

## APPENDIX A

### RESOURCES AND SERVICES OVERVIEW AND SCRUTINY COMMITTEE FOR ENQUIRIES TO BE UNDERTAKEN IN 2022/23

#### Work Programme

[Detailed Work Programme for 2022/23 outlining the progress made and otherwise planned for enquiries set out in the Work Programme. The report also details an update of the Task and Finish groups appointed by the Resources and Services Overview and Scrutiny Committees.]

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
<b>Customer Service</b>  Particularly face to face, telephone and email contact across a range of services including Council Tax, Waste-Recycling and Leisure	Not completed	Delivery of High Quality Services	<b>Customer Service Commitments</b>  <b>Visitor and Call statistics</b>  <b>Complaint handling</b>  <b>Ombudsman focus report on equal access</b>	<b>Relevant Portfolio Holders</b>  <b>Relevant Directors</b>	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.
<b>Waste, recycling and litter beyond 2026.</b>	Not undertaken	Delivery of High Quality Services	<b>The Specification for the current contacts to 2026.</b>	<b>Relevant Portfolio Holders</b>	To identify what a high quality waste, recycling and litter should look like for

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<p>To consider how best to balance the expectations of residents, cost and service provision.</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 Directors</p>	<p>Tending District beyond 2026.</p>
<b>COMPLETED ITEMS</b>					
<p>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.</p>	<p>Completed Recommendations</p> <p>Going to Cabinet on 23 June 2023</p>	<p>Delivery of High Quality Services</p>	<p>Current Planning Enforcement Policy. Casework examples (i.e. priority and non-priority cases)</p>	<p>Portfolio Holder for Planning,</p> <p>Chairman of the Planning Committee,</p> <p>Director of Planning,</p> <p>Assistant Director of Planning</p>	<p>To ensure that the Planning Enforcement Service efficiently prioritises enforcement cases ensuring timely closure of casework.</p>
<p>Council procurement and Contract Management –</p>	<p>Completed Recommendations</p>	<p>Delivery of High Quality Services</p>	<p>The Procurement Strategy</p>	<p>Management Team</p>	<p>To ensure that procurement and contract</p>

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<p>using potential exemplars from:          -The housing maintenance contact 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</p>	<p>Going to Cabinet on 23 June 2023</p>	<p>Effective and positive Governance</p>	<p>Confirmation of procurement and contract management requirements</p> <p>Details of the procurements in the exemplars</p> <p>Details of the contract management in the exemplars</p> <p>Details of measures to improve procurement and contract management at the Council</p> <p>Procurement Project Pipe Line for programming future projects</p>		<p>management at the Council is functioning as it should and is fit for purpose.</p>
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equipment at the Centres.					
Carbon Neutral by 2030. The assessment of measures to progress towards the policy unanimously agreed by Full Council and adopted into the Council's Policy Framework. How will these carbon reduction measures affect the Council and its r partners financially (and is there a consequence for job numbers/skills of the individual measures)?	Completed	Delivering High Quality Services/ A7 - Carbon Neutral by 2030	To be scoped by the Committee in August 2022	Not applicable	To ascertain progress against the Action Plan 2020-2023 prior to the end of the period of the Action Plan and inform a process of informing the development of the Action Plan for the next period towards the 2030 net zero policy objective.
Cyber Security for the Council. Looking at the threats, our approach to those threats and the future vulnerabilities. There was agreement that this might be a good	Completed	Strong Finance & Governance	<ol style="list-style-type: none"> <li>1. Copy of All Member Cybersecurity Briefing Presentation 23/02/22.</li> <li>2. Cyber incident log examples explained.</li> </ol>	<p>Deputy Leader, Portfolio Holder for Corporate Finance and Governance,</p> <p>Head of IT &amp; Resilience,</p>	To challenge/ better understand the cybersecurity risks, defences and mitigations the council has in place.

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subject for scrutiny.				Cybersecurity & Systems Manager	
Scrutiny of the Council's proposals to review the Beach Hut Strategy	COMPLETED	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.
Post decision scrutiny of the decision of the Portfolio Holder for Environment & Public Space (as follows):  (a) To give consent for the use of the section of Frinton Greensward identified between 14 August 2022 and 5 September 2022	17 October 2022  DONE	Not specified	A link to the decision on the Council's website is here:  <a href="#">Decision - Frinton Summer Theatre - Application for Consent to use Frinton Greensward (tendringdc.gov.uk)</a>  In addition to the decision itself, the objections received to the application are available at the same link; together with the	Portfolio Holder for Environment and Public Space  Assistant Director – Building and Public Realm	To review the consultation with all the parties that will be affected by the decision along with the Councillors whose wards will be affected.  To determine the residual cost falling on the Council in respect of additional demand for public

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<p>by the Frinton Summer Theatre subject to any necessary licences being obtained and conditions being adhered to; and  <b>(b) 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.</b></p> <p><b>The decision followed an application from Frinton Summer Theatre to provide a tented theatre for the production of plays for four weeks on the Greensward at Frinton-on-Sea in the summer of 2022.</b></p> <p><b>The request from the Leader of the Tendring First</b></p>			<p><b>report of the Assistant Director – Building and Public Realm who advised the Portfolio Holder on the application.</b></p> <p><b>The report considered by the Portfolio Holder prior to the decision to authorise the use of the Greensward references issues raised in the consultation undertaken in respect of concerns about residual costs falling on the Council in respect of additional demand for public lavatories, additional parking, remedial work on the Greensward following the end of the Summer Theatre’s use of it.</b></p>		<p><b>lavatories, additional parking, remedial work on the Greensward following the end of the Summer Theatre’s use of it.</b></p>
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<p><b>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.</b></p>					
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**In addition, there was scrutiny for the 2023/24 Budget proposals and this work was undertaken on for 4 and 11 January 2023**