

## **Agenda Item 4**

Minutes of a meeting of the Operational Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on Monday 27 March 2023 at 4:30pm

### **PRESENT**

Cllr Julia Huffer (Chairman)  
Cllr David Ambrose Smith (Vice-Chairman)  
Cllr Christine Ambrose Smith  
Cllr Anna Bailey (Substitute for Cllr Joshua Schumann)  
Cllr Lis Every  
Cllr Mark Inskip  
Cllr Alec Jones  
Cllr John Trapp  
Cllr Christine Whelan

### **OFFICERS**

Isabel Edgar – Director Operations  
Maggie Camp – Director Legal & Monitoring Officer  
Lewis Bage – Communities & Partnerships Manager  
Tracy Couper - Democratic Services Manager  
Simon Ellis – Planning Manager  
Richard Garnett - Senior Environmental Health Officer (Commercial)  
Elizabetha Knox – Environmental Services Manager & Head of Street Scene  
Angela Parmenter – Housing & Community Safety Manager  
Rebecca Saunt – Planning Manager  
Craig Smith – Building Control Manager  
Annette Wade – Customer Services Manager  
Anne Wareham – Senior Accountant  
Karen Wright – ICT Manager

### **IN ATTENDANCE**

Lizzi Wales – Youth & Community Co-Ordinator Cambridgeshire County Council  
Sgt Mat Lupton-Pike – Cambridgeshire Police  
John Hill – Managing Director, East Cambs Street Scene (until end of Minute 48)  
Nigel Ankers – Finance Manager, East Cambs Street Scene (until end of Minute 50)  
Catherine Sutherland – Development Manager, East Cambs Street Scene

## **42. PUBLIC QUESTION TIME**

There were no public questions.

#### **43. APOLOGIES AND SUBSTITUTIONS**

Apologies for absence were received from Cllrs Paola Trimarco and Jo Webber and Cllr Joshua Schumann with Cllr Anna Bailey was acting as Substitute Member.

#### **44. DECLARATIONS OF INTERESTS**

No declarations of interests were made by Members.

#### **45. MINUTES**

It was resolved:

That the minutes of the meeting held on 14<sup>th</sup> November 2022 be confirmed as a correct record and be signed by the Chairman.

#### **46. CHAIRMAN'S ANNOUNCEMENTS**

The Chairman asked Members to take a moment to remember the former Director Operations Jo Brookes and to welcome the new Director Isabel Edgar.

She also announced that John Hill and Nigel Ankers were present at the meeting to answer any questions relating to the ECSS Business Plan.

The Chairman stated that this would be the last meeting of the Committee prior to the District Council Elections and thanked Members and Officers for their work on the Committee over the last 4 years. She highlighted notable schemes and projects progressed by the Committee.

#### **47. COMMUNITY SAFETY PARTNERSHIP (CSP) UPDATE**

The Committee received a presentation by Lizzi Wales, Youth & Community Co-Ordinator Cambridgeshire County Council, and Sgt Mat Lupton-Pike, Cambridgeshire Police, giving an update on the work of the East Cambridgeshire Community Safety Partnership (CSP), a copy of which has been circulated to Members of the Committee.

Ms Wales' presentation covered the following areas:

- Delivery of Asset Based Community Development across East Cambridgeshire
- Enabling Communities
- Summer Detached/Outreach Work
- County Lines Training
- Road Safety Awareness

A Member commended the work of the Youth Service with larger schools and queried if this also could be undertaken with individual or groups of smaller schools in more rural areas. Ms Wales stated that they could contact the Youth and Community Team.

Sgt Mat Lupton-Pike then gave an update on the work of the Problem-Solving Group (PSG) since the last presentation to this Committee. He commented that the East Cambridgeshire PSG had good regular attendance by the various partner bodies and had achieved a number of positive outcomes over the period. Examples included:

- Support provided to a repeat offender with mental health issues who had a history of an excessively large number of calls to the emergency services. A co-ordinated package by mental health, social care, housing support, etc, was currently preventing further issues.
- Anti-social behaviour, Bottisham – regular Police patrols and work with local schools and Parish Council to reduce incidents in the village.
- Exploited drug dealing individual – PSG combined package to ensure safeguarding and support for individual resulting ultimately in relocation.
- Schools attendances and Court Experiences – events and talks to students and their parents.

In response to a question by a Member regarding a recent spate of vandalism in a town in their Ward, Sgt Lupton-Pike stated that the PSG was aware of this and initiatives to address it were ongoing.

Members commended the excellent work of the officers in progressing a wide range of initiatives to protect young people and communities across the whole of the District.

The Chairman thanked the Youth & Community Co-Ordinator and Sgt Lupton-Pike for their presentation.

#### **48. EAST CAMBS STREET SCENE (ECSS) BUSINESS PLAN 2023/24**

The Committee considered a report, X171 previously circulated, containing the East Cambs Street Scene Ltd (ECSS) Business Plan for 2023/24. Isabel Edgar, in her capacity as an ECSS Director, reported that the current year still had presented challenges due to ongoing staffing issues impacting on service delivery, but the team were looking forward to the future with Project Street Smart, to deliver service improvements and enhancements in the forthcoming year.

The recommendation in the submitted report to approve the Business Plan was proposed and seconded.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

Follow-up questions and further questions/comments were raised by Members and responded to as follows:

A Member queried the arrangements for the authorisation of improvements to Terms and Conditions of Service for ECSS staff, bearing in mind the likely financial implications of such improvements. The ECSS Managing Director confirmed that these were submitted to the Joint Consultative Committee in

accordance with the same processes for ECDC staff. The financial implications then were reported to the subsequent Board meeting, as part of its financial reporting arrangements.

In response to a question by a Member, Ms Edgar explained the reasons for differences in the number of collections for different types of Waste Collection services.

A Member commended the good initiatives in the Business Plan under Project Street Smart to address the issues with service delivery, but acknowledged that there was some work to be done to get back on target. But the Member looked forward to positive outcomes over the forthcoming year.

Other Members of the Committee acknowledged the challenging period over the past year and requested that their recognition be placed on record for the efforts of the ECSS workforce to deliver the best service possible to local residents in challenging circumstances. The Committee looked forward to a modernised and improved service in future years, through initiatives referred to in the Business Plan and subsequent Agenda items.

The Chairman highlighted that the District was in the top quartile nationally for recycling and ECSS delivered a quality and excellent value for money service.

It was resolved (unanimously):

That the ECSS Business Plan 2023/24 attached at Appendix 1 to the submitted report be approved.

#### **49. REPLACEMENT REFUSE COLLECTION VEHICLES**

The Committee considered a report, X172 previously circulated, detailing options for the replacement of Refuse Collection Vehicles (RCVs) based upon outline savings on CO2 emissions and use of alternative fuels, together with the introduction of in-cab technology for improvements in efficiency and service delivery. The Head of Street Scene explained the background to the need for the replacement vehicles and the key requirement to procure low emission vehicles, as the Council's RCVs accounted for two-thirds of the Council's carbon emissions. Following detailed investigations, Hydrotreated Vegetable Oil (HVO) was considered to be the most realistic fuel option for vehicles at the current time.

The recommendations in the submitted report were proposed and seconded.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

Follow-up questions and further questions/comments were raised by Members and responded to as follows:

A Member commented that it would be preferable to ensure that the vehicles would operate on HVO as much as possible rather than having to revert to diesel due to cost issues, and asked whether steps could be taken to maximise this. The Head of Street Scene stated that every effort was being made to ensure that this was the case.

A Member queried if there were additional servicing requirements for HVO vehicles and the Head of Street Scene stated that they had been demonstrated to perform better thereby reducing maintenance requirements and costs.

A Member referred to an article on the subject in a national newspaper this week, and Members queried what would happen if other fuel options became more viable in the future. The Head of Street Scene stated that HVO was the best option at the current time, but that this would be reviewed again at the time of replacement of these vehicles.

A Member asked if the in-cab technology to be retro-fitted into the current vehicles could be moved to other vehicles and the Head of Street Scene confirmed that it was transferrable but that the new vehicles would have it installed as standard.

In response to a question by a Member, the Head of Street Scene explained that the remaining Capital funding for replacement vehicles, approved by Council in the MTFs, would be utilised for the purchase of non-HGV fleet.

Members welcomed the report and acknowledged that HVO was the best fuel option at the present time. Members also highlighted the service benefits of the installation of in-cab technology. However, it was hoped that other even more carbon efficient options would be available at the time of the next replacement of vehicles. Members commended Officers on their work on the issue and quality of the report.

It was resolved (unanimously):

1. That the Director Operations be instructed to proceed with the procurement of 10 replacement RCV's under the RECAP partnership framework, to include in-cab technology supported by a back-office system and retrofit existing operational RCV fleet with the same technology.
2. That approval be given to the use of Hydrotreated Vegetable Oil (HVO) in the RCV fleet in accordance with the cost threshold and monitoring regime outlined in paragraph 5.2.2 of the submitted report

#### **50(a) & (b) QUARTER 3 PERFORMANCE REPORT FOR WASTE & STREET CLEANSING SERVICES**

The Committee considered reports, X173 & X174 previously circulated, detailing the quarter 3 and 4 Performance for Waste & Street Cleansing Services by ECSS for the period October to December 2022 and January to March 2023.

The Head of Street Scene reported a mixed picture of performance due to the ongoing high levels of staff sickness and number of breakdowns of vehicles due to the ageing fleet. However, the new staff terms and conditions had been widely welcomed and black sack deliveries issues were being resolved. Overall there was an improving trend, although performance targets were below 2021/22 levels. Nevertheless, the Council still was in the top quartile nationally for recycling. Sickness levels were being monitored and policies reviewed to ensure these were robust and all measures were being taken to improve the position.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

Follow-up questions and further questions/comments were raised by Members and responded to as follows:

In response to a question on the reporting of faulty refuse sacks, it was confirmed that this should be done direct to the Council.

A member referred to the responses on the lack of street sweeping data, and it was acknowledged that this was an area that needed resolving moving forward.

In response to a further question, it was acknowledged that in some areas delivery of black sacks had been behind schedule, but now had been completed.

Members queried if the sickness absence levels were comparable with neighbouring Councils and if there was any national data on this issue. It was confirmed that benchmarking would be undertaken in the future.

A Member commented that further provision of PPE might help with sickness levels. Another Member suggested that recruitment of further permanent staff might be a better option than the hiring of agency staff. It was stated that all potential improvement options were being considered.

A Member highlighted the issues of accessing certain roads for street cleansing due to the narrowness of older streets and problems with parked vehicles.

A Member commented that there was still some way to go to meet the Business Plan performance targets and street cleansing understandably had suffered due to the need to prioritise refuse collections. However, measures should be taken to improve the latter now. Nevertheless, the Member was reassured by the answers given and improvement measures proposed via Project Street Smart and acknowledged the challenges posed by sickness absences and the fact that Covid still was a prevalent factor. Therefore, they looked forward to future improvements.

Another Member highlighted the importance of having the correct staffing levels available for service delivery and expressed the view that this would be greatly assisted by the improvement in the staff terms and conditions of service. The Member commended the Council for approving the necessary funding to make

this possible. These improved terms and conditions of service would provide a good foundation moving forward.

It was resolved:

That the quarter 3 and 4 Performance Reports for Waste & Street Cleansing Services by ECSS be noted.

**51. SERVICE DELIVERY PLANS 2023/24 AND END OF YEAR REPORTS 2022/23**

The Committee considered a report, X175 previously circulated, containing the Service Delivery Plans and End of Year Reports for Services within the remit of this Committee. Members commended the significant work by Officers in producing these and the high quality of the documents.

A Member acknowledged the importance of these documents and stated that it may assist Members to have a red/amber/green (RAG) rating to identify performance to targets. The Member also commented that it would be better to have a greater mixture of SMART to qualitative performance measures.

It was resolved (unanimously):

1. That the following Service Delivery Plans attached at Appendix 1 to the submitted report be approved:
  - i. Building Control
  - ii. Communities & Partnerships
  - iii. Customer Services
  - iv. Environmental Services
  - v. Licensing
  - vi. Housing & Community Advice
  - vii. Information Technology
  - viii. Leisure Services
  - ix. Planning
  - x. Communications
  - xi. Waste Collection & Street Cleansing
2. That the End of Year Reports for 2022/23 for the above Services Plans attached at Appendix 2 to the submitted report be noted.

**52. LOCAL ENFORCEMENT PLAN**

The Committee considered a report, X176 previously circulated, containing the revised Local Enforcement Plan (LEP) relating to Planning Enforcement.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

Members highlighted the importance and commended the high quality and clarity of the revised Plan and requested that a copy be sent to all Parish Councils. The Planning Manager confirmed that this would be included as a topic at a proposed forthcoming Parish Council Planning Forum event.

A Member highlighted that the review had resulted from a recent Internal Audit, and other Members commented that a three-year review process seemed appropriate.

A Member queried what effective powers the Council had in the light of two recent cases at Planning Committee and the Planning Manager stated that enforcement measures and targets in the Service Delivery Plan were under constant monitoring and review.

It was resolved (unanimously):

That the updated version of the Local Enforcement Plan (LEP) attached at Appendix 1 to the submitted report be adopted and reviewed on a three-yearly basis moving forward.

**53. DRAFT FOOD SAFETY ENFORCEMENT POLICY**

The Committee considered a report, X177 previously circulated, containing a revised draft of the Council's Food Safety Enforcement Policy.

In response to a question by a Member, the Senior Environmental Health Officer (Commercial) explained the previous history regarding review of the Policy.

It was resolved (unanimously):

That the updated version of the Food Safety Enforcement Policy attached at Appendix 1 to the submitted report be approved for consultation with relevant stakeholders and the public.

**54. DRAFT HEALTH AND SAFETY ENFORCEMENT POLICY**

The Committee considered a report, X178 previously circulated, containing a revised draft of the Council's Health and Safety Enforcement Policy.

In response to a question by a Member, it was reported that this and the previous Policy now would be subject to a three-yearly review process.

It was resolved (unanimously):

That the updated version of the Health and Safety Enforcement Policy attached at Appendix 1 to the submitted report be approved for consultation with relevant stakeholders and the public.



## **55. ENVIRONMENT ACT 2021 IMPLEMENTATION**

The Committee considered a report, X179 previously circulated, giving an update on the implications arising from the implementation of the Environment Act 2021 for the Council and the other Waste Collection Authorities in Cambridgeshire and for the Waste Disposal Authority (Cambridgeshire County Council). Isabel Edgar stated that this was a rapidly changing issue, but the Government had yet to publish the future requirements for authorities and no funding allocation had been made for Waste Disposal Authorities. However, Cambridgeshire County Council had decided not to request transitional arrangements but would continue to lobby for funding and look for other options. Once the collection methodology had been determined, further round reconfiguration might be required in the longer term.

A question relating to this item had been provided prior to the meeting from a Member and this, along with the answer provided by officers, was set out in Appendix 1 to these minutes.

It was resolved:

That the report be noted.

## **56. BUDGET MONITORING REPORT**

The Committee considered a report, X180 previously circulated, which provided details of the financial position for services under the remit of the Operational Services Committee.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

A Member queried if the reduction in income for Building Regulations services was likely to be an ongoing issue and the Senior Accountant confirmed that this would continue for the current financial year.

It was resolved:

- i) That the Committee's projected year end overspend of £250,000 when compared to its approved revenue budget of £5,802,153, be noted.
- ii) That the Committee's overall position on Capital as a projected outturn of £1,895,888, which is an underspend of £1,809,963 when compared to its revised budget, be noted.

## **57. ANGLIA REVENUES PARTNERSHIP JOINT COMMITTEE MINUTES**

It was resolved:

That the Minutes of the ARP Joint Committee meetings held on 20 December 2022 and 7 March 2023 be noted.

**58. FORWARD AGENDA PLAN**

The Committee received its Forward Agenda Plan.

It was resolved:

That the Forward Agenda Plan be noted.

**59. ACTION TAKEN ON THE GROUNDS OF URGENCY**

The Committee received a Memorandum on action taken on the grounds of urgency regarding an SLA payment to Voluntary and Community Action East Cambs (VCAEC).

It was resolved:

That the action taken on the grounds of urgency be noted.

The meeting concluded at 6:25pm.

Chairman:.....

Date:

**OPERATIONAL SERVICES COMMITTEE  
27<sup>th</sup> MARCH 2023  
QUESTIONS FROM MEMBERS OF COMMITTEE**

**Questions received from Councillor Inskip**

**Item 7 – ECSS Business Plan 2023/24**

<p>One of Strategic Objectives is “To maximise on every commercial opportunity available”. What commercial opportunities will be maximised in the coming year?</p>	<p>We are already exploring improvements to the vehicle maintenance contract and anticipate this to not only achieve performance improvements but also yield savings (not yet defined).</p> <p>A value for money review of contracts for PPE, equipment, bins and bags will also be taken this year</p> <p>A review of opportunities for commercial waste collection will be done and presented to the ECSS board.</p>
<p>What issues have occurred in the past year that had driven the improvements in the security of the depot?</p>	<p>The security improvements were part of the Depot Improvement Plan that was agreed by Finance and Assets in March 2022.</p> <p>Over a year ago the depot was broken into and grounds equipment was taken, we have also experienced vehicle theft and vandalism.</p>
<p>Is there a retrospective or lesson learned report from the significant services failures experienced during the past year? And can this be shared with members?</p>	<p>A half day workshop was facilitated by the Director Operations with the Management Team in ECSS, that partly covered lessons learned. However, there are a number of people that have since left ECSS who could have further informed the session. The outputs of this workshop form the basis of the Business plan and the areas of focus for the service over the next 12 months. There is not a separate document to share.</p>
<p>How were the new terms and conditions signed off? Were they agreed by the board? If yes then at which meeting?</p>	<p>The Terms and Conditions were signed off at the ECSS Joint Consultative Committee on November 2022. There was no requirement for the T&amp;C’s to be taken to the ECSS board.</p>
<p>Page 5 of the Business Plan states “there has been a continuously improving picture through Q3 and Q4”,</p>	<p>At the time of writing the Business Plan the overall performance KPI between Q3 and 4 has remained at 99.83%. Therefore, performance has remained at an improved position compared to q1 and q2. The performance position for ECSS for Q4 is outlined in the Q4 performance</p>

<p>but the overall performance of the services for both refuse collection and street cleansing is reported as lower in Q4 than Q3. What is the explanation for the apparent conflicting information?</p>	<p>report Agenda 9a which shows a mixed picture in terms of performance across the KPI's</p>
<p>What are the timescales for 'Project Street Smart'? When will the detailed plan be signed off and how long is delivery expected to take?</p> <p>What would represent a set of successful outcomes for 'Project Street Smart'?</p> <p>The ECSS Business Plan states that that Project Street Smart will be reported to the Council via the appropriate committee. Will this be the Operational Services committee?</p>	<p>The project plan is currently in development. However, it is anticipated to be complete within 12 -18 months.</p> <p>The plan will be taken to the ECSS Board in May 2023 and then reported to Operations Committee in June.</p> <p>The success factors will be defined as part of the project plan. However successful achievement of all the KPI's in the Business plan forms the basis of performance improvements.</p> <p>Yes, the Project Highlight reports will be presented to Operations Committee as part of the Quarterly performance reporting.</p>
<p>On page 15, Table of KPIs 2023/23 (sic) should the target for 'No. reported monthly near misses" be 10 or less rather than 10 or more?</p> <p>On page 15, should the targets for Waste Collection be '30 or less', '15 or less' etc?</p> <p>On page 17, is there a target date to close the current gap</p>	<p>Near Misses KPI - Reporting near misses is considered a positive measure, and it can be seen as a proxy for an engaged safety conscious workforce that takes pride in their work and looks out for their colleagues. Therefore, we want to encourage as many near miss reports as possible as part of the culture change activities within ECSS. The KPI is correct at 10 or more.</p> <p>The target will need to be reviewed as we would expect incidences of near misses to reduce after a period of time as we roll out new safe systems of work and train staff on these new practices.</p>

<p>between the current total of 66.5 FTE and 74 daily roles (positions)?</p>	<p>Waste Collection misses – Correct these figures are maximums we want to achieve. They are stretch targets for the service as we implement Project Street Smart.</p> <p>FTE/Positions – A resourcing review is currently underway and will report to the board in May 2023. This will consider the frontline and back office team staffing requirements.</p>																													
<p>On pages 30 to 33 what scales are used for Likelihood and Impact?</p>	<p>The scales are the ones used by the council currently for all risk management.</p> <table border="1" data-bbox="547 524 1375 750"> <tr> <td data-bbox="547 524 715 562">Impact</td> <td data-bbox="715 524 882 562">1</td> <td data-bbox="882 524 1027 562">2</td> <td data-bbox="1027 524 1173 562">3</td> <td data-bbox="1173 524 1318 562">4</td> <td data-bbox="1318 524 1375 562">5</td> </tr> <tr> <td data-bbox="547 562 715 640"></td> <td data-bbox="715 562 882 640">Negligible</td> <td data-bbox="882 562 1027 640">Low</td> <td data-bbox="1027 562 1173 640">Medium</td> <td data-bbox="1173 562 1318 640">High</td> <td data-bbox="1318 562 1375 640">Very High</td> </tr> <tr> <td data-bbox="547 640 715 678">Likelihood</td> <td data-bbox="715 640 882 678">1</td> <td data-bbox="882 640 1027 678">2</td> <td data-bbox="1027 640 1173 678">3</td> <td data-bbox="1173 640 1318 678">4</td> <td data-bbox="1318 640 1375 678">5</td> </tr> <tr> <td data-bbox="547 678 715 750"></td> <td data-bbox="715 678 882 750">Very Rare</td> <td data-bbox="882 678 1027 750">Unlikely</td> <td data-bbox="1027 678 1173 750">Possible</td> <td data-bbox="1173 678 1318 750">Like</td> <td data-bbox="1318 678 1375 750">Very Likely</td> </tr> </table>						Impact	1	2	3	4	5		Negligible	Low	Medium	High	Very High	Likelihood	1	2	3	4	5		Very Rare	Unlikely	Possible	Like	Very Likely
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### Item 8 – Replacement Refuse Collection Vehicles

<p>Section 3.8 – what is the basis for the interest of 5% on the capital outlay?</p>	<p>This is the interest rate that has always been charged on this expenditure. It is reviewed regularly to ensure that it continues to fall within an acceptable range.</p>
<p>Section 5.2.1 – With increasing demand for HVO and the slow rate at which manufacturing facilities can be added what confidence does the council have that HVO costs will continue to track at an average of 20p above the cost of diesel?</p>	<p>This is an unknown quantum at this time, however will be explored as part of the procurement exercise to find a supplier.</p>
<p>Appendix 2 – what training will be needed to staff and crews to enable efficient use of the digital systems and in-cab technology?</p> <p>Appendix 2 – What is the estimated recovery in revenues from the efficient use of the digital and in-cab technology? And how quickly will this be realised?</p>	<p>The in-cab technology will require a class room session with crews. And then crews will be given time using the terminals for several weeks during the testing phases to familiarise themselves with the interface.</p> <p>The interface is simple and intuitive and made to enable efficient completion by the driver and loader.</p> <p>Efficiencies will be seen across a number of areas ranging from staff time inputting data, or taking calls, through to paper and fuel reduction. Not all of these efficiencies will be cashable, however at the point of Go Live it is anticipated efficiencies will begin to be generated.</p>

**Item 9(a) – Quarter 3 2022/23 Performance Report for the Waste and Street Cleansing Services**

<p>Section 3.6 – some residents have reported faulty black bags which have had to be replaced. How widespread has this issue been?</p>	<p>There have been 8 cases reported to ECDC/ECSS of bags not being sealed. Once we had the first report, we checked with our supplier who advised that there were no issues following their own internal quality checks. We have provided replacements for the residents.</p>
<p>Section 5.4 – what steps have been taken to try to recover access to the ‘East Cambs Street Scene’ Facebook page?</p>	<p>ECSS contacted the previous Development Manager who had management access of the page to attempt to recover the access. Just before they left, the access was given to the Development Officer. Unfortunately, only administration access was given which only lets the user post content. The Development Team has also contacted Facebook via a number of channels but the issue has not been resolved. We monitor the page to ensure that customers receive a response if they post/comment on the page.</p>

**Item 9(b) – Quarter 4 2022/23 Performance Report for the Waste and Street Cleansing Services**

<p>Section 4.1 – what are the activities which make up the scheduled work for Street Cleansing?</p>	<p>There is a weekly rota of up to 5 street cleansing crews that cover the district each day. There are some areas that are scheduled for 2 cleanses per day (e.g. Ely town centre) and other areas where they are litter picked weekly or mechanically swept 6 weekly. The schedules include cleansing of laybys, shop fronts, gullies, litter bins, bus stops, benched areas etc</p>
<p>Section 4.1 – what proportion of the streets listed in the sweeping schedule have not been swept at least once in the last 12 months?</p>	<p>We do not collect this data</p>
<p>Section 4.1 – what proportion of the streets listed in the sweeping schedule have not been swept at least once in the last 6 months?</p>	<p>We do not collect this data</p>

### Item 11 – Local Enforcement Plan

Section 3.2 – Why were the previous reviewed and re-written versions of the LEP not given approval by the Planning Manager?	The workload of the then Planning Manager was such that they were unable to schedule the required time to review the plans due to other priorities.
What actions are planned to publicise the new Local Enforcement Plan to members of the public?	If the plan is approved, then the website will be updated to reference the new plan in all relevant content, and then the Enforcement Team will work with the Comms Team to identify the best channels by which to notify the public

### Item 14 – Environment Act 2021 Implementation

Section 4.6 - Can any outcome be shared publicly from the confidential paper taken by CCC officers to committee on 22 <sup>nd</sup> March?	It has been agreed and communicated to the RECAP Partnership board that CCC will not request for DEFRA to apply a transition arrangement upon the WCA's. It was agreed that a RECAP partnership approach needed to be explored when considering the financial picture.
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### Item 15 – Budget Monitoring Report

Is there expected to be a recovery in the income for the Building Regulations services in 2023/24 or is it expected to be below budget?	The £20k figure is the forecast outturn position so reflects expected income and expenditure for the whole year.
What are the reasons for fine income in relation to fly tipping being less than expected?	We require there to be name and address details within the fly-tipped waste if we are able to issue a fine. Fly-tipped building/DIY waste will rarely contain personal details. Additionally, we have found that general household waste tends to have had identifying evidence removed prior to tipping.
Have the 10-15% software and hardware costs which led to a £75,000 been factored into the 2023/24 budget or is a similar overspend expected?	Yes, the 2023/24 budget has been increased to reflect the high inflation being incurred in this area.