

**Operational Services Committee
13 November 2023
Questions from Members of Committee**

Item 6 – ECSS half yearly report

Note- All questions requiring ECSS Board Director responses are provided by the Managing Director ECSS.

Questioner	Question	Response
Cllr Vellacott	How much offensive graffiti was identified in Q1 and Q2, whether or not removed within one working day?	A total of 18 reports were made and 9 were cleared within 1 day.
	Delighted to see ECSS at Soham Pumpkin Fair. What plans are there to attend school assemblies, etc.?	No confirmed plans but ECSS is drafting the Love Your Street project plan, in which we have identified a schools program.
Cllr Pettitt	Will all rounds use in-cab technology in future?	Yes
	What is the remit of a 'Depot Chargehand'?	Overseeing the operations at the depot and maintaining a clean, tidy and safe depot, undertake ad hoc and planned site inspections, as well as tasks such as offloading and storing deliveries, ensuring the traffic management plan and parking is adhered too, litter picking etc
Cllr Holtzmann	When will the in-cab system be rolled out for the road sweepers?	There is currently no plan to install the in-cab system into the road sweepers. Although ECSS is exploring using the mobile functionality of Bartec to support the delivery of the street cleansing service more generally.

	Has every road in the district that has been adopted been cleaned at least once this year?	The scheduled roads have all received a cleanse this year. Some adopted roads such as the more rural ones are not scheduled and may not have been cleansed. ECSS monitors these through inspections as well as reacting to any requests from the public.
	What is the number of service complaints about street cleansing?	There were no formal complaints regarding street cleansing in Q 2.
	How many inspections is ECSS planning to complete per quarter? How has this number been determined?	The target is 10 inspections per week. These were written into the Business Plan after consultation with the ECSS management team, and agreement from the ECSS Board and Committee.
	How many inspections have been completed in Q1 and Q2?	69 inspections.
Cllr Inskip	The KPIs in half yearly report largely repeat the service delivery metrics separately reported in the Waste Performance Monitoring reports. Does ECSS only monitor these KPIs or are there other KPIs to monitor the effective of the running of the company, for example financial performance, staff related metrics for recruitment and retention, vehicle availability and downtime, progress on commercial opportunities?	The KPI's reported by ECSS are those agreed within the business plan. ECSS also monitors other KPI's for the effective running of the operation. This includes things such as maintenance costs and vehicle down times, mileage, waste tonnage, HR data, monthly financial monitoring etc.
	Can the street cleansing schedule be shared with members in order that they can understand the expected services in their wards and more easily respond to residents' questions.	The existing schedules are as follows and have been in place for several years. The MoA (appendix A page 48) specifies a zoned approach to cleansing in the District which determines the frequency and type of cleansing activity. For example the higher footfall areas of Ely, Soham and Littleport (zone 1) are given a daily cleanse. Zones 2-3 are cleansed three times per week, and everywhere else (all villages Zone 4) are cleansed every 6 weeks. Rural roads without footpaths tend to be cleansed reactively to

		either an inspection or complaint as they do not require a cleanse every 6 weeks
	On average what proportion of that street cleansing schedule has been completed on in the last quarter?	This information is forming part of the street cleansing review and is currently being drafted for consideration at the ECSS Board. Information coming back from crews to the ECSS management team are that all zones are being visited by the cleansing team.
	Are the street cleansing staffing levels sufficient to deliver the requirements of the MOA?	The Street Cleansing service is currently being reviewed and resourcing and schedules will be initially reported to the ECSS Board.
	What steps have been taken to recover control of the East Cambs Street Scene Facebook page?	As mentioned in Q3 22/23's performance report and questions document for the March Committee meeting , recovering access was attempted through various channels but Facebook are notorious for not being contactable for this.
	The East Cambs Street Scene page has 458 followers compared just 157 on the new East Cambs Recycles page. Is the KPI being measured on the new page only without reference to the previous presence achieved?	Yes the KPI is being measured on the new page.
	What is it expected that the same level of presence can be achieved with the new East Cambs Recycles page as was achieved by the original East Cambs Street Scene page?	We are currently reviewing with the Council's Communications team the best use of the ECSS Facebook page. One consideration is whether ECSS should provide content to the Communications team to promote on the Council's own page, who have significantly more followers.
Councillor Cane	The Directors of ECSS are required to give half yearly updates to ECDC, so why is this paper from ECDC's Director (Commercial)?	ECDC Director (Commercial) is seconded to the ECSS as of the 1 November 2023.

	How would the Directors of ECSS rate the delivery against contract for the year to date?	There has been significant improvement in key areas of quality across the contract. However there remains challenges going forward.
	How will ECSS deliver a new contract for A road and dual carriageway sweeping when they are currently struggling to deliver the existing street sweeping contract?	ECSS currently sub contract litter picking of A roads and dual Carriageway. There is no intention for ECSS to undertake this work in the short term. It is a specialist and highly regulated activity and given that it happens on an infrequent basis, using a specialist contractor to do this work is currently the most cost effective method and does not impact on other street cleansing schedules.
	How much notice is ECDC required to give if it is going to end the contract with ECSS?	In 6.1 of the MOA it states "ECSS shall provide the Services for the Council from 1 April 2018 to 31 March 2025 and may be varied at any time by written agreement of both parties. In 6.2 it states "The Council and Company shall each have the right to terminate the MOA by giving 12 months' notice in writing. The party giving notice shall meet any costs incurred by the termination if they cannot be absorbed within the Annual Management Fee or from the Investment Fund during the notice period."

Item 7 – ECSS Finance report

Note- All questions requiring ECSS Board Director responses are provided by the Managing Director ECSS.

Questioner	Question	Response
Cllr Vellacott	How much was spent overall on replacement vehicle hire in Q1 and Q2?	Q1 – £69,000 Q2 - £58,000
	Approximately what costs were incurred on which aspects of 'improving efficiency and effectiveness'?	This overspend relates to the need to fill vacant posts with interim staff who were necessary for service delivery and compliance. The Operations Manager and Transport and Depot Manager are now in post.

Cllr Inskip	When was the 2023-24 ECSS budget signed off?	The budget was signed off at Council on 21 February 2023
	Why are changes to overtime rates and the additional King’s Coronation Bank Holiday being reporting as exceptions leading to an overspend rather than being included in the 2023-24 budget?	The Kings Coronation and overtime were not included in the original budget setting.
	Will it be necessary to increase the expenditure on Street Cleansing services to deliver the requirements of the MOA? And if yes what is the estimated additional expenditure?	The street cleansing service is currently being reviewed. Early findings show that in some areas ECSS is operating in excess of the MOA requirements. The MOA was written in 2018 and therefore it is expected that working practices have changed over time. The findings of the street cleansing review will be considered as part of the ECDC Strategic Waste Service review to inform the service specification and therefore cost going forward.
	What is 2023-24 Management fee agreed with ECDC and how does that compare to the 2022-23 Management fee?	2023-24 £3,650,901 2022-23 £3,459,433 Increase of £191,468 (5.53%)
	The budget was based on an average of 2.5 agency staff, however in the first six months the average has been just over 8 agency staff. What is the expected level of agency staffing expected to be required for the remainder of the year? And is the estimated further overspend if that level is above 2.5 agency staff?	Agency cover is estimated at the beginning of the year to cover sickness, annual leave, spikes in workload. The level of reliance of agency staff is currently being reviewed. However, the current forecast estimates the use of 5.8 agency workers for the remainder of the year.

	When will the review by the Director (ECSS) of the projected net overspend be completed? And when will resulting actions be implemented?	The review will be completed by January and will report to Operational Service Committee after it has been received by ECSS Board.
	Given the level of overspend already incurred in this financial year is there any scenario that will mean ECSS can work within the existing 2023-24 Management Fee or is it now inevitable that there will be an overspend for the year which will either result in an increased 2023-24 Management Fee request or a carry forward of 2023-24 losses to be recovered in the 2024-25 Management Fee?	Following the review and identification of financial mitigations (if any) ECSS will be able to provide an updated position of any overspend in January 2024
	How much of the overspend in 2023-24 is recurring expenditure which will lead to increases in the 2024-25 Management Fee?	The management fee will reflect the anticipated actual costs to ECSS. There are a number of costs that ECSS will see reduced in 2023/24 (such as vehicle maintenance) and these will be used to offset costs relating to inflation and variable costs such as fuel etc. Until the budgeting process has been completed it is not possible to say whether ECSS costs will increase beyond expected inflationary costs
Councillor Cane	This paper is from the Director (ECSS), but the person named is not a Director of ECSS	The report author job title is Director Commercial ECTC/ECSS
	How would the Directors of ECSS rate the financial management against budget for the year to date?	The ECSS Finance Report (Ref Operational Services Committee Agenda Item 7, 13 November 2023) details the current financial position and would draw Members attention specifically to paragraphs 4.1 to 4.4

<p>Why do the Directors of ECSS consider that its sufficient to review quarterly management accounts rather than more frequently?</p>	<p>The ECSS Board is aware and assured by the fact that the Head of Street Scene and ECSS Finance Manager review management accounts on a monthly basis.</p>
<p>The paper says there are no financial implications, but the paper is forecasting an £80k overspend for the year. Is the risk that the Council may need to provide a further sum to ECSS not a financial implication?</p>	<p>The ECSS Board is not requesting an increase in the management fee from ECDC (ref Agenda Item 7).</p>
<p>Item 9 argues that ECSS cannot afford the extra cost of HVO, despite an underspend on fuel costs because of the other cost pressures – so this report does have CO2 implications, presumably around 430 tCO2e for this year.</p>	<p>There are no carbon impacts arising directly from this report that is for noting. The carbon impact assessment relating to HVO was considered by Operational Services Committee in March 2023. The CIA identified the opportunities in reducing carbon. The carbon emissions of the Council have not changed or worsened as a result of not moving to HVO, and the opportunity to reduce CO2 remains if the Council wish to invest in HVO.</p>
<p>Does the forecast £80k overspend include the costs of the new secondment and the extended secondment?</p>	<p>Yes</p>
<p>4.3 notes that for the rest of the year there will only be 'essential spend that is necessary to deliver the service'. What has the company incurred expenditure on to date that was not 'necessary to deliver the service'?</p>	<p>The areas of non-essential spend (if any) will be identified as part of the review referred to in paragraph 4.3 (Ref Agenda Item 7).</p>
<p>What do October management accounts show in terms of expenditure trends and how would the forecast be adjusted in the light of October's figures?</p>	<p>The October 2023 Management Accounts will, in the first instance, report to the ECSS Board in January 2024 as part of the Quarter 3 Management Accounts. These will be circulated to all Members</p>

Item 8 – Quarter 2 – Waste performance monitoring and Street Smart highlights report

Questioner	Question	Response
Cllr Vellacott	Are sickness absence figures now available?	Yes – ECSS achieved a productive day rate of 93% in Q2. Of the 7% of days lost to sickness, 147 were lost to long term sickness. This is an improvement from Q1 (202 days) as staff returned to work. Short term sickness increased from 79 days in Q1 to 125 in Q2. A mix of reasons (colds, gastro and headaches) for this but the absences continue to be managed in line with ECSS' sickness policy.
Cllr Inskip	There appears to have been a substantial reduction in the number of inspections used to derive the street cleansing metric. How many inspections were completed in the first quarter and how many in the second quarter?	Q1=61, Q2=8
	What level of inspections are estimated to be needed to give a reliable KPI measurement?	The number of inspections is set at 10 per week. However all inspections provide a useful indication of quality of service.

Item 9 – HVO procurement options update

Questioner	Question	Response
Councillor Pettitt	How will information from the 1-vehicle trial be collected and will this be reported to this Committee?	We will monitor fuel efficiency (MPG) using the telematics system on the vehicles, receive verbal reports from the driver. The data will be used to inform a proposal on future HVO use for budget setting purposes.
	What is the expected trend in the HVO market, if any?	The market is still developing for HVO, and there is significant demand locally. The price is expected to stay relatively higher than diesel until the market matures.

Councillor Holtzmann	What volume and length of the commitment is required by the tank provider for converting an additional tank to HVO?	The provider will introduce additional tanks as and when required to provide sufficient supply for those councils using HVO tanks at Waterbeach. No need for commitments to quantity or length of contract.
Councillor Cane	What assumptions did the ECSS budget make about fuel types?	That diesel would be purchased at the average cost experienced in the previous year

Item 11 – Budget monitoring report

Questioner	Question	Response
Cllr Vellacott	What is the total value of DLUHC and CCC Homelessness Grants rolled forward and received in 2023/24, and what is it used on?	<p>Rolled Forward Grants: £42,143 – Homelessness Prevention £576022 - Homelessness</p> <p>Further Grants Received in year: £35,858 New Burdens £333,106 DLUHC</p> <p>Homelessness and prevention funding is spent on preventing homelessness, including staff costs, part funding a digital post in customer services, part funding the neighbourhood officer in communities, hostel voids, hotel charges, rent deposits and rent in advance, paying off arrears, ad hoc costs to keep someone in their home.</p>
	Is it expected that Pride of Place and Community Fund payments will cancel out all or part of the £22,644 underspend?	The Pride of Place fund goes through the Economic Development budget. The underspend on the marketing & Grants Budget will be cleared by a payment made to Town Councils in November

Cllr Inskip	At the September committee meeting the variance between Total Budget & Projected Outturn for Planning was £200,000 for the full year with a variance to end of June of £289,688. The variance to the end of September is £328,621 with a doubling of the variance between Total Budget & Projected Outturn for Planning to £400,000. What is the confidence that this latest forecast is correct?	It is very difficult to accurately forecast fee income for future months as even known projects can slip. We are anticipating a small number of major applications with large fees to be submitted this financial year which should stabilise fee income in Q4. PPA income may also be forthcoming. On this basis we can be reasonably confident that the end of year income gap will be in the region of £400,000.
	At the September committee meeting it was reported “A review of the Planning Service is planned to begin in quarter two to identify opportunities for cost control and efficiencies to mitigate income deficits and improve service delivery.” What is the current status of this review?	The review is underway. It is currently in ‘Discovery’ phase, where data is being analysed, interviews taking place and efficiencies being identified. The findings from the discovery phase are due to be completed in December and in the new year will move to implementation. Any opportunities to reduce costs immediately or quick wins are being implemented immediately.
	Is it expected to be able to better align income and expenditure for planning services in the next financial year or will budget provision need to be made a significant increased cost to deliver the planning service?	The next financial year remains uncertain in terms of the fee income. We are expecting fees to increase at the end of this year, however this will only have a marginal offsetting effect, as we anticipate applications to still be significantly reduced. The service is currently looking at all core and optional spend to reduce costs in this financial and next, however the pipeline of applications remains high as there is an inevitable lag between an application being submitted and determining the application.
	The report projects no increase in the ECSS Management fee to that agreed at the start of the year. Given the item 8 report is this a realistic assumption?	The Budget report reflects the position for Q2. Any overspend by ECSS is being mitigated and will be reviewed in Q3 to ensure the assumptions are adjusted appropriately.
Councillor Cane	Disabled Facilities Grants - What actions are being taken to ensure £1.3m is spent in the last 6 months of the year, when only £0.3m was spent in the first 6 months?	Our service is led by how many referrals we receive in any given financial year from the CPFTB Occupational Therapists. In order to be eligible for a DFG an individual requires recommendations from the OT. The OT service are under resourced and this causes waiting list for an assessment and this impacts the flow through of

		<p>what we receive. As a result of this we have two trained members of staff who are trained to Trusted Assessor level. In agreement with CPFT we are now able to take low level bathroom and stairlift assessments. This has created 17 new referrals this year that we would not have had by now. We always aim to commit the budget but as we do not directly employ a team of contractors to carry out the work we are governed by their lead times as to when the works get completed and paid. To address this we are now in the evaluation phase of rolling out a framework for contractors. This will give us some control as they will be set KPI'S to meet. We look to use the DFG money for other types of health-related work such as installing heating and external wall insulation to provide a warm and healthy home.</p> <p>We face challenges as the cost of materials has significantly increased which means larger scale work can no longer be covered by the grant. Pre pandemic we would have completed roughly 11 extensions. We have not been able to do any and people have had to have a compromised scheme instead. This takes a large part of the budget and enables the spend to be on target. As a result of underspend and providing suitable solutions for disabled people other local authorities around the country are now looking to given double grants to overcome this issue. The demand is still as high but we are restricted by lots of external factors.</p>
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Item 12 – Domestic Abuse policies

Questioner	Question	Response
Cllr Vellacott	Under 11.8 of the residents policy, is there a process to follow up with those who have approached the Council for help, and processes to encourage this in a non-provocative manner?	With all applicants that approach ECDC for advice and assistance regarding domestic abuse (DA) we will work with them alongside partner agencies that specialise in DA. We have a Housing Independent Domestic Abuse Advisor (IDVA) that sits within the team to offer tailored advice to all clients that approach fleeing DA. We would keep in contact until the client is housed in a safe place or if they wish to stay in their own home a safety plan is in place and the property is made safe. Ongoing support with the IDVA and Women’s Aid would remain in place until the client wishes that support service to end.
	Under 6.1 of the residents policy, what methods will be used to ensure immediate short-term housing is available for Domestic Abuse victims?	<p>If a resident approaches East Cambs fleeing DA and needs short term housing we have multiple options available:</p> <ul style="list-style-type: none"> • Referrals to refuge out of area • Temporary accommodation in the ECDC area • Housing with other authorities in a like for like property • 9 dispersed accommodation through the IDVA service for those that need short term accommodation if for any reason they cannot access temporary or refuge for example those with children with additional needs or for medical reasons • Partnership working with other LA’s to ensure that we are able to refer to other LA’s and are offered accommodation or short term housing in other areas
Councillor Pettitt	How will councillors and employees be made aware of who are the Domestic Abuse Support Champions at the Council?	This will be published on the intranet once the policies are in place.

	<p>Referring to 11.5 of the residents policy, are convicted Domestic Abusers excluded from social housing?</p>	<p>No, in fact part of working towards our accreditation is to undertake perpetrator training and awareness that if they are excluded from the housing register, they are more likely to continue the abuse than if they are offered their own accommodation, we will work in partnership with our housing associations to ensure accommodation is available when needed.</p>
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Item 13 – Environmental Crime Action Plan

Questioner	Question	Response
<p>Cllr Vellacott</p>	<p>How many prosecutions were made in 2022-23?</p>	<p>One - The case was heard in Court in Sept 2023. A guilty plea was submitted for transporting controlled waste without the correct licence, failing to prevent the escape of waste and not disposing or transferring the waste correctly or with the required documentation. The total costs levied for the 3 offences was £1,094. A further case was prepared for prosecution, however due to the nature of the case it was decided to serve 3 separate fixed penalty notices instead. A total fine of £600 has since been received.</p>
	<p>How will environmental crime be recorded and tracked for resource targeting?</p>	<p>Officers record all reports of fly tipping on a spreadsheet and patterns of increases in number of fly tips or identification of hot spot areas can then be identified. Officers have previously identified hot spot areas around Red Fen Road, Little Thetford ending at Ely Way/Pingle Lane Entrance Haddenham and as a result actions such as evening patrols with the police to target the specific criminality around illegal waste have been undertaken, community engagement in that locality has occurred to obtain support to report vehicles seen in the area carrying waste, additional signs have been erected, target hardening undertaken and work has been progressing on CCTV options at these sites. Both cases referred to above were generated from this locality.</p>

	<p>Other than schools, which are important, what face-to-face operations are planned and envisioned for education?</p>	<p>Participation in events and promotions within the district, e.g the Environmental Action Days, joint outreach work with Woodgreen/RSPCA on responsible dog ownership, joint promotions with ECSS to provide the enforcement perspective and to educate individuals on how they can protect themselves and comply with the law etc. Education of local businesses forms an important part of officers existing work, either because of a complaint or officers themselves identifying a problem. Visits to premises are regularly undertaken to provide the face-to-face education on the requirements of the law, for example whether that is around burning of organic matter by a local landscaper or a small business not properly disposing of their waste. On 27th of November officers will be out with police and other partners on the A10/A142 stopping vehicles and examining documentation. Officers will be liaising with businesses in the local area to ensure that their waste duty of care procedures are robust and will stand up to scrutiny alongside unannounced visits to examine waste documentation to prevent wastes leaking from the waste chain into the hands of illegal operators</p>
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Item 15 – Service Delivery Plans – 6 month performance monitoring

Questioner	Question	Response
Cllr Vellacott	<p>Communities and Partnerships: How many S106 grant applications were received in Q1 and Q2?</p>	<p>In Q1 and Q2, four S106 grant applications have been received. Two of these have been awarded alongside two that were received in March 2023.</p>
	<p>Customer Services: What is a 'website bounce rate'?</p>	<p>The percentage of visitors who land on a web page without taking an action, such as clicking on a link, filling out a form or continuing to view other pages within the same site.</p>
	<p>Housing and Community Advice: What is the value of the discretionary housing fund?</p>	<p>The DHP budget is £67,716.00</p>

	ICT: Which committee reviews the Incident Management Plan and Monitoring Strategy?	The Incident Management Plan and Monitoring Strategy is reviewed internally by Officers. It does not go to a Committee.
	Planning: Who is in the Major Projects Steering Group?	The Major Project Steering Group consists of the Director - Operations, The Planning Manager, Planning Support Team Leader, Planning Team Leaders and Senior Planning Officers. It acts as the co-ordinating group to track and log progress of all major planning applications. It also acts as the collective decision-making officer group to determine how the applications are progressed. The group meets monthly.
	What does the colour coding in the Service Delivery Plan document correspond to?	The ECDC Service Plan Strategy themes.
Councillor Pettitt	Communities and Partnerships: What defines an 'asset of community value'?	The Localism Act describes an asset of community value as 'a building or other land in a local authority's area and is land of community value if in the opinion of the authority – <ul style="list-style-type: none"> • An actual current use of the building or other land that is not an ancillary use furthers the social wellbeing or social interests of the local community, and • It is realistic to think that there can continue to be non-ancillary use of the building or other land which will further (whether or not in the same way) the social wellbeing or social interests of the local community.
	Environmental Services: Are future parish council attendances planned?	Officers are pleased to attend Parish Councils as requested to discuss and provide information on service areas of interest locally, such as Environmental Crime, fly tipping or funding opportunities/advice on energy efficiency.
Councillor Inskip	Building Control service: Currently reporting approximately 15% down on budgeted income levels due to a fall in applications. Is there any recovery expected or is this	This is expected to continue

	<p>expected to be a continuing trend, at least in the short term?</p>	
	<p>Communities and Partnerships service: How is the impact of the Visitor signboard improvements project being measured?</p>	<p>Improvements to signboards will include new paint, new locks, new Perspex and new signboard inserts. As well as promoting locations on the ground, the new signboard inserts will also signpost people to the Explore East Cambs website therefore an increase in website visitors would be a measure of success.</p>
	<p>Do you measure analytics for the Explore East Cambs website and what do this indicate in terms of visitors and engagement?</p>	<p>We have requested the latest analytics from the website host.</p>
	<p>Can you provide more background on the issue with the original Request for Quotations (RFQ) for digital marketing strategy for the Explore East Cambs website? And have there been any responses to the revised RFQ</p>	<p>The first RFQ returned 1 response which was overbudget.</p>
	<p>Communications service Do you measure analytics on social media and what do those indicate, for example in terms of reach and engagement?</p>	<p>Social media is monitored on a monthly basis against the objectives of the service delivery plan. Reports on the success of campaigns are also provided to officers on request. A review of the role of social media as part of our wider engagement strategy is currently underway.</p>
	<p>Can you provide more details regarding the problems with the telephone line in September? Were residents unable to contact the service by phone and for what period of time?</p>	<p>Telephone line. There was an intermittent fault on the telephone line between 7 Sept - 2 Oct 23 resulting in a number of issues, customers unable to get through at all, customers getting through but could not be heard, customers getting cut off midway through conversation, some customers getting cut off when being transferred to another service, whilst some customers did not</p>

		have any problems at all. Mobile phone numbers were published on the website. as an alternative telephone contact.
	Only around 46% of ECSS related calls were resolved at first point of contact. Is it this to be expected or is it possible to significantly improve resolution at first point of contact?	ECSS Resolution at First Point of Contact. We always strive to resolve as many calls at first point of contact, but this always depends on the type of calls received. For example a general enquiry can be dealt with in the majority of cases, but where a request for service occurs this will require follow up action on behalf of ECSS. We meet monthly with ECSS and are always looking to improve this target, this month for example we have amended the process to enable Customer Services to resolve Developer bin request form.
	Environmental Health service: What air pollution monitoring is routinely undertaking by the service in the district?	In 2022, East Cambridgeshire District Council monitored NO2 concentrations at 24 locations across the district using chemical diffusion tubes. These are simple plastic tubes fixed to lamp posts and structures that are replaced monthly, and sent away for analysis. In 2023 this increased to 27 locations. In summary NO2 concentrations were well within the statutory objectives at all locations. Information on the Districts air quality monitoring program since 2014 can be found on the council website, the link to the most recent Air Quality Status Report can be found at https://www.eastcamb.gov.uk/sites/default/files/ASR_2023%20ECDC%20FINAL.pdf
	What action is being taken to address the resourcing issues to address the 'Here and Now' queries raised by customers?	The resource issue has been addressed by employing an externally funded admin officer, who will be in post for 12 months to provide a point of contact for the Here and Now queries.
	Information and Communication Technology (ICT) service: There is no mention of the telephone service outage in September. Is this an ICT	It suffered an intermittent fault and not full system outage, which affected some calls being made to and from the Council. The issue was identified as a fault within the Ely Telephone Exchange.

	<p>responsibility or is another service responsible?</p>	
	<p>What were the main conclusions and actions arising from the latest Infrastructure Renewal Plan?</p>	<p>A new plan is now in place covering the next five years, identifying the replacement hardware and infrastructure for this period. The Plan will be updated each year to allow a rolling plan to be maintained. The plan is based on an agreed lifespan of hardware and infrastructure.</p>
	<p>Licensing service: When was the service request module due to be populated to ensure compliance with enforcement audit? And when is this work now expected to be complete?</p>	<p>An exact date was not given for this piece of work to be concluded, but officers had hoped to have the service request module set up to better facilitate the recording of compliance and enforcement related activities by the mid-point of the year. Unfortunately, this was not possible due to greater priorities within the department, however, it is partially populated, and it is the intention to have this work fully completed by the end of this reporting year.</p>
	<p>Planning service: Can more details be shared on the wider planning service review which is taking place from October to December 2023?</p>	<p>The scope of the review is broadly split between four workstreams and sets out to answer the following:</p> <ul style="list-style-type: none"> A) Customer Experience – Do we deliver a customer focused service that meets the needs of all customers and stakeholders. Is it high quality, consistent, timely? B) People and Performance – Do we have the right skills, structures and performance KPI’s to ensure we deliver the Service Objective? C) Process and Tools – Are our processes lean and user centred. Do we maximise the use of tools and systems to reduce manual activities or the demand on our most valuable assets? D) Organisational Environment – Does the environment we work in contribute to delivering a collaborative, accessible, efficient and professional service?

Item 16 – Recommendation from Audit Committee 16 October 2023 – Strategic Service review (Waste & Recycling)

Questioner	Question	Response
Cllr Vellacott	Will the next Operational Services Committee after a working group meeting receive the minutes of that working group meeting for noting?	Yes