

Resources and Services Overview and Scrutiny Committee

13 December 2021

RECOMMENDATIONS MONITORING REPORT

(Prepared by Keith Durran)

Recommendation(s) Including Date of Meeting and Minute Number	Actions Taken and Outcome	Completed, follow-up work required or added to Work Programme
<p><u>SCRUTINY OF ENFORCEMENT</u></p> <p><u>RESOURCES & SERVICES OVERVIEW AND SCRUTINY COMMITTEE held on 1 November 2021 Minute 33 refers</u></p> <p>The Committee RECOMMENDED to Cabinet that:-</p> <ol style="list-style-type: none">1. the protection of trees on land to be developed be considered with the view to seeking to prevent a loss of trees in sites that are approved for development,2. Essex County Council be requested to plant a tree for each one removed by them and after a tree is removed by them it is replaced as close as possible to the site of the removed tree,3. the Council looks at the reintroduction of Perspex lamp post signs to reinforce the message about not dog fouling and the penalty for those that all their dogs to foul in conjunction with ward Councillors,4. the Council discuss again the relative advantage of deploying covert cameras as part of enforcement, particularly for those specific areas where there is reoffending, in order to identify those offenders,	<p>Before Cabinet 17 December 2021</p>	

<p>5. the legal position be considered on the responsibility of those who sell fast food for litter that comes from the packaging provided by those who sell fast food,</p> <p>6. the reasoning why there have been no FPN's issued in respect of breaches of the PSPO, dog fouling, fly-tipping and littering be shared with the Committee</p> <p>7. the Council uses social media and the press to make a push to highlight our Community Ambassadors, ASB case officer and Town Centre Officer, the powers they have and the tickets, fines they can issue.</p>		
<p><u>SCRUTINY OF VOIDS</u></p> <p><u>RESOURCES & SERVICES OVERVIEW AND SCRUTINY COMMITTEE held on 15 July 2021 Minute 15 refers</u></p> <p>The Committee Recommended to Cabinet that:</p> <p>(1) the resources available for the Housing Allocations Service of the Council be reviewed in order to ensure that it is able to deliver the rapid response and excellent customer service to those on the Housing Register, and those applying, and thereby contribute further to reducing the average time Council Homes remain untenanted by moving all paper work to a digital format.</p>	<p><u>Cabinet 12 November 2021 (Minute 74 refers)</u></p> <p>The Cabinet had before it the response of the Housing Portfolio Holder thereto as follows:-</p> <p><i>"I would like to thank the Committee for their comments. To reply specifically to the points made:</i></p> <p><i>1. Since the last meeting of the Committee the allocations team has been working hard to allocate available properties and I am pleased to be able to advise that at the time of writing there are no general purpose properties available to let that are not allocated or subject to offer to prospective tenants. I would like to particularly mention the Housing Solutions and Allocations Manager, the Senior Housing Solutions and Allocations Officer and the team's apprentice and thank them for the work that has been done to achieve this. Looking into the future the</i></p>	<p>The Chairman of the Committee proposes to follow up the decision of Cabinet on 12 November to comment/ask as follows:</p> <p>1. The addressing of the housing voids allocation delays is welcome and the Portfolio Holder's expectations that the position on turnaround of general purpose properties will be maintained is noted with pleasure.</p>

<p>(2) while a selection of individuals on the Housing Register are waiting for adapted homes and we should rightly seek to achieve the best match, where possible, this should not be pursued to the extent that individual properties remain untenanted for long periods of time due to infrequent offers to those on the Register and in need of housing.</p> <p>(3) the temporary measures introduced in 2021 to control expenditure in year on improvements to void Council Homes be continued going forward (as such if the kitchen is functional and efficient to maintain it will not be replaced only for the reason of upgrading it).</p> <p>(4) the IT solutions for the separate sections of the Council dealing with Housing Allocations and Council Home repairs and maintenance be</p>	<p><i>team is presently implementing a new software package which will make the process easier for the team and I hope and expect that this will allow the team to maintain the position that has been achieved.</i></p> <p><i>2. The team have reviewed processes internally as mentioned and rebalanced the allocations process to give a stronger emphasis on allocating properties at a higher frequency than on perfectly matching any adaptations present to prospective tenants.</i></p> <p><i>3. The nature of works carried out at properties has been severely cut back for timing and financial reasons. It may be advantageous to review that as the position is regularised into the future, time and financial constraints may allow a winding back of some of the control measures.</i></p> <p><i>4. The teams are working with a shared spreadsheet at present. They also have separate specialist software for each. I agree that a link between the two</i></p>	<p>2. The adoption of this rebalanced approach is much appreciated and positive step.</p> <p>3. The continuation, longer term, of measures that mean more work is undertaken in occupied properties rather than delaying re-occupation is still something the Committee urges as part of the strategic approach to maximizing occupancy rates and minimizing void periods. This approach should also mean those properties most in need of improvements eg to kitchens are addressed first rather than those which happen to become void.</p> <p>4. It is great to hear that the various service areas are sharing data to improve service delivery.</p>
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enhanced so that there is a shared resource that can support the council with a range of data that the current separate systems were unable assist efficiency of the Council as a whole.

(5) a more active and purposeful approach be undertaken than at present in respect of the recharging of former tenants who had left items to be removed or otherwise in a condition requiring remedial/repair works and that these charges be linked from commencement with any debts for unpaid rents by those tenants in order to assist an efficient recovery process.

(6) the current 14 month trial in respect of an in house team to undertake Council House repairs, be actively reviewed to ensure opportunities are taken during that trial, to support skills development and recruitment and retention measures enhancement (including if appropriate market forces enhancements for certain specialist skills and attraction of those with relevant accreditation to work for the Council; maybe part-time).

(7) the Portfolio Holder for Housing be encouraged to establish a Housing Working Party to continue the focus on Housing Voids and the issues considered in the enquiry by this

packages would be a useful area for future development.

5. *I agree that once the position on void properties overall is dealt with a greater emphasis on recovery of costs would be appropriate, potentially including external debt recovery services. I think however that it is important to remember that former tenants can sometimes be untraceable or unable to pay any debts. A proportionate response will be required.*

6. *I understand that Mr White's comments at the Committee's meeting were intended to highlight the potential issues with the recruitment of specialist tradespeople such as electricians and gas fitters. The limited duration of the trial period is also a consideration in the attractiveness of the team to potential tradespeople. The team is recruiting at the moment and depending on the outcome measures such as market forces could be applied.*

7. *I have established a pattern of fortnightly meetings with my colleague the Portfolio Holder for Finance and Governance, Chief Executive, Corporate Director and Assistant Directors to monitor progress.*

Whether a spreadsheet is the best IT solution is something the Committee would ask is reviewed to ensure this information can continue the current improvements.

5. The Committee believes that tough measures need to be taken with problem tenants and former tenants and pursuing those who damage properties should be pursued; otherwise the associated costs fall on good honest tenants who abide by the rules.

6. The inclusion in the trial, and for the future, of measures to secure specialist tradespeople is great news.

7. The formalization of the meetings to which the Portfolio Holder refers into a Working party and inclusion of additional Members of the Council in these

<p>Committee (including those reflected in these recommendations).</p> <p>(8) an appropriate Key Performance Indicators be developed around timescales for untenanted Council Homes to be offered and re-tenanted, the undertaking of repair/ refurbishment of Council Homes and recovery of costs incurred due to the condition of properties once vacated by former tenants etc and shared with Councillors together with periodic detail of achievement against those Indicators.</p> <p>(9) proposals for a stock condition survey be drawn up and consider the benefits to the Council in identifying issues with the Council's Housing Stock and thereby assist it to improve its plan for expenditure through the Housing Revenue Account in the short, medium and longer term.</p>	<p>8. <i>The group above has established performance measures. The teams are currently adapting the spreadsheet and records seeking to calculate them efficiently:</i></p> <p><i>For publication:</i></p> <ul style="list-style-type: none"> • <i>Quarterly financial void position – income lost and %</i> • <i>Quarterly void average time from date void to date re-let</i> <p><i>For internal monitoring only: the group has requested a small number of indicators focussing on monthly turnover of properties, number of long term voids, turn-around times and costs.</i></p> <p>9. <i>I have asked the teams to investigate the feasibility of a stock condition survey. I am aware of overspends on repairs in the last two years and the need for investment in energy efficiency and other programme items. The potential for expenditure on surveys needs to be considered against the need for direct investment in the stock. A balance has to be struck and I propose to make a decision on a stock survey when the pros and cons are reported.”</i></p> <p>Having considered the recommendations of the Resources and Services Overview & Scrutiny Committee, together with the</p>	<p>meetings, remain something the Committee encourages.</p> <p>8. The Committee looks forward to receiving the wider group of performance indicators referred to together with the underpinning actual numbers that generate those indicators. It will be good to know when these will be available for the year 2021/22 to date. To facilitate this process, the Committee does not need to receive these at a formal meeting; instead a briefing paper with the indicators and underpinning actual numbers.</p> <p>9. A housing stock condition survey is something the Committee encourages the Portfolio Holder to adopt within a strategic approach to the Council's Housing Stock. The Government's Charter for social housing will add to the Council's obligations to its tenants and a stock survey will prepare the Council for the introduction of those further obligations.</p>
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	<p>response of the Housing Portfolio Holder thereto:-</p> <p>It was moved by Councillor P B Honeywood, seconded by Councillor G V Guglielmi and:-</p> <p>RESOLVED that the recommendations made by the Resources and Services Overview & Scrutiny Committee be noted and that the response of the Housing Portfolio Holder thereto be endorsed.</p>	
<p><u>SCRUTINY OF THE SEAFRONT SERVICES</u></p> <p><u>RESOURCES & SERVICES OVERVIEW AND SCRUTINY COMMITTEE held on 20 September 2021 Minute 23 refers</u></p> <p>The Committee Recommended to Cabinet that:</p> <p>a) where observation reveals cliff slippages, all communication with Beach Hut Licensees in respect of Cliff Stabilisation and safety, is consistently shared with the relevant District Ward Councillors; and</p> <p>b) the undertaking of a survey of cliff vulnerability across the 26 kilometres of coast line for which this is responsible</p>	<p><u>Cabinet 12 November 2021 (Minute 72 refers)</u></p> <p>The Cabinet had before it the response of the Leisure & Tourism Portfolio Holder thereto as follows:-</p> <p><i>"I would like to thank the Committee for their comments. To reply specifically to the points made:</i></p> <p>1. <i>I entirely agree with the idea of keeping ward councillors fully involved. I know that the officers involved in the beach huts service specifically already seek to keep ward councillors involved in decisions. I have asked that they redouble their efforts in this regard and hope that there are even fewer exceptions to this good practice in the future.</i></p> <p>2. <i>Past studies on the Holland-on-Sea cliffs have been carried out at some expense by a large engineering company. It's</i></p>	<p>The Chairman of the Committee proposes to follow up the decision of Cabinet on 12 November to comment/ask as follows:</p> <p>a) The action of the Portfolio Holder to encourage greater consistency in delivery is appreciated.</p> <p>b) The Committee was not suggesting an expensive survey but seeking to take forward the</p>

and beach levels in the 23 bays created in 2013/14 in the Clacton-on-Sea and Holland-on-Sea areas be undertaken as an imperative piece of work in the next few months and thereby address the concerns raised by the Committee on 22 June 2020 (Minute 62 refers) and on 21 September 2020 (Minute 85 refers).

unrealistic to expect to be able to completely predict the location and extent of future cliff failures. That's because the cliffs tend to have naturally formed with a limited factor of safety and failures caused by changing factors outside of the Council's, or anyone's, control. I don't think that it is viable to commission further surveys of this kind. However, the Coastal Manager is working with a local engineer with regard to the conduct of a series of visual inspections and some analysis that will give us greater insight into the stability of the main cliffs in the District, at a cost that can be accommodated. I have asked that the findings are reported back to me when completed.

3. *The District Council has funded and begun a significant cliff stabilisation project at Holland-on-Sea this year. The work will be completed during the winter, in time for next year's season. This project has significantly affected the Council's reserves. It is my view that the Council cannot itself afford to address future cliff issues in isolation. I have requested further investigations and advice on the Council's liability for cliff work and the extent to which external funding can be called upon to assist."*

Having considered the recommendations of the Resources and Services Overview & Scrutiny Committee, together with the response of the Leisure & Tourism Portfolio Holder thereto:-

suggestion made to the meeting that a visual survey by officers of the Council could be possible. On this basis the Committee welcomes fully the intention of such a visual survey as part of the Council's consideration of risks going forward and its implications for budgets in the short, medium and longer term.

- c) The Committee would welcome receiving a briefing on the further investigations and advice on the Council's liability for cliff work and the extent to which external funding can be called upon referenced by the Portfolio Holder. Is there a timetable for these investigations/advice to be undertaken/received?

	<p>It was moved by Councillor Porter, seconded by Councillor McWilliams and:-</p> <p>RESOLVED that the recommendations made by the Resources and Services Overview & Scrutiny Committee be noted and that the response of the Leisure & Tourism Portfolio Holder thereto be endorsed.</p>	
<p><u>SCRUTINY OF THE SPORT AND LEISURE SERVICE</u></p> <p><u>RESOURCES & SERVICES OVERVIEW AND SCRUTINY COMMITTEE held on 20 September 2021 Minute 22 refers</u></p> <p>The Committee Recommend to Cabinet:</p> <p>to restate the Committee’s request that an updated draft District-wide Leisure Strategy be brought forward as speedily as possible for consultation and that the Strategy should seek to enable a fresh direction to the delivery of leisure facilities and address the issues facing the District; including encouraging people to progress from being fairly active to active and from inactive to fairly active and the provision for those with disabilities.</p>	<p>Cabinet 12 November 2021 (Minute 73 refers)</p> <p>The Cabinet had before it the response of the Leisure & Tourism Portfolio Holder thereto as follows:-</p> <p><i>“I would like to thank the Committee for proposing a fresh approach, and to commend staff for implementing it in a way that encourages more activity, including:-</i></p> <ul style="list-style-type: none"> • <i>£617,000 invested in Clacton Leisure Centre, upgrading changing rooms, sauna, LED lighting and the air handling unit in the health suite, and new wetside changing rooms, to complete by Christmas;</i> • <i>£250,000 allocated to a new Clacton Skatepark to be completed next Summer;</i> • <i>£670,000 from ECC and the Football Foundation to fund and install a 3G football pitch at Clacton; and</i> 	<p>The Chairman of the Committee proposes to follow up the decision of Cabinet on 12 November to comment/ask as follows:</p> <p>The response does not discount the value of an updated strategy or suggest that it is being prepared. Could this be clarified for the Committee as the Committee believes a strategic approach is needed o leisure and sport provision locally.</p>

	<ul style="list-style-type: none"> • £30,000 to support up to 120 people on a 12 week GP referral scheme to TDC leisure facilities.” <p>Having considered the recommendation of the Resources and Services Overview & Scrutiny Committee, together with the response of the Leisure & Tourism Portfolio Holder thereto:-</p> <p>It was moved by Councillor Porter, seconded by Councillor McWilliams and:-</p> <p>RESOLVED that the recommendations made by the Resources and Services Overview & Scrutiny Committee be noted and that the response of the Leisure & Tourism Portfolio Holder thereto be endorsed.</p>	
<p><u>USE OF SECTION 106 MONIES</u></p> <p><u>RESOURCES & SERVICES OVERVIEW AND SCRUTINY COMMITTEE held on 15 July 2021 Minute 16 refers</u></p> <p>After a detailed discussion the Committee RESOLVED:</p> <ol style="list-style-type: none"> 1. To the extent that it is not happening at present, details of the proposed schemes using S106 funds in a particular ward be advised as a routine to the local Ward Councillor(s) and consideration be 	<p><u>Cabinet on 8 October 2021 (Minutes 61 refers)</u></p> <p>“Cabinet had before it the response of the Portfolio Holder for Corporate Finance & Governance thereto which was as follows:-</p> <p><i>“Taking each point in turn, my comments are as follows:</i></p> <ol style="list-style-type: none"> 1) <i>Agreed - This will be reflected in future decision making processes, where the views of the ward councillor will be required before the associated decision can be finalised and published.</i> 	<p>The Chairman of the Committee proposes to follow up the decision of Cabinet on 12 November to comment/ask as follows:</p> <ol style="list-style-type: none"> 1. The action of the Portfolio Holder in ensuring Ward Councillors are consulted is appreciated.

<p>given to the views expressed by the Ward Councillor(s) on the proposed scheme before and decisions are taken to implement the scheme.</p> <p>2. That, for those parts of the District that are parished, the relevant Town or Parish Council be advised about S106 funds that had been secured and whether they could bid for schemes to be funded or identify schemes for officers to consider.</p> <p>3. That, for those parts of the District that are un-parished, the locality descriptor should be the relevant District Ward rather than 'Clacton' so as to improve the understanding of the figures shown for that area.</p> <p>4. That an annual statement be made on the amounts of monies received in S106 funds, the total sum held by the Council in S106 funds and the sums spent on schemes in that year against the common obligations of:</p> <ul style="list-style-type: none"> • Public open space • Affordable Housing • Education • Highways • Town centre Improvements • Health 	<p>2) <i>Existing processes already provide a proportionate response to the issue raised, as the information is published on the Council's website where Town and Parish Council can access it on a self-service basis rather than having to introduce a further layer of unnecessary administration. However we can consider further sign-posting support / opportunities in future.</i></p> <p>3) & 5) <i>Agreed – both points raised will be addressed via the associated review by the S151 officer.</i></p> <p>4) <i>Similar to the response to point 2) above, existing processes already provide this information which will be enhanced in future years by the commitments made above."</i></p> <p>Having considered the recommendations submitted by the Resources and Services Overview & Scrutiny Committee, together with the response thereto of the Portfolio Holder for Corporate Finance & Governance:-</p>	<p>2. The Committee would welcome know what additional support/opportunities for sign posting will be introduced so that it can consider the effectiveness of these and support proportionate responses to this issue.</p> <p>3. The commitments here are very much appreciated and the Committee would appreciate understanding further the timescales that apply to the review to improve the information and its usability.</p> <p>4. As part of the review by the S151 Officer the Committee would encourage an opportunity to look again at providing the summaries requested for Councillors rather than having to produce such summaries in a reactive way to requests from this Committee.</p>
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<p>5. To note the commitment if the Council's Assistant Director for Finance and IT that the S106 spreadsheet publicly available on the Council's website would be amended to include commitments so that the sums shown are clear and complete.</p>	<p>It was moved by Councillor G V Guglielmi, seconded by Councillor McWilliams and:-</p> <p>RESOLVED that the recommendations made by the Resources & Services Overview and Scrutiny Committee be noted and that the response of the Corporate Finance & Governance Portfolio Holder in response thereto be endorsed”.</p>	
<p><u>TOURISM STRATEGY FOR TENDRING</u></p> <p><u>RESOURCES & SERVICES OVERVIEW AND SCRUTINY COMMITTEE held on 24 May 2021 Minute 6 refers</u></p> <p>The Committee RESOLVED to Recommend Cabinet:</p> <ul style="list-style-type: none"> • To consider the opportunities for working in partnership with local businesses prioritising such services as hotels/bed and breakfast operators to encourage visitors participating/attending or visiting events in the District to stay locally and use the services of those local businesses (Potentially with discounts offered by those businesses). • To harness opportunities to those attracted to specific places/events locally to be supported to revisit by sharing other places/events locally including those using the book of Holland Ferry, creating a dedicated 	<p><u>Cabinet on 17 September 2021 (Minutes 38 refers)</u></p> <p>“Cabinet had before it the response of the Portfolio Holder for Leisure & Tourism thereto which was as follows:-</p> <p><i>“I would like to thank the Committee for its views and where possible, suggestions will be built into the work programme for the delivery of the strategy. Further to this, I would suggest the Committee set up task and finish groups to look in detail at how some of the suggestions could be delivered in practice. In particular, the carbon offsetting of the Clacton Airshow and how further improvements can be made to improve cleanliness. I look forward to seeing the results of the in-depth scrutiny by the Committee in these areas and welcome further thorough scrutiny that results in an improved strategy.”</i></p>	<p>The Chairman of the Committee proposes to follow up the decision of Cabinet on 12 November to comment/ask as follows:</p> <p>The commitment to look to adopting the recommendations from the Committee is appreciated. The Committee will seek an update on progress with them in its work programme for 2022/23 on the basis that a review of delivery against the strategy is an enquiry for the Committee.</p>

visit Tending website with the separate charms of the District can be brought together, using QR codes to encourage visits to such a website and to local heritage sites.

- To take additional measures to improve the cleanliness of the District including messaging around “Respecting the district by using the area responsibly” through education encouragement and enforcement to ensure visitors are encouraged back rather than being putt-off by unsightly rubbish and over full bins.
- To consider again the previous recommendation (minute 87 of 21 September 2020 refers) for consistent and common, highly visible branding of events and facilities provided/supported by the council to ensure that those attending those events/facilities are made aware of the Councils role in producing/supporting the same.
- To examine measures to offset the carbon footprint of the Clacton Air Show, which uses over 100,000 litres of Jet Fuel and generates 275 tonnes of CO2, including the options perused by the Bournemouth Air Festival whereby trees were planted for each tonne of carbon used at the Air Show.

Having considered the recommendations submitted by the Resources and Services Overview & Scrutiny Committee, together with the response thereto of the Portfolio Holder for Leisure & Tourism:-

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

RESOLVED that the Resources & Services Overview and Scrutiny Committee be thanked for the views submitted and that the comments of the Portfolio Holder in response thereto be endorsed”.

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| <ul style="list-style-type: none">• To note the intention of the Portfolio Holder for Economic Growth and Leisure to consider promoting details of bridleways that traverse the District. | | |
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