

Resources and Services Overview and Scrutiny Committee
01 February 2021

RECOMMENDATIONS MONITORING REPORT
 (Prepared by Keith Simmons)

Recommendation(s) Including Date of Meeting and Minute Number	Actions Taken and Outcome	Completed, follow-up work required or added to Work Programme
<p>Resources and Services Overview and Scrutiny Committee held on 22 June 2020 (Minute 62 refers)</p> <p>FINANCIAL PERFORMANCE REPORT: IMPACT OF COVID-19</p> <p>The Committee RECOMMENDED TO THE CABINET that:</p> <p>[...]</p> <p>(b) within the allocation of £4,000,000 for cliff stabilisation work, a District wide survey is commissioned this year to identify the implications for the Council of works and thereby assist in the resource considerations of the Council over the long term.</p> <p>[...]</p>	<p>On 11 September Cabinet approved:</p> <p>(a) That the RSOS Committee is thanked for the work they have undertaken; and</p> <p>(b) That Cabinet notes the comments raised, which will be considered as part of associated activities going forward.</p> <p>The Portfolio Holder for Corporate Finance and Governance made the following comments:</p> <p>[...]</p> <p><i>In respect of point (b), a lot of work is undertaken within the framework of the long term forecast in terms of keeping an eye on potential cost pressures that the Council faces, such as cliff stabilisation that the Committee refers to. Such considerations will continue to be an important element of the long term forecast in 2020/21 and beyond. In addition, the Council continues to support the approach of keeping work in-house</i></p>	<p>The Resources and Services Overview and Scrutiny Committee on 21 September 2020 (Minute 85 refers) requested an update in relation to an item regarding the cliff stabilisation survey, to clarify whether the Portfolio Holder's response included a District-wide survey as recommended.</p>

	<p><i>wherever possible, which has already proved a success with the management of previous cliff stabilisation work that has been completed on time and within budget.</i></p> <p>[...]</p>	<p>At the Committee’s meeting on 14 January 2021, it was advised:</p> <p>“The £4m capital allocation is for specific works to two slipped areas in Holland on Sea.</p> <p>A previous piece of high level consultancy linked to the recently completed cliff stabilisation package identified that all of the cliffs owned by the Council have low factors of safety and could be subject to future movement. In general secure slopes of this type would be at 18o and those owned by the Council are as steep as 30o in places.”</p>
<p>Resources and Services Overview and Scrutiny Committee held on 22 June 2020 (Minute 68 refers)</p> <p>OVERVIEW AND SCRUTINY OF HOUSING ISSUES</p> <p>The Committee RECOMMENDED TO THE CABINET that:</p> <p>(a) Cabinet be recommended to develop a public engagement plan in respect of financial assistance for private sector</p>	<p>On 11 September Cabinet noted and endorsed the following comments of the Housing Portfolio Holder’s response to the recommendations of the Resources and Services Overview & Scrutiny Committee.</p> <p>“[...].</p> <p>I therefore accept the recommendations (a) [...] as proposed above.</p>	<p>The Resources and Services Overview and Scrutiny Committee on 21 September 2020 (Minute 85 refers) requested:</p>

<p>housing that includes providing information to community groups, health professionals and more widely to ensure that all those who would benefit from adaptations that could be funded through the financial assistance available through the Disabled Facilities Grant arrangements are aware of those arrangements and the process to apply for those Grants;</p> <p>[...]</p> <p>(d) the maintenance contract currently out for tender not be extended beyond the first year or re-tendered until this Committee has had the opportunity to review the delivery of that contract and the appropriate balance between in-house and contracted maintenance.</p>	<p>In respect of (d) the Maintenance contract is tendered as a seven year contract and as such I propose to carry out a review after one year to ensure that the contract is being run properly and to ensure an appropriate balance between the in-house and contracted maintenance delivery.”</p>	<p>In respect of (a) - whether the recommendation in relation to a public engagement plan as well as more information to the public in relation to the grants available, had been implemented.</p> <p>In respect of (d) – whether this OSC could be part of that review proposed by the Portfolio Holder.</p> <p>The Committee may wish to raise these matters with the PfH or officers at the meeting on the 1 Feb 2020.</p>
<p>Resources and Services Overview and Scrutiny Committee held on 21 September 2020 (Minute 86 refers)</p> <p>SCRUTINY OF THE WASTE AND RECYCLING COLLECTION SERVICE</p> <p>The Committee RECOMMENDED TO THE CABINET that</p>	<p>On 18 December 2020 Cabinet RESOLVED that the comments and recommendations of the Resources and Services Overview and Scrutiny Committee be noted and the comments of the Environment and Public Spaces Portfolio Holder, in response thereto, be endorsed.</p> <p>The comments of the PfH were as follows. <i>“I would like to thank the Chair and the Committee for their recommendations and I too share their ambitions and future aspirations for the waste and</i></p>	

<p>1. that the Committee's recommendation from 17 February 2020 about waste minimisation information to residents (perhaps in the council tax leaflet) be repeated;</p> <p>2. that the Cabinet be invited to set the aspiration for this Council over the next four years to reach the mean level of recycling for all local authority districts in the East of England;</p> <p>3. that (further to (2) above) the aspirational information presented to the meeting be assessed and an action plan be developed to take the relevant ones forward in the short, medium and long term and aimed at achieving the aspiration referenced. This action plan to be submitted to this Committee for its overview.</p> <p>4. that work with primary schools on waste reduction, minimisation and recycling should start at the first practical opportunity and details of such involvement be passed to the relevant ward councillors in advance of such work commencing. Cabinet should also explore the possibility of funding for schools to support recycling efforts;</p> <p>5. that details of all bring sites be submitted to the Committee detailing the recycling available, the extent of use as far it is known, the collection frequency and the plans for improving them, the range of</p>	<p><i>recycling services provided to the residents of Tendring by this authority.</i></p> <p><i>The officers continue to work tirelessly not only to improve and enhance our network of bring sites but to deliver projects over the period of the current contract which will provide residents with new opportunities to recycle more and reduce the amount of waste sent to Landfill.</i></p> <p><i>I also look forward to the appropriate time when they can engage with primary school students in promoting the key messages of waste reduction and recycling, a key message which hopefully once installed in to them at an early age will stay with them throughout their adulthood and perhaps even share with their parents.</i></p> <p><i>In relation to the aspiration to reach the mean level of recycling as compared against all local authorities in the East, with so many different waste and recycling arrangements in place, as Portfolio Holder we must ensure that any comparisons made to other authorities is based on a like for like basis and in doing so will provide us with a true and meaning comparison."</i></p>	
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<p>recycling to be made available to extend that provision and address any excess of use over capacity for it and the signage at those sites to be clear that side waste should not be left.</p>		
<p>Resources and Services Overview and Scrutiny Committee held on 21 September 2020 (Minute 87 refers)</p> <p>LEISURE PROVISION BY THE COUNCIL IN THE DISTRICT</p> <p>The Committee RECOMMENDED TO THE CABINET that</p> <ol style="list-style-type: none"> 1. the Committee, whilst noting the intentions of a sports and leisure strategy to be considered in early 2021, nevertheless requests that such strategy be brought forward as early as possible as it believes that the additional time will ensure that the strategy can address the issues facing the District, including encouraging people to progress from being fairly active to active and from inactive to fairly active and with provisions for those with disabilities. The Committee would welcome the early sight of the emerging strategy and the associated action plans to support delivery of that strategy. The strategy itself, should rightly address the position beyond COVID. 	<p>On 18 December 2020 the Cabinet RESOLVED that the comments and recommendations of the Resources and Services Overview and Scrutiny Committee be noted and the comments of the Leisure & Tourism Portfolio Holder, in response thereto, be endorsed.</p> <p>The comments of the PfH were as follows. <i>“The Portfolio Holder for Leisure and Tourism welcomes the comments of the Resources and Services Overview and Scrutiny Committee. The emerging Sports Facilities strategy has rightly been postponed until there is a stable operating position for our Leisure Facilities and robust, long term decisions can be made. The strategy will be subject to consultation with the committee as well as wider partners and stakeholders. The planned Leisure Centre refurbishment has been carefully prepared by appropriately skilled and experienced professionals and the specification of works will be robust and invite proposals for carbon reduction. The Committee will have noted the refurbishment of Clacton Skate Park was incorporated in the short term plans for the Council’s Back to Business report. Officers will now work with park users to take the project forward and meet the aspirations of local people. The Council has set out its objectives for branding in the draft Tourism Strategy, which</i></p>	

<ol style="list-style-type: none">2. the Committee notes that intentions for the redevelopment of Clacton Leisure Centre has been shelved for the end of this calendar year but reminds the Cabinet that this Committee has previously requested that the consultation with users should be undertaken and a detailed examination of the costs of the works be undertaken in order to secure value for money and a positive contribution to the Council's aims of reducing its carbon foot print.3. proposals around refurbishing the Clacton Skate Park be pursued and that the associated lessons from the site in Dovercourt as delivered to Harwich Town Council, be harnessed.4. the previous issue, of the vital importance of consistent and common branding as previously identified by this Committee in respect of tourism, should also be applied to leisure services in order to help promote the area and its facilities to both residents and visitors.5. all tenders for improvements to the Council's leisure facilities should contain a specific recommendation in respect of energy efficiency costs and savings and the long term impact of	<p><i>will be finally considered in the New Year, following a period of consultation."</i></p>	
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<p>the carbon foot print of Tendring District Council.</p> <p>6. the Sports Facilities Strategy should focus on the District as a whole.</p>		
<p>Resources and Services Overview and Scrutiny Committee held on 3 December 2020 (Minute 107 refers)</p> <p>TRANSFORMATION OF DIGITAL SERVICES</p> <p>It was RESOLVED that the Cabinet be informed that this Committee endorses the principle that Councillors be consulted on the IT kit that is to be provided to them to fulfil their roles as Members.</p>	<p>TO BE REPORTED TO THE MEETING OF CABINET TO BE HELD ON 29 JANUARY 2021</p>	
<p>Resources and Services Overview and Scrutiny Committee held on 3 December 2020 (Minute 108 refers)</p> <p>TRANSFORMATION OF DIGITAL CUSTOMER SERVICES</p> <p>Following a detailed discussion it was RECOMMENDED TO CABINET that:</p> <ul style="list-style-type: none"> the development time frames and future services to be made available on My Tendring be shared 	<p>TO BE REPORTED TO THE MEETING OF CABINET TO BE HELD ON 29 JANUARY 2021</p>	

periodically with Councillors, together with volume of customer services calls and email contact information, including call numbers, durations of call waiting and abandoned calls, with appropriate bench marking information from other organisations.

- the prospect of creating a seamless link between My Tendring and my permit for parking permits is actively explored.
- council tax billing and other services be asked to deliver those services in a way that avoids overloading the customer services team incoming call capacity, e.g. by spreading the dispatch of council tax bills.
- the development of the leisure app be urgently addressed.
- the Council look at joining the Institute of Customer Service.
- the progress of the transformation agenda and how the Council has responded to the COVID19 pandemic in its ability to work from home be noted and applauded.

<p>Resources and Services Overview and Scrutiny Committee held on 3 December 2020 (Minute 109 refers).</p> <p>TRANSFORMATION AGENDA OF COUNCIL- STAFFING.</p> <p>It was RECOMMENDED TO CABINET that the adaptability of the staff and Councillors in relation to the restrictions introduced for COVID19 to continually deliver success, be formally recorded and appreciated.</p>	<p>TO BE REPORTED TO THE MEETING OF CABINET TO BE HELD ON 29 JANUARY 2021</p>	
<p>Resources and Services Overview and Scrutiny Committee held on 14 January 2021 (Minute 116 refers).</p> <p>FINANCIAL FORECAST/BUDGET 2021/22</p> <p>It was RESOLVED that the CABINET be RECOMMENDED that:</p> <p>(a) In respect of future outturn positions on the Council's annual budget, to allocate as a priority any available underspend following permitted carry forwards to extend further the measures to achieve the Back to Business Agenda of the Council. Resources and Services Overview and Scrutiny Committee 14 January 2021</p> <p>(b) Further to (a), to establish a Business Roundtable for the District as part of the</p>	<p>TO BE REPORTED TO THE MEETING OF CABINET TO BE HELD ON 19 FEBRUARY 2021</p>	

Back to Business Agenda and to inform that Agenda going forward.

(c) To reassess all the current reserves, provisions and one off sums allocated by the Council to determine whether they were still required, relevant to the Council's Corporate Plan and the associated sum was at the appropriate level and:

(i) to re-allocate sums such as those for the Clacton Town Centre Fountain and Residents Free Parking (where the cost has been incorporated in the base revenue budget) to more closely align with the Corporate Plan priorities of the Council.

(ii) to identify the specific intentions for the £1.585M for Business Investment and Growth Projects reserve or otherwise look to reallocate that reserve.

(iii) To allocate a further £56k to resourcing public realm improvements across the District (supplementing and extending the £44k set aside to fund '2 One year fixed term posts to support improvements to the overall appearance of the District') thereby allocating a total of £100k to this initiative in total.

(iv) From the reallocation process, and in recognition of the additional £110k in recycling credits achieved by the Council in 2020/21, to identify £10k to improve

recycling bring sites operated by the Council in the District to improve the attractiveness of those sites, signage at and to those sites and thereby further encourage their use and address relevant issues at those sites.

(d) To request that proposals for use of the Tendring Community Fund be developed swiftly so that these can be put in front of a meeting of the Portfolio Holder Working Party on the Tendring Community Fund without delay.

(e) To identify whether existing funding in the revenue budget and reserves, provisions and one-off sums enables the Council to support measures adequately to address the mental health needs of the local population as we ultimately come out of covid-19 pandemic restrictions and if this is found to be insufficient to look to providing funding to achieve this.

(f) To pro-actively assess and monitor the resources required to deliver a dynamic and expansive Tourism Strategy for the District (and the Year 1 delivery plan to accompany that Strategy) to maximise the advantage to the District as soon as covid-19 pandemic restrictions are lifted and extending beyond the normal summer season.

It was further **RESOLVED** that:

(a) The work underway in respect of 'auditing' one off sums and the schemes they are intended to fund and to review progress with this at the March meeting of the Committee. That this review should include details of the original decision to allocate the funds and an assessment as to whether the scheme is on target to be delivered.

(b) The receipt, allocation, timing and use of section 106 funds to support community infrastructure associated with development in the District be reviewed by the Committee as part of its work programme. Resources and Services Overview and Scrutiny Committee 14 January 2021

(c) The Chairman of the Committee is requested to urge the Portfolio Holder for the Environment to undertake further efforts with Essex County Council and Highways England to secure a good level of cleaning on the A120 and A133 in view of the extensive uses of those roads and the impression given to visitors that litter is acceptable from the current level of rubbish alongside those roads.

(d) That the Community Leadership Overview and Scrutiny Committee be invited to consider the mental health support to residents referenced above in recommendation to the Cabinet (e).

Resources and Services Overview and Scrutiny Committee held on 14 January 2021 (Minute 117 refers).

**HOUSING REVENUE ACCOUNT
BUDGET PROPOSALS 2021/2022**

It was **RESOLVED** that **CABINET** be **RECOMMENDED** to set a target level for reducing void periods in 2021/22 in the housing stock with a view to providing specific focus to those measures.

TO BE REPORTED TO THE MEETING OF
CABINET TO BE HELD ON 19 FEBRUARY 2021