

OVERVIEW AND SCRUTINY PANEL

MONDAY, 4 MARCH 2024 - 10.00 AM



PRESENT: Councillor Mrs M Davis (Chairman), Councillor B Barber, Councillor G Booth, Councillor J Carney, Councillor L Foice-Beard, Councillor S Imafidon, Councillor Dr H Nawaz, Councillor D Roy, Councillor E Sennitt Clough and Councillor Woollard

APOLOGIES: Councillor R Gerstner (Vice-Chairman) and Councillor A Hay

Officers in attendance: Amy Brown (Assistant Director), Dan Horn (Assistant Director), Annabel Tighe (Head of Environmental Health and Compliance Manager) and Helen Moore (Member Services and Governance Officer)

OSC33/23 PREVIOUS MINUTES.

The minutes of the meeting of 15 January 2024 were confirmed and signed.

OSC34/23 REVIEW OF CLARION HOUSING GROUP

Members received a presentation which gave an overview of Clarion's work and development.

Members made comments, asked questions, and received responses as follows:

- Councillor Sennitt Clough asked Carl Grimmer regarding the subcontractors and the term rigorous used in the procurement, how exactly are they procured, how are they held to standards and if this can be answered what percentage of agency operators are currently working in Fenland? Carl Grimmer responded that 2 years ago they went through a round of procurement, this was broken into regions then subcontractors were invited who had an interest in working for the team to make an application. He continued that the application is based on two key elements one being price, which is priced against a National Housing Federation schedule of rates which is a commonly used document for a number of local authorities and housing associations who operate under volume 7.2, the subcontractors are asked to bid against that with an idea of how much work might be sent their way on a plus or minus rate, that is one element of the scheme and on the latest round this accounted for 60% of the scores. Carl Grimmer stated that the second element is based around a number of quality questionnaires, which looks at how they are going to set themselves up to deliver services in the Fenland area with examples of work that they have completed before and contracts that they have ran, how they will engage with the customer and how they will meet the SLA, which is just a few of about ten different criteria asked, and once the submission has been submitted there is a panel of people who will look at all of those quality submissions and review them with a score of one to five with one being poor and five being good. He added that the panel will agree on the overall score, this will be carried out on every subcontractor within the region that way an agreed understanding and agreed submission of what their final score would be, then the combination of the price and quality will determine who the contract will be awarded too. Carl Grimmer stated that in order for the subcontractors to be held to account there is a formal National Subcontractors meeting with each contractor each month that is led by Clarion's own internal procurement team but also has involvement from the area manager and himself as appropriate that is if the contractor is working well, but if the contractor is causing problems then the meetings will be increased so the work can be monitored and targets set. He added in relation to agency

subcontractors, currently there are none and all the workers are directly employed.

- Councillor Sennitt Clough asked which department in Clarion is the largest user of agency staff? Carl Grimmer replied that he is not able to answer this question. Councillor Sennitt Clough stated she would like to come back to the question about holding the subcontractors to account and the monthly meetings that were talked about, and asked does this information come through from residents, and how does Clarion receive information about the subcontractors not meeting standards? Carl Grimmer responded there is a process in place where 10% of jobs completed by subcontractors will be post inspected, with there being a long-term partnership agreement with the subcontractors to get the best from both parties, monitoring is limited, however, if the post inspections prove or show that the work has not been completed to the standard required they will be asked to attend a meeting and the issues addressed. He continued that there is a formal monthly meeting that is minuted, and residents feedback is featured within that meeting and the subcontractor is monitored in accordance with the service level agreement, for example, to respond to an emergency within 24 hours or to respond to a routine job within 28 days, and this is managed locally so any evidence of a job failing can be picked up quickly. Carl Grimmer stated that the subcontractors are also subject to the random TLF Leadership Factor Customer Satisfaction Surveys that come through to the office and if there is a poor score this can be picked up and any issue addressed, but the resident will contact the office directly if they are unhappy with the standard or level of work being provided. Sally Greetham added that there are specialist contractors for a range of work, for example the performance measures that are in place for Swale who look after the gas and oil, but there are other contractors that look after lifts and also contractors that look after air source and heat pumps plus contractors that look after water testing, all these contractors have a similar raft of performance targets in place. She stated that some of these performance measures are included in the Clarion Commitments which can be found on the website under the section on Building Safety.
- Councillor Booth stated he has raised a number of issues for a number of projects which are Net Zero projects such as Springfield Road, and Garden Lane which was shown in the presentation, and from talking with residents these complaints are not being dealt with in real time. He appreciated there is a process in place but he has heard from residents of examples where there are still issues with contractors two years down the line and times where he has intervened as a local Councillor and not had satisfactory answers and the time scale has been far too long. Carl Grimmer responded he does have a lot more engagement with the Planning Investment Team and these issues have been discussed, particularly around some of the early properties where there were problems and feels that this has now been acknowledged by the Planning Investment Team. He stated that whilst he cannot discuss this in the meeting, he is willing to have a meeting with Councillor Booth outside of this meeting and take his points away to see if they can be resolved. Councillor Booth asked if Clarion would look at the process of how they get feedback from residents and how they keep residents informed? Kirsten Wildman responded they take on board everything Councillor Booth has shared and stated Clarion are in the process of reviewing how they manage complaints so the feedback will be fed into that process.
- Councillor Roy stated he would like to ask Yvonne Ogden if there are surveys that are used to engage local communities as he understands there is feedback from the residents that use Clarion housing stock, but for the communities around that housing stock, does Clarion interact and engage with the surrounding community? Yvonne Ogden responded Clarion do work with communities and residents through the Resident Community Team to look at undertaking surveys and inform residents about events going on within the areas advertised.
- Councillor Carney stated that Neighbourhood Response Officers (NRO) and Live Smart Managers are the first point of contact between tenants and Clarion Housing, asking how much involvement do they have with the sub-contracting jobs or maintenance jobs? Councillor Carney also asked if there were enough NRO and Live Smart Managers to oversee the number of properties there are within the district? Sally Greetham reported that Clarion is currently looking at how frontline services are managed she feels there are the

right numbers, but the delivery model is being looked at to see if there are any improvements that can be made as it is important that the NRO and Live Smart Managers are out and about as much as possible which is what the aim is. Carl Grimmer added that with the jobs required within the Live Smart Scheme there has been a lot of processes put in place to enable Live Smart Managers to raise work directly through a new system called CFS, Clarion Field Service System, where work can be booked directly, this offers a more slick and smoother process which has made a difference to the booking system.

- Councillor Barber stated she had noted on the Clarion Commitments it states to maintain building safety and she would like to draw attention to Roman Court which is a now redundant home for the elderly in Leverington with this building having been empty for several years and nothing seems to be being done and recently a young child was inside and fell down a hole, with this building now becoming a danger to the public and something needs to be done urgently. Paul Norman responded this building has been through an options appraisal which has taken longer than expected, there should be an outcome about the future of this site within the next three months, but he was not aware of the incident with the child and will look into this. Sally Greetham added there has been security on patrol and the site has been regularly checked. Councillor Barber questioned if the fence was going to be repaired around the site? Sally Greetham could not comment at this time, but it will be looked into.
- Councillor Foice-Beard asked Yvonne Ogden coming back to the previous question about working with the communities, how does Community Engage work and is there a process on deciding what projects or training goes where? Yvonne Ogden responded a variety of different indicators are looked at as to where the money is allocated for the future and what that will deliver and that will go from looking at community insight, industry deprivation and left behind areas to focus on where this needs to be then on a local level the team work with local partners to understand what the need is in an area, and work with the residents involvement team to understand what the residents need, there is also an officer in Fenland who works closely with the partners on the ground and with housing officers. She added that there are some national initiatives that can be brought into a local area like the Shooters United that was offered to Orchard School, and there was also an issue of anti-social behaviour on Lime Avenue, so Clarion worked closely with Orchard School and the local Youth Sport Centre, so those young people were part of the diversion reaction scheme. Yvonne Ogden stated that there is a Community Ambassador programme which is a national programme, which has been delivered very successfully within the Fenland area. Councillor Foice-Beard asked if the information is collated and evaluated and, if so, are Clarion able to share some success stories or not so successful stories? Yvonne Ogden replied in the affirmative, all the partners involved collate a report on a quarterly basis and there is a range of numerical KPI's around the numbers that are engaged, number of volunteers and volunteering hours and the people that progressed into employment or into training. She added that case studies are looked at where things have happened and where people have had success stories then at the end of the production period there is a meeting with the partners involved to look at whether it has delivered what was planned and what the learning has been, which is all captured on an investment page which Clarion are happy to share with the panel.
- Councillor Sennitt Clough asked, to follow on from the last question to Yvonne Ogden, the term engagement is used a lot what does that mean? She added that on the presentation it stated 1,289 young people were engaged and asked what exactly does that mean? Yvonne Ogden replied it is an interesting terminology for this project with the word engaged helps relate to the amount of young people attending youth sessions the Shooters United sessions or the Wisbech Community Farm Project who are physically engaged in that process, being supported, and getting involved.
- Councillor Sennitt Clough asked Sally Greetham is there still a Resident Liaison Officer that talks to residents in the community and, if so, can she talk about the effectiveness of those officers? Sally Greetham responded there are Neighbour Response Officers who are the frontline team and are the point of contact when it comes to community engagement, they

are tasked to respond to complaints, anti-social behaviour, initiate any community engagement, check to make sure cleaning contractors are doing their job, and to check estates are maintained. Councillor Sennitt Clough asked if this was effective? Sally Greetham answered it is rated through customer satisfaction, looking at the rate of anti-social behaviour and the upkeep of the estates.

- Councillor Nawaz stated he would like to address anti-social behaviour as, in his view, the process Clarion have in place seem to take a long time to sort out and can really affect the victims so asked if there are any measures in place for a quicker resolution and are there any figures that can be shared on events and cases showing how long it took to resolve? He also asked are there any plans to bring disused houses back into use and what tools does Clarion have at its disposal to address privately used houses that have fallen into disrepair? Sally Greetham responded private properties would not fall into the remit of Clarion housing and with its own housing stock there is a clear target around reletting any properties that do become empty which are referenced to in the occupation numbers. She continued in terms of anti-social behaviour the length of time is looked at and a case is opened, contact is made with the resident with an understanding that some cases can be complicated and drawn out, at every step the complainant is kept informed about solutions and what Clarion propose to put in place, for example some of the tools used are talking to the other party, offering mediation if there is a dispute between parties and leasing with other agencies involved. Sally Greetham stated there are other tools used in worst case scenarios where legal advice is given or repossession action is taken to evict customers.
- Councillor Nawaz asked if there were any emergency measures in place for extreme cases of mental and emotional abuse? Sally Greetham answered every case is risk assessed and if there is any threat of violence the response time will be quicker, and injunctions can be put in place within 24 hours, and this is why Clarion work hard with other parties and agencies like the Police and the local Council to be able to speed up certain cases where there is a threat of violence or drug dealing.
- Councillor Nawaz asked if there is a programme in place to fit solar panels to properties and what sort of budget is there for this? Dan Read responded there is the Clarion 2050 Strategy solar which this falls under, all the roofs across the whole organisation have recently been mapped with the information being received a few weeks ago and has given the team every house roof size and overhang, shading and most importantly what output the solar panels can have. He continued that the strategy sets out that all roofs from next year forward will be considered to have photovoltaics (PV), some of the PV installations that were undertaken in the demonstration phase here in Fenland had the inline solar installed in this part of the roof, which is the preferred option, from a maintenance perspective, cost effectiveness and a customer perspective with all of the roofs due to be replaced between now and 2050. Dan Read stated that these panels typically have a 60 year life cycle so there is a separate work stream where there will be solar planted on top of existing roofs and all the structural surveys and necessary checks will be carried out before work starts, so solar is very much part of the future plan along with unlocking back up storage systems.
- Councillor Carney asked, with all gas boilers, does Clarion provide Carbon Monoxide Alarms for every property? Carl Grimmer responded that when checks are made at the properties the alarms are checked and at the minimum if there are no alarms a battery powered Carbon Monoxide Alarm will be fitted.
- Councillor Imafidon asked Carl Grimmer about whether there is a portal where tenants can log their complaints online, how often do the UPVC doors and windows get changed in the properties and what is the life span of these products. Carl Grimmer responded residents can log a repair directly online through a system called OREO which has been in place for the last 12 months, the resident can log online and use the system to log their repair and a slot for the repair to be undertaken which is convenient to the resident. He stated that there are ongoing stock condition surveys which look at the remaining life of key components within properties, each case is different depending on how the property is looked after but there is an estimate that the lifespan of a composite door and UPVC windows should be typically 25-30 years, however, if there is a failing the Responsive Repair Team will pick this

up and if the item cannot be repaired it will be replaced. Councillor Imafidon stated he would like a direct contact number for Clarion because as a councillor residents do approach them to help with their situations. Kirsten Wildman stated that there is an email address that can be shared which will fast track through to the team.

- Councillor Booth acknowledged that there is an email address, but this has been reported to be slow to answer and respond to the initial requests which can be frustrating for residents and for them as councillors trying to help residents within a timely manner. He asked if this can be investigated as this system is not responsive enough? Kirsten Wildman thanked Councillor Booth and stated this is useful information and will be investigated.
- Councillor Roy asked Kirsten Wildman if it would be helpful to Clarion if they knew who the local ward councillors are as residents will go to their local councillor first if they are not sure or not computer literate or for other reasons they are not able to speak to Clarion directly and as has been pointed out the direct line is not working efficiently enough. Kirsten Wildman acknowledged the feedback and stated that this is something that needs developing and that is being looked at.
- Councillor Booth stated he has raised this issue a couple of years ago originally around the empty properties at Thorney Toll which he was updated by Dan Read but since then nothing seems to have materialised so asked for the latest update on when this work will be completed. Dan Read responded he agreed this has taken too long, the options appraisal has been completed and once the results come in there will be a conclusion within the next three months around what will be done with that asset. Councillor Booth stated he understands that there was an agreement in place already that FDC were going to buy some of the properties and Clarion were going to buy the rest and asked is that not the case anymore? Dan Read replied broadly speaking that is still the plan but it is working out the cost and getting the figures right which will take two to three months. Councillor Booth stated he was a little disappointed with this answer as there are 1700 people on housing waiting lists and some of those people could have been housed by now. Dan Read apologised for the length of time this project has taken and the timelines that were spoken about earlier are the ones that are being worked with now.
- Councillor Mrs Davis asked that when a family is being resettled what weight is given to trying to keep them in the same locality as there are instances where the families do not have access to a vehicle and have now got to take the children 15 miles to school. Sally Greetham replied that the vast majority of the homes are elected through Home Link and anyone who applies to Home Link will go into a banding system depending on their particular needs then they can bid on Home Link for whatever property they choose so it puts the ownership in their hands as to those decisions. Councillor Mrs Davis stressed what she would like to know regardless of points how much weight is put on families to try and keep them local. Sally Greetham stated the choice based letting system is a good way of allocating homes because the choice is with the individual as to where they bid for homes.
- Councillor Booth referred back to the question asked about gas and oil as his understanding is that Swale dealt primarily with gas in past presentations and information has been asked in the past about oil fired boilers particularly in rural Fenland so is Swale now dealing with the oil-fired boilers or are they effectively subcontracted out? Carl Grimmer responded he did not have the answer but will find out and report back to Councillor Booth.
- Councillor Booth asked about future development, in past presentations there has been an idea about what the future might hold, in this meeting there has been indications of discussions but not what number of houses there will be available to help with the Fenland backlog as Clarion is the main housing provider. He asked how many houses are there available in the pipeline within the next two, three, five years? Dan Read responded at present there are none that are under contract within the near future, but Clarion is always looking in Fenland at new development and new contracts and do aim to build homes in the area if possible. Councillor Booth asked if Clarion are in talks with any major developers? Dan Read answered yes there are discussions happening but that is all that can be said at this stage.

Members noted the information provided in the annual review of Clarion Housing Group.

OSC35/23 NORTH CAMBRIDGESHIRE & PETERBOROUGH CARE PARTNERSHIP

Members received a presentation from John Rooke on the North Cambridgeshire & Peterborough Care Partnership's Progressing Integration of Health and Care.

Members made comments, asked questions, and received responses as follows:

- Councillor Nawaz stated that there was nothing in the slides to cover substance abuse, drugs, or alcohol addiction and with an 80% increase in this category he would like to know what is tailor made for the Fenland area particularly the North? He continued the measures that were presented did not indicate the allowances to be made for the future and, therefore, there were no indicators for future assets so he would also like to know what the budget is for Fenland, for Peterborough and for Huntingdonshire and how the budget is to be distributed and allocated and to what areas. Councillor Nawaz added to give some medical facts as examples as to how funding can make a difference in many areas of the medical profession and stressed he would like to see a better plan of how this new committee will work and the measures put in place to see results year on year. John Rooke responded that today's presentation was designed to give the panel an overview of what is available, there are some statistics on the website which he feels Councillor Nawaz will find interesting and cover most of what he has asked today, but in the short term as the committee gets better and the indicators build this will help to develop what changes are needed to be made for the future and the aim is to think about what the population needs, not just practically or clinically but holistically too and how this will be put into practice. Councillor Nawaz stated his initial question was not answered around the budget and asked how much would be allocated to the hub, how would the staff be trained and would the staff be recruited within the Council or through the NHS or from outside and how the achievements would be logged? John Rooke responded that the budget allowance comes from the NHS and is divided out to different areas, some of this will contribute to the Hub with a link to need, there will be a bid going into the local GP surgeries for a contract and a linked need for this service plus other voluntary organisations with the project being reliant on some of these partnerships' contributions and initiatives for its success. He added that this hub is designed for the people of Fenland and ideally to employ people from Fenland, there will be a central team which be tailored and relevant as possible to the local needs of residents.
- Councillor Sennitt Clough asked what will be said to residents who mistake the Care Partnership as just another tier and how will action be taken instead of just passing cases around? John Rooke replied there has been a new Integrated Care System formed which is about partners coming together and the hub being able to add value to the service provided to fill the gap when case loads come in to support those people in the community and bridge the gap of their needs.
- Councillor Roy stated there has been a Fenland case study by Cambridge University going on for around 20 years and a massive amount of data has been collated and asked how much of this information was used when putting the Care Partnership figures together and was Mr Rooke aware of this study going into stage 3. John Rooke stated that they were aware of the study and the data used for this project was used from the same system, and they are looking forward to seeing what stage 3 produces as this will enable more insight into options and solutions on lifestyle as there is a lot of ground to make up. He stated that one issue that has been picked up already from this study is the diagnosis of dementia in this area and that the support is not available so one thing the Partnership will be looking at is how this practice can bridge the support of families using the resources from the different partners that are involved.
- Councillor Booth stated as councillors the most common complaint received is around getting appointments with GP's and asked where GP practices sit within this Partnership? John Rooke responded there are GPs already involved in the Partnership and there is an elected GP partner who sits on the board called Wendy Harrison. He added that to try to

address recruitment, the Partnership has been over recruiting to compensate for additional roles within the practices, however, this does not solve the national challenges that arise with the shortage of doctors. Councillor Booth asked what sort of numbers locally are being looked at for GP surgeries? John Rooke replied he did not have the figures with him, but the other roles within the surgery have been successful like paramedic and pharmacies and the key to making changes within the practice is to offer the chance to work with Care Partnerships and others alike to achieve a more efficient system.

- Councillor Nawaz stated he believed there are some national measures in place to fill the need for the number of doctors such as IDP which bring in doctors from overseas on a four-year contract. He would like to see on the next visit an update of GPs within the Fenland area which have been recruited. Councillor Nawaz asked who Mr Rooke is answerable to within his role? John Rooke responded he would be happy to come back and share ongoing progress of the Care Partnership as for who he answers to it is the partners of the Care Partnership and the bodies of partners involved, the NHS and elected Governors.
- Councillor Booth stated he would like to see a meeting set up with the Director of Public Health and Care Partnerships to be able to give a joint presentation to get to see the whole picture. John Rooke requested that a topic be chosen so both parties can work together.

Members noted the information provided on the North Cambridgeshire & Peterborough Care Partnership.

OSC36/23 PROGRESS OF CORPORATE PRIORITIES - COMMUNITIES

Members considered the progress of the Corporate Priority for Communities.

Members made comments, asked questions, and received responses as follows:

- Councillor Booth stated looking at the KPI on page 19 there are some red indicators, with these areas being about claiming housing benefit and precautions taken when claiming to be homeless, and asked what are the plans to get back on track so targets are achieved? Councillor Hoy responded most of this indicates the speed people are moving on which can be quite timely due to the housing stock available, some landlords are selling up for different reasons which can affect housing and homelessness and is something that needs investigating. Councillor Boden added there have been a lot of changes for landlords and landowners especially on the tax side, therefore, a number of landlords country wide have decided to sell which has made the market much greater than the demand for landlords which is why there has been a drop in private landlords. Councillor Booth asked is this trend because the Fenland area is seen as a cheaper area so more people are trying to get rented accommodation by moving into the area, putting more pressure on the housing stock? Councillor Hoy agreed it does not help being in a cheaper area as there are a lot of big houses that are perfect for HMOs, private care homes and asylum seeker accommodation, which is one of the reasons why there has been a conversation about not allowing asylum seekers into cheaper areas because it is adding to the social problems within these areas.
- Councillor Nawaz stated, to pick up on Councillor Booth's point, part of the reason for the changes with landlords is overregulation in the housing market by the Government, plus the taxation changes which means it is no longer that attractive for private landlords to invest in these houses, as to where the stock has gone some stock is in limbo and in the process of being sold, some stock has fallen into disuse and disrepair and some stock has been occupied by Eastern Europeans where they will share a house between two or three families and this is the only way some landlords can survive.
- Councillor Imafidon stated he would like to make the point that high interest rates also affect private landlords giving some examples of mortgage rates and interest rates and Government rates which is making private landlords feel this is not a viable business to be in. Councillor Hoy responded that was a very good point and stated that there has never been any overview work done in this area, everyone plays a part in this system from private

sector housing, Clarion Housing, temporary accommodation and bed and breakfast accommodations and if anyone makes a decision in the system it always has a knock on effect further down the line but without everyone there are no houses to help people move into. She added that some of this is at a national policy level which also has an effect on what goes on in local areas. Councillor Boden added he agrees with what has been said and this is quite complex with a lot of moving parts many of which interact with each other, but the basics are there are not enough houses or properties. He continued Governments of all parties have recognised this for decades and have failed to ensure sufficient numbers of properties have been built year on year in order to meet the demand that exists so given that the system squeezes people out of the bottom of the market, those that are dependent upon private rented accommodation or those who find themselves in a situation where they can no longer afford their home can then find their way into statutory homelessness where the Council has a statutory duty to house people, with other rental organisations not having this responsibility.

- Councillor Roy stated there is a clear need for housing and as people travel round the district there are lots of undeveloped or unfinished land and asked is there a policy that can accelerate some of the issues that have been going on for several years concerning these builds as he feels there needs to be a bit more pressure put on the owners who have left areas undeveloped and where valuable housing could be built, such as Strathmore House in Elm as one example. Councillor Boden replied the Council cannot force people to do anything if they own property or brownfield sites if they do not wish to, however, what can be done is to look at the draft Local Plan so when the Council presents the draft Local Plan to the inspector, advantage can be taken to highlight these area which may not be specifically designated to ensure that they do get development designation and as a Council see if these areas can be influenced in some way. He added that as far as empty residential properties is concerned there is an officer who has been dealing with this over the course of several years and work is always done to ensure that where it is possible those properties are brought back in to use, there is a penal system of additional Council Tax for empty properties which are allowed to remain empty after 6,12 or 24 months and the decision within Fenland is to maximise those multiples so as to maximise the incentive for people to bring properties back in use, but there are exceptions with one of the worst being the number of properties where the owner has died and the executor has not applied for probate which is a big loophole which means the requirement to pay Council Tax on these properties does not exist and there is very little that can be done. Councillor Mrs French added Strathmore House in Elm was a residential home and is a Listed Building, Section 215 and Section 216 Notices have been served and she would chase this up.
- Councillor Nawaz asked what criteria determines that the Council has a statutory duty to house a particular person or a family? Councillor Hoy responded anyone can apply to be on Home Link, somebody could be in a priority need which looks at things like health issues or overcrowding and various other areas that the team look at and categorise to determine banding but if they are not a priority need there is no statutory duty in place to house them, however, that does not mean that help will not be provided and there is a trailblazer service where people can contact the service and help will be provided to find private rental or help with discretionary housing payments.
- Councillor Mrs Davis stated that there is an issue with the Peterborough Regional Pool being closed and Chatteris Swimming Pool is now closed so asked if there has been a rise in people joining the other leisure centres in the area? Phil Hughes stated there has been an increase in people coming to the George Campbell in March for swimming lessons and Freedom Leisure Centre has been taking advantage of those pools being closed as has The Manor at Whittlesey taking in the City of Peterborough Swimming Club with the hope to increase the number of sessions. Councillor Boden added that some of the Peterborough schools have also been using The Manor at Whittlesey for swimming lessons so yes there has been a distinct increase in the Fenland area of the usage of the leisure facilities.
- Councillor Booth asked does that mean there are more restrictions on when the public can use the facilities if groups are placing bookings and is that impacting Fenland residents

being able to go and swim? Phil Hughes responded that he has asked for more information from Freedom Leisure but feels the team have been sensible in terms of allowing public swimming from time to time because what is needed is a balance between swimming lessons, swimming clubs and public swimming.

- Councillor Mrs Davis asked Councillor Mrs French if all the road works will be finished in March Town Centre ready for the Christmas Market in December? Councillor Mrs French responded her understanding was that the works will be finished by 21 October 2024.

Members noted the progress of the Corporate Priority for Communities.

OSC37/23 UPDATE ON PREVIOUS ACTIONS.

Members noted there were no updates on previous actions.

OSC38/23 FUTURE WORK PROGRAMME

Councillor Nawaz requested a presentation from the Education Board to talk about children with special needs to be added to the work plan.

12.30 pm

Chairman