



# EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,  
ELY, CAMBRIDGESHIRE CB7 4EE  
Telephone: 01353 665555

MEETING: **OPERATIONAL SERVICES COMMITTEE**  
TIME: 4.30pm  
DATE: 13<sup>th</sup> September 2021  
VENUE: Council Chamber, The Grange, Nutholt Lane, Ely  
ENQUIRIES REGARDING THIS AGENDA: Adrian Scaites-Stokes  
DIRECT DIAL: (01353) 665555 EMAIL: [adrian.scaites-stokes@eastcambs.gov.uk](mailto:adrian.scaites-stokes@eastcambs.gov.uk)

## Membership:

### Conservative Members

Cllr David Ambrose Smith  
(Chairman)  
Cllr Julia Huffer  
(Vice Chairman)  
Cllr Christine Ambrose Smith  
Cllr Lis Every  
Cllr Joshua Schumann  
Cllr Jo Webber

### Liberal Democrat Members

Cllr Mark Inskip  
(Lead Member)  
Cllr John Trapp  
Cllr Christine Whelan  
Vacancy

### Independent Member

Cllr Paola Trimarco  
(Lead Member)

### **Substitutes:**

Cllr Anna Bailey  
Cllr Dan Schumann  
Cllr Lisa Stubbs

### **Substitutes:**

Cllr Matthew Downey  
Cllr Simon Harries  
Cllr Alison Whelan

### **Substitute:**

Cllr Sue Austen

### **Lead Officers:**

Jo Brooks, Director Operations

**Quorum:** 5 Members

# A G E N D A

- 1. Public Question Time**  
The meeting will commence with up to 15 minutes public question time
- 2. Apologies and Substitutions**
- 3. Declarations of Interest**  
To receive declarations of interest from Members for any items on the Agenda in accordance with the Members Code of Conduct.

4. **Minutes**  
To approve the minutes of the meeting held on 14<sup>th</sup> June 2021
5. **Chairman's Announcements**
6. **Parking Enforcement**
7. **Presentation – Citizens Advice West Suffolk**
8. **Presentation - Voluntary & Community Action East Cambridgeshire – Service Level Agreement Update**
9. **Service Presentation – Communities & Partnerships**
10. **Budget Monitoring Report**
11. **Youth Action Plan Progress Update**
12. **Outdoor Sports Facilities & Playing Pitch Strategy**  
Due to the large size of the strategy documents (Appendices 1 & 2) they have only been provided in hardcopy form to the members of the Committee. Copies are available on the Council's website or by contacting Democratic Services.
13. **Quarter 1, 2021/22 Performance for the Waste and Street Cleansing Services**
14. **Anglia Revenues and Benefits Partnership Joint Committee Minutes**  
To receive the minutes of the meeting held on 22<sup>nd</sup> June 2021
15. **Forward Agenda Plan**

**NOTES:**

1.	Members of the public are welcome to attend this meeting. If you are visiting The Grange during normal working hours you should report to the main reception desk. If you come to an evening meeting please enter via the door in the glass atrium at the back of the building. Public Questions/Statements are welcomed on any topic related to the Committee's functions as long as there is no suspicion that it is improper (e.g. offensive, slanderous or might lead to disclosures of Exempt or Confidential information). Up to 15 minutes is allocated for this at the start of the meeting. Further details about the Public Question Time scheme are available at: <a href="https://www.eastcambs.gov.uk/committees/public-question-time-scheme">https://www.eastcambs.gov.uk/committees/public-question-time-scheme</a>
2.	The Council has adopted a 'Purge on Plastics' strategy and is working towards the removal of all consumer single-use plastics in our workplace. Therefore, we do not provide disposable cups in our building or at our meetings and would ask members of the public to bring their own drink to the meeting if required.
3.	Fire instructions for meetings: If the fire alarm sounds please make your way out of the building by the nearest available exit i.e. the back staircase or the fire escape in the Chamber. Do not attempt to use the lifts. The fire assembly point is in the front staff car park by the exit barrier. The building has an auto-call system to the fire services so there is no need for anyone to call the fire services. The Committee Officer will sweep the area to ensure that everyone is out.
4.	Reports are attached for each agenda item unless marked "oral".
5.	If required all items on the agenda can be provided in different formats (e.g. large type, Braille or audio tape, or translated into other languages), on request, by calling Main Reception on (01353) 665555 or e-mail: <a href="mailto:translate@eastcambs.gov.uk">translate@eastcambs.gov.uk</a>
6.	If the Committee wishes to exclude the public and press from the meeting, a resolution in the following terms will need to be passed: "That the press and public be excluded during the consideration of the remaining item no(s). X because it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the item(s) there would be disclosure to them of exempt information of Category X of Part I Schedule 12A to the Local Government Act 1972 (as amended)."

## **AGENDA ITEM NO. 4**

Minutes of a meeting of the Operational Services Committee  
held in the Council Chamber, The Grange, Nutholt Lane, Ely on  
Monday 14<sup>th</sup> June 2021 at 4:30pm

### **P R E S E N T**

Cllr David Ambrose Smith (Chairman)  
Cllr Christine Ambrose Smith  
Cllr Victoria Charlesworth  
Cllr Matthew Downey (As a Substitute)  
Cllr Lis Every  
Cllr Julia Huffer  
Cllr Mark Inskip  
Cllr Joshua Schumann  
Cllr Paola Trimarco  
Cllr Jo Webber  
Cllr Christine Whelan

### **OFFICERS**

Lewis Bage – Communities & Partnerships Manager  
Jo Brooks – Director Operations  
Caroline Evans – Democratic Services Officer (Committees)  
Richard Kay – Strategic Planning Manager  
James Khan – Head of Street Scene  
Liz Knox – Environmental Services Manager  
Angela Parmenter – Housing & Community Safety Manager  
Shona McKenzie – Community Safety Officer  
Adrian Scaites-Stokes – Democratic Services Officer

### **OTHERS PRESENT**

Nigel Ankers – Finance Officer, East Cambs Street Scene  
Granville Hawkes - Voluntary Community Action East  
Cambridgeshire

The Chairman welcomed Councillors Joshua Schumann and John Trapp as new Members of the Committee.

### **3. PUBLIC QUESTION TIME**

There were no public questions.

### **4. APOLOGIES AND SUBSTITUTIONS**

Apologies for absence were received from Councillor John Trapp and Councillor Matthew Downey substituted for him for this meeting.

### **5. DECLARATIONS OF INTEREST**

No declarations of interests were made.

## **6. MINUTES**

In reference to the minutes of 22<sup>nd</sup> March, under minute 74 third paragraph, it was agreed to amend the wording to read “The Director of East Cambs Street Scene” instead of “The Director Operations”.

In reference to the minutes of 29<sup>th</sup> April, under minute 2, it was agreed to amend the minutes to state that Councillor Christine Whelan nominated Councillor Mark Inskip as Vice Chairman, seconded by Councillor John Trapp.

It was resolved:

That the minutes of the meetings held on 22<sup>nd</sup> March 2021 and 29<sup>th</sup> April 2021, as amended, be confirmed as correct records and be signed by the Chairman.

## **7. CHAIRMAN’S ANNOUNCEMENTS**

The Chairman made the following announcement:

The Cambridgeshire Energy on Action Partnership had awarded £1million to East Cambridgeshire. This would provide funding to improve the energy efficiency to 50 park homes, 10 private properties and 46 Sanctuary properties for East Cambridgeshire. In addition to this the Council were working with the Greater South East Energy Hub with regard to further funding LAD2, that would enable the installation of efficiency measures to 22 more properties.

## **8. VOLUNTARY COMMUNITY ACTION EAST CAMBRIDGESHIRE UPDATE**

The Committee received a presentation by Mr Granville Hawkes, of Voluntary Community Action East Cambridgeshire (VCAEC).

The Communities & Partnerships Manager reminded the Committee that it had agreed, in November 2020, to a Service Level Agreement for 2021/22 with VCAEC. It had also agreed that VCAEC would attend this Committee three times per year to give updates on how the services were progressing. Mr Hawkes was then introduced.

Mr Hawkes explained that he was the Product and Development Manager for VCAEC and was in his ninth year working for that organisation. VCAEC had originally been the Council’s voluntary service and the Ely Volunteer Centre, which had amalgamated. During a normal year, VCAEC would deal with between 20,000 and 25,000 volunteers’ hours, which gave opportunities to support the community. Last year was different due to the COVID pandemic. The COVID impacts accounted for some costs not being incurred and some extra sources of income.

The Volunteer Centre looked for opportunities to fill gaps in other services and attracted volunteers, who were interviewed so they could be matched to the appropriate organisations. Current projects included the East Cambs Car Sharing scheme, which had 25 volunteer drivers covering around 125,000 miles

per year, and the Gardening Team. Other community support was given to help with fund raising, financial advice and administration help. This resulted in approximately £300,000 going back into the community, but that would be limited without the support of this Council.

Looking forward, VCAEC wished to build on the work of other organisations and build on their legacy. Currently a new website was under construction, where other groups could advertise and encourage others to come forward. An East Cambs Community Support group would be set up. A target would be set to attract 100 people within East Cambridgeshire to volunteer, to put themselves forward when needed in case VCAEC was stuck for volunteers if anything COVID-like hit again. A few volunteers had already shown interest and social media would be used to attract more.

In response to questions from the Committee, Mr Hawkes stated that VCAEC also communicated via letters and press releases and had other ways to get messages out. The Car Sharing scheme had 900 users. A database was kept of other groups and charity shops in Ely were visited to see if they wanted help. Once the website was up and running it would be used for ongoing communication. Parish Councils were a key link in the chain and could be used to co-ordinate and support events, such as for the Ely Litter Group.

## **9. SERVICE PRESENTATION – ENVIRONMENTAL SERVICES**

The Committee received a presentation by the Environmental Services Manager on the work of the Council's Environmental Services.

The Environmental Health Officers covered a wide remit of jobs and had experience, enthusiasm and adaptability. This was significant due to changing legislation and public expectations. The Department consisted of four different teams, Domestic, Commercial, Care and Repair, Licensing.

### **Domestic Team**

They had responsibility for investigations and enforcement in a domestic setting. Nuisance was a tricky subject due to people's perception, so the team had to prove it was a statutory nuisance relating to noise, light and smell issues. Noise issues could be monitored, by residents where required, before action could be taken.

The team also had to undertake inspections of Houses in Multiple Occupation, as there were 23 such licensed premises. These were regularly inspected so that steps could be taken to ensure they were up to standard. Other inspections include the 10 caravan sites in the district, which were checked annually. Inspections were also triggered if the Council received a complaint from a tenant. This was made more challenging due to COVID issues, so tenants were asked to supply any photographs of the problems.

Other work covered by the team included air quality testing, dealing with contaminated land, stray dogs, boarding establishments and fly tipping. During the COVID pandemic there had been a significant increase in fly tipping and 5 fixed penalty notices had been issued with 2 cases being looked at.

### Commercial Team

The district had 880 registered food premises and this team had to inspect them to ensure food safety standards were maintained. The processes used by these premises were also checked to help maintain health standards, supported by Health and Safety inspections. As well as the usual routine inspections, other inspections were carried out in reaction to any reported incidents. Any priority based projects were dealt with alongside the Health and Safety Executive. The team had a good working relationship with Public Health.

### Care & Repair

This service provided grants to residents to assist with adapting their homes or moving to a more suitable premises. Top up loans were also given for work costing over £30,000, and these mostly related to adaptations for children. The service had a good relationship with Sanctuary, who provided 40% of the funds when adapting any of their properties.

### Miscellaneous Matters

The Department provided advice through the Safety Advisory Group, looked to help provide an integrated health advice service so people could be directed to relevant medical and health care services. It was also involved with the Recycling in Cambridgeshire and Peterborough waste partnership.

### Impact of COVID

New regulations and guidance had been issued, mainly for licensed premises and the retail sector, as a consequence of the pandemic. This meant that, for track-and-trace purposes, the Department had to do door-knocking to gain information to create a list of relevant premises' contacts. There had been a small number of workplace outbreaks of the virus, though this was more the result of people's social life rather than at work, as most workplaces had adhered to the guidance. Some inspections had been targeted at certain places, to ensure they kept to the guidance and to keep control. Good communication had also help keep transmissions low.

During the COVID period the number of complaints had increased. Because people had been in lockdown, at home, this had led to a lot of complaints relating to dogs. It was anticipated that there would be more issues once life got back to something like normal.

In response to Members' queries, it was revealed that a survey had just been run to see how the pandemic had affected young people in the district. The information from that would be passed to the Health Partnership and fed into the relevant groups.

The Committee thanked the Environmental Services Manager for all the hard work of her teams and appreciated that only about half of what they actually did had been covered in the presentation.

## **10. ECDC ENVIRONMENT PLAN AND CLIMATE CHANGE STRATEGY AND ACTION PLAN (JUNE 2021 EDITION)**

The Committee considered a report, W28 previously circulated, which reviewed the fully refreshed Environment Plan.

The Strategic Planning Manager advised the Committee that the purpose of the report was to look back at the last twelve months to see what had been achieved and to look forward to actions for the next twelve months and beyond.

Solid progress had been made, with the most important aspect being the momentum generated. The Council was now in a position to push forward and take more steps. New targets were proposed, which were evidence based, had reasons set out for their inclusion and explained how they could be achieved. A new set of top twenty actions had been listed for the next twelve months and were even more comprehensive and ambitious than last year.

Tackling emissions would be a team effort and everyone had to do their bit. Officers had to contribute, as this was a key to building momentum. To aid this, more direct staff resource would be needed, hence the recommendation for a new staff member.

In response to Members' queries, the higher level of emissions in this district compared to the national average could be due to the level of commuter travel. In terms of the Council's own emissions, these were dominated by the Council's waste collection vehicles, though the use of alternative vehicles was being investigated to reduce their carbon footprint. Although a target of 2030-35 had been set for alternative vehicles, if this could be achieved earlier then it would be.

A Member explained that Cambridgeshire had a difficult rural/urban split, meaning to some degree it had less of a carbon impact as industry within the area was not carbon heavy. By far the most significant contributor to the county's significant carbon footprint related to traffic. This was a complex issue to resolve.

In terms of installing new electric vehicle charging points, the intention was not to limit electric vehicle charging points to one car park so other locations were being looked at. However, this issue was not as easy as previously thought. The relevant infrastructure had to be in place, there were technical reasons, such as power supplies, why some car parks would be difficult to use and retro-fitting was much harder than including them when new car parks were built.

It was acknowledged that, when calculating the Council's carbon footprint, getting businesses in the supply chain to provide emissions data for their products was problematical, and such emissions were largely outside the scope of the Council's control but hopefully, over time, supply chain information would become more readily available and this would then enable such emissions to be fed into the Council's carbon footprint calculation.

The additional staff resource was recommended initially as a part-time post, temporary basis, so its impact and value could be monitored. This extra resource should help achieve the proposed top twenty actions and, if proved adding real value, the post could be extended.

A handful of parish councils were interested in preparing their own Action Plans. Burwell Parish Council was a good example and could be used as a template for other parishes. Much would also depend on what resources the parish councils had. This could be put as a priority at the next Parish Forum.

Training, web-based by the Open University, had been targeted at staff and Members. It was module-based training and people could take a pick-and-mix approach.

The Sub-Committee thought the report had taken a considered approach, had not over-promised and should deliver on its targets. It would take time to achieve its goals but should aim to reduce carbon emissions as soon as possible. The whole of East Cambridgeshire had to be involved to maintain that momentum. The information from the Ideas Forum showed how, for some aspects, the public were unsure what it could or should do, so further education and advice would be helpful.

The Strategy and Action Plan had to be kept live and people engaged to meet the ambitious targets, which would be hard to attain. The Interim Targets were appreciated, as it showed the route that needed to be taken. The report included a lot of good things but more would need to be done each year to try and reach its net zero targets by 2040.

It was resolved:

- (i) That the Council's second Environment and Climate Change Strategy and Action Plan (as attached at Appendix A), be approved;
- (ii) That the actions taken and proposed by management, as set out in the Agenda Report at paragraph 3.22, which will strengthen the resource available and the skills base of staff to help implement the Action Plan, specifically endorsing the addition of a new Climate Change and Natural Environment Senior Officer to the establishment on a part-time, temporary basis of such a post be endorsed;
- (iii) That the publication of the Interim Recommendations of the Cambridgeshire-Peterborough Climate Change Commission be welcomed, and agree to work with partners to help take forward those recommendations wherever practical and viable to do so.

## 11. **SUB-REGIONAL LETTINGS POLICY REVIEW**

The Committee considered a report, W29 previously circulated, which included consultation feedback and the subsequent revisions to the letting policy.

The Housing & Community Safety Manager advised the Committee that the Home-Link Management Board, which included all the local authorities in the Sub-Region, had agreed the final draft policy. Appendix 2 to the report showed a good amount of feedback from the consultation and 79.99% of responders agreed with the objectives suggested. As a result of the feedback, there had been three significant changes to the draft policy. The first related to ex-partners having the same priority as the partners. The second related to changes to the

work area with people working in the district being regarded as having a local connection. Thirdly, applicants could be eligible for the housing register if they were in a preference group.

The housing register looked at applicants and the available lettings. It was a fluid register, as it was constantly being updated. During the COVID pandemic it had still operated and since January 2021 over 1000 properties had been available to let.

In reply to the Members' questions, it was revealed that there was a huge demand from 16 to 17-year-olds and, if they approached the Council, their circumstances were considered. A programme of sessions in schools explaining the consequences of becoming homeless had been carried out, to explain its hard realities. If this was not done then it could result in problems later on, so working with youngsters would continue. A recent change to legislation now allowed the Council to assist carers with their council tax payments. The Council could interpret the circumstances around anyone working on a zero-hours contract, to give some flexibility over the eligibility of their being on the register. The Sub-Committee asked that the relevant figures be sent out to Members and agreed with Councillor Mark Inskip's proposal just to 'note' the subsequent revisions to the letting policy.

It was resolved:

That the outcome of the allocations review, including the consultation feedback and subsequent revisions to the lettings policy, be noted.

## 12. **CAMBRIDGESHIRE & PETERBOROUGH AGAINST SCAMS PARTNERSHIP**

The Committee considered a report, W30 previously circulated, which looked at the Council becoming an official supporter of Cambridgeshire and Peterborough Against Scams (CAPASP) and individual Member sign-up.

The Community Safety Officer advised the Committee that CAPASP was a county-wide organisation consisting of public, private and voluntary organisations and included a number of parish councils. A supporter of this partnership would be passed relevant information to prevent scams and would have access to new resources. Any individual Member signing up would also receive relevant information, regular newsletters and also have access to resources. If the Council signed up it would be the first district council to do so.

It was resolved:

- (i) That the benefits of the Council becoming a CAPASP Supporter be noted;
- (ii) That the benefits of Members becoming a CAPASP supporter and details of how to sign up individually be noted;

(iii) That the Council agrees to become an official supporter of CAPASP.

13. **QUARTER 4, 2020/2021 PERFORMANCE FOR THE WASTE AND STREET CLEANSING SERVICES**

The Committee considered a report, W31 previously circulated, which provided Quarter 4 performance information for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS).

Councillor Joshua Schumann reminded the Committee that he was the Council's Observer on the ECSS Board.

The Head of Street Scene advised the Committee that the report covered the final quarter of the year. All collections had been completed satisfactorily with minimum disruptions. Services had been sustained and safely delivered during the COVID pandemic. It was also noted that there had been an increase in bulky waste collections.

Different methods of communicating with the public had been used, with advances in social media, and these would continue to be used. Two or three consultations had been released, which had sparked in-depth discussions. Work was also ongoing with Recycling in Cambridgeshire and Peterborough (RECAP) to ensure there was a consistent approach to waste and recycling matters across the county.

The table under paragraph 4.1 of the report showed a high level of performance throughout the services, highlighting that all services had over-achieved. The table under paragraph 6.1 summarised the tonnage collected, which was heavily affected by the amount of garden waste being recycled at various times during the year.

The Finance Officer ECSS, presented the year-end accounts and explained that the work of the audit was still ongoing, so the figures might be subject to review. He highlighted that staffing costs were higher than expected, the replacement vehicle costs were due to an accident, but overall ECSS had made a small profit.

Following the Members' queries, it was explained that recycling rates for January had been affected by the delay in the wheelie bin stock delivery. An order had been placed early enough but the supplier had encountered problems, causing the delay. This was an isolated issue and procedures had been adjusted to ensure ECSS had sufficient stock.

There was no correlation between the peaks in staff absences and requests received in October, as it was just a coincidence. Absences had been seen during the winter and summer months but the staff absences did not increase just because the workload increased. All employees had 'dug deep' and worked hard to keep services going, as demonstrated by the performance figures shown.

All offensive graffiti was cleaned off in all cases and non-offensive graffiti on Council owned property only. If non-offensive instances were found on private land it was the responsibility of the landlord to clean it. ECSS did offer a service to clean it for them for a fee.

Receipts from an insurance claim for a replacement vehicle had not been included in the year-end figures due to the complications with it. This was more to do with the third party insurers, but it was hoped to recover those costs. It was a substantial case which was ongoing and there was no guarantee that the costs would be recovered, so it had not been included in the accounts.

During a normal year the employees would have used up their holiday entitlement. However, because of COVID the employees could hold over their holiday entitlement over the next couple of years. This had built up substantially over the year, so needed to be accounted for.

£77.6k of the £91k extra provided by the District Council had been used due to the additional costs associated with COVID, and the excess would be returned to the Council. The amount provided by the District Council was specifically for any COVID related issues, so the small profit was not included as it had come from elsewhere. Although extra revenue had also been received from additional recycling credits, this again was not related to the COVID issue.

The Sub-Committee acknowledged the good work being done with the community, for example working with the successful 'litter picks', and for the services' prompt responses to issues brought up. It was good to see that the service promoted its education programme and expected them to attend the Careers Fair to promote its services and jobs.

The results of the consultations could be shared with Members, but this would be after 4<sup>th</sup> July when the latest consultation ended.

The overall recycling rate of 56% was a missed target and was based on the dry recycling materials and garden waste collected. Between October and March there had been a massive reduction in garden waste, though during the first six months the target rate had been achieved or over-achieved. To address that situation education was key, to help reduce non-recyclable waste. So, there would be a big focus on reducing household waste. The waste analysis conducted previously showed that some recyclable materials were being put in the household waste, so people needed to be educated to correct that issue.

It was resolved

That the performance of service delivery, for the fourth quarter, be noted.

#### 14. **ANNUAL REPORTS OF REPRESENTATIVES ON OUTSIDE BODIES**

The Committee considered a report, W32 previously circulated, which set out the annual reports of Council representatives on Outside Bodies within the Operational Services Committee remit and sought to appoint a new representative to the Cambridgeshire County Council Health Committee.

The Democratic Services Officer (Committees) advised the Committee that the report summarised the Council's representations with Appendix 1 showing the representatives appointed to the Outside Bodies and Appendix 2 showing their annual reports and further information about each organisation.

Councillor Lis Every was nominated, by Councillor David Ambrose Smith and seconded by Councillor Julia Huffer, to be the new Council representative on the Cambridgeshire County Council Health Committee.

Councillor Mark Inskip was then nominated, by Councillor Matthew Downey and seconded by Councillor Christine Whelan, to be the new Council representative on the Cambridgeshire County Council Health Committee.

The Committee agreed to decide the matter by a show of hands and when put to the vote Councillor Lis Every was duly appointed.

It was resolved:

- (i) That Councillor Lis Every be appointed as a Council Representative on the Cambridgeshire County Council Health Committee;
- (ii) That the annual reports from Council representatives on Outside Bodies within the responsibility of the Operation Services Committee be noted (Appendix 2).

15. **ANGLIA REVENUES JOINT COMMITTEE MINUTES**

The Committee considered the minutes of the Anglia Revenues and Benefits Partnership (ARP) Joint Committee of 8<sup>th</sup> December 2020.

The Chairman advised the Committee that the minutes were presented so that the Committee were aware of what was happening at ARP.

16. **FORWARD AGENDA PLAN**

The Committee received its forward agenda plan.

The Chairman advised the Committee that due to a change in responsibility this Committee now had leisure services under its remit.

The Director, Operations advised the Committee that the report author for the report on Playing Pitches had requested an extension, so the report had been put back to September. The Review of the Housing and Community Advice Service would give details of the changes to that service.

In response to Members' questions, it was explained that the review of services had been not been completed, as the Management Team considered the Service Review and Appraisals would be too onerous for the services due to the extra work required because of the COVID pandemic. The intention was to re-introduce them as appropriate. The Director, Operations would inform the Chairman when they could be expected.

The meeting concluded at 6:45pm.

---

**TITLE:        PARKING ENFORCEMENT**

Committee: Operational Services Committee

Date:         13 September 2021

Author:       Director, Operations

[W63]

---

1.0    ISSUE

1.1    Proposals to reduce anti-social parking across the district.

2.0    RECOMMENDATIONS

2.1    Members are requested to:

- i)      support the pilot scheme to integrate community-based enforcement of speeding, anti-social and illegal parking as detailed in paragraph 4.3 under Section 38 of the Police and Crime Act 2017.
- ii)     review the outcome of the pilot scheme and make further recommendations (if appropriate) by October 2022.
- iii)    support the proposals by Cambridgeshire Police to target identified 'hot spots' in the District with more effective on street enforcement in 2021/22.
- iv)     review the effectiveness of the activity outlined in 2.1 (iii) by April 2022.
- v)      not to implement CSAS in East Cambridgeshire (subject to a further review by October 2022).

3.0    BACKGROUND

3.1    The Council on 22 October 2020 (Agenda Item 7(i)) agreed a motion in relation to parking enforcement. (See Background Papers).

In summary. The Council agreed to:

- Endorse a commitment to free car parking in its off street town centre car parks.
- Instruct officers to engage with the Police on the provision of a dedicated car parking enforcement resource for the District and/or effective implementation of CSAS (Community Safety Accreditation Scheme).
- Report back to Finance and Assets Committee (January 2021).

3.2    Finance and Assets Committee on 25 January, 2021 (ref. Agenda Item 3) received a further report by the Director, Operations which recommended to Operational Services Committee the implementation of CSAS subject to agreement by the Chief Constable, (See Background Papers) and agreed to engage with the Chief Constable on the implementation under Section 38 of the Police and Crime Act 2017. It is important to note that whilst the Council's Operational Services Committee is

responsible for car parking enforcement issues the Council does not have any on street car parking enforcement powers. Those powers rest with the Police.

**4.0 ARGUMENT/OPTIONS**

4.1 Community Safety Accreditation Scheme (CSAS) is a scheme administered by the Police enabling the Chief Constable to bestow some Police powers to accredited individuals to deal with a range of issues, crucially not car parking enforcement. Although case studies in other areas have shown the value of CSAS especially the adoption of the 'Four E's approach – Engage, Explain, Encourage and Enforce', it is not recommended to proceed with CSAS at this time.

4.2 Section 38 of the Police and Crime Act 2017 permits the Constabulary to bestow powers to volunteers acting on the Police Service Volunteers' (PSV) behalf, including the power to issue car parking enforcement Fixed Penalty Notices (FPNs).

Although Finance and Assets Committee were advised (based on the best information from the Constabulary at the time) on 25 January 2021 that these powers could be bestowed on Council employees, subsequent legal clarification has shown this not to be the case because of the potential conflict of interest. Although this potentially reduces the scope of the use of these powers nevertheless this remains the most effective way of improving on street enforcement across the district.

4.3 There is an opportunity, supported in principle by the Chief Constable, to develop and implement a District wide pilot scheme to create a new PSV role of Road Safety Volunteers integrating current community-based activities such as Speed Watch into a formal arrangement supported by training (based on the Four E's) to include enforcement of on street car parking as well as speeding. In practical terms, this would give the new Road Safety Volunteers new powers for speeding, rather than just the letter through the post as per the Speed Watch system. This pilot would also allow the Road Safety volunteers to be conferred with powers by the Chief Constable to deal with anti-social/dangerous or illegal parking where other avenues such as driver education messaging has failed. This pilot would last for 12 months and would be reviewed by the Operational Services Committee in consultation with partners at the appropriate time.

4.4 The Council has consistently expressed their support for the employment of dedicated resources for on street car parking enforcement. This is not supported by the Chief Constable given the proposed reduction in PCSO numbers and the requirement for him to deploy these resources according to operational priority.

Nevertheless, the Leader of the Council through the Police and Crime Commissioner's officer has continued to lobby for targeted activity in the 'hot spots' for anti-social car parking. The Police have proposed to provide some ongoing resources to underpin and support the new volunteer enforcement arrangements using current legislation to target 'hot spots' supported by extensive publicity to deter and reduce future infringements. The location and regularity of these operations will be determined by the Police but in consultation with the Director, Operations. This Committee will review the effectiveness of these operations by April 2022.

4.5 The initiatives detailed above provides a complete approach to tackling illegal on street parking, speeding and breeches of car parking restrictions. The Police will

## AGENDA ITEM NO. 6

provide ongoing resources during the year to tackle illegal parking “hot spots” (e.g. obstruction, staying over time) through their own powers. In addition to that Cambridgeshire Constabulary will develop an East Cambs pilot of the new Road Safety Volunteer post, training and equipping them to deal with a range of road safety issues and support them with training and equipment which will empower and enable the trained volunteers to collect evidence of vehicle abuse for the Police to enforce.

### 5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT/Carbon Impact Assessment

5.1 Approx. £250 per trained volunteer to include training, uniform etc.

5.2 The Police will submit a bid to the Road Safety Partnership to fund the home office approved, legally enforceable machines to capture illegal activity

5.3 An Equality Impact Assessment is not required.

5.4 A Carbon Impact Assessment is not required.

### 6.0 APPENDICES

6.1 None

---

Background Documents	Location	Contact Officer
Council 22 October 2020 (Agenda Item 7(ii)) Finance & Assets Committee 28 January 2021 (Agenda Item 7)	Room 101B The Grange Ely	Jo Brooks Director, Operations (01353) 665555 E-mail: jo.brooks@eastcambs.gov.uk

**TITLE: BUDGET MONITORING REPORT**

Committee: Operational Services Committee

Date: 13<sup>th</sup> September 2021

Author: Finance Manager

[W64]

---

1. ISSUE

- 1.1 This report provides Members with details of the financial position for services under the Operational Services Committee.

2. RECOMMENDATION (S)

- 2.1 Members are requested to note that this Committee is not currently projecting an end the year revenue variance, when compared to its planned budget of £5,800,107.
- 2.2 Members are further requested to note that the Committee has a projected capital programme outturn of £4,167,244. This is in line with its revised budget.

3. BACKGROUND/OPTIONS

- 3.1 Under Financial Regulations each policy committee is required to consider projections of financial performance against both its revenue and capital budget on a quarterly basis.
- 3.2 This is the first quarter report for the 2021/22 financial year and details actual expenditure incurred and income received as at 30<sup>th</sup> June 2021 and current projections as to the year-end position.

**Revenue**

- 3.3 The revenue budget for each service that falls under the stewardship of this Committee has been reviewed with appendix 1 detailing the current variance and forecast outturn for each service line.
- 3.4 The significant variances of actual spend compared to profiled budgeted spend at the end of June, where no variance is forecast for yearend, are detailed in the table on the next page:

**AGENDA ITEM NO. 10**

<b>Service</b>	<b>Variance £</b>	<b>Explanation</b>
Building Regulations	(£13,348)	Increase in income over the period due to the relaxation of the pandemic rules
Community Infrastructure Levy (CIL)	(£1,241,950)	CIL transactions are treated as a revenue income or expense, but any balance on the account at yearend will be transferred to reserve
Community Projects & Grants	£47,948	Expenditure in relation to Section 106 projects will be provided with match funding at the end of the financial year
Community Safety	(£72,681)	Rolled forward income from 2020/21 (PCC & Community Safety) will be used to pay for these activities in 2021/22
Planning	(£106,932)	We continue to receive an increased number of applications, some of which are higher fee earners, potentially as a result of Covid restriction relaxations. However, the department has remained extremely busy throughout the Covid period and continues to receive applications in numbers higher than experienced in recent years. We will look at forecasting a yearend position when things have settled down at the end of quarter 2
Public Relations	(£15,671)	Invoice paid in July 2021.
Refuse Recycling	£18,793	Quarterly recharge to ECSS to be actioned in July

## AGENDA ITEM NO. 10

- 3.5 The net revenue expenditure for this Committee at yearend is forecast to be £5,800,107. This reflects a forecast £0 variance when compared to the approved budget. However, within this there are two forecast variations on service lines, as detailed in the table below.

Service	Forecast Outturn Variance £	Explanation
Homelessness	(£10,000)	The current month end variance is the result of the roll forward of unspent Government grant from 2020/21. The yearend variance however, is the result of savings on hotel and hostel costs
Travellers	£10,000	Reduction in the rent received in quarter 1, plus additional work carried out on fencing at both sites are expected to led to an overspend at yearend, although every effort will be made to recover the situation

### Capital

- 3.6 The revised capital budget for Operational Services Committee stands at £4,167,244; including £398,101 of slippage brought forward from 2020/21 and additional Disability Facilities Grant (DFG) of £81,894. The latter two amounts are included on this report for information, but are subject to formal approval by Finance and Assets Committee at their next meeting.
- 3.7 There are no yearend forecast variances from the revised budget at this point in the year.

### 4. FINANCIAL IMPLICATIONS / EQUALITY AND CARBON IMPACT ASSESSMENTS

- 4.1 The current forecast is that the Committee's net revenue expenditure will come in on budget at yearend.
- 4.2 An equality Impact Assessment (INRA) is not required.
- 4.3 A carbon Impact Assessment (CIA) is not required.

### 5. APPENDICES

- 5.1 Appendix 1 – Revenue budget monitoring report – 30<sup>th</sup> June 2021.
- 5.2 Appendix 2 – Capital budget monitoring report – 30<sup>th</sup> June 2021

## AGENDA ITEM NO. 10

---

Background Documents

Budget Monitoring Report  
Preparation Documents

Location

Room 104  
The Grange  
Ely

Contact Officer

Ian Smith  
Finance Manager  
Tel: (01353) 616470  
E-mail: [ian.smith@eastcambs.gov.uk](mailto:ian.smith@eastcambs.gov.uk)

## OPERATIONAL SERVICES COMMITTEE BUDGET MONITORING REPORT - JUNE 2021

Revenue	Total Budget 2021-22	Profiled Budget to 30 June 2021	Actual to 30 June 2021	Variance	Projected Outturn	Variance between Total Budget & Projected Outturn
	£	£	£	£	£	£
Building Regulations	17,696	3,711	(10,137)	(13,848)	17,696	
CIL	--	--	(1,241,950)	(1,241,950)	--	
Civic Amenities Act	11,671	2,293	2,279	(14)	11,671	
Climate Change	100,000		5,979		100,000	
Community Projects & Grants	179,585	36,949	84,897	47,948	179,585	
Community Safety	57,002	16,433	(56,248)	(72,681)	57,002	
Cons.Area & Listed Buildings	60,967	15,241	16,038	797	60,967	
Customer Services	460,037	118,005	110,606	(7,399)	460,037	
Dog Warden Scheme	34,443	8,798	7,559	(1,239)	34,443	
Ely Markets	--	--	--	--	--	
Emergency Planning	28,374	2,033	8,173	6,140	28,374	
Environmental Issues	91,486	20,773	20,627	(146)	91,486	
Health - Admin. & Misc.	410,201	99,405	104,245	4,840	410,201	
Homelessness	343,080	(439,978)	(734,390)	(294,412)	333,080	(10,000)
IT	801,664	334,491	324,561	(9,930)	801,664	
Licencing	2,499	357	(4,359)	(4,716)	2,499	
Marketing & Grants	70,094	48,438	40,136	(8,302)	70,094	
National Practitioner Support Programme	--	--	--	--	--	
Neighbourhood Panels	1,500	375	--	(375)	1,500	
Nuisance Investigation	75,315	18,829	20,247	1,418	75,315	
Performance Management	10,400	2,600	--	(2,600)	10,400	
Pest Control	9,341	2,335	2,256	(79)	9,341	
Planning	6,808	1,285	(105,647)	(106,932)	6,808	
Public Relations	75,917	18,979	3,308	(15,671)	75,917	
Refuge Recycling	1,006,700	251,675	270,468	18,793	1,006,700	
Refuse Collection	1,201,511	300,378	299,748	(630)	1,201,511	
Renovation Grants	--	--	--	--	--	
Street Cleansing	703,258	175,815	175,815	--	703,258	
Street Naming & Numbering	6,841	1,710	2,289	579	6,841	
Travellers Sites	(22,000)	(13,528)	8,810	22,338	(12,000)	10,000
Tree Preservation	55,717	13,882	6,260	(7,622)	55,717	
<b>Revenue Total</b>	<b>5,800,107</b>	<b>1,041,284</b>	<b>(638,430)</b>	<b>(1,685,693)</b>	<b>5,800,107</b>	<b>--</b>

## CAPITAL BUDGET MONITORING 2021/22

<b>Capital</b>	<b>Published Budget 2021-22 £</b>	<b>Slippage from 2020-21 £</b>	<b>Approved Additions £</b>	<b>Revised Budget 2021-22 £</b>	<b>Actual at 30th June 2021 £</b>	<b>Forecast Outturn £</b>	<b>Variance between Revised Budget &amp; Forecast Outturn £</b>
<u>OPERATIONAL SERVICES</u>							
Conservation Area Schemes - 2nd round		27,506		<b>27,506</b>		27,506	0
Refuse & Cleansing Vehicles	2,000,000			<b>2,000,000</b>		2,000,000	0
Waste - Wheelied Bins	40,000			<b>40,000</b>	13,396	40,000	0
Depot	845,950			<b>845,950</b>		845,950	0
Mandatory Disabled Facilities Grants	697,299	370,595	81,894	<b>1,149,788</b>	(262,978)	1,149,788	0
Empty Properties, Discretionary DFGs, Minor Works, Home Repair Asst.	75,000			<b>75,000</b>	(31,179)	75,000	0
Vehicle Etc. Replacements	29,000			<b>29,000</b>	7,750	29,000	0
Leisure Centre				<b>0</b>	(188,038)	0	0
<b>Total</b>	<b>3,687,249</b>	<b>398,101</b>	<b>81,894</b>	<b>4,167,244</b>	<b>-461,049</b>	<b>4,167,244</b>	<b>0</b>

<b>SOURCES OF FINANCING</b>	<b>Published Budget 2021-22 £</b>	<b>Slippage from 2020-21 £</b>	<b>Approved Additions £</b>	<b>Revised Budget 2021-22 £</b>	<b>Variances £</b>	<b>Forecast Outturn £</b>
<b>Operational Services</b>						
Grants / Contributions (DFG)	526,577		81,894	608,471	0	608,471
Capital Receipts	265,722	398,101		663,823	0	663,823
Borrowing	2,845,950	0		2,845,950	0	2,845,950
Section 106 / CIL	49,000			49,000	0	49,000
<b>Capital Funding Total</b>	<b>3,687,249</b>	<b>398,101</b>	<b>81,894</b>	<b>4,167,244</b>	<b>0</b>	<b>4,167,244</b>

---

**TITLE: Youth Action Plan Progress Update**

Committee: Operational Services Committee

Date: Monday 13<sup>th</sup> September 2021

Authors: Lewis Bage, Communities and Partnerships Manager; Liz Knox, Environmental Services Manager; Angela Parmenter, Housing and Community Advice Manager

---

[W65]

1.0 ISSUE

1.1 To note the progress made against the Key Performance Indicators and targets set out in the East Cambridgeshire Youth Action Plan 2021-24.

2.0 RECOMMENDATION(S)

2.1 Members are requested to:

- (i) Note progress made against the Key Performance Indicators and targets set out in the East Cambridgeshire Youth Action Plan.

3.0 BACKGROUND

3.1 The Council approved the East Cambridgeshire Youth Strategy and Action Plan in March 2021.

3.2 Members requested that progress made against the Action Plan be reported to Operational Services Committee every six months and that Key Performance Indicators be provided to measure progress against the areas of focus in the Action Plan, in advance of the first six monthly review. Members also agreed that consultation is to be carried out to assess the changes and the COVID impact on young people in East Cambridgeshire.

3.3 Implementation of the Action Plan commenced on 1<sup>st</sup> April 2021.

4.0 ARGUMENTS/OPTIONS

4.1 The Action Plan at Appendix 1 includes Key Performance Indicators as requested by Members and includes a column outlining progress made against targets set out in the Action Plan.

4.2 A consultation exercise is being developed to determine the impacts of COVID-19 on young people. The Council is aware of a recent survey undertaken by the East Cambs Youth Advisory Board (YAB) and is liaising with the YAB to ensure that any additional consultation undertaken by the Council aligns with and adds value to that carried out by the YAB.

## AGENDA ITEM NO. 11

### 5.0 CONCLUSIONS

- 5.1 Members are requested to note the progress made against the Key Performance Indicators and targets set out in the East Cambridgeshire Youth Action Plan 2021-24
- 5.2 Progress update reports will be provided to Operational Services Committee every six months as agreed.

### 6.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 6.1 There are no financial implications arising from this report's recommendations.
- 6.2 The EIA and CIA relating to the Youth Action Plan were agreed at March 2021's Operational Services Committee.

### 7.0 APPENDICES

Appendix 1 – Youth Action Plan - Progress Update September 2021

---

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
	The Grange, Ely, CB7 4EE	Lewis Bage Communities and Partnerships Manager <a href="mailto:lewis.bage@eastcambs.gov.uk">lewis.bage@eastcambs.gov.uk</a> Liz Knox Environmental Services Manager <a href="mailto:Liz.knox@eastcambs.gov.uk">Liz.knox@eastcambs.gov.uk</a> Angela Parmenter <a href="mailto:Angela.parmenter@eastcambs.gov.uk">Angela.parmenter@eastcambs.gov.uk</a> 01353 665555

Appendix 1 – Youth Action Plan - Progress Update September 2021

Area of Focus	ECDC Action	How	Timescales	Lead	Progress
Engagement	Seek continued feedback from young people on youth engagement platforms to ensure methods used by the Council are appropriate and fit for purpose  KPI: Consult with a minimum of 50 young people to obtain feedback on engagement methods by July 2021	Youth Advisory Board (YAB)	October 2021 then ongoing	C+P	Consultation on engagement methods launched in July 2021 and will end in October 2021. Questions and approach informed following YAB feedback. As of 1 <sup>st</sup> September 2021, 60 responses have been received
	Promote the Community Engagement Toolkit to ECDC officers that contains information on how to effectively engage with young people	Youth Officer Champion	January 2022	C+P	The Council's Community Engagement Toolkit has been updated following engagement with the YAB to ensure that it contains the most appropriate information and advice on how to effectively engage with local young people
	Invite local youth engagement networks to join the Council's Register of Consultees  KPI: YAB signed up as a member of the Council's Register of Consultees	YAB Promote Register of Consultees on ECDC Youth webpages	July 2021 and promote on webpages from January 2022	C+P	YAB invited to join ECDC Register of Consultees in June 2021
	Engage with young people when developing promotional materials and platforms aimed at them	YAB Development of ECDC youth webpages	July 2021 then ongoing	C+P	YAB asked if happy to work with ECDC in the development of promotional materials and YAB advised that they are
	KPI: Consult with a minimum of 250 young people to determine the impacts of COVID-19 by March 2022	District wide consultation to be conducted	March 2022	C+P	A consultation exercise is being developed to determine the impacts of COVID-19 on young people. The Council is aware of a recent survey

**AGENDA ITEM NO. 11**

					undertaken by the East Cambs Youth Advisory Board (YAB) and is liaising with the YAB to ensure that any additional consultation undertaken by the Council aligns with and adds value to that carried out by the YAB
Encourage local youth engagement platforms to engage with relevant partnerships, networks and organisations to ensure that the voice of young people is represented	YAB	April 2021 then ongoing	C+P, All		YAB invited to join the East Cambs Climate Change Partnership.
Appoint an East Cambs Youth Officer Champion to work alongside young people in order to ensure that their voice is heard and represented	Appoint using resources within existing communities and partnerships team	June 2021	C+P East Cambs Youth Officer Champions		Two ECDC Youth Officer Champions appointed from Communities and Partnerships team and Housing and Community Advice team
Where relevant, devise engagement plans, initiatives and campaigns in partnership with other organisations (both voluntary and statutory) to maximise effective engagement with young people and seek feedback on action taken	Introduction of officer project group to meet twice a year	Officer project group first meeting to be held in August 2021 and twice annual meetings	All		YAB consulted during development of consultation exercises e.g. consultation on engagement methods
Create a young person's webpage on the ECDC website that contains information and links to matters identified via the Youth Strategy consultation and any future emerging matters identified as well as	New webpages with input from young people e.g. YAB	March 2022 then ongoing	C+P Customer services		Website content being compiled

<ul style="list-style-type: none"> <li>• Promoting local youth engagement platforms</li> <li>• Providing links to consultations and surveys encouraging feedback</li> <li>• Provide a space for young people to engage with relevant partners, networks and organisations and to carry out consultations and surveys of their own</li> </ul>				
<p>Map local youth engagement platforms for ongoing engagement and signposting purposes</p>	<p>Youth Officer Champion to carry out mapping exercise with partners</p>	<p>January 2022</p>	<p>C+P</p>	<p>Mapping completed and can be added to if new information becomes available</p>
<p>Promote the fact that the Council will be there to signpost and raise awareness of youth services to young people and stakeholders through the implementation of communication plans, webpages and via established networks</p>	<p>ECDC website Youth Officer Champion to promote to YAB and partners</p>	<p>March 2022 then ongoing</p>	<p>C+P Customer services</p>	<p>Website content being compiled</p>
<p>Make the strategy available to young people by promoting it on the ECDC website and new youth webpages on the ECDC website and share strategy with relevant partners</p>	<p>ECDC website  ECDC youth webpages  Send to partner agencies</p>	<p>May 2021 on ECDC website  January 2022 on new webpages  August 2021</p>	<p>C+P to include on new webpages As above</p>	<p>Youth Strategy live on ECDC website and shared with partners in May 2021</p>

Safety	Ensure that the voice of young people is represented on matters concerning local safety and there is a clear path for them to escalate any issues and offer their ideas and views	Engagement with CSP, YAB and any other relevant youth platforms or groups Promote pathways via ECDC website	April 2021	C+P  Youth Officer Champion to attend Delivery Group  YAB to engage with Delivery Group  Engagement with YAB on safety related matters	
	Support Community Safety Partnership initiatives where appropriate to ensure that young people are and feel safe in their community e.g. delivery of Eyes and Ears training to schools	Communities and Partnerships officers	April 2021 then ongoing	C+P	Eyes and Ears training available to schools via Healthy Schools website
	Promote safeguarding reporting processes to all ECDC officers  KPI: 100% of ECDC officers to complete safeguarding training	Housing and Community Advice Manager to promote to ECDC officers	April 2021 then delivered at all staff inductions	Safeguarding Officer	
	Input into partner strategies addressing prevention related matters affecting young people	Officer project group to input	August 2021 then ongoing	All	
	Promote the location of safe routes being identified by other agencies	Promote via ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P	Website content being compiled

**AGENDA ITEM NO. 11**

Spaces and Activities	Ensure that local youth engagement networks are aware of how and where to submit their suggestions about spaces needed and advise them to proactively engage with parish councils about matters affecting young people	Promote via ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P	Website content being compiled
	Provide advice and/or support to projects seeking to develop facilities and areas for young people to use and play	Provide feedback on feasibility studies for local projects	April 2021 then ongoing	C+P Connect YAB and Future Parks contact	Support provided to local groups aiming to develop local spaces  Funding advice and signposting provided as and when enquiries are received  YAB provided with details of Future Parks project with offer of follow up engagement
	Promote local youth clubs via the new young people's webpages	ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P to carry out mapping exercise and provide web team with material	Mapping exercise completed in July 2021 and webpage content now being developed
	KPI: Map existing youth provision throughout the district by September 2021	Conduct mapping exercise	September 2021	C+P	Mapping exercise of local youth provision was carried out in consultation with parish councils and was completed in July 2021
	Promote funding available for youth clubs and groups to access via new young people's webpages and communication channels	ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P to carry out mapping exercise and provide web team with material	Mapping completed and can be added to if new information becomes available

**AGENDA ITEM NO. 11**

	Promote local community and voluntary sector support that is available to assist the establishment of new groups (this may include special interest youth groups)	ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P	Website content being compiled
	Consult with and effectively engage with young people when developing spaces that they may use  KPI: Consult with 50 users of Ely Country Park to seek feedback on the site and inform future priorities by November 2021	Promote opportunities for young people to have their say on via ECDC website e.g. youth webpages, Register of Consultees	August 2022 then ongoing	All, Open Spaces	Ely Country Park feedback surveys available on ECDC website
	Promote local volunteering initiatives to young people	YAB Officer Champion New webpage Officer project team	March 2022 then ongoing	C+P	Website content being compiled
Travel	Promote local community transport schemes to young people	ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P	Website content being compiled
Health	Identify and promote health services available to young people in response to the survey findings e.g. mental health services and promote them to local young people such as via ECDC website and to local youth engagement networks	ECDC websites e.g. youth webpages	March 2022 then ongoing	LK	ECDC Youth webpages in development, with alternative signposting in place until webpages are live
Education and Careers	Identify and promote mentoring opportunities offered by local businesses to young people	New webpage Enterprise East YAB Housing and Community Advice	March 2022 then ongoing	C+P	Website content being compiled

**AGENDA ITEM NO. 11**

Promote 'job ready' training for young people that includes interview skills and CV writing	ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P AP to engage with Job Centre and other relevant contacts	Website content being compiled
Promote workshops for developing career skills to young people	ECDC websites e.g. youth webpages	March 2022 then ongoing	AP to engage with Job Centre and other relevant contacts	Website content being compiled
Identify and promote local volunteering reward programmes such as Time Banks to young people to encourage participation which could improve CVs and provide experience	ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P to carry out mapping exercise and provide web team with material	Mapping of local volunteering reward programmes being conducted
Promote websites through the Council's youth webpage that list local job opportunities and apprenticeship programmes for young people	ECDC websites	March 2022 then ongoing	C+P AP to engage with Job Centre and other relevant contacts	Website content being compiled
Promote local apprenticeship opportunities to young people	ECDC websites	March 2022 then ongoing	HR	Website content being compiled
Identify and promote initiatives that are aimed at retaining local young people to the area	ECDC websites	March 2022 then ongoing	C+P AP to engage with Job Centre and other relevant contacts	Website content being compiled

**AGENDA ITEM NO. 11**

	Promote information on financial support available for further education on emerging youth webpage on ECDC website	ECDC websites	March 2022 then ongoing	C+P	Website content being compiled
Working Together	Set up an ECDC officer project team to monitor and review performance of the strategy and action plan	ECDC officer project team	August 2021 and biannual meetings	All	Officer project team established and meetings taking place every 4 weeks
	Circulate the approved strategy and consultation findings to relevant organisations requesting them to develop their own internal plans to address identified issues, and seek feedback on progress	Send strategy and consultation findings to relevant organisations  ECDC officer project team to monitor	August 2021  Bi-annual monitoring of externally led action plans	C+P	Sent to partners in May 2021 including schools, police, parish councils, health agencies such as PCNs and GP surgeries, children centres, County Council youth contacts, housing providers  Responses and comments were received from some partners including Littleport & East Cambs Academy, Voluntary and Community Action East Cambs and Littleport Parish Council. Feedback includes details of what partners are doing in relation to the Youth Strategy areas of focus
	Support partners and multi-agency projects and initiatives that contribute towards achieving the aims of the East Cambs Youth Strategy and monitor progress via the officer project group	ECDC officer project team  Youth officer champion	August 2021 – set up project group  Biannual monitoring	All	Support offered to relevant agencies. To date no formal requests for specific support have been received

---

**TITLE: Outdoor Sports Facilities & Playing Pitch Strategy**

Committee: Operational Services Committee

Date: 13 September 2021

Author: Senior Leisure Services Officer

[W66]

---

**1. ISSUE**

- 1.1. To consider the adoption of the principles arising for the Outdoor Sports Facilities & Playing Pitch Strategy.

**2. RECOMMENDATION**

- 2.1. Members are requests to note the
- i) Note the Outdoor Sports Facilities & Playing Pitch Strategy as outlined in Appendix 1 and 2; and
  - ii) Agree the use of the Outdoor Sports Facilities & Playing Pitch Strategies as an evidence base for securing provision, improvement and maintenance of outdoor sport and playing pitches across the district.

**3. BACKGROUND**

- 3.1. Members will be aware that, with the exception of the synthetic turf pitch at the Hive, ECDC is not itself a provider of outdoor sports facilities; they are owned and managed by the Parish Councils, sports clubs and educational trusts. As the Local Authority however, ECDC has a significant enabling role; supporting and working with providers, sports governing bodies and sports agencies to identify and address any gaps or opportunities.
- 3.2. In recent years, broader changes in the funding and planning environments have entailed an increasingly structured and strategic approach to sports provision. In order to support this and to create an objective evidence-base, Sport England has developed standardised procedures for needs assessment and planning, which helps to shape funding decisions. It also informs broader planning work, for example in relation to s.106 agreements accompanying larger housing developments, and provides a basis for the protection of amenities which may be threatened by built development.
- 3.3. Against this background, ECDC commissioned a review of indoor sports provision in 2014/15, and this work informed the development and funding of the Hive. To complement this indoor study Officers commissioned an Outdoor Sports Facilities & Playing Pitch Audit and development of a high level strategy.

**4. OBJECTIVES**

- 4.1. The objectives of the study were:
  - 4.1.1. To establish an up-to-date record of outdoor sports facilities across the District.
  - 4.1.2. To evaluate the fitness for purpose of the facility-stock, based on technical sports requirements and other relevant benchmarks.
  - 4.1.3. To anticipate future facility needs and priorities for development.
  - 4.1.4. To involve key partner organisations and local stakeholders in the process and support engagement with sport-specific development strategies.

**5. METHODOLOGY**

- 5.1. In commissioning the study, several components needed to be addressed:
  - 5.1.1. Formal pitch provision- for team games such as cricket, football, hockey and rugby – is generally a core component, as these are often the key ‘building blocks’ in outdoor sports provision and the technical standards are well-established. Provision for these sports was assessed using the Sport England Playing Pitch Strategy methodology.
  - 5.1.2. Small pitch or court provision – for bowls, netball, tennis, and multi-use games areas; and also provision for track and field athletics - was assessed using the Sport England Needs Assessment methodology, which adopts similar principles but with a slightly different framework.
  - 5.1.3. Opportunities for more informal ‘trail-based’ activities such as walking, running and cycling - for which there is no directly comparable methodology - were assessed by examining the proximity of facilities within each Parish, and the amount of open space in each village or town per 1,000 population. These are improvised measures, adopted for practicality and cost-effectiveness at this stage.
- 5.2. The full reports are attached as Appendices 1 (Playing Pitch Strategy) and 2 (Outdoor Sports Facilities Strategy). A summary document is provided at Appendix 3.

**6. LIMITATIONS**

- 6.1. The audit provides a snapshot of provision at the time it was conducted; the picture can change as teams form or disband, or where usage arrangements change (in this respect outdoor facility usage is more fluid than that of indoor facilities). For this reason, the strategies will require regular review to ensure that they remain current.

- 6.2. For both technical and practical reasons, this work was led by formal sports provision. Although the opportunity was taken to conduct an outline review of opportunities for cycling, running and walking, further work would be needed to fully map provision for these activities. This is not to underestimate the importance of these informal activities, but a reflection of the methodological constraints.
- 6.3. The Sport England methodologies were developed to ensure consistency of approach and comparability of outcomes. This provides a fair degree of robustness, but leans more towards audit than to a finely granulated understanding of every local situation – particularly as the engagement of local stakeholders (sports clubs as the key users, and Parish Councils as the facility owners) was highly variable. Qualitative assessment therefore relied largely upon the site-observations of the consultants, with local input in some specific instances; and we may have to seek more information about the local context as and when any further facility proposals emerge. The county sports governing bodies, and Sport England, were actively involved in the process however, and this has helped to consolidate working relationships and provides a stronger platform for facility development.
- 6.4. Acknowledging these qualifications, officers are satisfied that the primary purpose of the work was achieved, the report findings are generally sound, and the inferences drawn are reasonable.

## **7. SUMMARY FINDINGS**

- 7.1. The need for the existing outdoor sports facilities is not in question – not only for the sports in question, but also as communal open spaces. In most of the villages at least, they are one and the same, and serve a multitude of functions, even if much of the usage is informal and difficult to measure.
- 7.2. Overall there is a reasonable balance of demand and supply for outdoor sports facilities; most people living in the District have a range of facilities of acceptable quality and within acceptable travel-distance. There are some qualifications to this, which are outlined below as emerging issues.
- 7.3. The dominant formal sport in terms of facilities and activity-levels is football, for which there are pitches and teams – of one kind or another - across most of the district. Hockey and Rugby are centred in Ely, but with strong clubs in Newmarket and Cambridge effectively serving the south of the District. Bowls, cricket, netball and tennis are played at various locations; though netball is largely focused around Ely, and tennis coaching and development are again centred on Ely or Newmarket. There are no athletics facilities in the District – the nearest for most people being in Cambridge - though running for fitness is reasonably strong.
- 7.4. Activity space provision varies markedly across the district. It broadly aligns with Fields in Trust (formerly NPFA) benchmark guidelines for space per 1,000 population, and (perhaps more loosely) with those relating to travel distance. There are again some qualifications to this general picture, although the issue was not directly raised in any consultation responses.

**8. ISSUES EMERGING**

- 8.1. There is a modest overall deficit in football pitch capacity, which tends to show up more acutely in localised deficits, where:
  - 8.1.1. Pitches are of poor playing quality, or particularly susceptible to weather conditions
  - 8.1.2. Support facilities (changing, parking) are inadequate
  - 8.1.3. Usage arrangements are insecure
  - 8.1.4. The facilities cannot support current or potential programme growth, particularly at junior - youth level, and among women and girls. This 'latent demand' is the most significant driver for facility development.
- 8.2. Such issues have caused the loss of some teams in the past, and if not addressed will probably continue to do so. Perversely, this can lead to a situation where a playing field is under-utilised and may therefore appear surplus to requirements.
- 8.3. There are specific qualitative weaknesses in some cricket facilities - generally in practice nets rather than main pitch areas - and some seasonal overlaps with football. Some clubs have identified lack of capacity as a constraint on development.
- 8.4. For hockey, netball, rugby and tennis the facility limitations are also primarily qualitative and technical, and the likely priority is to strengthen 'hub' sites for coaching and competition.
- 8.5. For athletics, the problem is slightly circular: there is insufficient structured activity to support a full specification facility, but without any facility it is difficult to develop the activity. Any development here will therefore be starting 'from scratch', and is likely to require a phased approach, potentially starting with a compact training facility which also serves other sports.
- 8.6. Bowls participation has been in retreat for some years and the issue emerging – in a sport dominated by membership-based clubs - is one of viability rather than capacity. The likely focus is therefore on developing the participation-base rather than facilities. There may also be qualitative weaknesses in some facilities, but these are unlikely to be the primary problem.
- 8.7. For all activities, population growth may create increased pressure on space over coming years, particularly in higher growth areas. This may be offset or compounded by a range of other factors so should not be taken in isolation, but needs to be considered alongside more localised pressures.

**9. CONCLUSIONS**

- 9.1. Some localised facility development is clearly required to remedy identified weaknesses; support the growth of clubs and programmes; and allow for future population growth. All such development will entail site-specific strategies in

collaboration with the clubs, governing bodies, facility-owners, and may be led by any or all of:

- 9.1.1. Locally driven initiatives, generally leading into external funding applications and project development.
- 9.1.2. Housing development, generating a quantifiable need for significant additional facilities, which can be incorporated into the development or into a related off-site facility.
- 9.1.3. Sport-specific development strategies, generally driven by sports governing bodies at national or regional level
- 9.2. Often these mechanisms will operate in concert, and part of the importance of this study is that it helps to draw these threads together into a coherent strategy for a site or locality.
- 9.3. The work carried out provides an updated evidence-base and a coherent rationale to support each of the mechanisms above, and therefore provides a platform for appropriate measures to protect, enhance and augment outdoor sports provision as required in each locality.

**10. RECOMMENDATIONS**

- 10.1. Members are asked to note the strategies and agree the use of these strategies as a principal basis for continuing work with partners and stakeholders to provide, improve and maintain outdoor sports provision across the district.

**11. FINANCIAL IMPLICATIONS / EQUALITY IMPACT ASSESSMENT/ CARBON IMPACT ASSESSMENT**

- 11.1. The work was funded from existing budgets, and no new budgetary implications arise.
- 11.2. The proposals do not directly affect any particular participation group or protected characteristic. No new equalities implications therefore follow from these proposals.
- 11.3. There are no direct positive or negative carbon impact implications for ECDC. There may be very modest benefits from more efficient use of spaces, and improved local provision (so slightly fewer journeys outside of the village), but these would depend upon activity levels and cannot be quantified at this stage.

---

**Background Documents**

None

**Contact Officer**

Victor Le Grand

Senior Leisure Services Officer

(01353) 616361

**APPENDIX 3: EAST CAMBRIDGESHIRE DISTRICT COUNCIL: OUTDOOR SPORTS FACILITIES PROVISION BY PARISH**

This paper summarised outdoor sports facilities provision in each parish in East Cambridgeshire, to illustrate the totality of provision at the local community level:

- 1) The provision listed is that which has community access and includes some pitches that are currently disused.
- 2) Pitches marked in brackets are overmarked on other (larger) pitches.
- 3) The public open space sites are recreation grounds and other spaces with public access that accommodate informal sport and physical activity.

<i>Parish</i>	<i>Pop.</i>	<i>Pitches</i>	<i>Bowls</i>	<i>Tennis</i>	<i>Netball</i>	<i>MUGA</i>	<i>Public open space</i>
Ashley	707		-	-	-	-	1 site (2.25ha)
Bottisham	2,199	3 adult football 1 youth 11v11 football 2 youth 9v9 football 2 mini-soccer 7v7 4 mini-soccer 5v5 1 '3G' football turf pitch	1 green	-	-	1 MUGA	-
Brinkley	383	-	-	-	-	-	-
Burrough Green	378	1 cricket	-	-	-	-	1 site (3.5ha)
Burwell	6,667	3 adult football (1 youth 11v11 football) 1 youth 9v9 football 1 mini-soccer 7v7 1 mini-soccer 5v5 1 cricket	1 green	4 courts	-	2 MUGAs	2 sites (8.2ha)
Cheveley	1,990	-	-	-	-	-	1 site (3.0ha)
Chippenham	519	1 cricket	1 green	2 courts	-	-	-
Coveney & Wardy Hill	424	-	-	-	-	1 MUGA	1 site (2.5ha)

**AGENDA ITEM NO. 12**

<i>Parish</i>	<i>Pop.</i>	<i>Pitches</i>	<i>Bowls</i>	<i>Tennis</i>	<i>Netball</i>	<i>MUGA</i>	<i>Public open space</i>
Dullingham	767	1 adult football 1 cricket	-	-	-	-	1 site (2.25ha)
Ely	20,312	6 adult football 2 youth 9v9 football 2 mini-soccer 7v7 3 mini-soccer 5v5 1 cricket 3 rugby 2 artificial grass pitches 1 '3G' football turf pitch	2 greens	11 courts	2 courts	3 MUGAs	2 sites (66.5ha)
Fordham	2,712	2 adult football 1 mini-soccer 7v7 (1 mini-soccer 5v5) 1 cricket	1 green	-	-	1 MUGA	1 site (4.5ha)
Haddenham	3,604	2 youth 11v11 football (1 youth 9v9 football) 1 mini-soccer 7v7 1 mini-soccer 5v5 1 cricket	1 green	-	-	1 MUGA	1 site (4.0ha)
Isleham	2,378	3 adult football 2 youth 9v9 football 1 mini-soccer 7v7 (1 mini-soccer 5v5) 1 cricket	1 green	-	-	1 MUGA	1 site (7.0ha)
Kennett	353	1 adult football (1 youth 11v11 football) 1 mini-soccer 7v7 1 mini-soccer 5v5	-	-	-	-	1 site (3.0ha)

**AGENDA ITEM NO. 12**

<i>Parish</i>	<i>Pop.</i>	<i>Pitches</i>	<i>Bowls</i>	<i>Tennis</i>	<i>Netball</i>	<i>MUGA</i>	<i>Public open space</i>
Kirtling and Upend	440	-	-	-	-	-	-
Little Downham & Pymoor	3,050	2 adult football 1 youth 11v11 football 1 youth 9v9 football 1 cricket	-	-	-	1 MUGA	2 sites (6.5ha)
Little Thetford	782	1 adult football 1 youth 11v11 football	-	-	-	1 MUGA	1 site 2.7ha
Littleport & Blackhorse Drove	8,738	1 adult football 2 youth 11v11 football 1 youth 9v9 football 2 mini-soccer 7v7 1 mini-soccer 5v5	1 green	3 courts	2 courts	1 MUGA	1 site (14.0ha)
Lode	913	1 adult football 1 cricket	-	1 court	-	-	1 site (2.25ha)
Mepal	982	1 adult football 1 youth 9v9 football 2 mini-soccer 7v7	-	-	-	-	1 site (5.0ha)
Soham	10,860	3 adult football 3 youth 11v11 football (2 youth 9v9 football) (3 mini-soccer 7v7) 1 mini-soccer 5v5	1 green	4 courts	5 courts	1 MUGA	4 sites (30.25ha)
Stetchworth	681	1 adult football	-	-	-	1 MUGA	1 site (3.5ha)
Stretham	1,831	1 adult football 2 mini-soccer 7v7	1 green	-	-	1 MUGA	1 site (4.0ha)

**AGENDA ITEM NO. 12**

<i>Parish</i>	<i>Pop.</i>	<i>Pitches</i>	<i>Bowls</i>	<i>Tennis</i>	<i>Netball</i>	<i>MUGA</i>	<i>Public open space</i>
Sutton	3,952	1 youth 11v11 football (1 youth 9v9 football) (1 mini-soccer 7v7) 1 mini-soccer 5v5 1 cricket	1 green	-	-	1 MUGA	1 site (3.0ha)
Swaffham Bulbeck	1,667	1 youth 9v9 football 1 mini-soccer 7v7 1 cricket	1 green	-	-	-	2 sites (5.2ha)
Westley Waterless	132	-	-	-	-	-	-
Wicken	839	1 adult football 1 youth 9v9 football	-	-	-	1 MUGA	1 site (2.0ha)
Wilburton	1,348	1 youth 9v9 football 1 mini-soccer 7v7 1 mini-soccer 5v5 1 cricket	-	-	-	-	1 site (8.0ha)
Witcham	429	1 cricket	-	-	-	-	1 site (2.0ha)
Witchford	2,385	3 adult football 1 youth 11v11 football 1 youth 9v9 football 1 mini-soccer 5v5 1 '3G' football turf pitch	-	5 courts	3 courts	-	1 site (2.5ha)
Woodditton & Saxon Street	1,818	1 '3G' football turf pitch	-	-	-	-	-

---

**TITLE: Quarter 1 2021/22 Performance Report for the Waste and Street Cleansing Services**

Committee: Operational Services Committee

Date: 13 September 2021

Author: James Khan, Head of Street Scene

[W67]

---

1.0 ISSUE

- 1.1 To provide the Committee with the Quarter 1, April - June 2021, performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS).

2.0 RECOMMENDATION(S)

- 2.1 Members are requested to note the performance of service delivery, for the first quarter of 2021/22.

3.0 BACKGROUND

- 3.1 Although remaining heavily affected by the negative impacts of COVID, ECSS has continued to strive for excellence and provide all its services to the highest standards possible through this first quarter.

Our employees remain resilient and dedicated to our cause, banding together to overcome periods of staffing shortages.

They continue to be the backbone of this organisation and evidence unwavering resolve against the tough times we have already faced and continue to face in the following quarters.

- 3.2 Despite ongoing additional pressures, all waste collection and street cleansing services have continued to be provided, with the overall performance of both service areas remaining stable.

- 3.3 The very beginning of this quarter saw East Cambridgeshire hold host to the 166<sup>th</sup> boat race, which was last held in East Cambs back in 1944.

Although a closed event, the race would still be televised, promoting our district.

As an organisation, we wanted to ensure the area was immaculate. Crews took to the area in the days leading up to the race to remove waste, litter and remove offensive graffiti from the bridge at the finish line.

Additionally, areas close to the river, which were likely to witness an increase in footfall, were treated to an increase in street scene presence ensuring waste was removed and litter cleared, preventing the open spaces becoming spoiled and guaranteeing residents and visitors a clean and presentable space to enjoy their weekend.

- 3.4 This quarter held host to the Great British Spring Clean. An annual event ECSS has taken part in since 2018.

This year we wanted to work alongside some of the amazing volunteer groups that have pledged their own valuable time to clearing our district of litter.

This year we support their efforts by organising and providing litter picking equipment, including hi-vis vests, gloves, bags and hoops and litter picking sticks to ensure everyone could get involved.

Additionally, we ensured that all picked litter and waste was responsibly disposed of, ensuring it doesn't return to spoiling our environment.

The event was a great success and further evidences the commitment we all have to protecting the places we love.

- 3.5 This year, as part of our communication and education plans, we looked to create new relationships and grow existing ones with local groups within the district.

During this quarter we have managed to form a strong and positive partnership with the Ely Litter Pickers Group.

Working with this group, we have been able to provide a responsible route for the collection and disposal of waste collected as well as provide supportive information and education on safe and efficient working practices.

Having additional eyes across the district ensures information is passed to the necessary service area with little delay, certifying quick and robust action.

We continue to work with many community groups across the district, aiding where possible, to support those who dedicate their time and effort.

- 3.6 As part of our pledge to reduce carbon emissions, during this quarter we took delivery of a trial waste collection vehicle.

The vehicle boasted a cylindrical body which is designed to continuously rotate, causing waste to compact.

This method reduced the high sporadic demand on the engine, reducing the fuel usage and therefore carbon output.

The vehicle was also fitted with tracking technology that would record the demands of the vehicle and provide an insight into the level of hydrogen equipment required to do the same job.

This information will provide valuable data on the configuration of a hydrogen vehicle required to perform to the local standards required in East Cambs. This will then provide ball park capital cost for the procurement of a hydrogen vehicle.

- 3.7 The start of this financial year saw ECSS move the responsibility of its financial management outside of the Council.

This movement ensures that ECSS's accounts are managed with a commercial eye and ensures the organisations does not miss out on the opportunities it is awarded due to its nature.

- 3.8 To ensure the recyclable waste we collect is the quality required by our re-processor and to prevent against financial liability our development team completed an initial participation and contamination survey.

This survey saw the team work in advance of the collection teams, recording the quality of recyclable waste presented in wheeled bins by residents. During this process, officers recorded cases of waste that was not accepted with in the recycling bins and would cause issues contamination penalties.

This information is then used to tailor education and promotion campaigns and ensures material released targets the specific issues we are witnessing with the service, rectifying them swiftly and efficiently.

Additionally, the survey gathers information on participation rates. This information provides an insight into the level of service being used, including the number of residents that use the basic service and utilise the additional bins.

**4. PERFORMANCE UPDATE**

- 4.1 In accordance with the approved business plan for this year, the performance figures outlined below are in line with the newly adopted Key Performance Indicators and their new target values.

KPI	Target	Quarterly performance
<b>Waste Collection</b>		
Collections completed successfully	95%	99.91%
Successful completion of bin deliveries within 10 working days	92%	79%
Percentage of waste recycled	59%	59.8%
Overall performance of the service	90%	93%
<b>Street Cleansing</b>		
Work completed as scheduled	95%	92%
Successful removal of offensive graffiti within 1 working day	98%	100%
Successful removal of fly tipped waste within 2 working days	98%	83%
Overall performance of the service	90%	86%
<b>Communication, Education and Promotion</b>		
Increase in social media presence	Annual increase of 5%	11% page growth in the quarter
School or Community groups engaged with	10	32 (27 primary and 5 secondary) schools provided waste activities for all Key stages
Number of local events attended	10	0 (COVID)

**4.2 Waste Collection KPIs**

4.3 The successful collection figure takes into consideration all three waste service streams and covers the circa. 1 million collections scheduled during the quarter.

4.4 The performance figure for bin deliveries has unfortunately not been achieved for this quarter. This is solely due to the increased pressure placed on the operation stemming from insufficient staffing and vehicles following increased levels of sickness absence in June. The quarter started well with the month of May overachieving against the target.

4.5 Overall performance of the service remains positive, excelling against the new increased target set for this year.

4.6 This quarter saw a 61% recycling rate.

As with previous years, a rate around 60% has become common for the first quarter. However, the rate is heavily affected by many variables throughout the year and is likely to continue to fluctuate as the months progress.

**4.7 Street Cleansing KPIs**

4.8 Scheduled work for the service remained steady, however, the service has experienced levels of impact due to the lack of staffing and vehicles seen during the quarter.

This additional pressure has resulted in responsive work, including fly tip removal, suffering.

4.9 Regrettably, offensive graffiti has continued to plague the district. With many cases of anti-Semitic graffiti showing up around Ely.

Due to the nature of this graffiti and the impact it has on our residents, we have continued to ensure each case reported is removed within the 1-day SLA timeframe.

4.10 Although exceeding the previous KPI target of 80%, the overall performance of the street cleansing service has failed to achieve the increased target for this year, during this quarter.

The overall performance of the service takes into consideration all service areas but unfortunately is negatively affected when just one service area fails.

As an organisation, we aim to provide all our services to the highest possible standards, continuing to push for excellence. Any specific service area failing will be monitored and adjustments made to mitigate against underperformance in the future.

**4.11 Communication, Education and Promotion**

4.12 Engagement with residents has continued to prove difficult due to the ongoing COVID restrictions.

However, to ensure that we are communicating with residents as best as possible, we have continued to use social media channels and utilise ECSS's dedicated Facebook page.

- 4.13 Our Facebook page witnessed an 11% increase in presence during the quarter with our development team continuing to share valuable information on waste and recycling.

We continue to grow the page’s connections and reach out and create relationships with other local organisations.

- 4.14 Although face to face contact continued to be restricted during the quarter, we wanted to ensure we provided waste related education material to as many schools as possible.

This quarter saw 32 schools, across the district, covering all Key Stages, receive educational material on waste and recycling, for teachers to share with their pupils.

This process ensures that waste awareness and its importance remain present in classrooms.

- 4.15 Unfortunately, due to restrictions, our development team were unable to attend any local events in the district.

We do however aim to continue to engage with residents on a face to face level as soon as possible and have continued to create and design artwork and graphics to meet the everchanging demands of waste.

**5.0 SICKNESS ABSENCE**

- 5.1 Outlined in the table below are the targets for sickness absence set for the waste and street cleansing services. They reflect that the majority of staff work outside in all weathers carrying out physically arduous tasks.

These targets reflect similar targets set in other high performing waste and street cleansing service delivery organisations.

**Sickness Absence Targets Set for the Waste and Street Cleansing Services**

<b>Staffing Category</b>	<b>Number of Staff</b>	<b>Annual Sickness Target (Hours)</b>	<b>Annual Sickness Target (Working Days)</b>	<b>Monthly Sickness Absence Target (Hours)</b>	<b>Monthly Sickness Absence Target (Working Days)</b>
HGV Drivers (Waste)	16	672	96	56	8
Driver/Operative (Waste)	3	126	18	10.5	1.5
Operatives (Waste)	29	1,218	174	101.5	14.5
HGV Drivers (Street Cleansing)	3	126	18	10.5	1.5
Driver/Operatives (Street Cleansing)	3	126	18	10.5	1.5
Operatives (Street Cleansing)	7	294	42	24.5	3.5
Ops Management & Admin	5	210	30	17.5	2.5
Waste Management Team	3	126	18	10.5	1.5

- 5.2 The table below includes a RAG rating with the following explanation:  
**Green rating = Actual is less or equal to the Cumulative Target**  
**Amber rating = Actual is up to 12 hours greater than the Cumulative Target**  
**Red rating = Actual is in excess of 12 hours of the Cumulative Target**
- 5.3 Many cases seen through this quarter are continuous long-term sickness cases where employees are suffering from pre-existing injuries or health conditions. This is common in an aging workforce predominantly focused on manual labour.
- 5.4 Occupational Health services are being utilised to better understand how we can support our long term absent employee's safe return to work. This process includes forming phased return to work plans, to create the most stable environment and have the least impact on their injuries and illnesses in the future.
- 5.5 Short term sickness cases continue to have the most affect on service delivery, with employees being absent for between 1 – 3 days.  
These cases are dealt with under the absent management protocol with employees attending formal meeting to discuss their absence and the impact it has on the organisation.

Quarterly Sickness Absence Report for the Waste and Street Scene Services

Staff Category	HGV Drivers (Waste)	Driver/ Operatives (Waste)	Operatives (Waste)	HGV Drivers (SC)	Driver/ Operatives (SC)	Operatives (SC)	Ops Mgmt. & Admin Staff	Waste Mgmt. Team
<b>Number of Staff/Target Hours</b>	16 Target Hours - 56	3 Target Hours - 10.5	29 Target Hours - 101.5	3 Target Hours - 10.5	3 Target Hours - 10.5	7 Target Hours - 24.5	5 Target Hours - 17.5	3 Target Hours - 10.5
<b>April</b>	Actual = 14 Hours	Actual = 0 Hours	Actual = 231 Hours	Actual = 0 Hours	Actual = 7 Hours	Actual = 147 Hours	Actual = 0 Hours	Actual = 0 Hours
<b>May</b>	Actual = 7 Hour	Actual = 105 Hours	Actual = 210 Hours	Actual = 7 Hours	Actual = 0 Hours	Actual = 133 Hours	Actual = 0 Hours	Actual = 0 Hours
<b>June</b>	Actual = 350 Hours	Actual = 105 Hours	Actual = 441 Hours	Actual = 7 Hours	Actual = 0 Hours	Actual = 154 Hours	Actual = 0 Hours	Actual = 0 Hours
<b>Cumulative Performance for the Quarter</b>	Target = 168 Hours Actual = 371 Hours	Target = 31.5 Hours Actual = 210 Hours	Target = 304.5 Hours Actual = 882 Hours	Target = 31.5 Hours Actual = 14 Hours	Target = 31.5 Hours Actual = 7 Hours	Target = 73.5 Hours Actual = 434 Hours	Target = 52.5 Hours Actual = 0 Hours	Target = 31.5 Hours Actual = 0 Hours
<b>RAG Rating</b>								

6.0 RECYCLING RATES

6.1 The target recycling rate for this year is set at 59%.

6.2 The table below highlights the individual rate for each month of the quarter, as well as the quarter average against the annual target.

Month	% Waste Recycled	Target %
April	56.6	
May	58.6	
June	64.3	
Quarter 1	59.8	59

6.3 As the table highlights, the difference in rate achieved in consecutive months, can be substantial and will have an impact on the end of year figure.

6.4 The rates achieved over the past few years and continuing in this current year have been positive and evidences the success our residents have with recycling.

The proposed changes in waste collection are aimed at improving this further. However, there are concerns that the additions discussed could add additional levels of complexity to recycling and may have the opposite overall effect.

Our development team continue to communicate and educate residents in order to provide support and guidance, to allow East Cambridge to continue to evidence high recycling rates.

6.4 Data gathering, like that done as part of the participation survey, provide the development team with a detailed insight into the specific issues halting the progression of the recycling rate and allow them to focus on the smaller barriers preventing its growth, rather than general recycling messages.

As the figures suggest, these types of messages are unnecessary as the current and past figures show a high level of understanding from our residents.

6.5 Work will continue on reducing the tonnage of non-recyclable waste collected, which will also have a positive impact on the overall rate.

Waste analysis programmes, like the one completed previously in the district, further assist us in providing guidance to residents on where to responsibly place their waste, ultimately reducing recyclable waste not being collected and processed as such.

7.0 CONCLUSIONS

7.1 Although remaining under additional COVID related pressures, ECSS has started the new financial year of well.

Performance levels remain stable, with all services being provided, despite pressures.

Even though increased performance levels are yet to be achieved across all aspects of service, small isolated areas are causing issues, which will be given focus and rectified swiftly.

7.2 Employee resolve has continued to ensure the ongoing success of the operations. They have evidenced a clear commitment to the delivery of services, even through the recent and ongoing times of increased pressure.

7.3 Communication and education continue to remain a priority for achieving a majority of targets, including the district’s recycling rate.

The development team have continued to maximise on alternative methods to remain engaged with residents and have a positive impact on services.

This first quarter has witnessed an increase in engagement with alternative demographics, widening our impact on local groups and activities.

This expansion into wider groups has proven valuable and evidences further opportunities for engagement growth in the future.

7.4 Although COVID related impacts remained, a large majority of the workforce received either one or both vaccinations, which has reduced the risk against our employees and added a layer of protection against service failure.

8.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

8.1 The waste and street cleansing services are being delivered within the contract value.

9.0 APPENDICES

None

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
None	The Grange,	James Khan
	Ely	Head of Street Scene
		E-mail: james.khan@eastcambs.gov.uk

**BRECKLAND COUNCIL**  
**EAST CAMBRIDGESHIRE DISTRICT COUNCIL**  
**EAST SUFFOLK DISTRICT COUNCIL**  
**FENLAND DISTRICT COUNCIL**  
**WEST SUFFOLK DISTRICT COUNCIL**

**At a Meeting of the**

**ANGLIA REVENUES AND BENEFITS PARTNERSHIP JOINT COMMITTEE**

**Held on Tuesday, 22 June 2021 at 11.00 am in the  
Carnegie Rooms, Cage Lane, Thetford. IP24 2EA**

**PRESENT**

Cllr Philip Cowen	Cllr Maurice Cook
Cllr David Ambrose-Smith	Cllr David Connor (Substitute Member)
Cllr Sarah Broughton	

**In Attendance**

Paul Corney	- Head of ARP
Sam Anthony	- Head of HR & OD (Fenland)
Alison Chubbock	- Assistant Director Finance (Section 151 Officer)
Lorraine King	- Operations Manager (Benefits & Billing) ARP
Rachael Mann	- Assistant Director (Resources & Performance) (West Suffolk)
Brian Mew	- Chief Finance Officer & S151 Officer (East Suffolk)
Adrian Mills	- Strategic Manager (Billing & Benefits) ARP
Ian Smith	- Finance Manager & S151 Officer (East Cambs)
Julie Britton	- Democratic Services Officer

**Action By**

**Chairman's Opening Remarks**

The outgoing Chairman, Councillor Cowen thanked everyone within the ARP Partnership for dealing with all the challenges in what had been an incredibly difficult year, yet so much had still been achieved which he felt had been a great success.

**14/21 CHAIR AND VICE-CHAIR (AGENDA ITEM 1)**

After being duly proposed and seconded and with no other nominations being made it was:

**RESOLVED** that Councillor David Ambrose-Smith (East Cambridgeshire DC) be appointed as Chairman for the ensuing year.

After being duly proposed and seconded and with no other nominations being made it was:

**RESOLVED** that Councillor Jan French (Fenland DC) be appointed as Vice-Chair for the ensuing year.

**Councillor David Ambrose-Smith in the Chair.**

Action By**15/21 TREASURER (AGENDA ITEM 2)**

After being duly proposed and seconded and with no other nominations being made it was **RESOLVED** that:

Breckland Council be appointed as Treasurer for the ensuing year.

**16/21 MINUTES (AGENDA ITEM 3)**

The Minutes of the meeting held on 9 March 2021 were agreed as a correct record.

**17/21 APOLOGIES (AGENDA ITEM 4)**

An apology for absence was received from Cllr Jan French. Cllr David Connor was in attendance as substitute.

**18/21 URGENT BUSINESS (AGENDA ITEM 5)**

None.

**19/21 DECLARATIONS (AGENDA ITEM 6)**

None.

**20/21 ANGLIA REVENUES PARTNERSHIP SERVICE DELIVERY PLAN AND RISK REGISTER (AGENDA ITEM 7)**

Paul Corney, Head of ARP presented the Service Delivery Plan and Risk Register.

The pandemic had significantly impacted the services but was continuing to lessen and considerable progress had been made on the Service Delivery Plan.

An error on the Service Plan was highlighted, Members were informed that on the appendix under Maximising Taxbase NNDR, the last three boxes in that row should read as follows, and had been replaced:

Planning, external services such as analyse local and ARP	Data to be shared so that taxbase is maximised and relief to be reviewed regularly	A data matching exercise will take place to identify cases where SBRR is incorrectly claimed because there is more than one business in the Company. A timetable for review of all cases will be prepared with a view to starting the review next financial year once Covid releases resource.
---	--	--

Also, under this section the timetable, mentioned above, had already been produced to enable periodic review of reliefs and exemptions and progress thus far had been quite pleasing. The assistance provided to customers and the partnership working between teams across all councils and the ARP teams had been a great piece of work by all.

The Chairman, Councill Ambrose-Smith referred to paragraph 3.10 of the

**Action By**

report in respect of the appeal from Hospitals for business rate relief that had been withdrawn and reminded Members that this could have ended up being a huge cost to the Partnership.

The Service Delivery Plan and Risk Register was otherwise noted.

**21/21 PERFORMANCE REPORTS (STANDING ITEM) (AGENDA ITEM 8)**

Adrian Mills, Strategic Manager (Billing & Benefits) presented the reports.

He was pleased to report that all partner authorities combined for 2020/2021 were on target; however, the Council Tax collection rates for Breckland, East Suffolk and Fenland DCs were behind target, due to the magistrate's courts not being open at the time and therefore reducing the amount that could have been collected.

The Enforcement Team had also recently taken on the collection of parking fines for East and West Suffolk Council's and were due to receive its first cases shortly.

With effect from March 2020, all recovery actions were temporarily suspended until the summer and therefore the amount collected through these actions had been less than in the last financial year. Income of £680K in total had been received this financial year compared to £1.37M last year.

The 3 March 2021 budget, the Government announced that retail, hospitality and leisure relief would be extended into the 2021/22 financial year but from 1 July 2021 would be reduced to 66%. Revised bills would be issued in June 2021 to reduce the rate relief to 66%.

For Council Tax, the Team had completed 17.5% more documents this year compared to last year yet outstanding work had been below the highest levels it reached the previous year.

The Council Tax Support Hardship Fund awards were issued to every qualifying working age customer by the end of July 2020 and have continued to award a payment to every entitled new working age Council Tax Support customer who made a claim throughout the year. Expenditure had been closely monitored to ensure the fund for each Council had not been overspent.

Targets had been achieved for both Council Tax Support and Benefits performance, despite the increased demand attributed to COVID-19.

Throughout the year the Team had seen significant increases in claims and had increased by approximately a third on 2019/2020. In April 2020, the Local Council Tax Support schemes changed for all partners to include a 'tolerance rule' which was applied to monthly Universal Credit Data Share (UCDS) records from DWP.

The new rule meant that changes in Universal Credit of under £15.00 per week were ignored by the software system and were automatically processed. An average of just under 4000 UCDS records had been received weekly from the DWP and 53% of these had been fully automated. The introduction of the 'tolerance' rule had reduced the number of Council Tax Support re-assessments resulting from DWP UCDS records by 32%, which

**Action By**

was in line with the results of modelling undertaken for the consultation. This in turn had reduced the number of Council Tax adjustment notices, contact and refund requests and allowed customers more flexibility to manage their own payments.

The COVID 19 Track & Trace Self Isolation payment scheme had been extended by 3 months to 30 June 2021.

For 2021/22 all targets combined for all partner councils were on target except for Council Tax collections for Breckland and Business Rates collections for East Cambridgeshire DC.

For enforcement, £426K had been collected in April compared to £304k at the same point last year.

The Government had announced that they would fund further discretionary rate relief to businesses, further guidance was awaited.

In respect of benefits, performance had been achieved despite the increased demand attributed to Covid-19.

The Chairman referred to the Better Customer Journeys Programme in respect of who had set the complaint response timeframes from 28 to 21 calendar days. Members were informed that this was a 21day target that had been set by the Customer Strategy Team. More emphasis would be put on customer self-service sign-up which would have a quicker outcome.

Councillor Broughton asked if on-line forms were immediately uploaded onto the system. The Strategic Manager (Billing & benefits) explained that once the forms had been validated, they were then dealt with in the 'back office' system for those staff to pick up. The customer was in control of their data, but improvements were being made to this system.

The performance reports were otherwise noted.

**22/21 WELFARE REFORM UPDATE (STANDING ITEM) (AGENDA ITEM 9)**

Adrian Mills, Strategic Manager (Billing & Benefits) presented the report and updated Members with the following information.

At paragraph 2.18 - DWP were yet to publish a review of the CAB Help to Claim service but had confirmed that the CAB arrangement would continue into the 2021-2022 year, with a review underway for provision from 2022.

At paragraph 2.19 Members were informed that the Harrogate pilot had recommenced, the Pensioner Benefit would remain until at least 2025 and the £20 per week uplift for Universal Credit had been extended until September 2021.

Councillor Cowen raised concerns about the Help to Claim Service in respect of Breckland and South Norfolk's CAB service having been reduced and ultimately a real challenge for its customers.

The Strategic Manager (Billing & Benefits) was aware of some of the difficulties, but he hoped that DWP would take a wider look at the contracts in 2022. This matter would be discussed further.

**Action By**

Councillor Cowen also asked if the partnership would be looking at doing something itself rather than it being between DWP and the CAB.

Members were informed that until ARP had scope of the project itself and the terms nothing could be considered.

Councillor Cowen stated that all ARP Members could use their MPs but a briefing note would be helpful.

It was agreed that a briefing note would be prepared for Members to use when contacting their MPs.

**AM**

The Welfare Reform update was otherwise noted.

**23/21 Q4 ARP FINANCIAL PERFORMANCE 2020-21 (AGENDA ITEM 10)**

Alison Chubbock, the Assistant Director of Finance & S151 Officer (BDC) presented the report.

Each of the partner Councils provided full year financial information against budget for the ARP. The information had been collated to provide an overall financial performance report, to provide information to Joint Committee on the out-turn against budget.

The final out-turn for 2021 had increased slightly with an overspend against budget of £551K – further information relating to this overspend could be found at Appendix A

Councillor Broughton was aware that the overspend was mainly due to the delay to enforcement work but asked how long it would take the Partnership to get back on track.

Members were informed that an update would be provided in the quarterly financial reports for the current year.

Councillor Cowen felt that this was due to the impact of the pandemic that everyone faced but the Partnership was in a much better place than many other authorities and hopefully all would be back to normal in the next 12 months.

In response to a question, it was explained that the Joint Committee Agreement set out the variation in shares between each authority which could also be seen on the table under paragraph 1.4 of the report. The percentage shares for this area were based on the enforcement caseloads and number of properties as per the Agreement.

Councillor Cook hoped that this would be the only time that Members would see a deficit.

**RESOLVED** that:

1. the report and appendix be noted; and
2. the final full year variance as at 31 March 2021 be shared between the partner authorities in the approved shares.

**24/21 FORTHCOMING ISSUES (STANDING ITEM) (AGENDA ITEM 11)**

Members were informed that ARP had successfully appointed to the post of Jo Andrews who retired earlier in the year. The new post holder was from Harrogate and would commence employment early in September 2021.

**25/21 NEXT MEETING (AGENDA ITEM 12)**

The arrangements for the next meeting on Tuesday, 21 September 2021 at 11am were noted. Venue would be confirmed near the time.

**Action By**

The meeting closed at 11.40 am

CHAIRMAN

**OPERATIONAL SERVICES COMMITTEE**

**Lead Officer: Jo Brooks, Director, Operations**

**FORWARD AGENDA PLAN**

**Democratic Services Officer: Adrian Scaites-Stokes**

<b>15<sup>th</sup> November 2021 4:30pm</b>		<b>17<sup>th</sup> January 2022 4:30pm</b>		<b>21<sup>st</sup> March 2022 4:30pm</b>	
Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed
Report Deadline:	3 <sup>rd</sup> November 2021	Report Deadline:	5 <sup>th</sup> January 2022	Report Deadline:	9 <sup>th</sup> March 2021
Service Presentation – Housing & Community Safety	Angela Parmenter (Housing & Community Safety Manager)	VCAEC -Service Level Agreement Update	VCAEC (presentation)	Progress Report on the Youth Strategy Action Plan	Lewis Bage (Communities & Partnership Manager) Angela Parmenter (Housing & Community Safety Manager) Liz Knox (Environmental Services Manager)
Review of Citizens Advice West Suffolk	Lewis Bage (Communities & Partnership Manager)	Service Presentation – Customer Services	Annette Wade (Customer Services Manager)		
Review of Grant to Voluntary & Community Action East Cambridgeshire	Lewis Bage (Communities & Partnership Manager)	The Housing Model 2021	Julia Atkins Senior Environmental Health Officer		
Effects of COVID-19 on Housing and Community Advice Service	Angela Parmenter (Housing & Community Safety Manager)	Presentation (Housing Model)	Building Research Establishment		
Review of Housing and Community Advice Service	Angela Parmenter (Housing & Community Safety Manager)	Quarter 3 Waste Performance	James Khan (Head of Street Scene)		
Quarter 2 Waste Performance	James Khan (Head of Street Scene)				
ARP Joint Committee Minutes – September	A Scaites-Stokes (Demo. Services Officer)	ARP Joint Committee Minutes – December	A Scaites-Stokes (Demo. Services Officer)	Forward Agenda Plan	A Scaites-Stokes (Democratic Services Officer)
Forward Agenda Plan	A Scaites-Stokes (Demo. Services Officer)	Forward Agenda Plan	A Scaites-Stokes (Demo. Services Officer)	Agenda Planning Meeting #	To be agreed

# These meetings are not open to the public