

## UPDATE ON PREVIOUS ACTIONS

REF	Date Requested	Question	Timescale
<b>COMPLETED ACTIONS</b>			
1	08.06.2020	<p><b>NOISY VEHICLE EXHAUSTS (Formerly Actions 2 and 8)</b></p> <p>At the previous meeting members raised the following concern which remained outstanding:</p> <p>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&amp;S.</p> <p>Response from Inspector Ian Lombardo on noise exhaust issue:</p> <p>"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.</p> <p>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."</p>	<b>COMPLETE</b>

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2	11.10.2021	<p data-bbox="427 177 1167 204"><b>ANGLIAN WATER – TANKERING WASTE (Formerly Action 10)</b></p> <p data-bbox="427 248 1899 456">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&amp;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.</p> <p data-bbox="427 501 999 528">Anglian Water have since responded as follows:</p> <p data-bbox="427 572 1899 746"><i>“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 than 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.</i></p> <p data-bbox="427 791 1503 818"><i>The type we use depends on what facilities there are at site to accommodate vehicle types.</i></p> <p data-bbox="427 863 1899 925"><i>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.”</i></p> <p data-bbox="427 970 1899 1032">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:</p> <p data-bbox="427 1077 1899 1139"><i>“The vehicle being used now is the most effective vehicle in our fleet at reducing potential odours. These are the bulker lorries.”</i></p>	COMPLETE
3	11.10.2021	<p data-bbox="427 1187 846 1214"><b>ANGLIAN WATER – SURVEY MAPS</b></p> <p data-bbox="427 1259 1789 1286">Councillor Count requested that Anglian water provide the survey maps of the systems shown during the meeting.</p> <p data-bbox="427 1331 1865 1358">Anglian Water provided the requested information which was circulated to Members of Overview &amp; Scrutiny in October.</p>	COMPLETE

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4	11.10.2021	<p data-bbox="427 177 1081 201"><b>ANGLIAN WATER – FLOOD MANAGEMENT IN MARCH</b></p> <p data-bbox="427 248 1899 312">Councillor Count requested a briefing note from Anglian water detailing the work to be undertaken to address flooding in March.</p> <p data-bbox="427 360 1899 384">Anglian Water provided the requested information which was circulated to Members of Overview &amp; Scrutiny in November.</p>	COMPLETE
5	11.10.2021	<p data-bbox="427 432 1279 456"><b>PLANNING – STATUTORY CONSULTATION WITH WATER AUTHORITIES</b></p> <p data-bbox="427 504 1899 568">Councillor Booth requested that the leader write to the relevant government departments regarding changes to planning legislation</p> <p data-bbox="427 616 1899 679">A letter was prepared and sent out as requested. A copy of the letter has been shared with Members of Overview and Scrutiny in November.</p>	COMPLETE
6	11.10.2021	<p data-bbox="427 719 965 743"><b>CUSTOMER SERVICES - TELEPHONY SYSTEM</b></p> <p data-bbox="427 791 1570 815">Councillor Count asked whether the current telephony system could support a call back system.</p> <p data-bbox="427 863 943 887">The following response has been provided:</p> <p data-bbox="427 935 1899 1142">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.</p> <p data-bbox="427 1190 1899 1286">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.</p>	COMPLETE

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7	11.10.2021	<p data-bbox="427 177 972 201"><b>CUSTOMER SERVICES – MESSAGING SYSTEM</b></p> <p data-bbox="427 248 1659 272">Councillor Booth noted that the customer messaging system was clunky and requested a review of this.</p> <p data-bbox="427 320 1899 456">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.</p>	COMPLETE
8	01.11.2021	<p data-bbox="427 504 1122 528"><b>CUSTOMER SERVICES/PLANNING – HOLDING RESPONSES</b></p> <p data-bbox="427 576 1899 639">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.</p> <p data-bbox="427 687 1850 751">We have automated processes in place to confirm receipt of an email. A customer will also receive a confirmation upon submission of a webform.</p>	COMPLETE
9	01.11.2021	<p data-bbox="427 794 891 818"><b>ENFORCEMENT – ELECTRIC SCOOTERS</b></p> <p data-bbox="427 866 1899 962">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.</p> <p data-bbox="427 1010 1899 1185">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&amp;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.</p>	COMPLETE

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10	01.11.2021	<p data-bbox="427 177 757 201"><b>ENFORCEMENT – PARKING</b></p> <p data-bbox="427 248 1890 347">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?</p>	
		<p data-bbox="427 395 1890 494">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.</p>	
11	08.11.2021	<p data-bbox="427 759 976 783"><b>ANGLIAN WATER – DISCHARGE OF EFFLUENT</b></p> <p data-bbox="427 831 1890 930">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.</p> <p data-bbox="427 978 931 1002">Anglian Water have responded as follows:</p> <p data-bbox="427 1050 1890 1149">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.</p> <p data-bbox="427 1197 1890 1295">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.</p> <p data-bbox="427 1343 1890 1442">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.</p>	

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		<p>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.</p>	
<b>ONGOING ACTIONS</b>			
<b>1</b>	08.11.2021	<p><b>FREEDOM LESIURE -</b></p> <p>Carol Pilson committed to recirculate the Cabinet report which detailed the expenses to FDC during the pandemic. These will be shared when available.</p>	<b>ONGOING</b>
<b>2</b>	08.11.2021	<p><b>FREEDOM LEISURE – WHITTLESEY POOL</b></p> <p>Councillor Wicks noted that there had been issues reported with the quality of Whittlesey swimming pool, especially at the shallow end.</p> <p>Matthew Wickham committed to look in to this issue and provide a written update to the panel. This information will be shared when available.</p>	<b>ONGOING</b>
<b>3</b>	08.11.2021	<p><b>COMMUNITIES – EMPTY HOMES</b></p> <p>Councillor Booth asked whether the total number of empty houses could be provided.</p> <p>Councillor Hoy agreed to provide the figures to the panel and this information will be shared when available.</p>	<b>ONGOING</b>
<b>4</b>	08.11.2021	<p><b>PLANNING – APPLICATION DATA</b></p> <p>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.</p> <p>The Head of Planning committed to providing a response and this information will be shared when available.</p>	<b>ONGOING</b>

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5	08.11.21	<p data-bbox="427 177 963 201"><b>PLANNING – HOUSING NEEDS ASSESSMENT</b></p> <p data-bbox="427 248 1792 312">Councillor Booth asked whether there was an expected completion date for the traveller and gypsy housing needs assessment.</p> <p data-bbox="427 360 1720 384">The Head of Planning committed to providing a response and this information will be shared when available.</p>	ONGOING
6	08.11.21	<p data-bbox="427 432 963 456"><b>SKILLS &amp; EMPLOYMENT - APPRENTICESHIPS</b></p> <p data-bbox="427 504 1877 600">Clarification was provided in relation to a previous question in relation to apprenticeships and specifically that members wished to know what action the Combined Authority is taking to promote/encourage apprenticeship opportunities in the local area?</p> <p data-bbox="427 647 716 671"><i>Information From CPCA</i></p> <p data-bbox="427 719 1843 783">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.</p> <p data-bbox="427 831 1111 855"><i>Response from Sam Anthony regarding FDC's approach:</i></p> <p data-bbox="427 903 1883 967">Companies are encouraged to consider recruiting apprentices when FDC officers are discussing recruitment and skills with companies.</p> <p data-bbox="427 1015 1890 1142">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.</p> <p data-bbox="427 1190 1854 1286">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.</p> <p data-bbox="427 1334 1895 1398">The support provided by Growth Works and apprenticeship providers are promoted in the Fenland for Business Newsletter and Twitter.</p>	ONGOING

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<b>WATCHING BRIEF ITEMS</b>			
1.	08.06.2020	<p data-bbox="427 260 1899 292"><b>Cllr Booth would like county council to state what rates they will charge preschools</b></p> <p data-bbox="427 331 1899 435">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.</p> <p data-bbox="427 475 1899 544">The ongoing work looks at whether market rents are affordable for Early Years settings or not and then proceeds to adjust the rent downwardly if there is lack of affordability that would threaten the sustainability of the provision.</p> <p data-bbox="427 552 1084 584">This activity supports the Council's responsibilities for:</p> <ul data-bbox="427 624 1749 727" style="list-style-type: none"> <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> <p data-bbox="427 767 1899 836">This process has been extended to address the impact of the Coronavirus on early years provision, looking at rent deferment and rent holiday options. Both options were presented in the letter.</p> <p data-bbox="427 876 1899 1011">These measures are designed to make occupancy easier for early years and childcare providers, with more consistent, realistic and affordable property charges. Providers will be asked for certain information relating to their business in order to access the remedial measures on offer. This again is in the interests of consistency and fairness. There is no intention to increase rents in any of this activity.</p>	
2.	8.11.2021	<p data-bbox="427 1019 1899 1051"><b>Cllr Booth requested a watching brief on Peterborough City Councils planning review and who this may affect Fenland</b></p>	