This year to date we have been notified of 45% more moves than for the same period last year and 24% more than seen in 2019. We had expected the level of moves to reduce during winter, but weekly data implies high levels will continue.
- 2.24 The number of moves notified each year is shown in the graph below:





- 2.24 Despite the growing volumes of work the outstanding work items across billing and benefits has reduced by 6,000 since April. This is a direct result of our automation projects, streamlined processes and the introduction of a new generic role to improve Council Tax Billing work. This role continues to develop and provide much needed resilience and flexibility and places us in a good position as we embark on our annual billing project.
- 2.26 Without these improvements and given the increased demand caused by COVID-19, it is likely the overall picture would not be as strong for customers. Our agile approach along with performance management has been key to the improvement's customers are seeing.
- 2.27 Government launched the Test and Trace support payment scheme late September 2020, overseen by the Department for Health & Social Care (DHSC). The scheme grants £500 to encourage people who have been in contact with someone who has tested positive for COVID-19 to self-isolate, providing they meet certain eligible criteria, are on a low income and cannot work from home.
- 2.28 In partnership with our partner customer service teams and County Councils, we were able to quickly design and implement a claim form locally given the lack of a national DHSC claim form in time for the scheme going live. We continue to participate in a high-level DHSC working group to iron out issues and to make improvements to the process, as the scheme is proving administratively burdensome.
- 2.29 We continue to administer this scheme which has been extended for a third time to the end of March 2022, although due to the 42 day claim window we anticipate the work impacting into June 2022.
- 2.30 To date we have paid £375,500 to support 751 Fenland residents whilst self-isolating.

- 2.31 Whilst the main scheme is fully funded, the local discretionary scheme has fixed funding. We are monitoring claim volumes and values, highlighting the risk to funding given the number of people required to self-isolate exceeds initial DHSC projections.
- 2.32 In negotiation with our three County Councils, we have negotiated and secured funding for temporary resources to help to administer the scheme and to design & deliver individual County & District Council discretionary schemes.
- 2.33 In October 2021 we signed up to an optional Government led DWP initiative, Housing Benefit Award & Accuracy (HBAA) to reduce fraud and error in the benefits system. We receive monthly data lists to conduct customer reviews to ensure the right benefit. It should be noted this scheme is voluntary for Councils the 2021/2022 year but will become mandatory for all Council next year and is funded by DWP New Burdens grant.

#### 2.34 Council Tax Collection

Collection to the end of October is above target, see below.

Fenland collection.

Target October 2021	Collected	Variance
£40,628,173	£40,731,571	+ £103,398

- 2.35 On 24th March 2020 Government announced a £500m fund to assist Council Tax Support customers economically impacted by COVID-19, with the policy intention to award a credit up to £150 to all existing and new working age customers receiving support during the 2020/2021 financial year.
- 2.36 ARP participated in MHCLG (now DLUHC) meetings to design the scope of the policy and to work through guidelines for Councils. Discussions also took place with our software supplier to design the system functionality to award the grant.
- 2.37 Modelling was undertaken to forecast options to spend the grant and to estimate the level of demand the grant could meet for each Council. Our estimates established limited capacity to cover the potential full extent of significant increases expected in unemployment caused by the COVID-19 economic downturn.
- 2.38 As we progressed through the 2020/2021 year our monitoring in January 2021 indicated the fund might be exhausted before year end. However, with decreasing demand a small underspend became apparent. Rather than return any underspend to DLUHC we approached them and obtained permission to roll the fund into the following year, meaning we have been able to further help working age customers with their Council Tax bills throughout 2021/2022.

#### 3 Other developments this year

3.1 ARP has a programme of projects called the Customer Experience. The programme is made up of several projects designed to deliver digital solutions for customers to access 24/7/365 services and automation, where possible, of back office processing.

- 3.2 The Customer experience programme looks to improve customers experience by using self-service and automation. In the first instance this makes services readily available to customers who can self-serve whilst, freeing resource to help those more vulnerable who need more assistance
- 3.3 Some time ago a Customer Strategy Group was set up to discuss the relationship between front facing and back office functions, the group is made up of leading officers from each Council's Customer Team and leading officers from ARP. This group looks to make the process that we follow as efficient and effective as possible.
- 3.4 The increase in online forms and automation is testament to the success of the customer experience projects.
- 3.5 Housing Benefit fraud transferred to the DWP on the 1 September 2015 for all partner Councils to become part of the DWP's Single Fraud Investigation Service (SFIS). ARP presented a business case to Joint Committee to fund a post within the Counter Fraud team to concentrate on other areas of fraud, retaining the skills of experienced investigators to maximise areas of fraud which affect the income of the five partners and the three County Councils.
- 3.6 The team continue to enjoy success and to exceed targets. Along with other Cambridgeshire Councils, on behalf of Fenland and East Cambridge Councils ARP developed a business case to join all other Cambridgeshire local authorities and Cambridgeshire County Council to form a Cambridgeshire Fraud Hub. The proposed model links to funding the review of Single Person Discounts at a local authority level and has been approved for set up over the coming months for April 2022.
- 3.7 The Fraud team have worked on tenancy fraud cases from April 2015, the National Audit Office state that the average saving from tenancy fraud to the public sector purse is £93,000 per case. The ARP continue to work with the annual NFI data extract to identify potentially fraudulent activity.
- 3.8 The table below shows the performance of the fraud team last year, The Single Person Discount fraud shows the amount saved from the date the discount is removed to the end of the financial year and assumes the saving will continue for a further year (as per National Fraud Initiative methodology): -

2020/21	Overall fraud identified	Fenland Fraud Identified	Fenland preceptor
Single Person Discount	£1,455,793.26	£170,562.88	£29,319.76
Council Tax Support	£87,092.61	£5,612.34	£964.76
Tenancy Fraud	£295,200.00	£0	£0
Other Council Tax	£233,632.44	£78,973.75	£13,575.59
Other Business Rates	£262,184.36	£59,657.32	£23,862.93
Total identified	£2,333,902.67	£314,806.29	£67,723.04

#### 3.9 Further recovery

In the absence of funding by Cambridgeshire County Council funding Fenland are now contributing to allow this work to continue. This year collection is still less than pre Covid-

19, however it can seen that 2019/2020 saw a high collection on NDR – although there were only 4 cases. This year we already approaching 2020/2021 values as of October.

	2019/20	2020/21	October 2021
Council Tax	£32,056	£73,644	£77,983
Business rates	£460,768	£13,457	£6,650
Total	£492,824	£87,101	£84,633

#### 4 Future developments

- 4.1 Now that we have 5 partners in the ARP the Joint Committee had agreed that it is unlikely that we will agree to any further full members unless the benefits of doing so are significant. However, it is still the intention to look for future growth in other ways.
- 4.2 A four year Business Plan, to complement the annual Service Plan, is scheduled to be developed with Members from December 2021, with Joint Committee approval in March 2022, to commence from April 2022.
- 4.3 As previously mentioned, East Suffolk and West Suffolk Councils started to pass their car parking debts for enforcement action, which is increasing the fee income for all partners. The volume of cases is on track to meet expectations and recovery is being closely monitored.
- 4.4 The great success of the Enforcement Agency has meant that, in addition to maintaining Council Tax and Business rates collection, the number of complaints has been low with only 2 complaints in the current financial year neither of which were justified nor concerning Enforcement Agent conduct. Body worn cameras mean that wherever concern is raised with regards Enforcement Agent conduct managers can view the details of any conversations between enforcement agents and customers.
- 4.5 In the past private bailiff companies would carry out this work on our behalf for no charge. The companies made their profits from the statutory fees charged to debtors. Since the services were brought in house the enforcement team collect fees that lead to surpluses that go back to Councils to provide services for residents.
- 4.6 In 2016 South Norfolk District Council delegated their enforcement work to the ARP which added further resilience and efficiencies to the team.
- 4.7 Norwich City Council and the ARP entered a management sharing agreement from 01/04/2017 and Norwich also joined the ARP enforcement agency from July 2019. We have also secured funding from Norfolk County Council to enable us to undertake single person discount and Council Tax Support fraud work on behalf of Norwich City Council for two further years from 2022. In addition, similar funding from Suffolk County Council has been secured for two further years.
- 4.8 Following the retirements of two Strategic Managers and with the Head of ARP retiring at the end of the year and subsequent restructure this year, Joint Committee agreed to terminate the Norwich management agreement from April 2022.

- 4.9 The Enforcement services delegation with Norwich will continue, although we expect to see less cases than anticipated, due to their approach to ethical debt collection, and to continue the good working arrangements for fraud cases work is underway to agree a fraud services delegation from April 2022.
- 4.10 The Enforcement Agency is the likely area of further growth because the team are more responsive to customer needs and will make manageable arrangements for customers. In addition, the fees that are generated and collected provide a surplus that is retained by the Council Taxpayer.
- 4.11 We positioned ourselves to be selected to participate in a Cabinet Office pilot to receive employer details held by DWP & HMRC for the purposes of Council Tax debt recovery. These provisions are contained in the Digital Economy Act. This enhanced data share is expected to improve Council Tax collection. We are also in discussions with the Cabinet Office and DWP to identify further opportunities to share data permitted by the Digital Economy Act.
- 4.12 In collaboration with each partner's Housing teams we ran a campaign throughout the summer to bring empty homes back into use, complementing ongoing work undertaken by ARP throughout the year A programme of leaflets, letters and reminders were designed with Fenland's Empty Homes Officer with final visiting action undertaken. For Fenland this resulted in a 26% reduction in long term unoccupied homes; we plan to continue running the campaign annually. Following Government consultation regarding the New Homes Bonus funding for next year is not clear.
- 4.13 OIB have approved a programme of activities to be discussed and developed with Customer Strategy Team to run in line with the annual billing cycle to encourage take up of Direct Debit and e-billing, using nudge techniques, automated messages and other initiatives.
- 4.14 The other major route to efficiencies and savings will come from online forms and back office automation. Through the Customer Strategy Group, we will seek to consolidate the use of online services we have seen during the pandemic. The use of online forms allows for data from the forms to be uploaded into the Capita system and from there to be processed through automation.
- 4.15 Automation and improved processes have already seen more than 4 posts saved in the establishment from 2021/2022, whilst avoiding the need for additional resources to cope with increased demand, and we anticipate far greater savings if customers transact through online forms going forward.
- 4.16 In July we started to use the Capita portal move form as a replacement to the previous online form. Fenland were the first to go live with this and we worked closely with the Customer Service Team to implement the new form. Around 40% of customers are now reporting their move via the portal form and the additional benefits are:
  - All portal move forms are auto indexed into our EDMS system reducing the need for manual indexing
  - The portal form gathers details for Direct Debit payments and e-billing request, improving online services take up and reducing the need to issue duplicate bills for Direct Debit payers
  - The move data imports directly into our back-office system, reducing the need for manual data entry and keying errors and improving processing times.

- 4.17 We are also working collaboratively with Customer Strategy Team, Capita and another Council to develop and implement moves automation functionality and are making great headway with this. Part of this also involves automating the weekly move reports received by Housing Associations.
- 4.18 Other future automation projects include refund and credit automation which we hope will work well alongside the move's automation functionality and automation of Direct Debits requested over the web. These projects are currently in the early scoping stages.
- 4.19 The ARP Strategic management team will continue to influence national initiatives such as Universal Credit and Business Rates reform, to influence system design to improve performance and generate efficiencies where possible and to enhance data share to help inform service design



Revised November 2021 Agenda Item No. 8

## **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**

Agenda Despatch Date	Informal pre-meeting		Formal Overview & Scrutiny Meeting			
	<u>Date</u>	<u>Time</u>	Location	<u>Date</u>	Pre-Brief	Meeting
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
						Agenda Item

### 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	Draft Budget	Quality Organisation	Cabinet
Meeting			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	FDC Enforcement Review	Communities	Anna Goodall
Meeting			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

## <mark>7 March 2022</mark>

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		Councillor Tierney
	Holder update		David Wright
			Peter Catchpole
	Update on CPCA Growth Service and impact	Economy	Simon Machen
	on Economic Development in Fenland		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

### <mark>09 May 2022</mark>

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	Appointment of the Chairman and Vice-Chairman		
Meeting	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