

## AGENDA

### OVERVIEW AND SCRUTINY PANEL

**MONDAY, 13 SEPTEMBER 2021**

**1.30 PM**

**COUNCIL CHAMBER, FENLAND HALL,  
COUNTY ROAD, MARCH PE15 8NQ**

Committee Officer: Niall Jackson  
Tel: 01354 622229  
e-mail: [memberservices@fenland.gov.uk](mailto:memberservices@fenland.gov.uk)

- 1 To receive apologies for absence.
- 2 Previous Minutes. (Pages 3 - 8)  
  
To confirm and sign the minutes of the meeting of 12 July 2021.
- 3 To report additional items for consideration which the Chairman deems urgent by virtue of the special circumstances to be now specified.
- 4 Members to declare any interests under the Local Code of Conduct in respect of any item to be discussed at the meeting.
- 5 Update on previous actions. (Pages 9 - 12)  
  
Members to receive an update on the previous meeting's Action Plan.
- 6 Council Tax Support - 2022/23 scheme (Pages 13 - 24)  
  
Each year the Council is required to review its Council Tax Support (CTS) Scheme. This report advises Overview and Scrutiny of the progress of the 2021 annual review and the proposals to amend the scheme for 2022-23.
- 7 Annual Ombudsman Letter and 3Cs process (Pages 25 - 38)

To update Members on the annual statistics in relation to the Local Government and Health and Social Care Ombudsman (LGO) and the Council's corporate '3Cs' procedure. This explains how we deal with the comments, compliments, correspondence and complaints we receive.

8 Future Work Programme (Pages 39 - 44)

To consider the Draft Work Programme for Overview & Scrutiny Panel 2021/22.

9 Items which the Chairman has under item 3 deemed urgent.

Friday, 3 September 2021

Members: Councillor D Mason (Chairman), Councillor A Miscandlon (Vice-Chairman), Councillor G Booth, Councillor D Connor, Councillor M Cornwell, Councillor S Count, Councillor A Hay, Councillor M Humphrey, Councillor M Purser, Councillor R Skoulding, Councillor D Topgood, Councillor R Wicks and Councillor F Yeulett