



COMMUNITY LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE

AGENDA

DATE: Monday, 30 November 2020

TIME: 7.30 pm

VENUE: Meeting to be held pursuant to the provisions of Statutory Instrument 2020/392. Link to live stream will be available via <https://www.tendringdc.gov.uk>

MEMBERSHIP:

Councillor Skeels Chairman
Councillor Chittock Vice- Chairman
Councillor Amos
Councillor Clifton
Councillor Davidson
Councillor Davis

Councillor King
Councillor Miles
Councillor Steady
Councillor M Stephenson
Councillor McWilliams

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Meeting papers can be provided, on request, in large print, in Braille, or on disc, tape, or in other languages.

For further details and general enquiries about this meeting, contact Keith Durran Email: democraticservices@tendringdc.gov.uk or Telephone on 01255 686585

DATE OF PUBLICATION: Friday, 20 November 2020

AGENDA

1 Apologies for Absence and Substitutions

The Committee is asked to note any apologies for absence and substitutions received from Members.

2 Minutes of the Last Meeting (Pages 1 - 12)

To confirm and sign as a correct record, the minutes of the last meeting of the Committee, held on the 28th of September 2020.

3 Declarations of Interest

Councillors are invited to declare any Disclosable Pecuniary Interests or Personal Interest, and the nature of it, in relation to any item on the agenda.

4 Questions on Notice pursuant to Council Procedure Rule 38

Subject to providing two working days' notice, a Member of the Committee may ask the Chairman of the Committee a question on any matter in relation to which the Council has powers or duties which affect the Tendring District **and** which falls within the terms of reference of the Committee.

5 Report of the Assistant Director for Housing and Environmental Health - A.1 - Health Provision and Care Response (Pages 13 - 16)

The report is to provide information on the current position in relation to health further to the Committee's meeting on 13 January 2020 and an update in relation to Covid.

6 Report of the Assistant Director for Partnerships A.2 - Tendring Mental Health Hub (Pages 17 - 34)

To provide the Committee with an update on the funding and outcomes of the Tendring Mental Health Hub.

7 Report of the Corporate Director for Operations and Delivery - A.3 - Licensed Premises – Licensing Act 2003 (Pages 35 - 36)

To consider the information as requested by the Community Leadership Overview and Scrutiny Committee in respect of premises that are licensed under the Licensing Act 2003.

8 Recommendations Monitoring (Pages 37 - 38)

To present to the Committee the updated Recommendations Monitoring Report, outlining any recommendations the Committee have sent to Cabinet. The Committee is requested to consider the report and determine whether any further action is required on the recommendations submitted.

9 Scrutiny of Proposed Decisions (Pages 39 - 40)

Pursuant to the provisions of Overview and Scrutiny Procedure Rule 13, the Committee will review any new and/or amended published forthcoming decisions relevant to its terms of reference and decide whether it wishes to enquire into any such decision before it is taken.

Matters may only be raised on those forthcoming decisions at Committee meetings where the Member has notified the Committee Services Manager in writing (or by personal email) of the question they wish to ask, no later than Midday, two working days before the day of the meeting.

10 Work Programme of the Committee for the remainder of 2020/21 (Pages 41 - 48)

To present to the Committee a draft detailed Work Programme 2020/21, to consider the detail and ordering of the Work Programme.

Date of the Next Scheduled Meeting

The next scheduled meeting of the Community Leadership Overview and Scrutiny Committee is to be held at 7.30 pm on Monday, 18 January 2021.

**MINUTES OF THE MEETING OF THE COMMUNITY LEADERSHIP OVERVIEW AND
SCRUTINY COMMITTEE,
HELD ON MONDAY, 28TH SEPTEMBER, 2020 AT 7.30 PM
THE MEETING WAS HELD IN ACCORDANCE WITH SI 2020/392.**

Present:	Councillors Chittock (Vice-Chairman, in the Chair), Amos, Clifton, Davidson, Davis, V Guglielmi, King and Miles
Also Present:	Councillors Barry, McWilliams, G L Stephenson and M E Stephenson
In Attendance:	Ian Davidson (Chief Executive), Damian Williams (Corporate Director (Operations and Delivery)), Lisa Hastings (Assistant Director (Governance) & Monitoring Officer), Tim Clarke (Assistant Director (Housing and Environment)), John Fox (Public Health, Wellbeing & Environmental Protection Manager), Leanne Thornton (Safer Communities Manager), Jonathan Hamlet (Street Scene Officer), Keith Durran (Democratic Services Officer), Matthew Leach (Technical Officer (Street Scene)) and Karen Harges (IT Training Officer)
Also in Attendance	Assistant Chief Constable Andrew Prophet (Essex Police)

1. THE CHAIR

The Chairman, Councillor Skeels, sent his apologies and the Vice-Chairman, Councillor Chittock, sat as Chairman in his place.

2. APOLOGIES FOR ABSENCES AND SUBSTITUTIONS

An apology for absence was submitted on behalf of Councillor Skeels (with Councillor V Guglielmi substituting).

3. MINUTES OF THE LAST MEETING

It was **RESOLVED** that the Minutes of the meeting of the Committee held on Monday 3 February 2020 be approved as a correct record and were be signed by the Chairman.

4. DECLARATIONS OF INTEREST

Councillor Clifton declared an interest for the public record in regards to agenda item 7, the mitigation measures for impact of public firework displays, as he had in the past organised public firework displays and would continue to do so in the future.

5. QUESTIONS ON NOTICE PURSUANT TO COUNCIL PROCEDURE RULE 38

Pursuant to the provisions of Council Procedure Rule 38, Councillor Davis asked the Chairman of the Committee:-

"Would this committee encourage TDC to support the 'green agenda ' by encouraging the use of 'reusable' nappies"?

The Chairman responded to Councillor Davis as follows:-

“As we are aware Tendring District Council has approved a climate emergency motion and a working party has been established, with a Councillor Coley leading. The working party are now considering a draft action plan to be reported to cabinet for recommendation on the full Council, I understand this work is ongoing, this committee could discuss whether it wishes to include this with in its work program going forward based on our community leadership role under item 10 of this evening’s agenda”.

6. SCRUTINY OF ELEMENTS OF COMMUNITY SAFETY AND MEASURES TO ADDRESS ANTI-SOCIAL BEHAVIOUR

The Committee considered elements of the work of statutory bodies and others to make communities safer and ensured that the voices of local people were heard on policing and measures for deterring and detecting anti-social behaviour.

7. 5.A ASSISTANT CHIEF CONSTABLE PRESENTATION ON ANTI-SOCIAL BEHAVIOUR

The Assistant Chief Constable shared with the Committee his thoughts on the subject of “Tackling Anti-Social Behaviour during COVID-19”. On the day following the Committee’s meeting he was presenting to a Local Government Association (LGA) webinar on that subject; along with other speakers. The event detail for the LGA webinar read as the following:

“During the lockdown period, councils and the police reported an increase in calls about antisocial behaviour. Some of these complaints can be partly attributed to people who were perceived to have broken the social distancing rules. This increased pressure on antisocial behaviour teams to respond to noise nuisance and neighbour disturbances came at a time when councils and the police faced considerable pressures on their wider services. As we enter the period of recovery, with many people staying at home or shielding, this webinar will focus on how councils and the police responded to antisocial behaviour during the COVID-19 pandemic. We will discuss lessons learned and how this might affect our local antisocial behaviour strategies going forward”.

After a detailed discussion relating to the topic of antisocial behaviour the Committee thanked Assistant Chief Constable Prophet for his attendance and his insights into the matter.

8. 5.B COMMUNITY SAFETY REPORT

The Committee heard that Essex Police, through funding by the Police Fire and Crime Commissioner (PFCC) had given all districts permission to recruit a Town Centre Team (TCT). The TCT for Clacton consists of one police sergeant, a number of police constables and Police Community Support Officers (PCSOs).

Tendring TCT had been utilised to tackle four (4) broad issues in the centre in collaboration with community safety partners (including various TDC departments, Open Road, Phoenix Futures, Anglia Care Trust, Department of Work and Pensions (DWP) and Peabody).

Those issues were:

- Anti-Social Behaviour (ASB) in all its forms – street drinking, homelessness (specifically begging within homelessness), poor behaviour. – Op Luscombe (Led by Tendring District Council) commencement date 18th September 2020.
- Day Time Economy - Shoplifting, hate crime and pick pockets.
- County Drug Lines – drug dealing, carriage of weapons, the effects criminally from being an addict and High Harm violence through turf disputes or debt collection.
- Night Time Economy – High Harm (HH) through drunken violence.

Members were informed that Policing of the Town Centre and specifically ASB had become everyday business. TDC had employed an ASB Patrol Officer since August 2019. He was embedded within the TCT and worked predominantly from Clacton Police Station, working the same shifts as the TCT. From September 18th the ASB Patrol Officer would play a vital sign-posting role in a multi-agency initiative providing support to people that had been found in Clacton Town centre, rough sleeping, street drinking or were suspected of begging in a public place.

Identified individuals would be invited to attend an Intervention Hub at Trinity Methodist Church, Pier Avenue, Clacton-on-Sea. The Hub would have representatives from Rough Sleeper outreach workers, TDC Homelessness Team, Health and Wellbeing services, Support Agencies, Charities and Drugs and Alcohol referral services. Attendees would have been able to have sought help in matters that may have been causing them to offend or any matters that were concerning them. All discussions would be private and confidential.

The report outlined that in 2019, TDC contributed funding to the police to support Operation Spider; an initiative to provide high visibility patrols within Clacton town centre. In 2020 no such funding request had been received. However, the Council had provided, at the request of the police, funding of £5K to support special projects run by the TCT to address the four issue areas as outlined above and especially to tackle ASB in the town in all its forms. The special projects for that activity were due to commence in the autumn of 2020. At the time of the report, details of the projects were still to be confirmed.

Tendring had various 'watch groups' such as Neighbourhood Watch (NHW), Frinton Residents Group and Pub Watch. In addition there were other watches including Farm Watch and Horse Watch but at that time it was unclear as to how active those groups were. Although the Community Safety partnership did not meet with these groups on an individual basis, regular contact was maintained through other means; the key one of which was the Independent Advisory Group (IAG) which met on a quarterly basis. In addition, plans had been made to have a separate meeting with the NHW however that has been delayed as a result of the Coronavirus crisis.

The watch groups were intended to facilitate a two way flow of information.

After some discussion it was moved by Councillor Miles, seconded by Councillor V Guglielmi and:-

AGREED that the Committee notes the contents of this report.

It was then moved by Councillor V Guglielmi, seconded by Councillor Miles and:-

AGREED that the Committee would receive an update at a future meeting in terms of the progress made by Operation Luscombe.

9. 5.C INSTANCES OF FLY TIPPING ON PUBLIC LAND

The Committee was given an overview of reported instances of fly tipping on public land and the associated trends along with the process and actions undertaken as part of the investigations, deterrents employed and removal of fly tipping from public land. Jon Hamlet (Street Scene Manager) explained that the table below highlighted the numbers of reported fly tips recorded by the Council on a monthly basis from January 2019 up to and including August 2020.

Calendar Month	Reported Fly tips	Calendar Month	Reported Fly tips
January 2019	79	January 2020	152
February 2019	95	February 2020	117
March 2019	74	March 2020	111
April 2019	80	April 2020	185
May 2019	89	May 2020	160
June 2019	80	June 2020	213
July 2019	72	July 2020	250
August 2019	85	August 2020	167
September 2019	133		
October 2019	131		
November 2019	107		
December 2019	95		

For further reference and context the following table provided annual totals for the last full 5 years and the figures for the year 2020 (till date of the report):

Year	Number of reported fly tipping
2015	1205
2016	1381
2017	1342
2018	1221
2019	1120
2020 (to date)	1380

The monthly data highlighted the impact of COVID and the subsequent closure of the ECC recycling centres combined with households producing extra black bag household waste and DIY/construction waste during that period. Excluding 2020 the general trend in fly tipping from 2016 was one of a gradual reduction.

Fly tipping investigation and action process and deterrents

Members heard that with a continued commitment from the authority to combat fly tipping an additional Technical Officer post was created during the Autumn of 2019 within the Street Scene Team. The Officer whose previous experience was working within Essex Police was responsible for the investigation of all fly tipping reports on public land.

Since his introduction the team had tightened up on the reporting procedure to ensure that all incidents of fly tipping were firstly reported in the correct manner; via the online portal or the customer support team; that allowed for more efficient and accurate data capture and response to FOIs, the identification of hotspot areas and pattern monitoring. Single point of report receipt allowed for more rapid response to incidents; same or following day all fly tipping reports were visited to first check their validity, if still present and on public land the incident was searched for evidence, if none was found and depending upon the location door knocking of the local area was undertaken to ascertain the potential origins of the waste.

Where evidence was found the homeowner was visited and depending upon the incident a three tiered approach was undertaken which encompassed the corporate guidance on firstly engaging with the community, educating and lastly enforcing. All reports of fly tipping were logged along with evidence found, actions taken including offenders details, which were monitored for future reports of fly tipping.

That approach had had dramatic effects in reducing the amount of repeated fly tipping without the need to take enforcement action and whilst on the surface it might have appeared that no formal enforcement action had taking place the effect of the Officer being seen to search for evidence and carrying out door step interviews with a first stage warning was a deterrent and had a positive impact. It was stressed that where the process deemed it necessary and within the public interest the team would take enforcement action.

CCTV

The Committee was informed that as an additional deterrent and to also aid in the capture of evidence the Officers were investigating the use of suitable covert and overt cameras. It was noted that every fly tipping location was unique which in turn would impact the camera system(s) that could be utilised.

Partnership working

It was reported that the Holland Marshes between Holland-on-Sea and Great Holland was a habitual location for fly tipping; the area at night was remote with no street lights and contained a number of off street laybys which were subject to fly tipping, ranging from individual items up to tipper loads. One layby in particular was subject to fly tipping due to it having an overgrown earth bund in front of it which provided a level of privacy to those who wished to undertake those criminal acts. The Street Scene team worked with a local landowner, the Councils engineering department, Veolia and a private waste removal contractor (grab lorry), not only was the waste cleared but the overgrown vegetation cut back, cleared and the earth bund removed and levelled off so the area provided no hiding place for the fly tippers and vastly improved the street scene of the area.

The works were carried out in the first half of July and prior to that there were frequent, and oftentimes substantial, incidents of fly tipping. In the two months since the completion of the works there had only been a single incident at the location which was of much smaller scale than “regular” fly tips.

BEFORE



AFTER



Removal of fly tipping

Matt Leach (Street Scene Technical Officer) addressed the Committee and explained that the removal of fly tipping was typically carried out by three methods:

1. Evidence was found and following a door step interview the householder removed the waste and disposed in a suitable manner.
2. Fly tipping of non-hazardous household waste where no suitable evidence was found and was consequently passed on to the Veolia Hit Team to remove (3.5 tonne caged vehicle driver + loader), Veolia invariably carried out this duty within 72 hours/3 working days of receipt of the job. As part of the new street sweeping contract an additional mobile crew similar to the Hit Team were also available for the removal of fly tipping, whilst their availability was limited with other duties, that additional available resource could help during busy periods or removal of larger fly tips.
3. Fly tipping of hazardous waste and non-household waste (asbestos, oils, caravans, large quantity soils/hard-core/mixed waste) where no suitable evidence was found, those were passed on to specialist contractors, each of whom held the relevant waste carriers licence and waste permits to transport and dispose of those items. Due to their specialism the turnaround for these removals invariably takes longer but normally no longer than 10-15 working days.

The Committee thanked Jon Hamlet (Street Scene Manager) and Matthew Leach (Technical Officer) for their input and noted their report with no comments.

10. A.4 ENFORCEMENT OF NOISE NUISANCE

It was reported to the Committee that noise nuisance was enforced by the Environmental Protection Team which sat within the Housing and Environment Department and was primarily enforced in terms of statutory nuisance via the Environmental Protection Act 1990 which gave powers to investigate, serve notice and take enforcement action including prosecution and seizure of equipment.

The powers to enforce noise nuisance were provided by the Environmental Protection Act 1990 and those also provided the powers for investigation of noise nuisance and right through to prosecution and seizure of equipment.

The basic enforcement process was as follows:

- Complaint received and triaged to see if it was valid for investigation.
- Witness Report Form sent to complainant to record times and duration of noise and the effect it had on the complainant.
- Letter sent to potential perpetrator informing them of complaint and that it would be investigated.
- Following return of Witness Report Form referred on for further investigation or complainant informed of no further action.

- Installation of noise monitoring equipment and/or officer visits to establish if noise nuisance existed.
- If a noise nuisance had existed a notice may have been served requiring remedial action.
- Failure to comply with the notice may have resulted in prosecution of the offender.

Types of noise

Members heard that noise could be from a number of different sources which could include the playing of loud music, animals such as barking dogs or cockerels crowing, industrial noise from processes, event noise etc.

Noise associated with normal daily living would not constitute a nuisance and industrial noise could use the defence of best practicable means whereby if the business was using current best practice no action could be taken against them.

Determination of a noise nuisance

The Committee was informed that the noise nuisance was not just determined on the level of noise but on a number of other factors as well which would include duration of the noise, the type of noise, time of day and the effect on a normal individual. There was also a distinction between what an individual may find annoying and what may constitute a statutory nuisance under the legislation.

Effects of Covid- 19

It was reported to Members that in terms of noise nuisance enforcement two significant changes had occurred during the period of Covid- 19. Initially complaints had dropped off in the early stages of lockdown, however as people spent more time at home they were more aware of noise created by neighbours and the number of complaints rose considerably.

The installation of noise monitoring equipment had been suspended to ensure the safety of officers and complainants as that involved entering people's properties and installing equipment which had to be handled both by officers and the complainant.

That had restricted noise enforcement activity although for significant cases officers had been visiting sites to determine if a noise nuisance was present.

Enforcement activity

The table below identified the number of complaints received and enforcement actions

Type of noise	2017	2018	2019	Jan-Aug 2020
Animals	91	71	48	39
Construction Noise	2	5	0	11
Mechanical (e.g. DIY)	18	21	9	19
Amplified Music	56	56	38	97

Totals of above	167	153	95	166
All noise total	225	192	130	198
Notices Served	3	1	2	1
Prosecution	1	0	0	0

(The “all noise” total included all types of noise complaint for example commercial premises, agricultural, ice cream vans, fireworks and other non-classified noise and generally there were less than 10 instances of each of those)

Key points noted were the very significant increase in noise complaints in the period January to August 2020 and that was heavily focussed around amplified music which was associated with more people being in their properties during the lockdown period. There was also an increase in mechanical noise which includes for example DIY which would also be expected with people being in their properties more although the increase was not to the same extent as amplified music.

The prime activity around noise was advice. That would include to the complainant if their complaint was not likely to constitute a nuisance. More importantly advising a potential perpetrator that they were causing a noise may result in amended behaviour or advice could be given about remedial action that could be taken which resolved the potential nuisance.

No cases of seizure equipment had been undertaken in the last year. That power would be used where there was ongoing excessive nuisance which constitutes a statutory nuisance with notices served which had expired and where there was no engagement with the Council but instead ongoing non-compliance. That would routinely be associated with very significant antisocial behaviour.

Environmental Health was a statutory consultee under the Licensing Act 2003. If a statutory nuisance was determined then it was possible to object to future Temporary Event Notices. There had been no instances where objections had been raised in the last year because no statutory nuisances had been determined for sites which had Temporary Event Notices.

The last prosecution for non-compliance with a notice was in 2017 and related to cockerels in an urban area with crowing starting as early as 4am. The outcome of that case was that the owner finally decided not to keep the cockerels and therefore removed the cause of the nuisance.

The Committee **AGREED** to note the contents of this report.

11. **EDUCATION OF CHILDREN IN THE DISTRICT - THE START OF THE 2020/21 ACADEMIC YEAR**

The Committee looked at information by school as to whether (at the start of the autumn term) it was fully open to teach the full range of year groups or whether restrictions were in place that meant that was not the case.

An email enquiry was made to ascertain the answer to the Committee's question on Monday 14th September following the re-commencement of the school term. Philippa Holliday, Assistant Director of Education – North East, Education Directorate - North East Essex, Essex County Council had provided the following confirmatory reply:

“Other than the normal transition of year groups including nurse and reception age pupils, all schools in Tendring were fully open from Wed 9th Sept.”

It was moved by Councillor Miles, seconded by Councillor V Guglielmi and:-

AGREED that the Committee would, at a future meeting, receive a report on pupil participation within the District and to that end Officers were requested to invite the Assistant Director of Education (Essex County Council) to attend the Committee at that time.

12. MITIGATION MEASURES FOR IMPACT OF PUBLIC FIREWORK DISPLAYS

The Committee heard that with the onset of the latter half of the year a number of events were traditionally marked with firework displays and from mid-October until the end of the year firework sales took place from supermarkets, some convenience stores and a growing number of temporary specialist shops.

Furthermore that year organisers of firework events would have had to consider the precautions necessary to reduce risk of transmission of COVID-19 infection at gatherings in outdoor areas.

Fireworks could only be sold at certain times of the year:

- from 15 October to 10 November
- from 26 December to 31 December
- the first day of Chinese New Year and the 3 days before it
- the first day of Diwali and the 3 days before it

A licence from ECC, issued under the Explosives Regulations 2014, was required in order to store up to 2 tonnes of explosives. The sale of fireworks outside of the dates above required an all year round seller's licence in addition to the storage licence.

A leaflet published by Environmental Protection UK provided further information around the sale and use of fireworks (see link below)

<http://environmental.wpengine.com/wp-content/uploads/2016/03/Fireworks.pdf>

Fireworks and bonfire displays for various celebrations had in some instances been the cause of injuries to those attending. Furthermore, disturbance is caused to local residents' families and pets and animal based business such as riding schools, kennels and catteries. A District wide promotional campaign and advance publicity of organised displays should help to reduce such injuries and disturbance.

It was thus timely to consider the benefits of a campaign to remind the public and organisers of local events about the precautions that should be taken to reduce risk of injury and disturbance to the local area.

In order to organise a display for a charitable or business purpose the person in charge should be able to competently carry out a risk assessment in order to fully consider the hazards to the safety of people attending or working on the site and the control measures that would be necessary to reduce the risks of injury as far as was reasonably practicable. In addition -

- Officers from the environmental health department were authorised to take formal action regarding breaches of the Health and Safety at Work, etc. Act 1974 regarding risks to health and safety and the Environmental Protection Act 1990 in relation to statutory nuisance from noise disturbance. As firework displays are often one off events it was extremely difficult to take action in respect of noise disturbance;
- The sale of fireworks, including any product safety issue, was regulated by the Trading Standards team at Essex County Council. Any campaign led by TDC could be run in partnership with ECC Trading Standards.
- Where the display includes the sale of alcohol or any other licensable activity or was located on licensed premises the person in control of the activity must have regard to the four licensing objectives, namely the -
 1. Prevention of crime and disorder.
 2. Public safety.
 3. Prevention of public nuisance.
 4. Protection of children from harm
- For single events where up to 500 people were involved (spectators and staff included) a Temporary Event Notice would be required but if greater numbers of people were involved the event could be referred to the Tending Safety Advisory Group which was made up of representatives from HSE, Essex County Council, and Essex Fire Service and Essex Police.
- Advance notice of public firework displays would allow more time for local residents to take their own measures to minimise disturbance to young children and pets and for businesses to put measures in place to reduce stress to animals kept on their premises. The Council did not have any statutory powers to require the advance advertising of public displays but could, via various media channels, encourage the advertising of such events.

The Council had a presence on social media sites for disseminating advice and information which has been found to be effective in reaching significant numbers of people in the area and could be used to promote safety measures and consideration to reduce noise disturbance through earlier finishing times and low noise fireworks and displays.

After some discussion it was **RESOLVED** that Council be informed that:-

- a) the Committee supports Councillor S. Honeywood's motion to Council in relation to mitigation measures for the impact of firework displays;
- b) the Council should promote responsible approaches to firework displays in relation to the safety of those attending and in order to help to reduce disturbance to local communities including advance public notice of public firework displays;
- c) the Council includes an online questionnaire on its website to monitor complaints in relation to fireworks; and
- d) the Committee adds this matter to its work programme and returns to it in January 2021 in order to look at the data collected.

13. RECOMMENDATIONS MONITORING

The Committee had before it the current Recommendations Monitoring Report. The Committee was aware that this report outlined any recommendations it had made to the Cabinet, the Cabinet's response and any relevant updates. There were no recommendations nor updates to report on this occasion.

The Committee noted the contents of the report.

14. SCRUTINY OF PROPOSED DECISIONS

Pursuant to the Provisions of Overview and Scrutiny Procedure Rule 13, the Committee reviewed any new and / or amended published forthcoming decisions relevant to its terms of reference with a view to deciding whether it wished to enquire into any such decision before it was taken. At this time there were no such proposed decisions.

15. WORK PROGRAMME OF THE COMMITTEE FOR THE REMAINDER OF 2020/21

The Committee had before it an updated work programme 2020/21.

After some deliberation it was **RESOLVED** that:

1. the work programme be amended to add a meeting with the Assistant Director of Education (ECC) at an appropriate time in the future in order to discuss pupil participation; and
2. the Committee will return to the issue of Mitigation Measures for the Impact of Public Firework Displays at its meeting due to be held on 18 January 2021.

The meeting was declared closed at 10.00 pm

Chairman

COMMUNITY LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE

30 NOVEMBER 2020

REPORT OF ASSISTANT DIRECTOR FOR HOUSING AND ENVIRONMENTAL HEALTH

A.1 HEALTH PROVISION AND COVID RESPONSE

(Report prepared by *[John Fox]*)

PURPOSE OF THE REPORT

The report provides information on the current position in relation to health further to the Committee's meeting on 13 January 2020 and an update in relation to Covid.

INVITEES

Two guests will attend the meeting to undertake a presentation and answer questions in respect of the topics referred from the meeting on 13 January 2020 and the current Covid situation.

Pam Green, Chief Operating Officer of North East Essex Clinical Commissioning Group will update on the current health position.

Dr Mike Gogarty, Director of Public Health will provide an update on the current position in respect of Covid.

In addition Russ Cole the Council's Temporary Community Engagement Manager will provide an update in respect of the community response during the Covid pandemic.

BACKGROUND

Further to the Community Leadership Overview and Scrutiny Meeting on 13 January 2020 an update was requested around deprivation, health measures and the proposed integrated neighbourhood team for Tendring South. Also included was funding for primary care on the Clacton Hospital site and the operation of GP services from Kennedy House.

The meeting is also to consider the Covid-19 measures to control spread and identify those most at risk and protect them and the role of community groups and volunteers.

DETAILED INFORMATION

The Committee's previous meeting on health was in January 2020 and although a number of updates were required to be brought forward at this meeting the overriding piece of work undertaken since that time, by all partners including health, has been in relation to the Covid response.

Only a limited amount of progress was made before the first wave struck and then all available resources were focussed on the appropriate Covid response and although the later Summer period allowed for some return towards more normal operation the main focus is now again on the Covid response.

The main body of work undertaken in respect of deprivation was the focus on the deprived

areas in respect of the Covid response since those in more deprived areas suffered worse health outcomes.

Work was undertaken to ensure parity of access to services and in particular the community response involved ensuring those most in need could still access essential services such as medication or food.

The outline business case for the Primary Care Hub at Clacton Hospital is proceeding with a proposed submission to NHS England/Improvement in December with approval expected to take 3 months. The Hub will provide opportunities for integrated working across multiple partners and will also provide improved accommodation elsewhere on the site. This development has been co-designed with two GP practices from the start to ensure the needs of residents and staff are met.

Building works are progressing at Kennedy House and the handover is due to take place in March 2021 and this will align with the timeline for the completion of the current Alternative Provider Medical Services (APMS) procurement.

Work has continued on the neighbourhood team model although is somewhat delayed due to Covid. On this basis the initial neighbourhood team site is being set up right now and is within central Colchester. There are six teams proposed across the North Essex footprint. Following the setting up of the initial site in the Winter of 2020/21 the other sites will be set up during 2021. A Senior Responsible Officer has now been appointed and engagement with partners is being undertaken to ensure the effective mobilisation of the neighbourhood teams and for example a wider stakeholder workshop is being undertaken on 2 December 2020 to move this forward.

Significant work has been undertaken by all partners in respect of the Covid response and the Public Health Team at Essex County Council have led the public health response. This has involved the development of an Outbreak Control Plan in respect of Covid which was effectively implemented and this has included support from district and borough councils. Weekly Health Protection Board meetings have also been undertaken to ensure the response is appropriate and targeted.

The Essex Wellbeing Service has also been developed to ensure that residents are effectively supported and particularly those most at risk.

The Team have also been integral to supporting track and trace and ensuring there is support, engagement and enforcement where necessary to assist in controlling the spread of Covid. In addition this has included supporting in investigating outbreaks and providing appropriate advice.

The work undertaken during the initial lockdown period has provided for an effective response which is being used in an ongoing way and being further developed in the light of ongoing changes.

The flu vaccination programme is nearing completion and has been effectively delivered which was successfully undertaken during the Covid period.

In terms of the community response to support those who are vulnerable the focus was on deprived areas and also the wider rural areas which were more difficult to access or where residents had more difficulty accessing on line support. The Council quickly aligned some temporary roles to support these groups providing a call and advice reception and making proactive calls.

A raft of local voluntary groups sprang up and these contacts were audited to understand their capacity and capability which was fed into a new database and App so as to match community demands to the developing volunteer base.

With 6500 Category A residents appropriate advice and support was offered by the community groups coordinated through the Community Hub with a focus on actual vulnerability of individuals to ensure resources were deployed appropriately in a flexible and tailored way considering the different needs across the district.

Volunteer groups locally were supplemented by Essex Welfare Service volunteers which numbered about one hundred and with the local share of NHS volunteers for the Tendring area there was sufficient assistance to meet requests for assistance received.

The Operation Shield helpline set up by the Council has dealt with in excess of 2500 incoming calls and made 3000 outgoing calls and there have been over 50 personal visits to ensure residents most at need have been appropriately supported.

RECOMMENDATION

That the Committee determines whether it has any comments or recommendations it wishes to put forward the relevant Portfolio Holder or Cabinet.

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COMMUNITY SERVICES OVERVIEW AND SCRUTINY COMMITTEE

30 NOVEMBER 2020

REPORT OF ASSISTANT DIRECTOR, PARTNERSHIPS

A.1 TENDRING MENTAL HEALTH HUB

(Report prepared by Anastasia Simpson)

PURPOSE OF THE REPORT
To provide the Committee with an update on the funding and outcomes of the Tendring Mental Health Hub.
INVITEES
Melanie Hammond, Chief Officer, Tendring Citizen’s Advice Bureau will be in attendance to answer questions relating to the Tendring Mental Health Hub.
BACKGROUND
<p>The Mental Health Hub was launched by the Tendring branch of the Citizens’ Advice Bureau in 2015 with support from Active Essex, Essex County Council, Essex’s Police and Crime Commissioner and Tendring District Council.</p> <p>The hub, located in Clacton, offers an easy single point of entry for referrals from GPs, health professionals, police, and self-referrals. The idea of the hub is to carry out “holistic assessments” of people with mental ill health taking into account all the various factors behind their situation and point them in the right direction for help.</p> <p>The shop is also staffed mainly by volunteers who have experience of mental ill-health issues, including problems with homelessness, social isolation or income, and helps to give them the confidence to go on to volunteer elsewhere. Volunteers also gain key personal skills, have social contact, and make friends.</p> <p>More than 20% of the volunteers have gone on to mainstream charities, while 12% have gone on to paid employment.</p>
DETAILED INFORMATION
<p><u>Background and Funding Information</u></p> <p>The Tendring Mental Health Hub has four stakeholders including Tendring District Council, Essex County Council, and Office for Police, Fire and Crime Commission and the NEE Clinical Commissioning Group. Each party contributes between £23,000 and £30,000 per annum. Tendring District Council contributes £23,000 per annum. A detailed grant agreement and contract underpins the project, to ensure that there are clear standards, expectations, record keeping and that the hub operates in accordance with all legal and governance procedures in place. The agreement is between the stakeholders and Citizen’s Advice Tendring. Citizen’s Advice Tendring are the lead body for project delivery.</p> <p><u>Tendring Mental Health Hub , Summary of End of Year Report Evaluation 2019/20</u></p> <p>The full overview and evaluation report is detailed in Appendix A. In summary during</p>

2019/20 the following activities took place:

1. 325 signposts and referrals out to other services
2. 41 referrals to housing organisations preventing homelessness/assisting homeless people
3. Assisted 60 client instances of unmanageable debt to an estimated total of £364,206
4. Assisted 165 instances of benefit issues and have supported clients with claims to an estimated value of £839,068
5. 1 - 999 call to emergency services

Number of service delivery hours provided (at the time of the Quarter 4 report) : 4697

Tendring Mental Health Hub , Quarter 1 2020 Update

Due to the COVID 19 pandemic the Tendring Mental Health Hub advice service has temporarily moved away from face-to-face support, and the service is being delivered digitally and via the telephone.

The service had to close the shop provision in March 2020, as part of the national lockdown. The service plans to re-open according to government guidance on 3 December 2020. This has meant that the service delivery has had to change during 2020 to accommodate the closure whilst maintaining the advice service, communication and connection with the volunteers (clients).

The Support and Recovery staff have kept in regular contact with volunteers on the Recovery Programme throughout the closure. New activities have been introduced to ensure that support continues throughout the pandemic including nature walks and a cycling group. Weekly telephone contact has been scheduled with each volunteer, and if unsuccessful written contact was attempted to ensure that volunteers have had every opportunity to engage. Staff carried out a total of 151 contacts with volunteers during Quarter 1.

Moving forward, the service is hoping to begin re-engaging offering face-to-face support for the volunteers as soon as possible. The outdoor activities where social distance can be easily maintained include the cycling group and nature walks. The offer of these alternative activities to the volunteers has been so popular, that a waiting list has been introduced.

When the shop re-opens it will be segmenting the volunteer shifts to ensure that there is a safe number of people in the shop at any given time. All procedures will be put in place to open safely in line with Government Guidelines.

RECOMMENDATION

That the Committee determines whether it has any comments or recommendations it wishes to put forward to the the relevant Portfolio Holder or Cabinet.

APPENDICES

Appendix A - Quarter 4 2019/20 Yearly Evaluation Report

Appendix B - Quarter 1 2020 – Client Case Studies

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APPENDIX A

Yearly Evaluation Report (Including Q4 stats) 2019/20

1. Name of project

The Tendring Mental Health Hub incorporating the Tendring Community Clothing Shop

2. Summary of project

A single point of access to provide a holistic assessment and intervention for the vulnerable residents of Tendring who have ill mental health.

There are two elements of the program and are categorised in the report as:

- Clients – service users who attend drop-in advice sessions
- Volunteers – service users on the mental health recovery programme

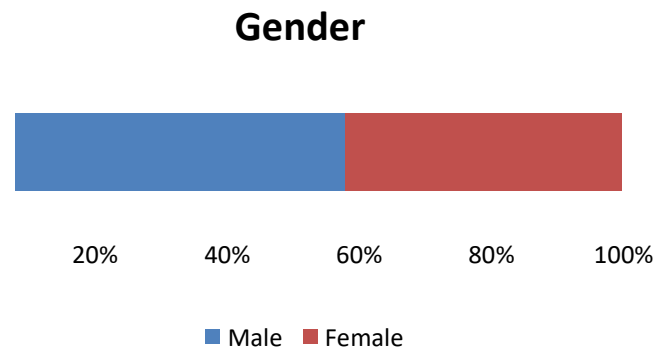
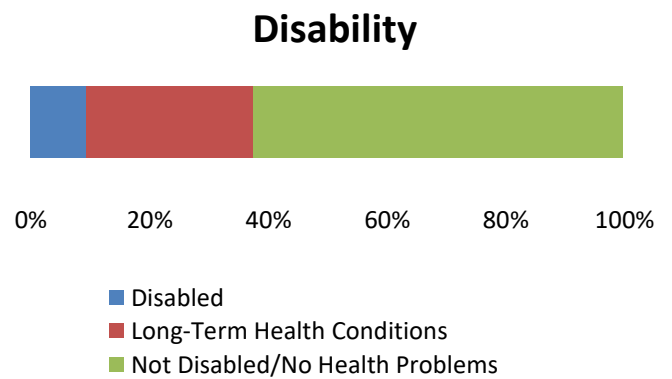
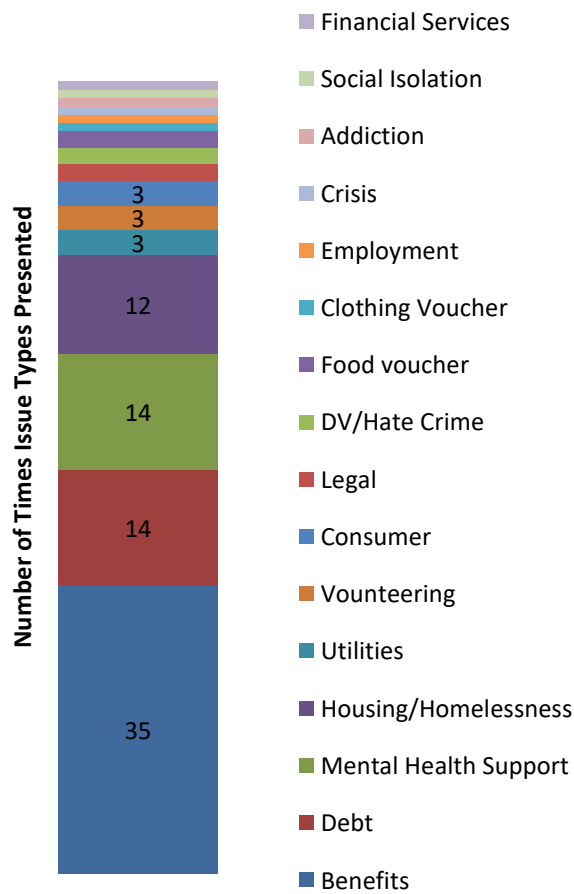
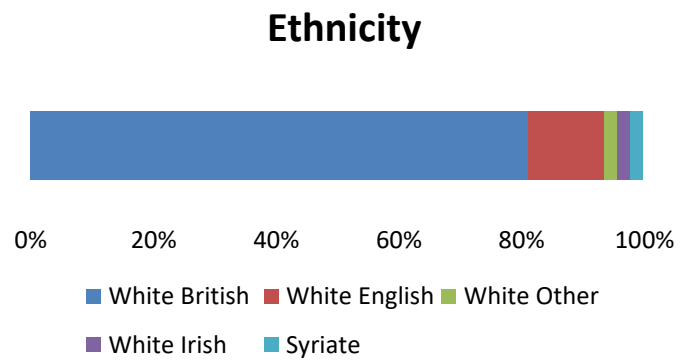
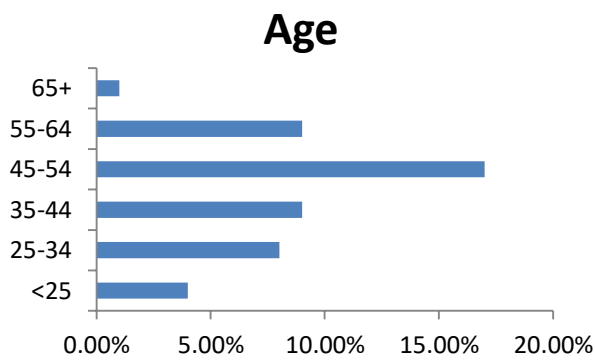
3. Cost Benefit Savings

Whole Potential Cost Benefit Savings Based on the Manchester Model	
Crime	£877,577
Housing and Employment	£381,341
Health	£840,827
Total Potential CBS	£2,099,745
Full Year Investment	£108,000

4. Overview of the year

- 1 999 call to emergency services
- 325 signposts and referrals out to other services
- 41 referrals to housing organisations preventing homelessness/assisting homeless people
- We have assisted clients to deal with 60 instances of unmanageable debt to an estimated total of £364,206
- We have seen 165 instances of benefit issues and have supported clients with claims to an estimated value of £839,068
- Number of service delivery hours provided YTD: 4697

5. Client advice statistics and demographics for Q4



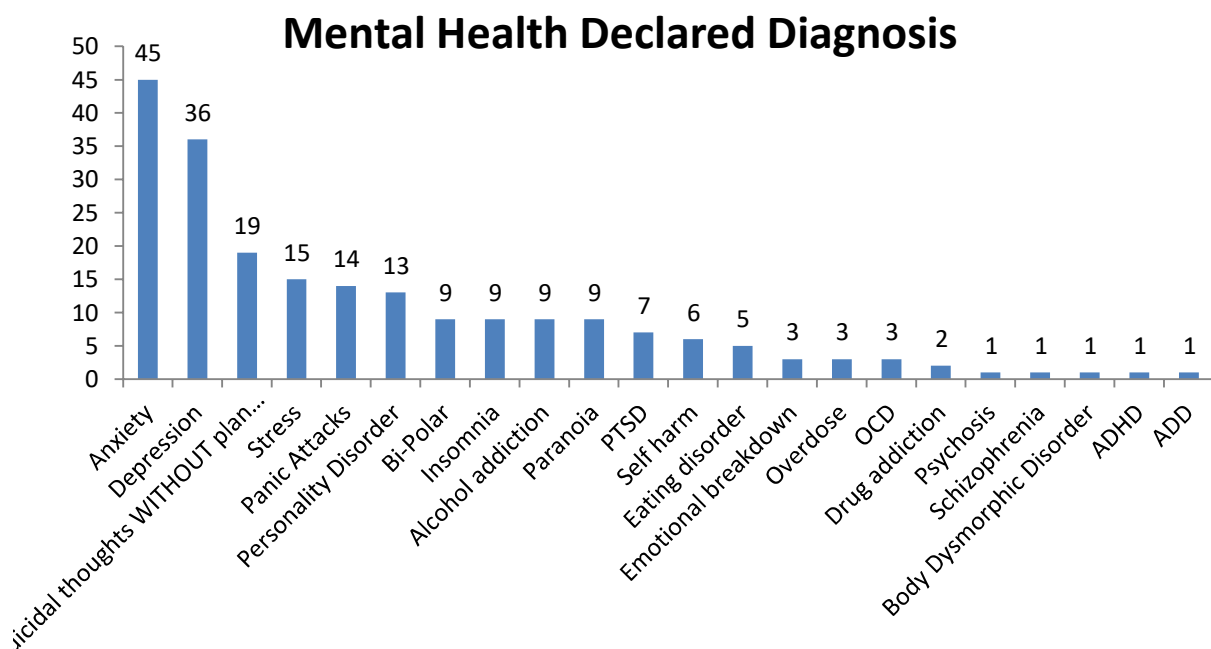
- We have seen 53 clients for 74 visits to the MHH via drop-in and appointments.

Clothing Vouchers in Q3 and Q4	
Amount vouchers issued	35
Adults	41
Children	10
Homeless	14
Newly Housed	21
Fleeing DV	1
Items issued	304

- **Ex-offenders**
From the people we supported in Q4, 5 disclosed that they were ex-offenders.
- **DV information**
Of all clients asked in Q4, 11 people disclosed that they had been a victim of domestic violence.

6. Client Mental Health

All clients seen in Q4 disclosed the following data regarding their ill mental health - many clients disclosed dual or multiple diagnoses:

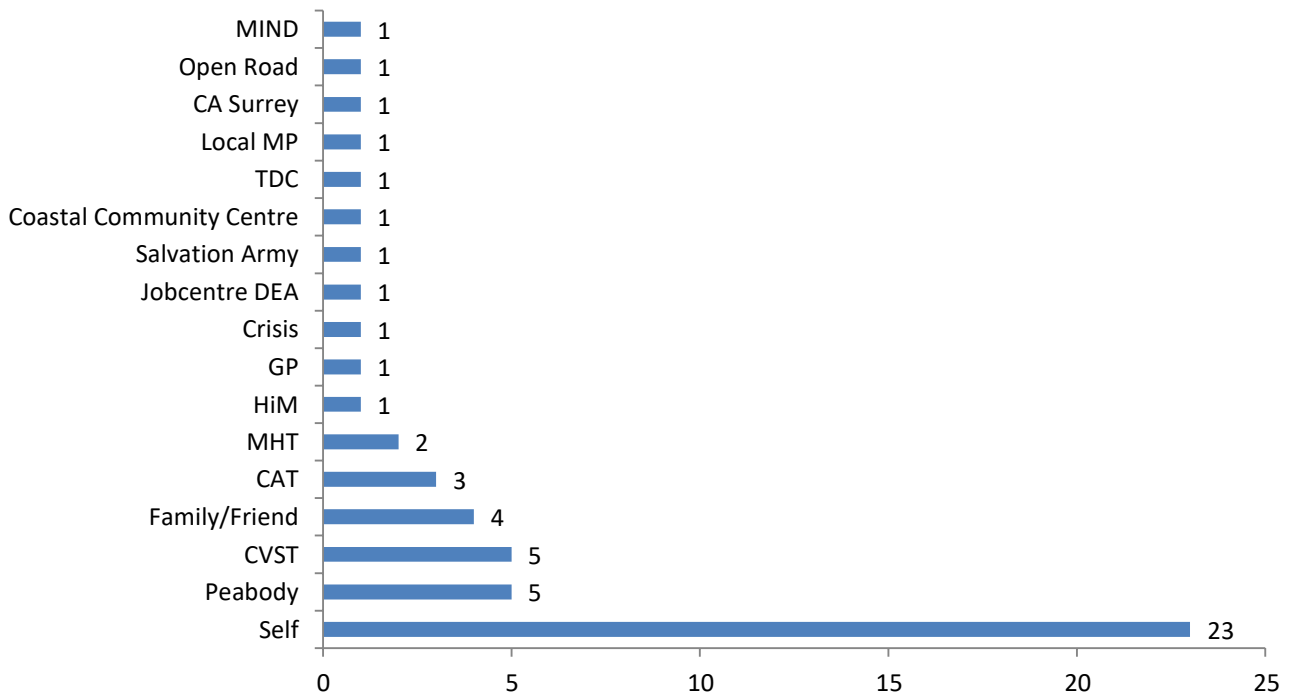


- Our figures show that after visiting the Hub, our clients’ anxiety reduced by an average of 27% this year (data taken from random sample each quarter).

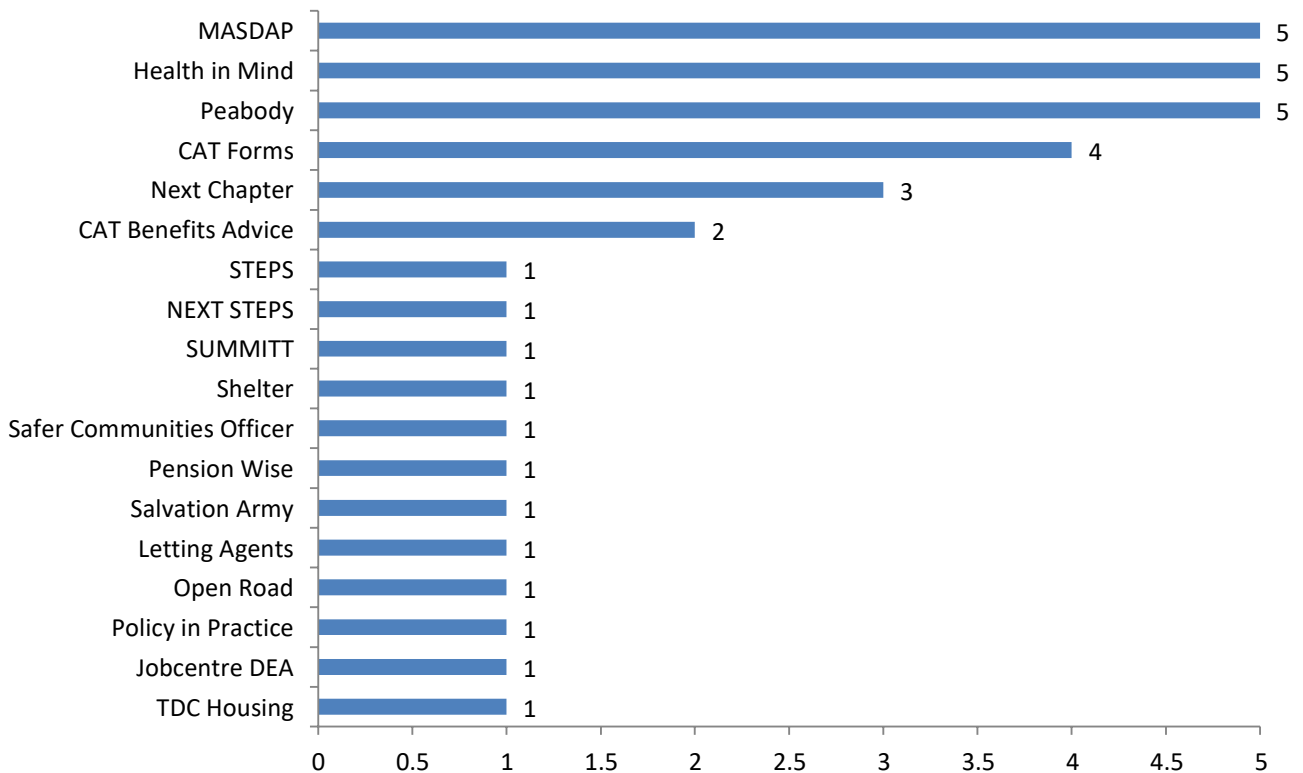
Number of crisis situations declared over the past year	
Suicidal Thoughts/Ideation	70
Self-Harm	22
OD	9
Crisis	8

7. Number of referrals in and out for Advice in Q4 by source

- Number of referrals into the service (total = 53)



- Number of onward referrals/signposts to third party following assessment (total = 36)
 - 0 referrals to A&E
 - 0 referrals to the Crisis Team
 - 0 referral to secondary services



8. Case study

Client came to MHH at drop-in for advice. He had recently moved to the area following the death of his father who was his primary carer, and had no friends, family, or formal support. Client had previously been supported by Secondary Mental Health Services, but since moving he had tried to link in with local mental health services and was put on a waiting list following assessment.

The lack of support meant that client had difficulty dealing with his finances, and by the time he had come to us he his ESA had been stopped due to missing a medical assessment and deprivation of capital issues - client failed to notify DWP of his inheritance of £225,000 from his father. The money had been spent on buying his home, falling victim to several scams, being coerced into giving money to his sister, and then developing a gambling addiction to try to win some money back as he was panicking about his diminishing savings. The suspension of client's ESA also resulted in a loss of council tax support, meaning that client had begun getting into debt.

Regarding the scams, we signposted client to the police as they had already been helping client with one of the scams so he was confident to get further support from them. Whilst we were helping client to deal with the ongoing benefit problems, we supported client with food vouchers to supplement client's PIP which he was still receiving.

We then began getting client's benefits reinstated, firstly rearranging client's missed ESA medical assessment, and also getting in touch with Tendring District Council and getting client's Council Tax Support restored. To combat the deprivation of capital issues, we assisted client with acquiring bank statements, annotating his spending to explain where the money had gone, and sending the information to DWP.

Client successfully disputed the deprivation of capital case against him, and had his ESA reinstated with a back-payment of £4,200. To ensure that client would not face ongoing issues, we assisted client with contacting the Mental Health Team and escalated his case, with client having support from the Specialist Mental Health Team by the time his financial issues were resolved.

9. Volunteer Information

- All clients seen this quarter who were in recovery were asked if they would like to take part in the Mental Health Recovery Programme, and the results are as follows:

Volunteering	No. of Clients
Already Has	4
Yes	6
Maybe	1
No/Not in Recovery	42

- Total volunteers/potential volunteers for the program YTD: 54
 - Number of active volunteers: 14
 - Number currently on hold: 10
 - 3 too unwell
 - 3 unable to contact
 - 4 due to COVID shutdown
 - Number of volunteers moved on/closed on Q4: 8
 - 1 became self-employed

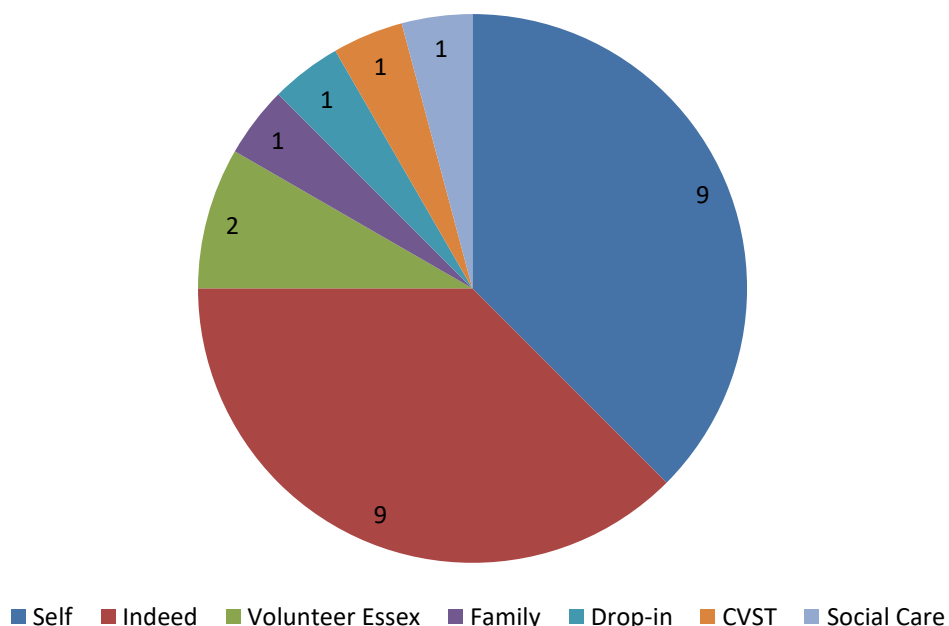
- 6 disengaged and we have not been able to contact – this is likely partially due to COVID
- 1 applicant unsuitable for the recovery programme and unable to supply references
- Number of volunteer hours worked in the Community Clothing Shop YTD: 998

Wellbeing Graph Area (Appendix 1)	Percentage of volunteers who reported..:		
	Increase	No Change	Decrease
Mental Health	34%	11%	55%
Physical Health	34%	55%	11%
Life Skills	34%	44%	22%
Confidence	89%	0%	11%
Social Networks	55%	34%	11%
Learning/ Other Activities	34%	55%	11%
Purpose and Direction	45%	21%	34%

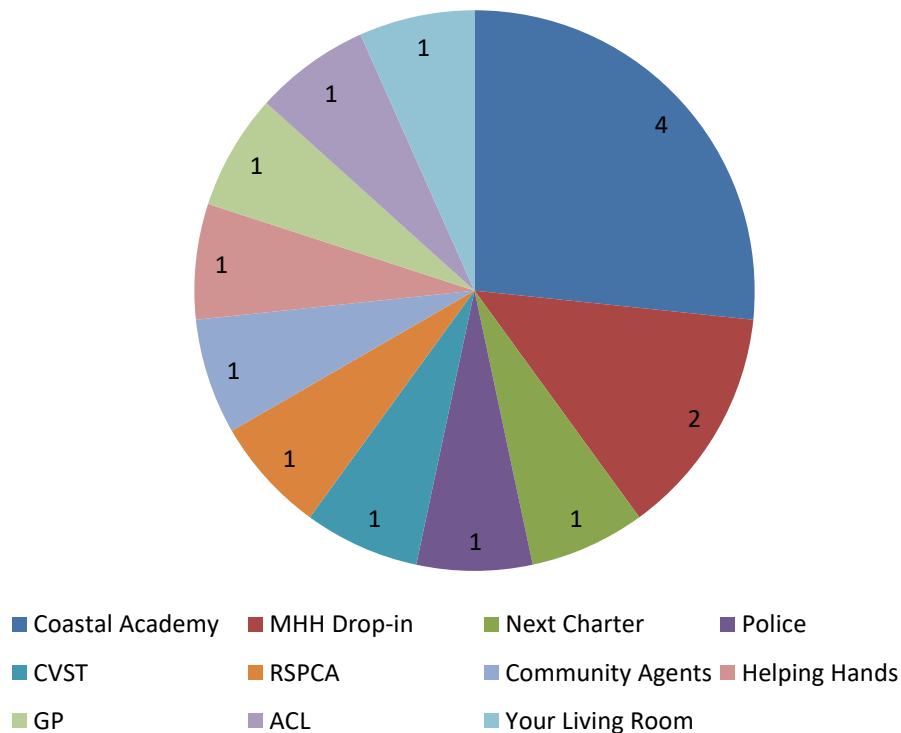
- 6 volunteers have been excluded from the figures as they were new starters and have not had their second wellbeing meeting yet.
- A number of our volunteers experienced negative life events that impacted their recovery over Q3 and Q4, including death of family and relationship breakdowns. Once we are able to show the long-term figures for individual volunteers when they start and leave as planned, this will negate the increases and decreases throughout the year.
- Volunteers set a total of 30 goals over the year (began just prior to Q2), and achieved 27% of them.
- In Q3 and Q4, volunteers have gained a total of 59 skills and have completed 11 modules.

10. Number of referrals in and out of the Recovery Programme in Q3 and Q4 by source

- Number of referrals into the service (total = 22)



- Number of onward referrals/signposts to third party following assessment (total = 15)



11. Case Study

This volunteer was a self-referral and had originally contacted MHH to do generic volunteering in the autumn of 2019. At first contact he was advised about the recovery programme and felt that this would be more appropriate for him and meet his needs. The volunteer had been caring for his partner for 5 years and had recently retired from being a self-employed upholsterer.

At assessment the volunteer had explained that his partner had recently gone into residential care and that he was not coping with this. That his whole life had been committed to her care and that now she had gone into residential care he felt worthless and very lonely. For the first time in his life he had begun experiencing high levels of anxiety and was increasingly finding it difficult to socialize and go into the community. He had visited his GP and it had been suggested to him that he could contact IAPT services, but he said he felt intimidated by this and decided he would rather try volunteering to help him cope and begin to socialize again.

When asked what he felt he could achieve by using the service and what his goals were, he simply replied 'to feel like my old self again'. He said he would just like to be able to get out the house and reduce his levels of anxiety and to give something back to society.

As a volunteer he settled in quickly and proved to be a very pleasant and able individual. He soon expressed that attending MHH was really benefiting him; helping to reduce his levels of anxiety and giving him something to look forward to. When taking part in his first volunteer 1 to 1 he said, 'I feel my mental health has already improved, and attending here has certainly helped'.

He embarked on the MHH Retail Training programme and made quick progress with this. He attended an Introduction to Citizens Advice training and expressed an interest into doing the training to become an adviser. He identified that he would like to increase his volunteering hours and started

working two shifts a week and continued to express that he was finding volunteering at MHH a positive experience.

After three months on the recovery programme he approached recovery staff and said that he had decided to return to the workplace and that his time at MHH had been instrumental in his making this decision. He felt he had more purpose and direction and that his mental health had really improved and that he was returning to be a self-employed upholsterer.

At the exit meeting, his progress on the recovery programme was reviewed and all seven elements of his wellbeing journey had seen an improvement. He expressed that when joining MHH he had no intention of returning to work, but his time on the programme inspired him to do so. He said being on the programme had 'Really helped me get back on track and get back working again'.

12. Case study

This volunteer joined the Recovery Programme in the winter of 2018. He had found out about the programme through the Signpost Resource Centre when he was part of the Community Connections Project with Signpost. When applying he stated that he hoped being on the programme would help equip him for making steps towards paid employment.

He stated that he had mild autism and dyslexia, experienced anxiety and depression, and found it difficult to engage socially with others. At the time of his application he was also attending the Gateway Club and had recently started on a Let's Get Digital First Steps course with ACL. He stated that he was keen to embark on the MHH Retail Training Programme and started working one shift a week.

When reviewing his initial progress through his first 1 to 1, the volunteer started mapping out his goals. He stated that he wanted to attend MHH regularly and be on time and that he would like to continue to attend ACL, eventually do an art course, and entry level maths and English. He stated his long-term goals were to work in IT, to interact with others better, and teach other volunteers to use a computer.

The volunteer settled in well but did find interacting with others difficult and found it hard to assert himself and express his wishes explicitly. He worked with the recovery team to improve his interpersonal skills and in taking the initiative in deciding what retail tasks he would like to undertake. The recovery team worked on a one to one basis with this volunteer to help improve his interpersonal skills and decision making and this proved successful in that the client became more independent and confident, evidenced on his wellbeing graph.

The volunteer continued to attend other resources outside of MHH and was encouraged to continue with these, and through this support started his math and English courses early 2019. He also started a pottery course in the spring of 2019 and continued to attend the Gateway Club.

In late 2019 the volunteer was involved in a safeguarding incident, being a victim of assault and ongoing harassment. The recovery team at MHH supported him through this, working in partnership with the Safer Communities Officer and the police. This incident prevented him from attending the Gateway Club for a few weeks, but he is now attending again and doing so safely.

Attendance was organised by the MHH recovery team for the volunteer to take part in Customer Care training at CVST late 2019. He said he enjoyed this training and that he learnt how to be more assertive.

When reviewing this volunteer's recovery graph at his move-on meeting it was apparent that he had been making steady progress. All elements of his wellbeing journey evidenced an improvement, most notably in his taking responsibility, undertaking his voluntary work, and his hopes for the future. He had applied for several jobs but had been unsuccessful with these applications yet continued to be socially active and engage in local community projects, for example an art project co-ordinated by Signpost in his local community.

The volunteer completed his full year on the recovery programme and had evidenced good progress, being more confident and assertive. His social network had improved and at his exit meeting he stated that being on the programme had been a positive experience, that he had enjoyed learning, always felt welcome, was supported to learn new skills, and would keep in touch by popping in to say hello. His next steps were to continue to apply for jobs, find out about groups and courses at SUMMIT, and to visit MHH to say hello on Monday or Wednesdays.

13. Partnerships, Meetings, and Events

- Next Chapter Domestic Violence Support Worker working from Hub one day per week
- Salvation Army Partner Forum
- DWP Mental Health Forum
- TDC Health & Wellbeing Board
- On-going work with Sport England
- Peabody and Community Voluntary Services Tendring Inter-referring partnership for support and New Starter Packs
- Time to change - Mind
- Tendring Hygiene Project
- Baby Bank Tendring
- Enable East – Heads Up
- Coastal Community Centre
- Community Voluntary Services Tendring
- CVST Jaywick Sands Health and Wellbeing Day

14. Staff Training and Development

- Make Every Contact Count Training
- Loan Shark Training

15. Management of the Project

Melanie Hammond – Chief Officer
melanie.hammond@cabtendring.org.uk
 Citizens Advice Bureau Tendring
 18 Carnarvon Road
 Clacton-on-Sea
 CO15 6QF
 01255 377080 ext 109

Sasha Street – Support and Recovery Lead
sasha.street@cabtendring.org.uk
 Citizens Advice Mental Health Hub
 148-150 Old Road
 Clacton on Sea
 CO15 3BA
 01255 377080 ext 101

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APPENDIX B

TENDRING MENTAL HEALTH HUB – CLIENT CASE STUDIES **QUARTER 1 - 2020**

Client 1

This client was having difficulties from the outset of the COVID lockdown. We initially had no problems contacting her and she responded well to our offers of support. The client had shown symptoms of COVID and was advised to self-isolate by her GP who was monitoring her progress.

Soon our efforts to speak to the client were proving unsuccessful, however we continued to leave regular voicemail messages to ensure that she knew support was still available. After a while, Recovery Staff received a text message from this client saying that she was feeling very stressed and low because she could not see her daughter and grandchildren during lockdown. She said she was also struggling financially, so staff arranged advice support for client to see if there was any assistance that could be offered with her financial difficulties.

Client 2

The client advised us that she had initially been coping well with lockdown and was keeping positive and active. She informed us that she had passed her level 3 in Social Care that she had been working towards prior to the pandemic, and was now studying GCSE Science for college. The client also said she was working on her mental health recovery, and was due to begin online therapy for her PTSD. She had also been practicing healthier lifestyle choices and had lost a stone in weight.

However, she experienced a deterioration in her mental health and contacted the Recovery Team to notify them she had been admitted to hospital following an attempted overdose. The recovery team ensured that client was getting support from the Mental Health Team, and client felt that she was getting back on the path to recovery.

Client 3

At the outset of lockdown this client felt that she was coping well, however as time progressed she began finding the situation harder to cope with. Recovery staff kept in contact with client and she expressed that the support and advice she was receiving from them was of great benefit. The client is keen to return to work at MHH again as she felt it had a vast positive impact on reducing her loneliness and isolation.

Client 4

From the outset of the lockdown this client felt that he would be able to cope well. Whilst he lives alone, he said that he was happy in his own company. Nevertheless, client stated that he would welcome contact from MHH and was keen to get information about when the MHH would open again, in particular he was looking forward to the commencement of the satellite projects, such as the Gardening Project.

During one contact, client expressed that he was having difficulties with his phone provider. He explained to us that he has to pay his phone bills through their phone payment system, and due to COVID-related reduced service he had been unable to get through to pay resulting in a late payment charge on his account. He was unhappy with the service he had received on several occasions, and he had already taken steps in writing to his provider regarding the late fee.

Recovery staff signposted client to the Citizens Advice Consumer Helpline for advice on resolving the issues he was facing, including the possibility of assisting him to find a more suitable provider moving forward. Client made contact with the helpline, and as a result has now switched providers. This change has saved client around £200 per year, and he is happier with the standard of customer care.

Client 5

Client expressed that he was experiencing a deterioration in his mental health, so he was given the details of Health in Mind to self-refer, and the Crisis Team telephone number in case he needed it. The recovery team made a commitment to keep in regular contact, and reassured client that he could contact MHH for support.

He stated that he had been trying to keep busy during lockdown by repairing and upgrading computers, and had taken on the project of renovating old computers from the MHH shop. Recovery staff suggested that they could facilitate setting up an MHH satellite project with other clients to improve their computer skills which he could lead. The client is enthusiastic about this idea and Recovery Staff are planning to support him with this once Government COVID Guidance permits.

Client 6

Support was provided to this client to help him cope with a bereavement of a close family member. Just prior to the death of the family member the client had expressed his frustration at not being able to visit his ill family member due to COVID restrictions, and the subsequent bereavement compounded this issue. Staff listened to client, and he stated that he valued the support that was given and felt it helped him to process the events surrounding his family member's death. Staff also signposted client to St Helena's Hospice Bereavement Service for formal support with coping with loss.

This client expressed that he looked forward to the regular contact from the Recovery Team and that it helped him cope with the recent events. He told us that he was looking forward to returning to work at MHH.

Client 7

This client was shielding under Government guidance as a clinically vulnerable person and expressed that she really welcomed the contact by MHH staff. She said that it was nice to be able to talk to someone because she was finding the imposed isolation difficult. Recovery staff continue to contact this client at least once per week.

Client 8

This client stated that she had been struggling with isolation. She expressed frustration at not being able to see her partner due to COVID lockdown restrictions, and usually has an active place within the community as part of a band. She stated that she was particularly missing playing live music which she usually does regularly, and had also missed leading the MHH Singing Group. However, she stated that she had tried to overcome this by participating in online performances on YouTube and Facebook, and had taken part in an online gig for charity.

The client said she welcomed the contact of recovery staff as it helped her deal with the isolation, and she was keen to discuss her situation.

Client 9

Considerable support was provided for this client from the outset of the lockdown. She had a number of personal problems that were significantly impacting on her mental health, and this had caused an increase in her consumption of alcohol. Recovery staff discussed her issues and provided advice and support, and ensured that she knew she could link in with Open Road and the Crisis Team if she needed to.

Because of the lockdown, client was also finding it difficult not being able to visit her family which was making her feel low, so she expressed how much she valued the contact from MHH, and that it made her feel less lonely. Recovery staff emphasized that she can always contact MHH should she need any support or advice and need not wait for us to call her. The client had also been in touch with Age UK to apply to volunteer as a telephone befriender, which will be a mutual benefit to client and others within the community.

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COMMUNITY LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE

30 November 2020

Report of Karen Townshend, Licensing Manager

Licensed Premises – Licensing Act 2003

(Report prepared by Karen Townshend)

PURPOSE OF THE REPORT

To provide information as requested by the Community Leadership Overview and Scrutiny Committee in respect of premises that are licensed under the Licensing Act 2003.

BACKGROUND

Premises that are licensed under the Licensing Act 2003 must uphold the four licensing objectives which are as follows:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Breaches of the above objectives can lead to suspension, further imposed conditions or revocation of the licence permitting licensable activities once deliberated by one of the Licensing sub committees.

Premises standard compliance checks are conducted by the Licensing Section at various timings in addition to any enforcement visits that arise as a result of any incidences; these are investigated by the department and relevant action taken if required. Regular night time economy checks are also conducted alongside Essex Police (these operations have reduced in frequency during the Covid 19 pandemic due to resource factors, alternative taskings and safety considerations). During the pandemic, a shift has meant partnership work with the police has focused on business and premises compliance in line with current Covid 19 regulations.

A good multi agency working relationship has been established with responsible authorities and several joint agency initiatives and premises visits take place, these include with Essex Police, Essex Fire and Rescue Service and Immigration services. These visits will predominantly focus on standard licensing objectives, but may be focus specific due to a particular concern from intelligence or information received. This can include but is not exhaustive of fire breach regulations and illegal workers. The responsible authority will act as the lead agency with support from the other involved agencies.

A virtual relationship exists with Trading Standards who are the lead authority for under age sales and will conduct test purchases at their discretion (test purchases have been temporarily unavailable/reduced due to the Covid 19 pandemic). The results are then fed to the Licensing Authority (Tendring District Council) for appropriate action if required.

The Licensing Authority works alongside internal Responsible Authorities such as Environmental Health and Protection.

DETAILED INFORMATION

This year has seen the review of premises licences for the following licensed premises which were heard by the Premises and Personal Licences Sub Committee:

Great Gurkha – an multi agency operation led by the Immigration service with support from the Licensing Authority and Essex Police. A total of 3 illegal workers were found to be working within the premises. The sub committee decision was that the licence was revoked as this was not a first offence of this nature.

Truth – a review was called by Essex Police due to the licensing objective of crime and disorder not being upheld after the premises operated against the Health Protection (Coronavirus, Restrictions) (England) Regulations 2020, that were applicable at the time of offence, in that it operated as a nightclub. The sub committee decision was that the licence was suspended for a period of three months (maximum suspension period) and further conditions imposed; including additional SIA registered security staff, no outside music and CCTV to be held for 31 days.

Kassaba – a review was called by Essex Police, supported by the Licensing Authority and Environmental Protection Team as Responsible Authorities, due to the licensing objectives of crime and disorder and the prevention of public nuisance not being upheld, after numerous police attendances as a result of disturbances. The sub committee decision was that the licence was suspended for a period of three months and further conditions imposed; including third party contracted SIA registered security staff, no outside music, no off sales, CCTV to be held for 31 days and a revision of opening hours (at the time of writing the respondents still have the opportunity to appeal the decision with Magistrates within 21 days of the decision being published).

Several engagements and visits have been conducted at premises across the District throughout the pandemic to ensure that all are complying with the Coronavirus Regulations. Advice and liaison has been available throughout the pandemic with premises and the Licensing Authority, meaning that many potential issues have been addresses and solved in the first instance before any escalation.

RECOMMENDATION

That the Committee determines whether it has any comments or recommendations it wishes to put forward to the relevant Portfolio Holder or Cabinet.

COMMUNITY LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE

30 NOVEMBER 2020

RECOMMENDATIONS MONITORING REPORT

Recommendation(s) Including Date of Meeting and Minute Number	Actions Taken and Outcome	Completed, follow- up work required or added to Work Programme
<p>Date of meeting: 28 September 2020 Minute: 106 Recommendation:</p> <p>After some discussion it was RESOLVED that Council be informed that -</p> <ul style="list-style-type: none">c) the Council includes an online questionnaire on its website to monitor complaints in relation to fireworks; andd) the Committee adds this matter to its work programme and returns to it in January 2021 in order to look at the data collected.	<p>This has been sent to Council on 24th of November for consideration.</p>	<p>TBC</p>

COMMUNITY LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE

30 NOVEMBER 2020

RECOMMENDATIONS MONITORING REPORT

<p>Date of meeting: 28 September 2020 Minute: 105 Recommendation:</p> <p>It was RESOLVED that the Committee requires a report on pupil participation within the District and to that end requests that Officers invite the Assistant Director of Education at Essex County Council to attend a future meeting of the Committee in order to discuss this matter with Members.</p>	<p>This is with Anastasia Simpson (Head of People, Performance and Projects) who is in the process of arranging dates.</p>	<p>TBC</p>
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Community Leadership Overview and Scrutiny Committee
30 November 2020

OVERVIEW AND SCRUTINY PROCEDURE RULE 13 – SCRUTINY OF PROPOSED DECISIONS

(Prepared by Keith Durran – forthcoming decisions published since 20/09/2020)

In presenting the following, the Committee’s attention is drawn to the agenda item notes in respect of Overview and Scrutiny Procedure Rule 13.

DESCRIPTION OF DECISION	KEY DECISION – YES/NO	DECISION MAKER	Decision Due Date
<u>Future booking of a temporary accommodation hostel in Clacton.</u> A decision in respect of the future booking of a hostel in Clacton that is being used for temporary accommodation.	Yes	Cabinet	18/12/2020

The Council’s notice of forthcoming decisions can be found on the Council’s Website at:-

<https://tdcdemocracy.tendringdc.gov.uk/mgDelegatedDecisions.aspx?RP=0&K=0&DM=0&HD=0&DS=1&Next=true&H=0&META=mgforthcomingdecisions&v=0&bcr=1>

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Community Leadership Overview and Scrutiny Committee (OSC)

Work Programme 2020/2021

SCRUTINY PROPOSALS FOR THE REMAINDER OF NEXT MUNICIPAL YEAR

Article 6.01 of the Council’s Articles and Rule 7 of the Council’s Overview and Scrutiny Procedure Rules both require each OSC to submit a work programme for the year ahead and a review of the previous year’s activities to the Annual Meeting of the Council for approval.

The Committee will need to determine its programme for scrutiny in 2020/21; including items covered, the scope of the programmed reviews and whether Portfolio Holders or others are to be invited to present to them. Specific information requirements of Councillors to undertake the programmed reviews should also be identified as should any Councillor development needs.

The following have been identified to this point:

Date of Committee Meeting	Broad topic for examination	Matter to be examined and the purpose of the examination	Relevant Portfolio Holder(s)/Outside bod(y)(ies)	Relevant TDC Officer
30 November 2020	Health and Wellbeing in the District	In early 2021, an update in terms of the progress made to reduce deprivation locally, to address key health measures including through the intended integrated neighbourhood team for Tendring South. The update should also include the position on funding for primary care provision from the Clacton Hospital site and the operation of the reconfigured GP services from Kennedy House, Kennedy Way, Clacton-on-Sea. As	Cllr Lynda McWilliams Health Alliance, Clinical Commissioning Group	John Fox

		identified by this Committee at its meeting on 13 January 2020 (Minute 84 refers)		
		<p>The Committee will look at the Covid-19 measures to control the spread of the virus, identify and ensure those exposed to it are isolated, to protect the most at risk. This work stream will look at plans to respond locally to a second wave of the virus and the overlapping considerations of preparations and precautions associated with seasonal flu.</p> <p>The extent to which Community Groups and volunteers are able to support the most vulnerable across the District during the Covid-19 pandemic, the information flow to and from those groups and the support they require will be examined.</p>	<p>Cllr Lynda McWilliams</p> <p>Health Alliance, Clinical Commissioning Group/ECC Public Health</p> <p>Community Groups providing support to those shielding/most vulnerable during the pandemic – representatives to be invited</p>	John Fox
		<p>That the Community Leadership OSC be requested to consider adding the following to its work programme:</p> <p>a) The funding and outcomes of the Mental Health Hub; and</p> <p>As referred by the Resources and Services OSC on 8 January 2020 and accepted by this Committee on 13 January 2020 (Minute 87 refers).</p>	<p>Cllr Lynda McWilliams</p> <p>Melanie Hammond, chief executive of The Mental Health Hub</p>	Anastasia Simpson/Carol Magnus
		<i>The Committee will also look at the deferred element from the Community Safety Theme (on Alcohol Licensing) identified above for the 29 September meeting.</i>		Karen Townsend

18 January 2021	Private Rented Sector – conditions and improvements to conditions	The use of the £100K grant funding received from the Government for a housing conditions survey in Jaywick Sands to help shape how the Council engages with landlords and improves conditions for anyone living in substandard accommodation. As identified by this Committee at its meeting on 13 January 2020 (Minute 87 refers)	Cllr Paul Honeywood	Tim R Clarke
	Tackling Homelessness	That the Community Leadership OSC be requested to consider adding the following to its work programme: b) A review of the Spendells proposed capital scheme and the contribution the scheme is intended to make to address homelessness.” As referred by the Resources and Services OSC on 8 January 2020 and accepted by this Committee on 13 January 2020 (Minute 87 refers).	Cllr Paul Honeywood	Tim R Clarke
	Mitigation Measures	Impact of Public Firework Displays	Essex County Council Trading Standards	Tim R Clarke
22 March 2021	Tendring4Growth (originally programmed for scrutiny at the 2 December 2019	To enable the Committee to consider the Tendring4Growth underpinning theme in the new Corporate Plan. A report to Cabinet on this matter was submitted to its meeting on 24 January 2020 (item 8 in the agenda for that meeting).	Cllr Mary Newton Chamber of Commerce/ Tendring Business Leaders Assoc./	Paul Price

	Committee meeting)	As identified in the 2019/20 work programme as needing to be arranged	Clacton Women in Business and others – representatives to be invited	
	Rail Fares – the economic and social impact of increases	Rail Fares – the annual increase in fares and the impact on residents and the affordability of commuting from the area. As identified by this Committee at its meeting on 13 January 2020 (Minute 87 refers)	Cllr Mary Newton TDC Transport Liaison Group Greater Anglia – representatives to be invited Ontrack Rail Users' Association – representatives to be invited	Paul Price
10 May 2021	To be determined	To be determined	To be determined	To be determined

SCRUTINY TO BE PROGRAMMED

Topic	Detail and Comments	Lead Officer(s)
Education	It was moved by Cllr Miles A report on pupil participation within the District and to that end requests that Officers invite the	Anastasia Simpson

	Assistant Director of Education at Essex County Council to attend a future meeting of the Committee in order to discuss this matter with Members.	
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SCRUTINY UNDERTAKEN TO THIS POINT IN THE MUNICIPAL YEAR

28 September 2020	Community Safety	<p>To consider elements of the work of statutory bodies and others to make communities safer and to ensure that the voices of local people are heard on policing and measure to detect and detect anti-social behaviour. Given the previous financial support of this Council for Operation Spider activity to provide a more visible police presence in Clacton town centre over the summer, the Committee is interested to look at the experience in 2020 where no identical Operation was jointly funded by this Council.</p> <p>The Committee will also look at the instances of fly tipping over recent time and the extent to which occurrences are increasing or not, measures to deter fly tipping and detection and action against those who do fly tip. The Committee will look at the speed of response to fly tipping on public land.</p>	<p>Cllr Lynda McWilliams</p> <p>Essex Police</p> <p>Homewatch/Community Safety Forums – representatives to be invited</p>	28 September 2020

		<p>Within this work stream, the Committee will examine the extent of noise nuisance reports and whether or not these are increasing, the response to such reports and the outcomes in the forms of advice, seizure of equipment, reviews of licences, enforcement notices and prosecution of offenders</p> <p><i>In addition, the Committee will look at enforcement in respect of alcohol licensed premises including under age sales, proxy sales, fire safety, right to work and compliance with conditions. The extent to which advice is given, closure notices issued, reviews undertaken and prosecution of offenders will be considered by the Committee.</i></p> <p>The extent to which Homewatch (or other Watch) groups exist across the District, the information flow to and from them and the support they require will be examined.</p>	<p>)) This element is) deferred to the) meeting on 30) November 2020))</p>	
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		<p>To enable the Committee to scrutinise the work of the new/revived Multi-Agency Coordination Panel (MACP); that has the remit of examining enforcement powers and protocols between various agencies locally to ensure that the most effective response possible is put in place to a range of criminal and anti-social behaviour. The Committee envisages receiving a written report setting out the work of the MACP over the 6 or more months since it was (re-) established and the intentions for the</p>	<p>Cllr Lynda McWilliams Essex Police</p>	<p>Anastasia Simpson/Carol Magnus</p>
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		<p>following year. Indicators for success of the MCAP should be included with a commentary on progress towards those.</p> <p>As identified by this Committee at its meeting on 7 October 2019 (Minute 78 refers)</p>		
	Education of children	<p>Solely for information, the Committee will look at information by school as to whether (at the start of the autumn term) it is fully open to teach the full range of year groups or whether restrictions are in place that mean this is not the case.</p> <p>The information received may contribute to the debate on the other items at this meeting/the next meeting of the Committee.</p>	<p>Cllr Lynda McWilliams</p> <p>Essex County Council Education/Individual Schools and Academy Trusts</p>	Anastasia Simpson/Carol Magnus
	Mitigation Measures for Impact of Public Firework Displays	<p>Councillor Sue Honeywood's Motion To Council on 21 January 2020:</p> <p>"Fireworks are used by many people throughout the year to mark different events. While they can bring much enjoyment to some people, they can also cause significant problems and fear for other people and animals.</p> <p>This Council therefore resolves:</p> <ul style="list-style-type: none"> • to require all public firework displays within the local authority boundaries to be advertised in advance of the event, allowing residents to take precautions for their animals and vulnerable people; • to actively promote a public awareness campaign about the impact of fireworks on animal 	Essex County Council Trading Standards	Tim R Clarke

		welfare and vulnerable people — including the precautions that can be taken to mitigate risks; and <ul style="list-style-type: none">• to encourage local suppliers of fireworks to stock “quieter” fireworks for public display.”		
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