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COMMITTEE:	JOINT OVERVIEW AND SCRUTINY COMMITTEE
DATE:	MONDAY, 18 SEPTEMBER 2023 9.30 AM
VENUE:	KING EDMUND CHAMBER, ENDEAVOUR HOUSE, 8 RUSSELL ROAD, IPSWICH

Members	
<u>Conservative</u> James Caston Brian Riley	<u>Green Party</u> Terence Carter Leigh Jamieson Janet Pearson
<u>Independent</u> Kathryn Grandon Mary McLaren (Co-Chair)	Ross Piper Miles Row Laura Smith
<u>Liberal Democrat</u> Keith Scarff John Whyman	

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AGENDA

PART 1

MATTERS TO BE CONSIDERED WITH THE PRESS AND PUBLIC PRESENT

Page(s)

- 1 **APOLOGIES AND SUBSTITUTES**
- 2 **DECLARATION OF INTERESTS**
- 3 **JOS/23/14 TO CONFIRM THE MINUTES OF THE JOINT MEETING HELD ON 21 AUGUST 2023** 5 - 12
- 4 **TO RECEIVE NOTIFICATION OF PETITIONS IN ACCORDANCE WITH THE COUNCIL'S PETITION SCHEME**

5 **QUESTIONS BY THE PUBLIC**

To consider questions from and provide answers to members of the public on any matter in relation to which the Committee has powers or duties and of which due notice has been given in accordance with the Committee and Sub-Committee Procedures Rules.

6 **QUESTIONS BY COUNCILLORS**

To consider questions from and provide answers to Councillors on any matter in relation to which the Committee has powers or duties and of which due notice has been given in accordance with the Committee and Sub-Committee Procedure Rules.

7 **JOS/23/15 REVIEW ON CURRENT LEVELS OF UNTREATED SEWAGE DISCHARGES TO WATERS IN BABERGH AND MID SUFFOLK** 13 - 16

8 **JOS/23/16 FORTHCOMING DECISIONS LIST**

To review the Council's Forthcoming Decisions List and identify any items to be brought before the Overview and Scrutiny Committee.

Please note the most up to date version can be found via the Website:

[Forthcoming Decisions List » Babergh Mid Suffolk](#)

9 **JOS/23/17 OVERVIEW AND SCRUTINY ACTION TRACKER** 17 - 20

10 **JOS/23/18 BABERGH OVERVIEW AND SCRUTINY WORK PLAN** 21 - 22

To agree the Babergh Overview and Scrutiny Work Plan

11 **JOS/23/19 MID SUFFOLK OVERVIEW AND SCRUTINY WORK PLAN** 23 - 24

To agree the Mid Suffolk Overview and Scrutiny Work Plan

Date and Time of next meeting

Please note that the next meeting is scheduled for Monday, 23 October 2023 at 9.30 am.

For more information about this meeting, including access arrangements and facilities for people with disabilities, please contact the Committee Officer, Alicia Norman on: 01473 296384 or Email: Committees@baberghmidsuffolk.gov.uk

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Agenda Item 3

BABERGH AND MID SUFFOLK DISTRICT COUNCILS

Minutes of the meeting of the **JOINT OVERVIEW AND SCRUTINY COMMITTEE** held in the Frink Room (Elisabeth) - Endeavour House on Monday, 21 August 2023 at 09:30am.

PRESENT:

Councillor: Mary McLaren

Councillors:	James Caston	Kathryn Grandon
	Leigh Jamieson	Mary McLaren
	Jen Overett	Dr Daniel Pratt
	Brian Riley	Miles Row
	Keith Scarff	Laura Smith
	Rowland Warboys	John Whyman

In attendance:

Councillor(s): John Ward – BDC Cabinet Member for Finance, Assets, and Investments
Andrew Mellen – MSDC Cabinet Member for Performance and Resilience
Alastair McCraw – BDC Cabinet Member for Customers, Digital Transformation, and Improvement

Witness(es): Henry Cooke – CIFCO Capital
Neville Pritchard – JLL

Officers: Director for Assets and Investments (EA)
Director for Corporate Resources (ME)
Corporate Manager for Council Companies (HB)
Corporate Manager for Customer Services (SL)
Cost of Living Co-ordinator (ED)
Corporate Manager for Governance and Civic Office (JR)
Lead Officer for Overview and Scrutiny (AN)

Apologies:

Councillor(s): Terence Carter
Janet Pearson
Dr Ross Piper

12 APOLOGIES AND SUBSTITUTIONS

12.1 Apologies were received from Councillor Terence Carter, Councillor Janet Pearson, and Councillor Ross Piper.

12.2 Councillor Rowland Warboys substituted for Councillor Carter.

12.3 Councillor Jen Overett substituted for Councillor Pearson.

12.4 Councillor Daniel Pratt substituted for Councillor Piper.

13 DECLARATION OF INTERESTS

13.1 Councillor Row declared an interest in Item JOS/23/09 as an employee for Suffolk Libraries, a partner to the Council in the delivery of cost of living support.

13.2 The Monitoring Officer declared that Councillor Row could remain in the room during consideration of the item and confirmed that they could participate in the debate and vote on any eventual recommendations.

14 JOS/23/07 TO CONFIRM THE MINUTES OF THE MEETING HELD ON 24TH JULY 2023

14.1 Councillor Jamieson proposed that the minutes be accepted as a true record.

14.2 Councillor Whyman seconded the proposal.

By a vote of 10 For and 2 Abstentions

It was RESOLVED:

That the minutes of the meeting held on the 24th July 2023 be confirmed and signed as a true record.

15 TO RECEIVE NOTIFICATION OF PETITIONS IN ACCORDANCE WITH THE COUNCIL'S PETITION SCHEME

15.1 None received.

16 QUESTIONS BY THE PUBLIC

16.1 None received.

17 QUESTIONS BY COUNCILLORS

17.1 None received.

18 JOS/23/08 CIFCO PERFORMANCE REPORT (2022/23) AND BUSINESS PLAN (2023/24)

18.1 Councillor John Ward, Babergh's Cabinet Member for Finance, Assets, and Investments, introduced the item to the Committee.

18.2 Emily Atack, Director for Assets and Investments, presented the item to the Committee outlining before Members the purpose of the business plan, the

structure of the trading companies, an overview of the UK property market, the CIFCO property investment portfolio, the five-year cashflow forecast, the CIFCO Board key performance indicators (KPIs), an overview of the 2023/24 business plan, the Energy Performance Certificate (EPC) improvement plan, an overview of deferred debt repayments, and introduced Henry Cooke (CIFCO Capital) and Neville Pritchard (JLL) to the Committee.

- 18.3 Councillor Grandon queried the decision to stop purchasing properties and questioned if this was a “firm” decision. The Director for Assets and Investments responded that there was no funding available for further acquisitions by CIFCO as this phase was completed in 2021.
- 18.4 Councillor Scarff queried whether the KPIs and targets set out in the business plan were too low. The Director for Assets and Investments responded that the KPIs were reasonable with the current market uncertainty and that the EPC targets were aligned to legislation.
- 18.5 Councillor Scarff further questioned about EPC ratings and how quickly the improvement plan could be actioned to achieve “B” ratings across the board. The Director for Assets and Investments responded that the outset ambition was to achieve a “B” rating for all properties and that the costs of improving to both a “C” and a “B” were looked at in the view of determining what would provide the most return. The Director further responded that there were long-term plans that supported achieving these ratings as quickly as possible.
- 18.6 Councillor Caston questioned who makes the decision to defer certain debt repayments. The Director for Assets and Investments responded that the power to defer debt repayments was decided upon by Full Council in 2020 for a three-year period. The Director further responded that since this period, it has been decided upon by the CIFCO Board whether to implement the deferred payments each financial year.
- 18.7 Councillor Jamieson queried which assets could be sold to provide the best financial return. The Director for Assets and Investments responded that this was something that was considered on a regular basis by the Board throughout the year due to constant changes in the values of the assets.
- 18.8 Councillor Jamieson further questioned whether the EPC Improvement Plan would come at additional cost to the Councils. The Director for Assets and Investments responded that the expenditure from making these improvements would not come out of the Councils’ budgets and that no more investment from the Councils into CIFCO can be made.
- 18.9 Councillor Warboys questioned how much of the Councils’ short term borrowing debt was attributed to CIFCO. Melissa Evans, the Director for Corporate Resources, responded that 9% of borrowing in Babergh and 19% of borrowing in Mid Suffolk is related to CIFCO.
- 18.10 Councillor Row queried what potential there was for CIFCO to reach net-zero earlier than 2030. The Director for Assets and Investments responded that

this would be evaluated once CIFCO had carried out an EPC assessment for the entire portfolio.

18.11 Councillor Riley questioned if the reduction in arrears over the last business year were attributed to a single tenant or distributed across the portfolio. The Director for Assets and Investments responded that these arrears were contributed to by a collection of tenants.

18.12 Councillor McLaren queried the cost to the organisation of working with eight different corporate partners. The Director for Assets and Investments responded that all partners were paid by CIFCO from the income from the portfolio and that the running costs equated to approximately £700,000.

18.13 Members debated the item on the following issues:

- Relying on a loan-based income stream
- The proposed EPC Improvement Plan
- Impacts on the commercial property market
- The increase in value of assets
- Deferred debt repayments, arrears, and the impact on Council finances
- Sustainability and reaching net-zero

18.14 The Lead Officer for Overview and Scrutiny put forward the following recommendation based on the questions and debate from Members:

- That the Joint Overview and Scrutiny Committee notes the CIFCO Business Trading and Performance Report and asks that the minutes of the meeting be taken into account when CIFCO is next considered at Full Council.

18.15 Councillor Caston proposed the recommendation as read out by the Lead Officer.

18.16 Councillor Row seconded the proposal.

By a unanimous vote

It was RESOLVED:

1.1. That the Joint Overview and Scrutiny Committee notes the CIFCO Business Trading and Performance Report and asks that the minutes of the meeting be taken into account when CIFCO is next considered at Full Council.

19 JOS/23/09 COST OF LIVING: REVIEW OF 6 MONTH PLAN AND BEYOND

- 19.1 Councillor Andrew Mellen, Mid Suffolk's Cabinet Member for Performance and Resilience, and Councillor Alastair McCraw, Babergh's Cabinet Member for Customers, Digital Transformation, and Improvement, introduced the item to the Committee.
- 19.2 Sam Lake, Corporate Manager for Customer Services, and Elysa Dale, the Cost of Living Co-ordinator, presented the item to the Committee outlining before Members a look-back at the last 6 months of work, the development of a long term approach to deal with issues, the different kinds of support delivered directly to residents, improving communication, both internally and externally, regarding the services available to support residents, digital inclusion, collaboration with Community Action Suffolk (CAS) to hire a new Food Network Co-ordinator, plans to launch a data SIM pilot to help residents get online, and communication with Town and Parish Councils.
- 19.3 Councillor Jamieson queried if there was targeted communication for residents who might be struggling with the cost of living crisis. The Cost of Living Co-ordinator responded that general communication was sent out to residents but that training had been provided to Income Officers, Building Services, and Customer Services about the support that was available so they can refer and signpost more vulnerable residents that they come across in their line of work.
- 19.4 Councillor Smith questioned what support was available for residents in rural areas and connecting them to key services in our towns. The Cost of Living Co-ordinator responded that the Communities department assess and map the level of need across the Districts and use this to identify the key areas to provide focussed support but that more support was branching out into villages and rural areas.
- 19.5 Councillor Grandon queried what support was in place for older residents who may lack the means to increase their income due to retirement. The Cost of Living Co-ordinator responded that the support and services provided were able to be accessed by residents of all ages and that digital inclusion and literacy schemes were being actioned to help support older residents in particular to get online and access all services.
- 19.6 Councillor Whyman questioned how we can increase officer visibility in the District to promote and discuss services with residents face-to-face. The Corporate Manager for Customer Services responded that there were several customer access points (CAPs) throughout the Districts that could facilitate the delivery of services within the community based on a review of the need in the area.
- 19.7 Councillor Overett questioned if more work could be done to signpost residents to online services via the Councils' websites. The Corporate Manager for Customer Services responded that there are currently banners on the main page directing our residents to the cost of living support area but

that further communication and clarity would be considered as part of the new website review in the near future.

- 19.8 Councillor Pratt queried about the support for residents struggling with food insecurity and ensuring that they are provided with nutritional food, especially young people, as part of our services. The Cost of Living Co-ordinator responded that tackling food insecurity was a collaborative approach with the food banks in the Districts and that what is provided to residents is limited by what products get donated to the food banks.
- 19.9 Councillor Warboys questioned about the financial capacity to carry on providing support for the cost of living crisis if government funding is reduced. The Cost of Living Co-ordinator responded that the key areas of risk would need to be identified in a proactive approach and internal solutions drafted up to ensure that there is minimal impact to the delivery of key services.
- 19.10 Councillor Scarff queried what communication about cost of living support takes place at a hyper local level. The Cost of Living Co-ordinator responded that this was something to improve and will be covered in the next stage of the plan, particularly through further communication with Town and Parish Councils and utilising local community facilities.
- 19.11 Councillor Smith questioned if the Councils worked collaboratively with Suffolk Libraries to deliver digital inclusion sessions. The Corporate Manager for Customer Services responded that this did take place in a blended approach, with the Councils providing logistic support for the delivery of the sessions, and that through grant funding libraries across the Districts have been supplied with a total of 27 iPads for residents to use.
- 19.12 Councillor McLaren questioned about the costs of the hiring of a Food Network Co-ordinator and whether this role involved overseeing the governance of food banks. The Cost of Living Co-ordinator responded that the funding for the position came from the Shared Prosperity funds and had been re-directed from initial plans to develop a community supermarket. The Officer further responded that the role would entail making sure food banks are sustainable, working efficiently, and are connected to their communities.
- 19.13 Members debated the item on the following issues:
- Support for younger residents
 - Support for residents where English is not their first language
 - Collaboration with Citizens Advice
 - Further communication and direct engagement with residents
 - Methods of identifying vulnerable residents
 - Strategic support for continuation of services
 - Cross-department collaboration
- 19.14 Councillor Scarff proposed the recommendation as listed in the report.

19.15 Councillor Warboys seconded the proposal.

By a unanimous vote

It was RESOLVED:

1.1. To note phase 3 of the Cost of Living Action Plan and endorse the commitment to develop a longer term approach to preventing poverty which seeks to understand the underlying drivers of poverty across both Districts at a hyper local level through continued work with internal and external stakeholders and to include wider engagement with Town and Parish Councils.

20 JOS/23/10 FORTHCOMING DECISIONS LIST

20.1 The Forthcoming Decision List was noted.

21 JOS/23/11 OVERVIEW AND SCRUTINY ACTION TRACKER

21.1 The Overview and Scrutiny Action Tracker was noted.

22 JOS/23/12 BABERGH OVERVIEW AND SCRUTINY WORK PLAN

22.1 Councillor Riley suggested that an update on Corks Lane and an item concerning staffing, agile working, and productivity be added to the Babergh Work Plan.

22.2 The Corporate Manager for Governance and Civic Office noted these suggestions and responded that conversations would take place with the Chairs and Officers outside of the meeting to best determine how these items could be brought forward for consideration.

23 JOS/23/13 MID SUFFOLK OVERVIEW AND SCRUTINY WORK PLAN

23.1 Councillor Caston noted the current empty schedule for the December meeting and suggested the following ideas for addition on both work plans:

- A tour of the key towns in both Districts – linked to the upcoming, unscheduled item regarding Town Regeneration.
- A visit to a “best practice” Council to learn from their Overview and Scrutiny procedures.

23.2 Members voted in favour of a tour of the key towns in both Districts.

23.3 The Lead Officer for Overview and Scrutiny confirmed that this would be added to the work plans in due course after discussion with the Officers responsible for the Town Regeneration item.

The business of the meeting was concluded at 13:22pm.

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Chair

Agenda Item 7

INFORMATION BULLETIN

Babergh and Mid Suffolk Joint Overview & Scrutiny Committee – 18th September 2023



Water Quality - Rivers and Sewage Discharge

Introduction

- 1.1** This information bulletin provides background to the issue of water quality of our rivers and sewage pollution within them. Water quality and sewage events have been raised by our councillors and our communities around concerns for the natural environment and public health.
- 1.2** In November 2022, both Councils debated motions around this issue, and resolved to:
- This Council resolves to:*
- Ask the chair of the scrutiny committee to invite senior officers of Anglian Water plus senior representatives from the Environment Agency and Natural England to attend a meeting to answer questions on the current levels of sewage discharge.*
- 1.3** This bulletin identifies who is attending Joint Overview and Scrutiny and their responsibilities, background around storm water flood events in national policy, actions surrounding this matter by Suffolk County Council and information around local water quality issues we are aware of.

Responsibilities

- 2.1** It is important to note that the Councils do not have statutory duties, or expertise around, water quality and sewage pollution. The following bodies below however all play a part:
- **Defra** – responsible for protecting the natural environment including water quality targets under the Environment Act 2021, and implementation of the 25 Year Environment Improvement Plan.
 - **Natural England** – have shared objectives with Defra under the Government’s 25 Year Environment Plan, with a remit to conserve, enhance and manage the natural environment.
 - **Ofwat** – regulator of water quality – legally required to act in accordance with the Strategic Policy Statement and duties under the Water Industry Act 1991.
 - **Environment Agency** – issue permits to water companies which includes monitoring pollution events, assessing compliance of these permits and making use of monitoring data and taking necessary enforcement action.
 - **Anglian Water** – water company operating across our districts, required to meet permits set by Environment Agency to meet challenges set out by Government in 25 Year Environment Improvement Plan

Background

3.1 The Government has been formulating its environment plan since 2018, with legally binding requirements set under the Environment Act 2021 and other previous legislation. In relation to pollution from sewage the following policy papers from Government have set the scene:

- A Green Future: Our 25 Year Plan to Improve the Environment (2018) [25-year-environment-plan.pdf \(publishing.service.gov.uk\)](#)
- Environment Improvement Plan (2023) [Environmental Improvement Plan \(publishing.service.gov.uk\)](#)
- Storm Overflows Discharge Reduction Plan (2022) [Storm Overflows Discharge Reduction Plan.pdf \(publishing.service.gov.uk\)](#)

3.2 This final plan published in 2022 identified that water companies are being set the following targets:

- By 2035 water companies will have improved all overflows discharging into or near every designated bathing water and improved 75% of overflows discharging to high priority sites.
- By 2050, no storm overflows will be permitted to operate outside of unusually heavy rainfall, or to cause any adverse ecological harm.

3.3 It should be noted, however, that this last plan has a current legal challenge lodged in the High Court, on the grounds of its legality against other legislation to ensure adequate water quality is maintained.

3.4 Suffolk Flood Risk Management Scrutiny Sub Committee discussed The Quality of Suffolk's Rivers and Coastal Waters. Anglian Water, the Environment Agency, and Essex and Suffolk Rivers Trust presentations were given around the wider picture of water quality and contributory factors to this, including Catchment Sensitive Farming to reduce nutrients entering waterways. The agenda, papers, recording of the meeting and minutes can be accessed here: [Meeting Documents - Committee Minutes \(suffolk.gov.uk\)](#)

3.5 The committee agreed that a workshop for stakeholders would be held with the objective of responding to the Anglian Water consultation on their Drainage and Wastewater Management Plan and of finalising recommendation on how local authorities could contribute to the drive to improve the quality of river water in Suffolk. The committee also requested information Bulletins from the EA around discharges into Suffolk rivers and water quality in Suffolk's estuaries.

3.6 Our Councils and Suffolk County Council as Lead Local Flood Authority, work together on issues surrounding surface water management on new development granted planning permission. New responsibilities will be formed under Schedule 3 of the Flood and Water Management Act 2010 that will give more powers to SCC to prevent surface water from entering the wider sewage system. The Chairman and Vice Chairman of the Suffolk Flood Risk Management Scrutiny Sub-Committee wrote to the Secretary of State for Environment, Food and Rural Affairs in October 2022. This letter raised the importance of Schedule 3 of

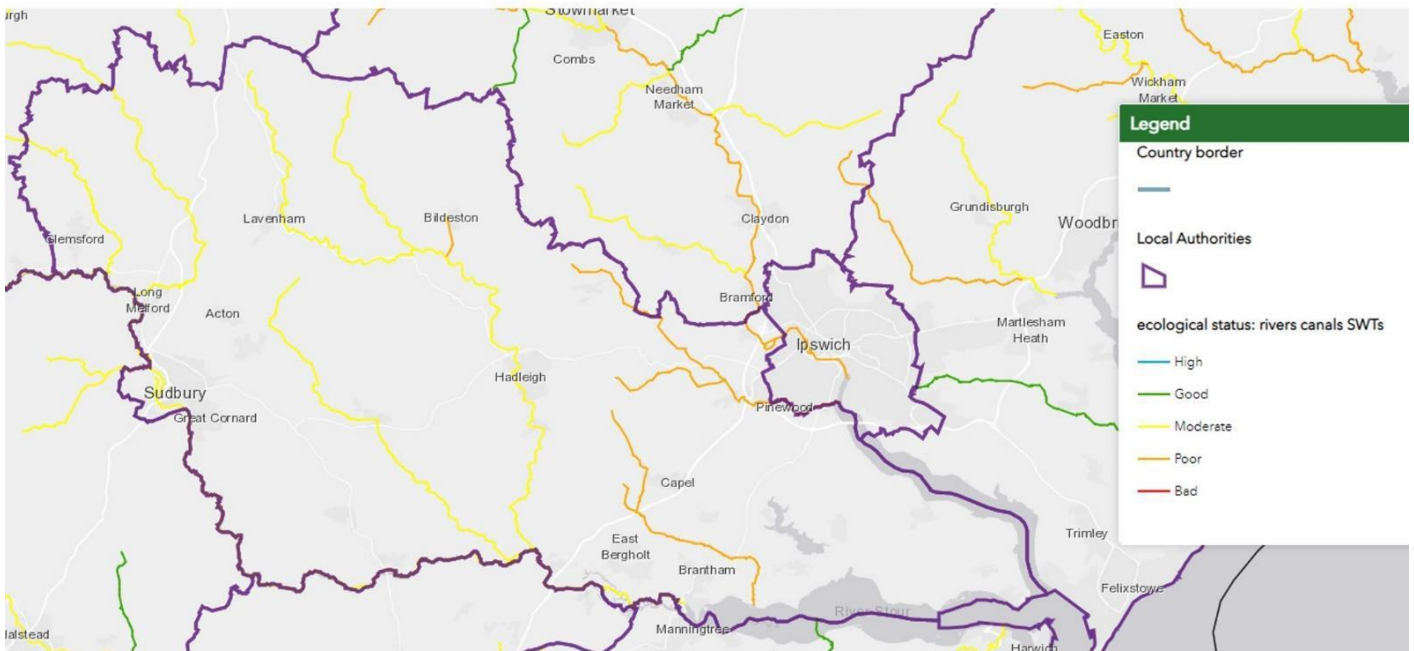
the Flood and Water Management Act and its implementation.

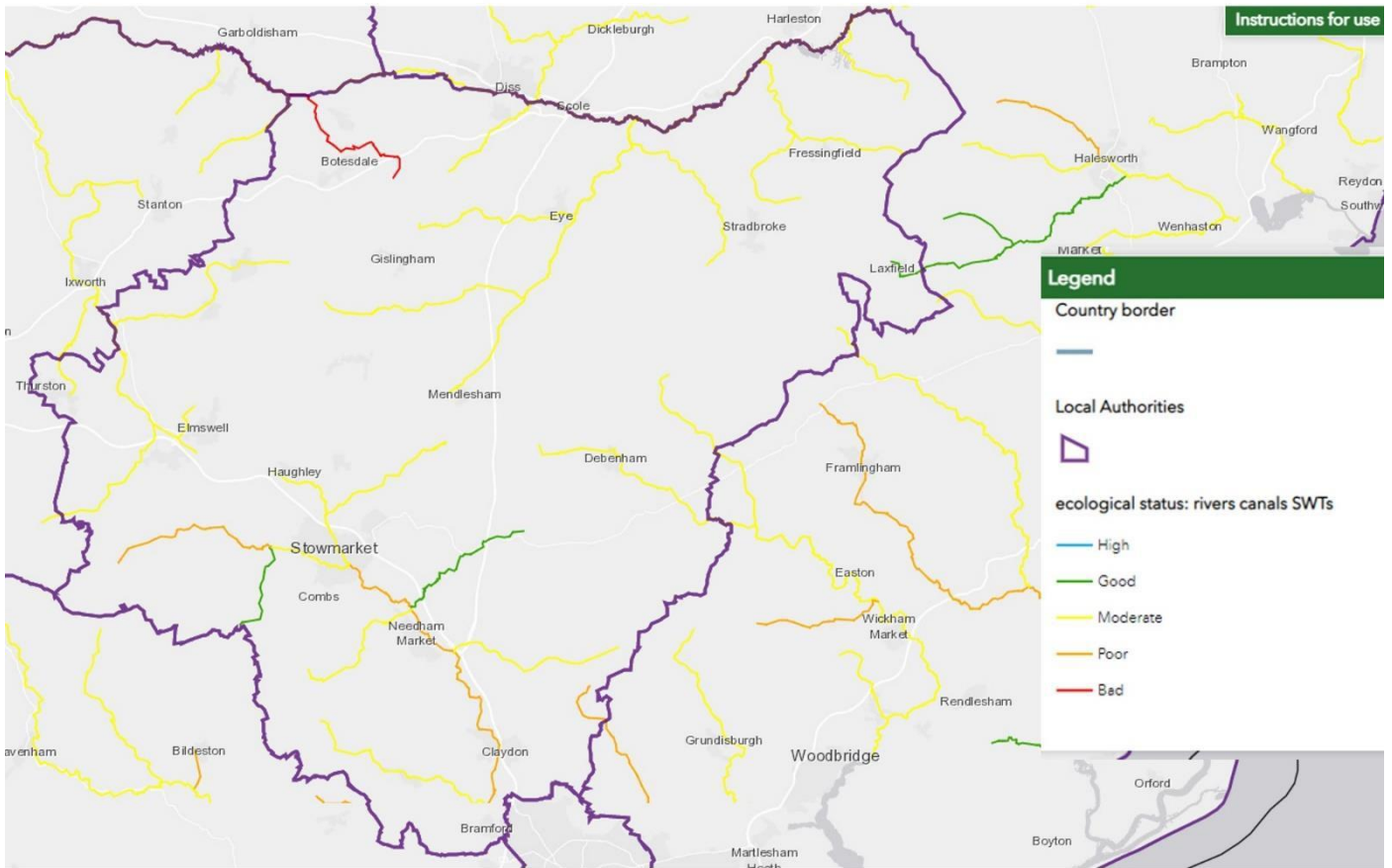
3.7 The Act although enacted in 2010, Schedule 3 has yet to be fully implemented. This schedule introduces Sustainable Drainage Approval Bodies (SABs), which would be SCC for our districts, and in effect gives them more powers to require sustainable drainage systems across more developments. This in effect will reduce the amount of water entering sewage systems and reduce the pressure on these systems at times of high rainfall events.

Local Context

4.1 Our districts have a number of valued waterways, both for their ecological value and also the recreational benefits they bring. The Environment Agency monitors the ecological status of these under the Water Framework Directive. Below are figures indicating the ecological status of rivers and canals in our districts. The majority have 'moderate' status with some 'poor' and one 'bad'. It must be noted however that this relates to more than just storm overflow events from sewerage, and there are a number of contributing factors. But this is provided for a wider context.

Babergh





4.2 Further information on the status of Suffolk’s rivers is available in information supporting SCC’s Flood Risk Management Scrutiny Sub Committee, under ‘Evidence Set 2’ which can be accessed at this link: [Meeting Documents - Committee Minutes \(suffolk.gov.uk\)](https://www.suffolk.gov.uk/committees/scrutiny-sub-committee/evidence-set-2)

Our communities

5.1 Water quality issues have been raised by our communities, notably the River Stour Trust who are seeking to obtain designated Bathing Water Status for a section of the River Stour between Sudbury and Great Cornard. The Councils at officer level support the Trust in seeking this designation, but recognise water quality is a complicated issue that several stakeholders identified above all play a part in. The Councils are however committed to working with these stakeholders to address this issue for our communities.

Conclusion

6.1 Officers have been asked to bring representatives of all the parties with an interest in this matter to O&S to discuss and answer questions. Some bodies have not been able to send representatives to this meeting. Officers do not make any recommendations to O&S members in respect of river water quality or sewage discharge into rivers. O&S members are asked to note the information contained within this report when considering questioning of attendees, of course as well as their own research and experience in this area.

Nick Christo – Corporate Manager for Public Realm
Mark Emms – Director for Operations and Regulatory Services
Tom Barker – Director for Planning and Building Control

JOINT OVERVIEW AND SCRUTINY ACTION TRACKER

Updated 06th September 2023 - AN

The purpose of this action tracker is to document and track the progress of all recommendations made by the Joint Overview and Scrutiny Committee. This tracker seeks to inform committee members on the implementation of their recommendations and the subsequent decisions reached by Cabinet if required. This tracker is updated ahead of and following each meeting of the Committee.

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
21.08.23	JOS/23/08	CIFCO Performance Report (2022/23) and Business Plan (2023/24)	1.1 That the Joint Overview and Scrutiny Committee notes the CIFCO Business Trading and Performance Report and asks that the minutes of the meeting be taken into account when CIFCO is next considered at Full Council.	EA	21.08.23: CIFCO will be presented to Full Council week beginning 18th September 2023 with the minutes from the O&S meeting included as an appendix.	Ongoing
	JOS/23/09	Cost of Living: Review of 6 Month Plan and Beyond	1.1 To note phase 3 of the Cost of Living Action Plan and endorse the commitment to develop a longer term approach to preventing poverty, which seeks to understand the underlying drivers of poverty across both districts at a hyper-local level, through continued work with internal and external stakeholders and to include wider engagement with Town and Parish Councils.	SL		Completed

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
24.07.23	JOS/23/02	Western Suffolk Community Safety Partnership	1.1 That the Joint Overview and Scrutiny Committee notes the report and commends the Officers involved for their work within the Partnership.	N/A		Completed
			1.2 That an All Member Briefing and further training be delivered for all Councillors regarding the topics covered by the Western Suffolk Community Safety Partnership, including how to report ASB and an updated contact list.	VM		Ongoing
			1.3 That a review of the current costs of Babergh and Mid Suffolk resources and the potential impact of further statutory responsibilities is undertaken and reported back to the Joint Overview and Scrutiny Committee.	VM		Ongoing
			1.4 That the level of engagement with community groups within the Districts is incorporated into the next review of the Western Suffolk Community Safety Partnership and is reported to the Joint Overview and Scrutiny Committee.	VM		Ongoing
			1.5 That a review is undertaken of the Western Suffolk Community Safety Partnership's position within the Babergh and Mid Suffolk Significant Business Risk Register.	VM		Ongoing
			1.6 That more formal communication procedures are put in place between the Western Suffolk Community Safety Partnership and our Parish / Town Councils.	VM		Ongoing

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
20.02.23	JOS/22/45	Are Planning Pre-Application Advice Customers Getting a Valuable Service?	3.1 That the contents of the report be noted by the Joint Overview and Scrutiny Committee	N/A		Completed
			3.2 That Officers be requested to alter the frequency and content of the survey of customer experience of the pre-application service to "open" rather than annual	PI		Completed
			3.3 That Officers be requested to undertake an annual survey of Development Management Planning Officers of their experience of customer service.	PI		Ongoing
			3.4 That Officers develop a model for quarterly audit of timeliness, quality and customer service including to assess the effectiveness of the pre-application advice process in the validation of applications and correlation of advice with outcome	PI		Ongoing
			3.5 That the Corporate Director for Planning and Building Control and the Chief Planning Officer review the results of the above-mentioned surveys and audit with the Client Side Panel and report at least bi-annually to the Cabinet Members for Planning	TB / PI		Ongoing
			3.6 That the Overview and Scrutiny Committee request the Director for Planning and Building Control and the Chief Planning Officer consider arrangements to provide adequate training and mentoring opportunities for all planning staff with a view to providing an improved level of pre-app service	TB / PI		Ongoing
			3.7 That the Corporate Director for Planning and Building Control and the Chief Planning Officer aim for an overall quality of advice level of satisfaction of 60% by 30th April 2025	TB / PI		Ongoing

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
23.01.23 (MSDC)	Mca/22/27	Call-In of the Decision From the Mid Suffolk Cabinet Meeting 7 November 2022	That Mid Suffolk Overview and Scrutiny Committee refers the matter back to the Cabinet for reconsideration with the following observations: - That Officers undertake further public engagement - That Officers and Cabinet consider locating other sites within the district for the scheme - That Cabinet takes into consideration the planning advice provided	AN / HH	08.08.23 The Call-In went before Cabinet on 8th August for further consideration. It was determined that the Council defer any progress on the Elmswell site until Part 2 of the Joint Local Plan is progressed, allowing for further engagement with internal and external stakeholders.	Completed

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
30.09.22	JOS/22/8	Babergh and Mid Suffolk District Councils' Parking Strategy	1.1 That the Joint Overview and Scrutiny Committee note the content of the report and that a verbal presentation of the comments made at this meeting be provided to Cabinet	N/A	03.10.22: Councillor Hinton made a verbal representation at Babergh Cabinet. 03.10.22: Councillor Welham made a verbal representation at Mid Suffolk Cabinet.	Completed
			1.2 That Cabinet is requested to carry out further work to replace (reduce) carparking demands with alternatives by looking at other areas that have done so successfully.	ME	24.02.23: A new Parking Strategy Manager will be appointed in March and will lead on this in conjunction with KD when considering impact of current/future local business demand.	Ongoing
			1.3 That the Joint Overview and Scrutiny Committee asks that a report be provided to the Committee in due course to review the progress on the Parking strategy implementation plan.	ME	30.09.22: Confirmed that progress reports will be provided to Overview and Scrutiny once implementation had begun. 24.02.23: Signed off in principle by Portfolio holders and are currently looking at how it can be brought back to Cabinet and Joint O&S with an update.	Ongoing
30.09.22	JOS/22/11	Recommendations from the Joint Overview and Scrutiny Task and Finish Group for Rural Transport	1.1 That Babergh Overview and Scrutiny Committee recommend to Babergh Cabinet that an analysis of the unmet demand for community transport in the district be carried out.	KD		Ongoing
			1.2 That the Babergh Overview and Scrutiny Committee recommend to Cabinet that Suffolk County Council be informed of the apparent lack of publicity of community transport across the district, and to encourage joint working between Babergh and Mid Suffolk District Councils and Suffolk County Council to promote community transport services.	KD	Officers have been in contact with counterparts at Suffolk County Council to push for further publicity regarding community transport. The Communications team have agreed to disseminate and promote any communication from SCC out to our residents.	Completed
			1.3 That the Overview and Scrutiny Committee recommends to Cabinet that the feasibility of providing an electric bus project throughout the district, similar to that being implemented by Mid Suffolk be investigated.	KD		Ongoing
			1.1 That Mid Suffolk Overview and Scrutiny Committee recommend to Mid Suffolk Cabinet that, as part of the development of the electric bus project, local consultations to elicit unmet transport needs should be carried out – one covering an urban area and one covering a rural area.	KD	03/10/23: The Electric Bus Project will be going to Cabinet for decision on 3rd October. If approved, further consultations at a local level will make up a core part of the delivery plans.	Ongoing
			1.2 That the Mid Suffolk Overview and Scrutiny Committees recommend to Cabinet that Suffolk County Council be informed of the apparent lack of publicity of community transport across the district, and to encourage joint working between Babergh and Mid Suffolk District Councils and Suffolk County Council to promote community transport services.	KD	Officers have been in contact with counterparts at Suffolk County Council to push for further publicity regarding community transport. The Communications team have agreed to disseminate and promote any communication from SCC out to our residents.	Completed

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Agenda Item 10

BABERGH OVERVIEW AND SCRUTINY COMMITTEE WORK PLAN 2023/24:

TOPIC	PURPOSE	LEAD OFFICER	CABINET MEMBER
23 OCTOBER 2023			
Annual Review of the Joint Homes and Housing Strategy	To conduct the Committee's annual scrutiny of the progress towards the Strategy's objectives and outputs.	Director - Housing	Cabinet Member for Housing
20 NOVEMBER 2023			
Draft General Fund (GF) and Housing Revenue Account (HRA) – A review of the 2024/25 Assumptions	To scrutinise the draft versions of the General Fund and the Housing Revenue Account before the final figures are presented to the Committee in January.	Director – Corporate Resources	Cabinet Member for Finance, Assets, and Investments
Homelessness Reduction and Rough Sleeping Strategy 2024	To review the new Homelessness Strategy as required by the Homelessness Act (2002)	Director – Housing	Cabinet Member for Housing
18 DECEMBER 2023			
22 JANUARY 2024			
General Fund (GF) and Housing Revenue Account (HRA) 2024/25	To scrutinise the Budgets before recommendation and approval by the Cabinet and Full Council.	Director – Corporate Resources	Cabinet Member for Finance, Assets, and Investments
Review of the Implementation of the Culture, Heritage, and Visitor Economy Strategy	To review the progress of the Strategy's implementation plan – requested to come to this Committee by Members in January 2023.	Director – Economic Growth and Climate Change	Cabinet Member for Economic Growth
19 FEBRUARY 2024			

18 MARCH 2024			
22 APRIL 2024			
13 MAY 2024			

Topics still to be timetabled:

- **Planning Enforcement** – Review of cases and consultations with external organisations
- **Social Housing** – Review of existing caseload and resources needed for repairs to meet new and improved standards
- **Town Regeneration** – Identifying issues regarding our town centres and how we can increase footfall / use of services in key areas through extra support
- **Accessibility to services** – Reviewing what barriers are in the way of the public contacting us via the website, telephone, and customer service points.

Agenda Item 11

MID SUFFOLK OVERVIEW AND SCRUTINY COMMITTEE WORK PLAN 2023/24:

TOPIC	PURPOSE	LEAD OFFICER	CABINET MEMBER
23 OCTOBER 2023			
Annual Review of the Joint Homes and Housing Strategy	To conduct the Committee's annual scrutiny of the progress towards the Strategy's objectives and outputs.	Director - Housing	Cabinet Member for Housing and Property
16 NOVEMBER 2023			
Draft General Fund (GF) and Housing Revenue Account (HRA) – A review of the 2024/25 Assumptions	To scrutinise the draft versions of the General Fund and the Housing Revenue Account before the final figures are presented to the Committee in January.	Director – Corporate Resources	Cabinet Member for Finance and Resources
Homelessness Reduction and Rough Sleeping Strategy 2024	To review the new Homelessness Strategy as required by the Homelessness Act (2002)	Director - Housing	Cabinet Member for Housing and Property
18 DECEMBER 2023			
22 JANUARY 2024			
General Fund (GF) and Housing Revenue Account (HRA) 2024/25	To scrutinise the Budgets before recommendation and approval by the Cabinet and Full Council.	Director – Corporate Resources	Cabinet Member for Finance and Resources
Review of the Implementation of the Culture, Heritage, and Visitor Economy Strategy	To review the progress of the Strategy's implementation plan – requested to come to this Committee by Members in January 2023.	Director – Economic Growth and Climate Change	Cabinet Member for Thriving Towns and Rural Communities
19 FEBRUARY 2024			

18 MARCH 2024			
22 APRIL 2024			
20 MAY 2024			

Topics still to be timetabled:

- **Planning Enforcement** – Review of cases and consultations with external organisations
- **Social Housing** – Review of existing caseload and resources needed for repairs to meet new and improved standards
- **Town Regeneration** – Identifying issues regarding our town centres and how we can increase footfall / use of services in key areas through extra support
- **Accessibility to services** – Reviewing what barriers are in the way of the public contacting us via the website, telephone, and customer service points.