



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

REGULATORY SERVICES COMMITTEE

Minutes of the meeting of the Regulatory Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on 5th November 2018 at 4.30 p.m.

PRESENT

Cllr Anna Bailey (Chairman)
Cllr David Ambrose Smith (as a Substitute)
Cllr Mike Bradley (as a Substitute)
Cllr Elaine Griffin-Singh
Cllr Julia Huffer
Cllr Chris Morris
Cllr Carol Sennitt
Cllr Jo Webber

ALSO PRESENT

Cllr Lis Every
Cllr Mike Rouse
Jo Brooks – Director Operations
James Khan – East Cambs Street Scene, Waste Minimisation & Fleet Manager
Liz Knox – Environmental Services Manager
Adrian Scaites-Stokes – Democratic Services Officer
Ian Smith – Finance Manager
Hetty Thornton – Performance Management Officer

35. **PUBLIC QUESTION TIME**

There were no public questions.

36. **APOLOGIES AND SUBSTITUTIONS**

Apologies were received from Councillors Sue Austen, Neil Hitchin and Hamish Ross.

Councillors David Ambrose Smith and Mike Bradley attended as Substitute Members.

37. **DECLARATIONS OF INTEREST**

Councillors David Ambrose Smith, Anna Bailey, Elaine Griffin-Singh and Carol Sennitt all declared a prejudicial interest in agenda item 6, as they were all private landlords.

38. **MINUTES**

Councillor Julia Huffer recalled that Councillor Dupre had asked about the money for the recycling banks at the last meeting and Councillor Huffer had explained that the information was impossible to obtain due to it relating to a private company. It was agreed to amend the minutes to include those comments.

It was resolved:

That the minutes of the Regulatory Services Committee meeting held on 10th September 2018, as amended, be confirmed as a correct record and be signed by the Chairman.

39. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman highlighted the fact that the Council had been awarded White Ribbon Status in August. This movement began in Canada in 1991 to encourage men to actively show their opposition to violence against women. The accreditation entitled the Council to partake of relevant training and campaigning guidance, use of White Ribbon branding and signage plus exclusive access to other accredited organisations to promote fundraising. This award was evidence that the Council was carrying out its duty for employees, Members and service users. As part of the Action Plan, Ambassadors and Champions had been recruited from the staff and Members. The next steps were to involve and encourage the local community to raise awareness. This would involve local schools, parish councils and sports clubs. Thanks were proffered to the staff, particularly Shona McKenzie, and Members for raising awareness and securing this accreditation.

40. **PRIVATE SECTOR HOUSING ENFORCEMENT POLICY**

Due to the declarations of interest made requiring the absence of four Members from considering this item, which would result in the Committee becoming inquorate, the Committee agreed to defer this item until the next Committee meeting.

41. **PERFORMANCE MANAGEMENT – SIX MONTH REPORT UPDATES**

The Committee considered a report, reference T131, previously circulated, that updated the Committee on the progress made over the previous six months within the Service Delivery Plans of a number of Services.

Councillor Anna Bailey thanked all the Service Delivery Champions for providing their comments on the mid-term reports.

Building Control Services

The Performance Management Officer advised the Committee that all targets were being achieved and the service was doing well.

Councillor Anna Bailey thought this was an incredibly strong report, particularly the good market share being achieved.

Environmental Services

The Performance Management Officer advised the Committee that a number of targets were being met whilst some others were not. This was mostly due to reduced capacity, which was being addressed through recruitment.

Councillor Julia Huffer noted the number of fixed penalty notices that had been issued and asked what they were for and if any related to fly tipping? The Performance Management Officer would check and bring that information back. Councillor David Ambrose Smith thought that a note to all Members would be sufficient. Councillor Mike Bradley suggested that this should be communicated to the public to publicise the work being done.

Councillor Anna Bailey noticed that there were a couple of 100% inspection targets that had not be done yet. She was disappointed with the time being taken to progress disabled facilities grant (DFG) work, particularly for work costing less than £10,000. 36½ weeks on average was too long to get the work done. This should be investigated, as the delays caused by lack of funding was now not the problem. A forward look at the future budget could enable a view to be taken on what improvements could be made.

The Performance Management Officer stated that the inspections were dealt with when they were received. A review of DFG work had been undertaken last year and it had found that the use of regular contractors was taking time. Some measures had been put in place to tackle the issue and this had helped to improve the situation substantially. Logs were kept of the timescales and case studies of jobs done, but most of the issues were out of the services control.

Councillor Carol Sennitt thought the work delays were in part due to the workload of the contractors. Some delays were caused by Sanctuary Housing being reluctant to install walk-in showers in 'family' homes where elderly residents were averse to moving out. As a result Sanctuary were placing youngsters in bungalows to enable their houses to be filled.

Councillor Elaine Griffin-Singh disclosed that Sanctuary denied any delays in the work but they had to be nailed down to get this work done. As she and Councillor Morris were Council representatives with Sanctuary it would be useful to be informed of any examples so they could put this to Sanctuary for answers.

Councillor Mike Bradley accepted that older people did not wish to move out of their own homes but that meant that families did not get bigger houses. This needed to be looked at to get the balance right.

Councillor David Ambrose Smith asked whether CCTV footage could be used as evidence to allow fixed penalty notices to be given out. The Director Operations stated that this was not permitted. Councillor Lis Every explained that the information could not be released unless a crime was reported to the Police first.

Licensing

The Performance Management Officer advised the Committee that all targets were being met.

Councillor Elaine Griffin-Singh singled out Stewart Broome for achieving this, as he was a first-class officer.

Housing and Community Safety

The Performance Management Officer advised the Committee that some of the status arrows in the report were incorrect and should have been pointing up, this would be amended. Councillor Mike Rouse, Service Delivery Champion, was asked if he wished to make any comments and he replied that he was content with the report.

In response to Councillor Anna Bailey's query, it was confirmed that the figure for traveller site rents was extra money.

Councillor Jo Webber thanked the Housing team for its support during the summer at a meeting where over 200 people attended along with the Police. Their support was appreciated by Members and the Parish Council.

Planning

The Performance Management Officer advised the Committee that the department was meeting its targets, even though it had been significantly under capacity. Another four officers had been recruited to address that problem, so the department had done significantly well.

Councillor Lis Every, Service Delivery Champion, disclosed that over the last six months the department had done rounds of recruitment, and the latest had secured four posts out of five. This had been the third one this year. The department should be applauded for what it had achieved under such circumstances. This had been accomplished through mutual support and extremely good team working and they had done amazingly well.

Councillor David Ambrose Smith thanked the team for the support it had provided for Members.

Councillor Mike Bradley acknowledged the horrendous workload the department had contended with and applauded the Planning Manager for her work.

Waste

The Performance Management Officer advised the Committee that the service was doing significantly better since the changeover to an in-house solution.

AGENDA ITEM NO. 4

Councillor Julia Huffer stated that the service staff were 'working their socks off' and were doing fantastically well. The work that everybody was doing had not gone unnoticed.

Councillor Anna Bailey was pleased to note that recycling rates were at 59.68% with a peak rate of 63.65% last May. This demonstrated that reaching 60% would be possible. It was acknowledged that help would be needed to keep recycling at that level.

Councillor Mike Bradley noted that issues were being addressed, including fly tipping, but was concerned that graffiti targets were not being met yet.

The Director Operations agreed that some targets were not being achieved yet. Process maps had been completed between the Housing department, Waste Services and Customer Services and these would start being used from next Monday. With regards graffiti, the main difficulty related to instances on privately owned land. There was also a difference between offensive and non-offensive examples. The Housing department would be helping with procedures to tackle the graffiti problem.

Councillor Elaine Griffin-Singh asked how the second blue bin scheme was progressing. The Waste Minimisation & Fleet Manager revealed that between 600 and 700 extra bins had been delivered. This had aided in increasing the recycling tonnages but care was needed to ensure the right quality materials were being used.

It was resolved:

- (i) That the progress made against the priorities of the Council including areas where the service had been under achieving and where outstanding performances were delivered be noted;
- (ii) That the comments made by Service Delivery Champions be noted.

42. **QUARTER 2 PERFORMANCE REPORT FOR THE WASTE AND STREET CLEANSING SERVICES**

The Committee considered a report, reference T132, previously circulated, that provided the Quarter 2 performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene (ECSS).

The Waste Minimisation & Fleet Manager advised the Committee that during the past six months services had improved. In the last three months East Cambs Street Scene had seen a vast change both structurally and behaviourally to improve services. New work programmes, better use of resources and implementation of staff ideas had all aided service improvements so that targets in many areas had been exceeded. Sickness absence had been managed, and educational and promotional work had helped residents understand the recycling processes with a view to increase recycling rates. So the service was above its target and was ahead of a

number of neighbouring authorities. Members support and patience was needed to enable targets to be reached.

Councillor Anna Bailey was really impressed with the huge turnaround over the last six months since the service came in-house, as it had been in a poor state.

Councillor Mike Bradley questioned whether the vehicles were air-conditioned, for staff welfare. It was disclosed that a couple of the newer vehicles had it but the older and smaller vehicles did not.

Councillor David Ambrose Smith asked about staff churn. The Waste Minimisation & Fleet Manager stated the staff turnover was at normal levels. Even though there was a national shortage of heavy goods vehicle drivers the Company had managed to retain most of its drivers.

It was resolved:

That the progress made to date to consolidate and begin to improve services being delivered and the impact that the enhanced management arrangements put in place by the Director Operations made to accelerate the improvement progress within ECSS be noted.

43. **BUDGET MONITORING REPORT**

The Committee considered a report, reference T133, previously circulated, that provided budget information for services under the Regulatory Services Committee.

The Finance Manager advised the Committee about the half-year report and said that the projected underspend on the revenue budget had improved since the last report. There were no variations on the capital budget. The Government had recently announced a further £100 million for DFGs, though at this stage there was no idea how much of that would filter through to this Council.

It was resolved:

- (i) That it be noted that this Committee had a projected revenue underspend of £135,000 compared to its approved budget of £3,546,687;
- (ii) That it be noted that this Committee had a projected capital programme outturn of £2,380,799, which was in line with its revised capital budget for the year.

44. **FORWARD AGENDA PLAN**

The Committee received its forward agenda plan.

The meeting concluded at 5:20 p.m.