



Please ask for Graham Ibberson
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The Chair and Members of
Community, Customer and
Organisational Scrutiny Committee

18 November 2021

Dear Councillor,

Please attend a meeting of the COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE to be held on THURSDAY, 25 NOVEMBER 2021 at 5.00 pm in Committee Room 2, Town Hall, Rose Hill, Chesterfield, the agenda for which is set out below.

AGENDA

Part 1(Public Information)

1. Declarations of Members' and Officers' interests relating to items on the Agenda.

5.00pm to 5.05pm
2. Apologies for Absence
3. Cabinet Member for Business Transformation and Customers - Implementation of Universal Credit (Pages 3 - 12)

5.05pm to 5.45pm
4. Scrutiny Project Groups Progress Updates

5.45pm to 5.50pm
5. Scrutiny Monitoring (Pages 13 - 18)

5.50pm to 5.55pm

6. Forward Plan

Forward Plan of Key Decisions 1 December – 31 March, 2022 available via link below

<https://chesterfieldintranet.moderngov.co.uk/mgListPlanItems.aspx?PlanId=132&RP=134>

5.55pm to 6.00pm

7. Work Programme for the Community, Customer and Organisational Scrutiny Committee (Pages 19 - 20)

6.00pm to 6.05pm

8. Minutes (Pages 21 - 24)

Yours sincerely,

A handwritten signature in black ink, appearing to be 'S. Smith', written in a cursive style.

Local Government and Regulatory Law Manager and Monitoring Officer

For publication

Universal Credit

Meeting:	CCO Scrutiny Committee
Date:	25 November 2021
Cabinet portfolio:	Business Transformation and Customers
Directorate:	Digital, HR and Customer Services

1.0 Reason for including in the work programme.

1.1 This item has been included in the scrutiny work programme so that members can understand the impact of universal credit on our communities and on our workforce. The report provides members with the latest statistical position and reflects on the impact of the Coronavirus pandemic.

2.0 Summary

2.1 Universal Credit (UC) Full Service was implemented in Chesterfield in November 2017 and implemented in Staveley in June 2018. It replaced the following benefits:

- a.** Child Tax Credit
- b.** Housing Benefit
- c.** Income Support
- d.** Income-based Jobseeker's Allowance (JSA)
- e.** Income-related Employment and Support Allowance (ESA)
- f.** Working Tax Credit

2.2 Universal Credit has been in place for four years and scrutiny members have received regular updates on the topic during this period. It has been a complex system to embed, and it has been challenging to administer, with many manual workarounds required throughout the four years that the system has been in place.

2.3 The benefits team have dealt with the changes well. Well defined procedures have been developed and implemented and close working

relationships have been developed with the Job Centre +, and with voluntary sector organisations, so that our residents can be effectively signposted to the appropriate assistance and advice.

- 2.4 The planned migration of existing benefit claims into the universal credit system has been delayed following the Coronavirus pandemic. Originally expected to complete by 2023, it is now unclear when, or if this section of the caseload will be moved automatically onto universal credit. Natural migration to universal credit is gradually taking place when claimants have a change of circumstances to their existing benefit payments. Interestingly, the team is also now experiencing a trickle of residents moving back into the housing benefit system from UC. These are claimants who are reaching state pension age and moving to pension credit which is unsupported through the UC process.
- 2.5 Staff members are having many conversations with residents who are 'in crisis' and who are desperately in need of additional support. The impact of the removal of covid 19 support mechanisms, together with rising electricity and food bills is having a negative impact on our communities. Close partnership working has been implemented between Benefits teams, Housing Services and the voluntary sector, to ensure that we can maximise the support offered to this group of people and minimise more severe consequences such as homelessness. Actions include reviewing opportunities for discretionary housing support payments, maximising additional benefit take up, providing wider tenancy support and budgeting support and signposting access to cheaper and healthy food.
- 2.6 The changes made by central government to the Universal Credit scheme are generating an additional administrative burden on Local Authorities. The removal of the Universal Credit uplift of £20 in October 2021 has resulted in the need to recalculate Council Tax Support benefit for all claimants on UC.
- 2.7 Work is now underway with Derbyshire County Council to develop the Household Support Grant scheme, which is a scheme which aims to provide further additional support to residents who are in need over the winter period. This will require the development of an additional administrative process.
- 2.8 In addition, the government have recently announced a change to the Universal Credit taper, which will mean that some households have more universal credit income, which is very welcome following removal of the

£20 weekly top up. The change in taper will result in a further requirement to recalculate Council Tax Support benefits.

- 2.9 When Universal Credit was originally implemented, it was expected that the administrative demand within Local Government Benefit Services would reduce. The workload and complexity of benefit processing has, in reality, increased following its introduction. Recent changes have not been forward planned and our Benefits Team members have shown dedication and commitment to ensure that they are delivered quickly and efficiently.
- 2.10 As work levels continue to increase, it will be critical that central government continues to provide the appropriate funding subsidy so that an efficient and effective benefits service can be maintained in the future.

3.0 Report details

The number of people on Universal Credit

- 3.1 At the time of writing this report we are unable to provide the total number of people who are claiming universal credit in the borough of Chesterfield. The data we hold shows:
- There are 3722 households in receipt of Council Tax Support, who are in receipt of Universal Credit. (1504 in 2019)
 - There are 2812 Council Housing tenants who are in receipt of UC. This equates to 32.5% of council tenants.
 - There are 1236 tenants where the Council claims a management payment from the DWP. This equates to 22.3% of council tenants and 44% of people who are council tenants in receipt of UC
 - There are 907 former tenants who are in rent arrears and who are in receipt of UC.

Council Housing Rent Arrears

- 3.2 Rent arrears and former tenant arrears for tenants in receipt of universal credit totalled £1,306,507 at the end of October 2021.

- 3.3 The average rent arrears for tenants responsible for paying rent directly increased from £184.57 in March 2021 to £228.17 in October 2021.
- 3.4 The average rent arrears for tenants who are on a managed payment reduced from £537 in March 2021 to £365 in October 2021. Applications for direct payments are proving to be a successful method to ensure rent is paid.

Changes to Universal Credit - Reduction of the earnings taper

- 3.6 It has been announced that the earnings taper used in the Universal Credit calculation will be reduced from 63% to 55% **by the 1 December 2021**. This will increase the Universal Credit award for people with earned or self-employed income. It will also increase the number of people working that qualify for Universal Credit.
- 3.7 This change when implemented will mean that the level of Council Tax Support that claimants receive will reduce because they are in receipt of higher income levels. This will affect approximately 550 of our current Council Tax Support cases
- 3.8 Examples of the changes which will be experienced have been modelled using 5 of our existing Council Tax Support cases to calculate what the increase in Universal Credit will be and to identify the reduction in Council Tax Support. All the examples below have a housing costs element in the Universal Credit calculation.

Example 1 - A couple with one child

Current income before the taper change

Earnings	£304.00 a month after tax and NI
Child Ben	£91.65
UC	£1579.10
CTS	<u>£53.32</u>
Total	£2,028.07

Earnings used in the Universal Credit calculation

Starting earnings	£304.00
Less work allowance	<u>£293.00</u> (responsible for a child)
	£11.00
63% taper	£6.93
55% taper	£6.05

With a change of taper to 55%, this family will experience a
 Monthly Increase in UC of £0.88
 Monthly Reduction in CTS of £0.17

Example 2 – A Lone Parent with 2 children

Current income before the taper change

Earnings	£946.05
Child Benefit	£152.32
UC	£761.68
CTS	<u>£1.00</u>
	£1,861.05

Earnings used in the Universal Credit Calculation

Starting point	£946.05
Less work allowance	<u>£293.00</u>
	£653.05
63% taper	£411.42
55% taper	£359.18

With a change of taper to 55%, this family will experience a
 Monthly increase in UC £52.24
 Will no longer qualify for CTS

Example 3 – A couple with 2 children

Income before the taper change

Earnings	£569.06
Carers allowance	£292.93
Child Benefit	£152.32
UC	£1248.77
CTS	<u>£26.07</u>
	£2,289.15

Earnings used in the Universal Credit calculation

Starting point	£569.06
Less work allowance	<u>£293.00</u>
	£276.06
63% taper	£173.92
55% taper	£151.83

With a change of taper to 55%, this family will experience a

Monthly Increase in Universal Credit	£22.09
Monthly reduction to Council Tax Support	£4.42

Example 4 - Lone Parent two children

Current Income before the taper change

Earnings	£803.04
Child Benefit	£152.32
UC	£973.08
CTS	<u>£15.38</u>
	£1,943.82

Earnings used in the Universal Credit calculation

Starting point	£803.04
Less work allowance	<u>£293.00</u>
	£510.04

63% taper	£321.33
55% taper	£280.52

With a change of taper to 55%, this family will experience a

Monthly increase in UC	£40.81
Monthly reduction to Council Tax Support	£8.16

Example 5 - A Single Person

Current Income before the taper change

Earnings	£721.72
UC	£112.41
CTS	<u>£35.36</u>
	£869.49

Earnings used in the Universal Credit calculation

Starting point	£721.72
Less work allowance	<u>£0.00</u> (no work allowance)
	£721.72

63% taper	£454.68
55% taper	£396.95

With a change of taper to 55%, this person will experience a

Monthly increase in UC	£57.73
Monthly reduction to Council Tax Support	£11.53

Changes to Universal Credit - Removal of the £20 UC top up

- 3.9 During the coronavirus pandemic, central government increased universal credit payments by **£20 a week**, to financially assist claimants whilst the restrictions were in place. This top up payment was removed in October 2021.
- 3.10 As earnings have changed, there is a requirement for Council Tax Support payments to be reassessed. The benefits team have worked quickly to complete this activity and ensure that claimants are receiving the maximum benefit possible.

Discretionary Housing Payments

- 3.11 Discretionary Housing Payments provide additional support to people who need extra help with their housing costs. Residents are asked to apply for a Discretionary Housing Payment and the application is assessed against fixed criteria.
- 3.12 This year, Chesterfield Borough Council has been allocated £198,157 to award in the form of discretionary housing payments.
- 3.13 181 payments have been awarded up to October 2021, of which 123 have been made to people claiming universal credit and 108 payments to people who are council tenants. There are 55 applications which are currently being assessed.

Household Support Fund

- 3.14 The government has made available £500m of additional funding to support vulnerable households over the winter period. Derbyshire County Council has received £5,404,080 and is now working with Districts and Borough Councils to define how this money is used. Early thinking suggests that an amount of money is provided directly to Districts and Borough Councils to enable them to provide additional housing support. We are considering the following areas:

- A proportion of money is used to provide a top up of the DHP fund, which will help extend existing DWP awards and allow larger awards for rent arrears.
- A fund for Homeless Prevention is developed, which will provide assistance with rent in advance and deposits.
- An amount is used to assist with Council Tax arrears for low income families where we are not able to provide support through the Council Tax Support Scheme
- An amount is used to help with rent arrears for low income families where they are not eligible for a Discretionary Housing Payment,

Workload

- 3.15 Since 2018 the 'business as usual' benefits workload has increased by 13%. This does not include the additional activities that have been undertaken in the team such as Test and Trace payments.
- 3.16 The number of people needing to claim benefits has increased by 24%.
- 3.17 Despite this increase, the outstanding assessment work has reduced from 2122 items in 2019 to 689 items in 2021. This has been achieved through digital automation and through the dedication and hard work of the benefits team.

4.0 Potential barriers

- 4.1 The coronavirus pandemic has had a significant impact on our community, and as a result we have seen an increase in the numbers of people needing benefit support. This has increased the workload of our teams, which, to date has been managed without the need for additional resources, but this cannot be sustained.
- 4.2 The average level of arrears for those council tenants who are in receipt of universal credit is increasing and it is important that support can be provided to tenants before the level of arrears becomes unmanageable for tenants to pay back.

5 Future plans and areas for further scrutiny involvement

- 5.1 Customers, Revenues and Benefits services are currently being reshaped to ensure that the appropriate resources are in place and that adequate training and succession plans are in place to ensure that the council can continue to deliver benefit services that meet the requirements of our community. This will result in a number of additional staff being trained on benefits processes.
- 5.2 Rent recovery processes will be reviewed and potentially redesigned, to ensure that Council Housing tenants are provided with early support so that we can mitigate increasing levels of arrears. Technology enhancements can be made to support this work. This is an area that members of scrutiny may wish to be involved with.

6 Implications for consideration

- 6.1 The Benefits team continue to work closely with internal and external partners to ensure that our communities are supported. In particular, the team plays a key role in the financial subgroup which supports our overall Community Recovery Plans.

Document information

Report author	
<i>Rachel O'Neil, Service Director Rachel.Oneil@chesterfield.gov.uk</i>	
Background documents	
These are unpublished works which have been relied on to a material extent when the report was prepared.	
<i>This must be made available to the public for up to 4 years.</i>	
Appendices to the report	
Appendix 1	
Appendix 2	

SCRUTINY COMMITTEE RECOMMENDATIONS - IMPLEMENTATION MONITORING SCHEDULE

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
CCO1 Page 13	Statutory Crime & Disorder Scrutiny Ctte	CCO 29.09.11 (Min. No. 44)	Progress report on sharing information re alcohol related health problems and hospital admissions.	6 monthly wef 29/09/11.	Statistics requested for each 6 monthly meeting	Agreed on 08.01.15 that statistics on alcohol related health problems / hospital admissions be reported to each 6 monthly meeting.
CCO4	Implementation of Universal Credit	CCO 22.05.18 (Min. No. 6) Cabinet Member for Homes & Customers 16.07.18	Re. provision of computer terminal(s) and support for Universal Credit claimants in Staveley area. Cabinet Member's response noted by CCO – 17.07.18 (Min. No. 14) – computer terminals and support available at several locations within Staveley area – provision to be monitored.	6 monthly progress reports	Cabinet Member's response noted by CCO – 17.07.18. Progress reports considered by CCO – 26.03.19, 30.01.20. and 24.09.20	Monitor as part of ongoing review of implementation of Universal Credit.

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
EW6	Skills	<p>EW 05.02.19 (Min. No 48)</p> <p>Cabinet 26.02.19 (Min. No 110)</p>	<p>Skills SPG report approved by Enterprise and Wellbeing 05.02.19</p> <p>Cabinet Response:</p> <ol style="list-style-type: none"> 1. That the Cabinet thanks the Enterprise and Wellbeing Scrutiny Committee for the report which highlights an important area of work for the Council and reflects our commitment to driving skills development in the Borough through our support of the Skills Action Plan and continued engagement with key partners and stakeholders. 2. That the Cabinet notes and endorses the recommendations, and acknowledges that the recommendations can be accommodated within the normal work programme and through partners. 3. That the decision to co-fund the Enterprise Co-ordinator post be deferred for consideration as a 	Monitoring Action is being developed in consultation with senior officers to identify target dates for completion.	Progress reported to E&W – 4.02.21.	

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
Page 15			<p>growth request as part of the budget setting process for 2020/21. The Cabinet recognises the positive impact of the Enterprise Co-ordinator for Chesterfield and that this is currently co-funded for 2 years until 2019/20.</p> <p>See SPG Report for recommendations.</p>			
EW7	Future Use of the Former QPSC Site	<p>EW 3.10.19 (Min. No. 20)</p> <p>Cabinet 22.10.19 (Min. No. 53)</p>	<p>SPG report approved by EW 3.10.19.</p> <p>Cabinet Response:</p> <ol style="list-style-type: none"> 1. That the use of the new sports pitch be monitored through the Council's normal management processes against the objective of balancing the need to achieve a commercial return and provide opportunities for community and health and wellbeing development. 2. That the marketing approach and pricing structure for the sports pitch be reviewed as necessary as part of the Council's overall marketing and 	TBC due to impact of COVID 19	Progress reported to E&W 4.02.21.	

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
			pricing of its sports and leisure services.			
OP8	HS2	OPSF 11.09.18 Cabinet 23.10.18 (Min. No. 48)	Cabinet Response: 1. That the Cabinet thanks the Overview and Performance Scrutiny Forum for the first class work that has been taken forward in looking at how the Council is preparing for HS2 and, in particular, for the Forum's efforts in broadening and deepening the understanding of Council Members of the subject matter. 2. That Cabinet notes and endorses the recommendations of the Overview and Performance Scrutiny Forum. 3. That Cabinet endorses, in particular, the Forum's recommendation to establish a new Skills Scrutiny Project group and resolves to defer to the Overview and Performance Scrutiny Forum further consideration of the merit of	Following Parliament's consideration of the Hybrid Bill	Recommendations approved by Cabinet 23.10.18 Monitoring update considered by OPSF - 19.03.19	Monitor after Hybrid Bill has been taken to Parliament.

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
Page 17			<p>establishing new Scrutiny Project Groups to look at particular aspects of HS2 as part of the future work programming discussions.</p> <p>See SPG Report for recommendations.</p>			
<p>Abbreviations Key : OP = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. EW = Enterprise and Wellbeing Scrutiny Committee). TBA (to be agreed). * Note recommendation wording may be abridged.</p>						

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2021/22 Overview and Scrutiny Work Programme

Overview and Performance Scrutiny Forum		Community, Customer and Organisational Scrutiny Committee		Enterprise and Wellbeing Scrutiny Committee	
1 July, 2021	<ul style="list-style-type: none"> • HS2 Station Masterplan • Scrutiny Annual Report 	8 July, 2021	<ul style="list-style-type: none"> • ASB/Safer Streets • Re-opening of the venues 	15 July, 2021	<ul style="list-style-type: none"> • Social Housing White Paper briefing
9 September, 2021	<ul style="list-style-type: none"> • Council Plan 	16 September, 2021	<ul style="list-style-type: none"> • Crime and disorder 	14 October, 2021	<ul style="list-style-type: none"> • Parks and Open Spaces Strategy
18 November, 2021	<ul style="list-style-type: none"> • Budget • Climate Change Action Plan 	25 November, 2021	<ul style="list-style-type: none"> • Universal Credit 	2 December, 2021	<ul style="list-style-type: none"> • Apprenticeship
27 January, 2022	<ul style="list-style-type: none"> • Emergency and Business Continuity Planning 	3 February, 2022	<ul style="list-style-type: none"> • Lighting Strategy 	10 February, 2022	<ul style="list-style-type: none"> • Private Sector Housing
24 March, 2022	<ul style="list-style-type: none"> • People Plan (including monitoring of Arvato/PPP return) 	31 March, 2022	<ul style="list-style-type: none"> • Crime and Disorder 	7 April, 2022	<ul style="list-style-type: none"> • Social Housing White Paper • Skills SPG monitoring
12 May, 2022	<ul style="list-style-type: none"> • ICT Improvement Programme 	19 May, 2022	<ul style="list-style-type: none"> • Commercial Occupancy Rates 	26 May, 2022	<ul style="list-style-type: none"> • TBC • Potential to look at Covid long term effects
Scrutiny Project Groups		Scrutiny Project Groups		Scrutiny Project Groups	
Air Quality	On hold, air quality was affected by pandemic.	Visitor Economy	Ongoing, draft VE Strategy due at Cabinet in Nov 2021		
		Community Safety	Potential for wrapping up, present some options to Cabinet Member/Assistant Cabinet Member		

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COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE

Thursday, 16th September, 2021

Present:-

Councillor L Collins (Chair)

Councillors Kellman
Borrell
Dyke
Blakemore

Councillor P Innes, Assistant Cabinet Member +

Ian Waller, Service Director – Leisure, Culture and Community Wellbeing +
Dianne Illsley, Anti-Social Behaviour Co-ordinator +
Rachel Appleyard, Senior Democratic and Scrutiny Officer
Graham Ibberson, Democratic and Scrutiny Officer

+ Attended for Minute No. 4

11 **DECLARATIONS OF MEMBERS' AND OFFICERS' INTERESTS
RELATING TO ITEMS ON THE AGENDA.**

No declarations of interest were received.

12 **APOLOGIES FOR ABSENCE**

Apologies were received from Cllr Mannion-Brunt.

13 **LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF PUBLIC**

RESOLVED -

That under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Paragraphs 3 and 7 (respectively) of Part 1 of Schedule 12A of the Act.

14 **CABINET MEMBER FOR HEALTH AND WELLBEING - CRIME AND DISORDER SCRUTINY**

The Cabinet Member for Health & Wellbeing gave an update on the recent Police and Crime Panel where the new Crime Commissioner indicated a 6 point plan for the next 3 years. Full details expected to be presented in November.

The Service Director presented a report on policing operations locally. The purpose of the report was to provide an overview as to some of the results which had arisen from the early stages of a new pilot approach to tackling serious and organised crime in Chesterfield. The pilot will develop a local multi agency action plan aligned to the 4 P's of policing, Pursue, Prevent, Protect and Prepare.

The report highlighted the following areas;

- The new pilot approach was at the heart of tackling county lines and focussed on disrupting and ultimately dismantling serious and organised crime gangs locally
- Organised crime gangs have been disrupted since March 2021
- A significant number of arrests had been made, that have resulted in custodial sentences.
- Drugs, cash and weapons have been seized
- The work of the pilot had also resulted in a number of vulnerable people being safeguarded

Next stages included enhanced information regarding serious and organised crime being made available to residents and visitors, including the range of contact methods for the reporting of concerns.

It was noted that potential barriers related to intelligence and data needed so that Police can build cases and ultimately enforce. Intelligence gathering was seen by Police Officers working in this area as a critical factor to combat the activities of serious and organised crime gangs locally. The Police and partners will be supported through the community safety partnership to widen awareness and wherever possible encourage reporting by the public.

Whilst it was not felt that further scrutiny involvement was required at this time, a future report to scrutiny that provided further updates would be appropriate.

RESOLVED –

That the report be noted.

15 LOCAL GOVERNMENT ACT 1972 - RE-ADMISSION OF THE PUBLIC**RESOLVED -**

That the public be readmitted to the meeting following consideration of items containing exempt information.

16 CABINET MEMBER FOR BUSINESS TRANSFORMATION AND CUSTOMERS - IMPLEMENTATION OF UNIVERSAL CREDIT**RESOLVED –**

That progress of the implementation of Universal Credit be reported to the Committee in November 2021.

17 SCRUTINY PROJECT GROUPS PROGRESS UPDATES

Rachel Appleyard, Senior Democratic and Scrutiny Officer provided an update on the Scrutiny Project Groups.

- Scrutiny project group had met with consultants to contribute to the evidence report and development of options for the visitor economy strategy
- Consultants used this to inform the visitor economy situation report
- SPG had provided feedback on situation report
- This would be used to inform the visitor economy strategy
- Next step is for the draft document to be released, then SPG will meet with the consultants to provide comment and feedback.

RESOLVED –

That the update be noted.

18 SCRUTINY MONITORING

The Committee considered the Scrutiny recommendations implementation monitoring schedule.

RESOLVED –

That the Scrutiny monitoring schedule be noted.

19 FORWARD PLAN

The Committee considered the Forward Plan for the period 1 October – 31 January, 2021.

RESOLVED –

That the Forward Plan be noted.

20 WORK PROGRAMME FOR THE COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE

It was noted that the Committee plan to set up future meetings to review the Forward Plan with a view for future Scrutiny.

RESOLVED -

That the work programme be approved.

21 MINUTES

The Minutes of the meeting of the Community, Customer and Organisational Scrutiny Committee held on 8 July 2021 were presented.

RESOLVED –

That the Minutes be approved as a correct record and signed by the Chair.