

RESOURCES AND SERVICES OVERVIEW AND SCRUTINY COMMITTEE

30 JUNE 2022

REPORT OF THE HEAD OF DEMOCRATIC SERVICES & ELECTIONS

A.1 WORK PROGRAMME FOR 2022/23 AND REVIEW OF THE YEAR 2021-2022 FOR THE RESOURCES AND SERVICES OVERVIEW AND SCRUTINY COMMITTEE

(Report prepared by Keith Simmons and Hattie Dawson-Dragisic)

PURPOSE OF THE REPORT

To seek the Committee's approval to its draft programme of work for the 2022/23 municipal year for recommendation to the Council meeting on 12 July 2022 and to review the Committee's work undertaken during the Year 2021/22.

BACKGROUND

The Resources and Services Overview and Scrutiny Committee is one of two overview and scrutiny committees established by the Council to specifically focus on the following areas of Council work (as detailed in Article 6.02(i) of the Council's Constitution):

"To perform the role of Overview and Scrutiny and its functions in relation to:

- The Chairman and the Vice-Chairman of the Committee will normally be Members of a political group that is not represented on the Cabinet. The Committee will hold 8 scheduled meetings per year but with the Chairman able to call additional formal meetings. Meetings of Task and Finish Groups can be called as required, following the terms of reference being agreed by the Committee.*
- To perform the role of Overview and Scrutiny and its functions in relation to the effective use of the Council's resources including approval of discrete researched and evidenced reviews on the effectiveness.*

Financial Forecast Budget setting and monitoring (including General Fund & Housing Revenue Account)

- Service Delivery and Performance (where not delegated to the Community Leadership Overview and Scrutiny Committee)*
- Procurement and Contract Management*
- Transformation and Digital Strategies*
- Customer Service and Standards*

The Constitution provides for the two overview and scrutiny committees to submit a work programme to full Council for approval. Rule 7 of the Overview and Scrutiny Procedure Rules sets out the position as follows:

“Each Overview and Scrutiny Committee will submit a work programme for the year ahead and a review of the previous year’s activities to the full Council for approval. In addition it will be responsible for co-ordinating and prioritising its work programme on an ongoing basis.

In preparing, co-ordinating and prioritising its programme, each Overview and Scrutiny Committee will take into account:-

- *The General Role and Principles of undertaking its functions, as set out in Part 2 Article 6;*
- *The planned work on the preparation of elements of the Budget and Policy Framework, as set out in the Council’s Business Plan;*
- *The need for statutory timetables to be met;*
- *The wishes of all members of the committee;*
- *Requests from the Cabinet to carry out reviews; and*
- *Requests from Group Leaders in accordance with Rule 8.”*

In considering the Work Programme of enquiries, the Committee must have regard to the Corporate Plan 2020-24 and the themes of that Corporate Plan are:

- Delivering High Quality Services
- Building Sustainable Communities
- Strong Finances and Governance
- A Growing and Inclusive Economy
- Community Leadership through Partnerships

WORK CARRIED OUT TO DATE

In developing a draft Work Programme for 2022/23 the timetable below sets out the process undertaken.

Action	Start Date	End Date	Proposal
Invite Officer ideas	25/04	06/05	Management Team, email to Directors and TDC user email on 13 May 2022
Invite Councillor ideas	25/04	06/05	Email to Members (with reminder day before end date 3 May 2022
Invite Cabinet/Portfolio Holder ideas	25/04	06/05	Email to Cabinet/Portfolio Holders 3 May 2022
Invite Parish Council ideas	25/04	06/05	Email to Parish Council Clerks 3 May 2022
Invite the public’s ideas	25/04	06/05	Press Release,

			Social media post on 11 May 2022
Invite other partner ideas	25/04	06/05	Partnerships communicated with others asking for ideas on 4 May 2022
Hold Cabinet (Leader/Deputy) –OSC Chairmen meeting	09/05	13/05	Meeting held on 17/05
Training on Task and Finish Groups etc.	25/05		Using the first of the Councillor Development Sessions in the schedule of meetings
Submit proposals to the OSC's	27/06	01/07	Community Leadership OSC is scheduled for 28/06. A special Resources and Services OSC has been arranged for 30/06.
Determine Memberships of Task and Finish Groups etc	TBC	TBC	To be determined. Some work could be undertaken prior to Council on a provisional basis only.
Submit proposals to Council for approval	12/7		Council meeting that evening
Programming of Task and Finish Groups and them starting their work	N/A	N/A	Throughout the year – hopefully taking account of the advice from Management Team about capacity and programming.

The above shows that a consultation took place to invite the various stakeholders to give their ideas for items to be added to the work programme. 22 responses were received, 1 of these were a Parish Council, 3 were from this Council's own staff, 5 were TDC Councillors and 13 were from the public. These responses have been assigned to the two OSCs based on their respective terms of reference and those for this Committee are set out at Appendix A to this report.

A meeting was also held on 17 May including the Leader and Deputy Leader of the Council, the OSC Chairmen, the Chief Executive and the Deputy Chief Executive. The purpose was to provide the forum envisaged in paragraph 9.2 of the Council's Cabinet-Overview & Scrutiny Protocol. That paragraph highlighted the advantage of such meetings in building on the positive working relationship between representatives of the two elements of the governance structures of the Council. It also referenced the opportunity such meetings provided for Cabinet to input into developing Work Programmes for the Overview & Scrutiny Committees. The following suggestions were made as a result of this meeting:

- *The future viability of leisure centres - given fuel price increases, inflation generally and wage inflation.*
- *Beach Huts – the current strategy, commercial rental of the Huts, storing of inflammable materials in them and the future strategy for the Huts.*
- *The impact of the COVID-19 pandemic and levels of enduring depression – picking up the Active Essex Local Delivery Pilot Scheme locally and the work of Family Solutions*
- *Freeport East – including the transport infrastructure around the District to maximise the benefit of the Freeport, looking at development investment into Harwich and the skilling of local people for the jobs at the Freeport.*
- *Tendring-Colchester Border Garden Community*
- *The £1.5m of funds transferred from the Health Service to the Council and the Council delivering schemes for those Health bodies.*
- *Examining the delivery of projects to tackle alcohol and drug misuse and violence against women and girls (Essex County Council had put funding into a Multi-Disciplinary Teams to tackle these issues).*
- *Tackling low aspirations of the local population – including looking at the INTU programme and accessing Adult Education (picking up on the work by Essex County Council on its ambition for the Adult and Community Learning).*

The Leader and Deputy Leader identified the following two subjects as ones that thought would most warrant prioritisation for scrutiny enquiries in 2022/23:

- *Planning Enforcement for the Council. The review would look at the Council's powers, policies, procedures, data on use of those powers and the effectiveness of the approach.*
- *Cyber Security for the Council. Looking at the threats, our approach to those threats and the future vulnerabilities.*

The proposals would be considered and fed into the process of determining the proposed Work Programmes.

The Committee is invited to consider the suggestions for enquiries as set out at Appendix A. At Appendix B are scoping suggestions that pick up on previous proposals from the Committee Members previously together with those that have been identified in Appendix A and/or from the meeting with the Leader/Deputy Leader referred to above. They have been developed in conjunction with the Chairman of the Committee. In drafting the proposals in Appendix B, Officers have sought to apply the

requirements on the Committee referenced in the background section of the report. These have been drafted to assist the Committee and are not intended to be prescriptive.

In addition, at its meeting on 24 May 2022 (Minute 5 refers), there was a suggestion around inclusion of work programme items on the alternative options for the future of new build Council owned homes in Jaywick Sands and the Levelling up fund bids submitted to enhance the Town Centres of Clacton and Harwich. No indication was given at the time whether these should be considered for off-agenda briefing papers or a different approach to these matters.

Appendix A includes the item deferred from the last meeting for consideration as proposed by the Leader of the Tendring First Group on the Council.

Proposed Work Programme

The Committee is further invited to identify the intended progress with the relevant enquiries in respect of the programmed meetings of the Committee (as below):

Tuesday 23 August 2022

Tuesday 15 November 2022

Wednesday 4 and 11 January 2023 [2023/24 Budget Scrutiny]

Tuesday 21 February 2023

Tuesday 13 June 2023 [After Elections to the Council]

Following on from the Councillor Development Session on 25/05/22, the Committee is invited to draft a Work Programme seeking to make appropriate use of the following approaches to enquiries:

- Overview and Scrutiny Workshops
- Task and Finish Groups
- Standing Panels
- Enquiry Days
- Off Agenda briefings
- Site Visits
- Consultation

Review of the Year 2021/22

The review of the work undertaken by the Committee during the year 2021-22 is being prepared in conjunction with the Chairman of the Committee and will be provided prior to the meeting for consideration.

RECOMMENDATIONS

- (a) That the Committee receives and considers the range of proposals for work programme items from stakeholders as set out at Appendix A to this report.**
- (b) That the Committee agrees draft 2022/23 Work Programme for enquiries for the Committee; whether that is as set out in the scoping document set out in Appendix B or otherwise, for submission to Full Council; and**

(c) to note that a review of the year 2021 – 2022 is being prepared in conjunction with the Committee’s Chairman and will be circulated prior to this meeting of the Committee for consideration of it.

BACKGROUND PAPERS FOR THE DECISION

There are none.

APPENDICES

Appendix A – Submitted ideas for scrutiny from Councillors, the public, Parish Councils and Stakeholders.

Appendix B – Scrutiny Scoping Document – completed for a number of possible scrutiny items.

Work Programme 2022/23 – Ideas from Stakeholders

Parish Councils:

<u>Name</u>	<u>Thoughts</u>
Mistley Parish Council	<p>With regard to all of the foregoing, the Parish Council is disappointed that the Section 106 Developer Agreements and transfer of funds to the Parish Council is such a protracted process. CIL (Community Infrastructure Levy) in other Districts is much more streamlined.</p> <p>Perhaps the issues with S106 can please be addressed.</p>

Officers:

<p>Two of the themes for 2020-2024 are strong finance and governance and a growing and inclusive economy.</p> <p>I would say two key issues as someone who deals with payments made by the council are: Money wasted on unneeded expenses and many suppliers are not local to Tendring</p> <p>We could be including so many more local small businesses rather than larger companies based elsewhere in the UK.</p>

Councillors:

Cllr Z Fairley	<p>As a ward councillor, I and I am sure others hear varied comments from residents in regard to individual experiences for contacting the council, whether via email or phone, across various departments.</p> <p>Sometimes comments are very positive and sometimes not so much. It is my perception that responses in regard to Housing, Benefits and Council Tax queries seem to have the most mixed feedback from residents.</p> <p>As an example, a resident contacting the council recently, advised me they very much felt the response from staff to queries, very much depends on who picks up the phone rather than the query itself. They were clearly indicating they would get a different answer to a question depending on who picked up the call.</p> <p>I politely suggested this wouldn't have been the case but I can understand that sometimes the tone of a call may vary, or that an issue may be dealt with in a different way but still reach the same conclusion.</p> <p>I wonder whether this part of customer service could be a possible area of scrutiny for councillors?</p>
Cllr M Talbot	<p>With the enforcement powers the Council have being returned to individual departments, and much of the need for enforcement</p>

	<p>being in the Environmental areas of Council business, I would like to know, after advice from an O & S Committee, how we may best use 'covert' cameras to catch and prosecute offenders, and even perhaps where they advise such devices would best be located.</p> <p>One other thing. Whilst I have no trouble at all contacting an officer or department that I would like to contact, I often receive complaints saying ".....and I wrote to the Council but that was a while ago (fortnight or longer), and to date I have received no reply"</p> <p>Is it worth considering a policy – certainly for e-mails received from the public, for the Council to formally reply acknowledging receipt of that particular e-mail, and saying it is being directed to the appropriate department?</p> <p>I am of course aware of our contact e-mail address of Member.Enquiries@tendringdc.gov.uk.</p>
Cllr A Baker	<ol style="list-style-type: none"> 1) Scrutinise the lack of access to the sea/beaches for those who have limited mobility/impaired vision/physical disabilities for the areas beyond Clacton (Pier to the Toby). 2) Scrutinise the complete lack of permanent Beach patrol/Lifeguards for the area to the East of Clacton Pier, and the possibility of putting in two permanent positions, in appropriate locations, in consultation with Ward Councillors/Residents Associations/local residents/beachside businesses. 3) Scrutinise the complete lack of any recycling facilities along the promenade, as currently everything deposited into the bins goes to landfill, and speak to other sea side/coastal districts to see what they do, and what is best practice. 4) Scrutinise the lack of support for other recycling initiatives, such as TPRS, and encourage everyone to contribute to making their area cleaner and safer. 5) Scrutinise the Members Enquiry scheme, in that how often is it used, do all councillors use it, do relevant officers departments respond within the timescales laid down etc.
Cllr T Allen	<p>Work Programme item from the Leader of the Tendring First Group, Councillor Allen, the proposed enquiry into the decision of the Portfolio Holder for Environment & Public Space:</p> <p>(a) <i>To give consent for the use of the section of Frinton Greensward identified between 14 August 2022 and 5 September 2022 by the Frinton Summer Theatre subject to any necessary licences being obtained and conditions being adhered to; and</i></p> <p>(b) <i>That the details of any consents given make it clear that consent is given for this event only and that future events will be evaluated on their merits at the time.</i></p> <p>The decision followed an application from Frinton Summer Theatre to provide a tented theatre for the production of plays for</p>

four weeks on the Greensward at Frinton-on-Sea in the summer of 2022. A link to the decision on the Council's website is here:

[Decision - Frinton Summer Theatre - Application for Consent to use Frinton Greensward \(tendringdc.gov.uk\)](https://www.tendringdc.gov.uk/decision-frinton-summer-theatre-application-consent-use-frinton-greensward)

The request from the Leader of the Tendring First Group is that the decision made by Portfolio Holder be brought to the Committee to be scrutinised as he believes it was made without a full and thorough consultation with all the parties that will be affected by the decision along with the Councillors whose wards will be affected.

Public:

We would like to enter the following for scrutiny by committee.

Tendring DC decision to amend the current Beach hut licence to include the prohibiting of hire. The current license does state that use is not for business purposes, but does not specifically prohibit the use for hire. New licenses have been delivered late April with a covering letter stating the amended rules. Tendring DC have been approached Cllr. Nick Stork and Cllr. Alex Porter for their reasoning behind this decision. However their response is just to reiterate the contents of the covering letter with no further explanation. We are one of about 10% of the total number of beach huts which hire on a daily basis from April 1st. until October 31st. We have been doing this with the councils knowledge and until recently also their support. I am sure you will acknowledge this has greatly affected a large number of beach hut owners. Some who have small businesses run on beach hut hires, to single owners like us who hire to help with the yearly running costs of the beach hut. We honestly believe that your committee should look at the reasons behind this decision and make it clear to us as owners. Then we can go forward with a clearer picture of what is the Tendring DC vision for the future of beach huts in its area.

I request that the Council scrutinise the Council's sudden change of stance this year regarding beach hut rentals. Beach hut rentals have been a part of Tendring life and beach hut life for decades and this has caused a great deal of mental stress to myself, to other owner/renters and potentially to their guests who have already booked for this Summer. I am at a loss to see the logic behind the sudden u-turn, especially as there is a new 'Beach Hut Strategy' in the pipeline that would allow for full, fair and collaborative research to be undertaken.

Of particular concern and need for Scrutiny.

No notice was given of this sudden change in stance. No reason was given for the change of stance. No contact was made with beach hut owner/renters to consult on a possible change of stance or the reasons behind it. No specific change has been made to the license, it has the same clauses it has always had, there is no specific clause in the license that prohibits rentals. Clause 4.7 is a clause that has been in the license for many years and is clearly designed to stop the huts being used essentially as kiosks e.g. selling ice-creams or hiring out deckchairs etc. A licence of this type would require an express clause to exclude rentals. The council issued guidance in 2020 confirming that rentals were permitted and in numerous calls before and since then with various owners. The Council's interpretation of their own licence was to this effect and this is what the owners in purchasing their huts, entering into the licence and renting them out relied on. With a 'Beach Hut Delivery Strategy' in the pipeline and a possible change to the license in the future, what is the reasoning and or need for this. If the change in stance is due to complaints, where is the evidence, were they fully investigated, how

many were there? was it established that the hut(s) in question were definitely rental huts if mentioned, were the owners spoken to so they could address the complaint fairly and give their side? I like others, have very strict terms and conditions including limiting numbers (max 8). Tendring Beach Hut Rental Committee (of which I am a member) raised some legitimate legal questions with regards to the legal standing of the Council's new stance and these have also been ignored so warrant scrutiny.

Does the decision meet the Council's own Code of Conduct

Objectivity Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias. How can this decision have be made impartially without consultation of both owners and owner/renters?

Fairly and on merit, using the best evidence.

What 'best evidence' was there for a need of a change of stance? What investigations were made for this conclusion to be drawn?

Without discrimination or bias. Again, how can a decision such as this be made impartially, without discrimination or bias without involving the very people it impacts?

Accountability holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this. Openness Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

There has been a distinct lack of openness, transparency or information provided despite many requests.

I attach a copy of a letter sent by the Tendring Beach Hut Rental Committee (as previously mentioned and of which I am a member) sent on the 5th May 2022 to Councillor Stock in response to a generic letter he sent to many. Which raises many concerns and hasn't been responded to.

I hope this gives me the opportunity to be heard, my questions answered, and this decision to be fully scrutinised.

I would like the decision scrutinised and hope to continue sharing my beach hut with the community and with the wider public with all the mental health benefits, financial revenue for local businesses and positive PR for the area that it brings along with others Beach Huts. This summer and for future summers. If you would like to see my hut and its standards I would be more than happy to show you around.

I would like you to look into the massive REAL LIFE NEGATIVE impact that banning beach hut hire is having on so many. I do hire my hut. The people who use my hut come for mental health benefits. My hut saved me after my husband passed away from alcoholism and now I devote my work to helping others recover. Sharing my hut with others has helped so many.

By not allowing beach hut hire, you are removing a safe space for people to go to, where they can go for a restorative break, a place to heal and recover. (The stories circulating that beach hut hire is for large loud parties are NOT representative of all beach hut hires. The average number of guests in my hut last year was 3.)

Not allowing beach hut hire also takes away a holiday, a staycation for those who can't afford to travel.

Not allowing beach hut hires makes beach huts inaccessible to a large chunk of the population.

Not allowing beach hut hire has an impact on my well-being, the uncertainty of knowing where I stand with the hires that were already booked. The impact of losing that supplementary income at a time when the cost of living is soaring. I am a solo parent and the hires that I get help pay for food to feed my family.

I would like you to look into the unjust and unprofessional manner, the LACK OF DUE PROCESS involving banning beach hut hire. , The lack of communication, The unanswered questions. It's simply unacceptable.

I am writing to request an enquiry into the process of the change in the Council's stance to beach hut rentals.

Earlier this month the Council updated the beach hut FAQs on their website to say that beach hut rentals were not permitted. A few days later letters were sent to beach hut owners with their site licences to say the same.

The actual beach hut licence conditions remain the same as they have ever been. There are no changes to the clauses in the licence. Two years previously the Council issued a letter with the same licence conditions which said there are no restrictions on beach hut rentals.

Rentals have happened with the full knowledge and encouragement of the council for decades. We have plenty of evidence of this including:

- The letter from 2020 stating rentals are permitted
- Emails from various council staff acknowledging and permitting rentals
- A letter from the Council asking rental hut owners to make themselves known so they can keep a list of rentals for visitors
- A copy of that list of rentals kept by the council

In particular I would like an enquiry to explore the following:

- There is no evidence of due process
- Beach hut owners were not consulted on this re-interpretation of the licence
- No public consultation was undertaken before this re-interpretation of the licence

- No notice was given to rental huts that this change was about to take place
- There has been no clear reason given for this re-interpretation of the licence
- There has been no indication of when the public consultation or beach hut strategy review will take place
- There has been no consideration given to the visitors who have already booked beach hut hire days this summer

Please see attached an email to Neil Stock of 5th May from the Tendring Beach Hut Rental Committee (of which I am a member). We have received no response to this email.

Please see attached an email to Delyth Miles of 11th May from me and two other Tendring residents/beach hut owners.

Both of these letters describe in detail our objections to this change of stance and ask for clarification around the issues with beach hut rentals.

The Council has failed to be transparent about why this re-interpretation of the licence has occurred, what the beach hut strategy review process will look like, when the strategy review and consultation will take place and what rental owners are supposed to do about their summer bookings in the interim.

Rental owners had reasonable expectation to be able to rent out their huts as that was what permitted under the licence conditions (which haven't changed) when they purchased them. The annual fee is for the site. The site licence is not annual, it is a periodic licence and due notice must be given when changes in the licence occur. The Council cannot reinterpret the clauses of the licence annually.

As a resident of Tendring and owner of beach huts I am very concerned about the process undertaken to make these changes to the Council's policy and would like an enquiry into how this has occurred.

I would like to ask the council to scrutinise the council's handling of beach hut rentals which has caused me personally, as a beach hut owner/renter at Walton, an enormous amount of anxiety and which I believe is seriously detrimental to the area's economy.

Earlier this month the Council updated the beach hut FAQs on their website to say that beach hut rentals were not permitted. A few days later letters were sent to beach hut owners with their site licences to say the same.

The actual beach hut licence conditions remain the same as they have ever been. There are no changes to the clauses in the licence. Two years previously the Council issued a letter with the same licence conditions which said there are no restrictions on beach hut rentals.

Rentals have happened with the full knowledge and encouragement of the council for decades. We have plenty of evidence of this including:

- A letter from 2020 stating rentals are permitted
- Emails from various council staff acknowledging and permitting rentals
- A letter from the Council asking rental hut owners to make themselves known so they can keep a list of rentals for visitors

- A copy of that list of rentals kept by the council
- A personal assurance to me when I bought my hut that rentals were permitted otherwise I would never have bought it!

In particular I would like an inquiry to explore the following:

- There is no evidence of due process
- Beach hut owners were not consulted on this re-interpretation of the licence
- No public consultation was undertaken before this re-interpretation of the licence
- No notice was given to rental huts that this change was about to take place
- There has been no clear reason given for this re-interpretation of the licence
- There has been no indication of when the public consultation or beach hut strategy review will take place
- There has been no consideration given to the visitors who have already booked beach hut hire days this summer. This impacts thousands of visitors to the area

Please see attached a letter to Neil Stock of 5th May from the Tendring Beach Hut Rental Committee (of which I am a member). We have received **no response** to this letter.

This letter describes in detail our objections to this change of stance and asks for clarification around the issues with beach hut rentals.

The Council has failed to be transparent about why this re-interpretation of the licence has occurred, what the beach hut strategy review process will look like, when the strategy review and consultation will take place and **what rental owners are supposed to do about their summer bookings in the interim which were taken in good faith before the council's change in their interpretation of the license**

Rental owners had a reasonable expectation to be able to rent out their huts as that was what was permitted under the licence conditions when they purchased them. The annual fee is for the site. The site licence is not annual, it is a periodic licence and due notice must be given when changes in the licence occur. The council cannot reinterpret the clauses of the licence annually.

I don't believe that this decision meets the Council's own Code of Conduct

Objectivity Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

How can this decision have been made impartially without consultation of both owners and owner/renters.

Fairly and on merit, using the best evidence. What 'best evidence' was there for a need of a change of stance? What investigations were made for this conclusion to be drawn?

Without discrimination or bias. Again, how can a decision such as this be made impartially, without discrimination or bias without involving the very people it impacts?

Accountability: holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

Openness: Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

There has been a distinct lack of openness, transparency or information provided despite many requests and this has left many, many people in limbo not knowing whether or not they need to cancel thousands of holiday makers holiday bookings for this summer?

Is it really the council's intention to deter tourists from visiting Walton?

Having owned a Beach hut for the last 17 years on eastcliffe and seeing my children grow up in the beach with my parents, I have decided this year to rent out my hut to pay for the ever growing University fees as we are not using it as much and I would like to keep it in my family to pass on to future generations.

I was shocked To understand that earlier this month the Council updated the beach hut FAQs on their website to say that beach hut rentals were not permitted as the wording has now been interpreted differently. However the council are still actively showing there own beach huts for rent, the police are still renting out there's in Frinton and all this seems to be forgotten when talking to private owners. It took a number of days for any letters to get to the beach huts but the site licenses have stayed exactly the same and have remained unchanged in all the years I've owned mine. I have, in the past, been in receipt of letters from the council asking to be informed if you own a beach hut and rent it out that they can have it as a list for their own database.

In the previous two years, the council also issued a letter saying there were no restrictions on the beach huts and as a out of Tendring owner, I actually pay more per year, a fact no one in the council has actually answered why, and I have asked this question a number of times. Why has this year the site license been interpreted differently with no actual wording change and why do I pay more?

I also draw your attention to a NON beach hut reduction in Covid by the council, which as owners we paid when by law we were not permitted to use, or as a out of Tendring owner, allowed to travel to maintain. I also draw your attention to the lack of promenade cleaning and how as beach hut owners, we actually do this job more than the council. I have had to rescue a number of wheelchair users as they get stuck and no one was around to help them. Also the lack of toilets and taps in the winter, when our site license is active. How does health and safety cope with excrement on the beach when visitors

cant go to the toilet... they don't, as the beach hut owners have to deal with human waste that's left around the huts. We clean this as rats would overtake... another thing the council don't keep on top of, like the broken concrete promenades.

Rentals have always happened, the council have always had full knowledge of this, and have encouraged it because it brings tourists into Walton and tourist spend more money than those living there. Without this Walton is bleak. Does the council now want to reverse this idea, and are the council also looking at caravan licenses for rentals and there's many of those that can be hit as this is a area that has exploded in the last two years.

I would like particular attention drawn to a enquiry of the following

- Beach hut owners were not consulted on this re-interpretation of the licence, even though they say we were.
- No public consultation was undertaken before this re-interpretation of the licence
- No notice was given to rental huts that this change was about to take place
- There has been no clear reason given for this re-interpretation of the licence
- There has been no indication of when the public consultation or beach hut strategy review will take place
- There has been no consideration given to the visitors who have already booked beach hut hire days this summer

I would also draw your attention to huts that are rented are Maintained to a incredibly high standard, they have fire extinguishers and blankets in them, no inflatables, limit to 6 people per hut, are insured.. the list goes on... I pretty much guarantee non rented huts are not kept to this level of condition. Equally I rent out my hut through a lady who lives directly behind my row of huts, she is on site every single day and evening. Not only are these huts cleaned, the promenade is also swept daily and rubbish removed from site. You do not get this with owner huts.

My neighbours last year had between 15-22 in there hut most weekends, they were noisy, the hut is falling to a lower standard than it was kept at with its previous owners, and they take over the beach. I would personally say a hut that's looked after by a rental company that's local, and local means Walton not out of the area, is a better idea for everyone than one that isn't. Renters are clean, considerate and easy to control, owners and there extended families are not.

My site license conditions are still the same as when I purchased it, now someone seems to be interpreting it differently but no one can explain why, no one can explain how or when it's going to be sorted. We are coming into the hight of the season, what do we do with the bookings and the loss of faith in Tendring district council actually doing anything.

These questions must urgently be answered

On top of all this, you now also have to jump through hoops to sell the hut that you apparently can't rent out... what on earth are you doing to the tourism! I'm absolutely flabbergasted as the total lack of information or any intelligence that has been forthcoming. Neil stock in particular responded to one of my emails Saying "I'm pleased your enjoying your beach hut" in a round robin email... didn't actually read it, clearly.

After the last two years of no money, no grants, no life, why can we not just enjoy our beach huts and let our guests enjoy them too? I am certainly not seeing the high quality services that you apparently strive for and I would like these councillors who have taken this decision to actually answer why rather than hide as they clearly are doing at the moment.

As a owner of a beach hut in Walton On The Naze I would like to enquire as to how/why the council have suddenly taken the stance that beach hut rentals are not permitted.

I have hired out for the last few years and have returning customers who booked immediately after their visits last summer, who are very upset that they are no longer able to enjoy the benefits of a day by the sea

Some of my customers have been in tears as they have used the hut because of mental health issues that have arisen during lockdown. This was all a complete surprise to us all and I myself am suffering from anxiety due to the way that this has been handled.

I await to hear your response and hope there will be some discussion on it and this is very distressing.

I would ask that your committee investigates the appalling situation within the beach hut community of Tendring.

Our beach hut on Eastcliff in Walton has been in our family for forty years. Throughout that time Beach huts were allowed to be rented out. I found out that, apparently, was going to change this year by an article in the Clacton Gazette! No advance notice to owners, no consultation within the community and even some District councillors were unaware.

I have evidence to prove that in 2020 TDC were encouraging owners to rent their huts. To this end, as we now live away from the area, we found someone who is local to manage our hut with TDC's approval. My hut licence invoice arrived late this year with no reason given, the wording on the site licence conditions remained exactly the same as in 2020 but there was a covering letter to say that beach hut rentals are currently not permitted.

I would like your committee to scrutinise who made such a decision, who decided that telling the media before owners was a good way of promoting confidence in the council. Who thinks that denying tourists, over the course of the coming summer, a place to shelter when enjoying the beach was a good idea.

Because I live outside the Tendring area, my site licence fee is double that of a local owner. I am happy to pay that but I am appalled at the way that TDC has treated me, as a beach hut owner, as insignificant. I have sent emails to several members of TDC about this situation without the courtesy of a reply. The only communication in the covering letter is a veiled threat of removal of my site licence should I not comply with this change of ruling.

You will find that huts that are rented out are kept in an immaculate condition, they obviously have to be, while owner huts are often in a sad state of repair. The hut next to mine is collapsing and despite writing to TDC over the last 2 years nothing has been done about it. I suggest TDC gets its act together and deals with the lack of communication to beach hut owners, which is causing significant distress with regard to our site licence conditions.

We have been dealing with the Planning Department since August 2021, regarding a breach of planning by our neighbours.

One of our main issues is the severe lack of response to numerous e mails and telephone calls to the Planning Department.

We are aware that there has been staffing issues within this department, but this lack of communication from the Planning Department is most annoying and stressful.

We have already been dealing with two officers on this issue both have indicated that the occupants should have the breach corrected or apply for retrospective planning permission. The neighbours were given until to do one or the other and we would have expected contact with what action has been done - or not, and a reply to our emails or phone calls would surely be a courtesy to us.

Parity with Frinton seafront

We all know that Frinton is TDC's jewel-in-the-crown, despite your protests that this is not the case. The closure of the Sports Centre here, while spending £100,000s in Clacton is testament to the second-class nature of our town. Dogs on the beach by the childrens' paddling pool are an issue during summer months and the signage here is woeful! If you walk the promenade in Frinton, at every access to the beach there is a prominent sign stating that dogs are banned from 1 May – 30 September. There are three main entrances to the paddling pool area – at Splash Point, at the accessible ramp by the Beach Patrol hut and the ramp by the partially completed café. There is now a sign near the Beach Patrol hut and others on the sea wall surrounding the promenade, but the sea wall signs are virtually useless as they are low down and not easily seen. There needs to be large 'in-your-face' signage at each entrance to the area, to ensure clarity. Those of us that use the area on a regular basis have become unofficial and unpaid dog wardens, often attracting abuse when we point out the seasonal regulations to owners. We should not be put in this position when adequate signage would provide the necessary information. Providing the Beach Wardens with more powers would also go some way to alleviating the problem. At one meeting last year with the Beach supervisor the reason given for lack of signage was 'overload' – too much signage! This does not appear to be the case in Frinton, where there is a sign at EVERY entrance.

Here are some of my thoughts and wishes from a disabled person's perspective.

I understand this probably isn't wholeheartedly what you wanted or needed from a scrutiny perspective but maybe you could extract what I've written and put it in ways it would fit in when scrutinising provision or services etc.

SUSTAINABLE COMMUNITIES & INCLUSIVE ECONOMY - Making some provision, (within the many houses TDC seem to be approving), for affordable properties for young professional people. Those who, have jobs and are just starting out but, are struggling to get a mortgage based on their wages. This way we may be able to attract the dentists, doctors and teachers etc, we so desperately need, to live and work within Tendring.

***INCLUSIVITY** - Some housing (flats) made available for independent living for disabled adults. There are currently many flats for over 55 year olds, but none for disabled.

As a parent of a disabled child (whatever age), you are always thinking ahead to that time when you are no longer going to still be alive and wondering how they are going to get on without you being there for them. One of the biggest reliefs of that worry would be to see your child (now grown up, but still

disabled) living independently, with a care package, settled and happy.

* Holland on sea sea front and promenade to be as valued as Clacton:

1) We need to have a lifeguard station somewhere central in Holland on Sea.

2) INCLUSIVITY means equality of access to the promenade, beach and sea front throughout the Holland on sea area. Translation of this means;

- The promenade must be REGULARLY kept free from sand. Not just a track through, but the whole prom, including the bottom of the slopes that access the prom and the benches that are covered dotted along it

- Holland on sea must have a 'changing places' wheelchair accessible toilet and adult changing table etc, similar to the one on the sea front west of Clacton pier.

- Wouldn't it be fabulous if Holland on sea was known for having a wheelchair accessible beach? Where there was a purpose built, permanent, ramp into the sea and a couple of 'BOMA chairs'. Additionally, a block of wheelchair accessible beach huts (with electricity), where each hut was big enough to house the electric mobility scooter of a user (in case of a rainy day) plus 4 people at a time.

- Electrical fast charging points for mobility scooters/electric wheelchairs at various points along the prom.

Not only would all this increase inclusivity in the community but, if these things were put in place and the infrastructure had been developed (in partnership), it has the potential to generate millions of pounds worth of year round profit and employment. Holland on sea would be the perfect place for this as it has a different appeal to Clacton town center.

"The Purple Pound (the consumer spending power of disabled people and their families) is worth £274 billion and is rising by an average of 14% per annum." (Purple Tuesday).

Wouldn't it be incredible, socially, morally and financially if we could access some of that?

Scrutiny Scoping Document.

INITIAL SCOPING THOUGHTS FOR ENQUIRIES FOR RESOURCES AND SERVICES OVERVIEW AND SCRUTINY COMMITTEE

Item	Date of Enquiry	Relevant Corporate Plan Theme/Annual Cabinet Priority	Information to be provided in advance	Those to be invited to attend	Articulated value of undertaking the review
Scrutiny of the Council's proposals to review the Beach Hut Strategy	Commencing Summer 2022	Delivering High Quality Services (Public Spaces to be Proud of)	A copy of the 2013 Beach Hut Strategy and the proposals for the review, which will be subject to consultation with stakeholders.	Portfolio Holder for Leisure and Tourism Interim Corporate Director - Projects Delivery Assistant Director, Economic Growth and Leisure	To feed the committees views into the review of the Beach Hut Strategy, prior to consideration by Cabinet.
Planning Enforcement – Review of current powers, policies, procedures, data on the use of current enforcement powers, effectiveness of approach and assessment of how cases should be prioritised.	Commencing Summer 2022	Delivery of High Quality Services	Current Planning Enforcement Policy. Casework examples (i.e. priority and non-priority cases)	Portfolio Holder for Planning, Chairman of the Planning Committee, Director of Planning, Assistant Director of Planning	To ensure that the Planning Enforcement Service efficiently prioritises enforcement cases ensuring timely closure of casework.
Cyber Security for the Council. Looking at the threats, our approach to those threats and the future vulnerabilities.	Commencing Summer 2022	Strong Finance & Governance	1. Copy of All Member Cybersecurity Briefing Presentation	Deputy Leader, Portfolio Holder for Corporate Finance and Governance,	To challenge/ better understand the cybersecurity risks, defences and mitigations the

<p>There was agreement that this might be a good subject for scrutiny.</p>			<p>23/02/22. 2. Cyber incident log examples explained.</p>	<p>Head of IT & Resilience, Cybersecurity & Systems Manager</p>	<p>council has in place.</p>
<p>Council procurement and Contract Management – using potential exemplars from: - The housing maintenance contract awarded to Rapid, its delivery of work and the management of it. - The management of the previous cremator maintenance contract, the need to stop the use of those cremators and the process for securing replacement cremators given the sensitivity around this service and the budgetary implications for the Council while these cremators are out of action. - The Leisure Centre Investment – specifications, securing contractors and delivery of those works and maintenance of the equipment at the Centres.</p>	<p>Initial informal meeting in the summer to discuss the issues and hear of proposals from Officers and then to reconvene in the winter to look at progress with any measures implemented</p>	<p>Delivery of High Quality Services Effective and positive Governance</p>	<p>The Procurement Strategy Confirmation of procurement and contract management requirements Details of the procurements in the exemplars Details of the contract management in the exemplars Details of measures to improve procurement and contract management at the Council Procurement Project Pipe Line for programming future projects</p>	<p>Management Team</p>	<p>To ensure that procurement and contract management at the Council is functioning as it should and is fit for purpose.</p>

<p>Customer Service</p> <p>Particularly face to face, telephone and email contact across a range of services including Council Tax, Waste-Recycling and Leisure</p>	<p>Autumn 2022</p>	<p>Delivery of High Quality Services</p>	<p>Customer Service Commitments</p> <p>Visitor and Call statistics</p> <p>Complaint handling</p> <p>Ombudsman focus report on equal access</p>	<p>Relevant Portfolio Holders</p> <p>Relevant Directors</p>	<p>To provide an opportunity to assess the level of customer service provided against policies and provide recommendations around both of these matters. In addition to ensure reasonable adjustments are in place to reflect the needs of those with disabilities.</p>
<p>Waste, recycling and litter beyond 2026.</p> <p>To consider how best to balance the expectations of residents, cost and service provision.</p>	<p>Spring 2022</p>	<p>Delivery of High Quality Services</p>	<p>The Specification for the current contracts to 2026.</p> <p>The key milestones in the development of specification for the service provision beyond 2026.</p> <p>The budget income, recycling credits and expenditure over the most recent five years.</p> <p>Relevant comparator data for waste, recycling and litter over time and in other comparator councils.</p>	<p>Relevant Portfolio Holders</p> <p>Relevant Directors</p>	<p>To identify what a high quality waste, recycling and litter should look like for Tendring District beyond 2026.</p>

In addition, there will be scrutiny for the 2022/23 Budget proposals and this work is scheduled for 4 and 11 January 2023.