

Minutes of the meeting of the Commercial Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on Wednesday, 13<sup>th</sup> January 2016 at 5.30pm

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

Councillor Richard Hobbs (Chairman)  
Councillor Allen Alderson  
Councillor Steve Cheetham  
Councillor Lorna Dupré  
Councillor Lavinia Edwards  
Councillor Lis Every  
Councillor Coralie Green  
Councillor Mark Hugo  
Councillor Andy Pearson  
Councillor Dan Schumann  
Councillor Stuart Smith

### **OFFICERS**

Lewis Bage – Community Project & Engagement Officer  
Nick Ball – Neighbourhood Support Officer  
Maggie Camp – Legal Services Manager  
Spencer Clark – Open Spaces & Facilities Manager  
Andy Dicks – Reprographics Manager  
Emma Grima – Director, Commercial & Corporate Services  
Tracey Harding – Tourism & Town Centres Manager  
Tony Langley – Accountancy Assistant  
Victor Le Grand – Business Development Manager (Leisure Services)  
Janis Murfet – Democratic Services Officer  
Hetty Thornton – Performance Management Officer

### **I N A T T E N D A N C E**

Councillor Mike Bradley  
Councillor Hamish Ross

#### **42. PUBLIC QUESTION TIME**

There were no public questions.

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

There were no apologies or substitutions.

44. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

45. **MINUTES**

Further to Minute No.36 (Performance Management), page 4, paragraphs 5 and 6, and in response to questions from Councillor Alderson, the Open Spaces & Facilities Manager confirmed that there had been agreement to having a new arboriculture team to carry out a tree surgery function. He stated that interviews had been held on 11<sup>th</sup> January 2016 to recruit an additional member of staff, and the post had been filled. Whereupon,

It was resolved:

That the Minutes of the meeting held on 25<sup>th</sup> November 2015 be confirmed as a correct record and signed by the Chairman.

46. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman said he did not have any announcements, other than to wish all present a Happy New Year.

47. **PRESENTATION – TO RECEIVE A PRESENTATION ON THE WORK OF THE REPROGRAPHICS SERVICE**

At the invitation of the Chairman, Andy Dicks, Reprographics Manager, gave a short presentation on the work of the Reprographics Service.

He commenced by informing Members that his service comprised four areas: Graphic Design, Printing, Mail Services, and Document Management System (DMS). He had seven part time members of staff, four of whom were at work at any one time.

Graphic Design received assistance from the printing staff and involved the creation of artwork for, amongst other things, newsletters, adverts, posters, leaflets and business cards. Advice was given regarding technical, print and design matters and general trouble-shooting was undertaken. Members noted that this element of the service dealt with approximately 800 jobs per year, across all departments of the Council.

Printing covered all areas of artwork created and work from the other departments. Colour work was very popular, and with it being so expensive, advice was given on the use of colour and the quantity required, to ensure that staff did not print more than was needed. Planning and Building Control received support by having their large plans printed via the Planning Portal. Since the installation of the Konica Minolta printers, all staff were now able to print, copy and scan on all copiers, using access cards. The introduction of the

Print Management System encouraged efficient printing and allowed reporting on usage.

There would be a continued effort to look for efficiency savings, especially in respect of the printing and despatch of agendas. Pigeon holes for Members had been introduced and the return of a survey regarding the delivery of agendas was awaited.

With regard to the Mail Service and DMS, the Reprographics Manager said that all incoming mail was opened and sorted into departments, ready to be scanned into DMS. Approximately 8,500 scans per month were indexed and in addition, each cheque received was scanned before going to Finance for cash receipting just in case there was a query. The size and weight of each envelope was checked prior to franking and collection to ensure the correct amount of postage was applied. "Mailmark" franking was introduced in April 2015, with the Authority receiving a 3p discount for each letter; a saving of £1,500 had been made so far.

Looking to the future, the Reprographics Manager said he was seeking opportunities to increase income and ways in which the market could be serviced. The design and print service already had a page on the "Enterprise East Cambs" website, and it would appear on the new ECDC tourism website. He had also secured some business in Soham. Members, he said, were very welcome to come down to Reprographics to meet the staff and see what went on, and he would be happy to deal with any queries.

At the invitation of the Chairman, Councillor Mike Bradley, Service Delivery Champion for Reprographics & Document Management addressed the Committee. He said that he had been looking at how the Council could use less paper and do more things digitally. He had sent out a survey to try to encourage Members to switch to having their agenda papers electronically, but was still awaiting some responses. He said he was looking to provide tablets for Members. Councillor Hugo asked if Members could be selective about which agendas they chose to receive in paper form and the Reprographics Manager said that he should speak to the Democratic Services Manager. Councillor Smith wished to know if the number of PDF files could be reduced to make the download of documents easier and faster. Councillor Bradley replied that he was having ongoing discussions with the Democratic Services Manager about this, but agreement had not yet been reached.

The Chairman thanked the Reprographics Manager for his presentation, saying that the work of the service was greatly appreciated. He concluded by asking that the Committee's congratulations be passed on to all members of the team.

48. **EAST CAMBRIDGESHIRE DISTRICT COUNCIL ANTI SOCIAL BEHAVIOUR AND POLICING ACT 2014, PUBLIC SPACES PROTECTION ORDER 2016 (FOOTPATH 102 AND ADJACENT AREAS AT ROSS PEERS SPORTS CNTRE, SOHAM)**

The Committee received a report, Q164, previously circulated, from which Members were asked to consider a Public Spaces Protection Order for

land designated at Footpath 102 and adjacent areas at Ross Peers Sports Centre in Soham.

The Neighbourhood Support Officer introduced his report by reiterating that he felt paragraph 3.3 was quite critical in order for Members to have an understanding of the issue before them. It was not about statistics, it was about whether incidents would have a detrimental effect on the quality of life of those in the locality.

The vicinity of Footpath 102 running through Soham Village College and adjacent areas at the Ross Peers Sports Centre had been identified as an area suitable for a Public Spaces Protection Order (PSPO). There had been considerable evidence of anti social behaviour having occurred and Cambridgeshire Constabulary had recorded up to twenty incidents over the last two years, ranging in severity from abusive language to drugs related offences and assault. Many of the offences originated from former pupils of Soham Village College. Customers and staff at the Ross Peers Sports Centre had also experienced abusive language, intimidating behaviour and trespass.

Cambridgeshire Constabulary had brought this matter to the attention of the District Council on behalf of the local community, and the Neighbourhood Support Officer said that if Members wished, they could be provided with a redacted copy of the Constabulary report.

It was noted that there had been public consultation and engagement with local interest groups during the summer and autumn of 2015, and a formal consultation period running from 23<sup>rd</sup> October to 4<sup>th</sup> December 2015. The Neighbourhood Support Officer said he wished to pay particular thanks to Rosemary Aitchison, Vice Chairman of Soham Town Council, and George Price and Dr Carin Taylor of Soham Village College for their fundamental help.

The result of the consultation exercise demonstrated that the public were generally supportive of the proposed designation. It was considered that designation of the proposed area would assist the Police in addressing the crime and disorder issues arising from the misuse of these areas. If the Committee was minded to support adoption of the PSPO, ongoing monitoring of the Order would initially take place over the first six months and thereafter at further six month intervals.

The Neighbourhood Support Officer concluded by saying that, on behalf of the Constabulary, Soham Village College, and the local community, he wholehearted recommended adoption of the PSPO.

In response to questions from Councillors Alderson and Hugo, the Neighbourhood Support Officer stated that there was to be an additional enhanced CCTV camera covering the footpath. This would permit remote policing by enabling the Police to observe any extra footfall and build an evidence base of anti social behaviours.

Councillor Dupré said she was uneasy, because she was not generally happy with a proposal that would criminalise people for behaviour that was not criminal. She had sympathy with the school but at the same time, she was concerned about the evidence base. Referring to paragraph 3.5 of the report, she asked exactly how many incidents there had been, and if they were on

record, why was the statement so vague. With regard to the range of incidences, some of them were crimes in their own right and could therefore be dealt with by legislation. She thought it heavy handed that people should be criminalised for loitering; if the Police knew who were committing criminal acts, they should act on it rather than coming to the Council to deal with it.

Councillor Dupré continued, saying that young people loitered for many reasons; it was part of growing up, they did not have the money to be able to afford to go out, or there was nowhere for them to get together with their friends. She felt that it was the wrong response to make loitering a crime.

She asked what form the six monthly review would take, whether it would come before Members and if the review could cease the Order. She thought that the alternative to the Order would be an increasing insistence to close the footpath. Whilst sympathising, she was unconvinced by this report as the Police were not acting against criminal acts. Unless more evidence could be produced, she was very uncomfortable with the proposal and could not support it.

The Neighbourhood Support Officer responded by saying that the proposal was intended to discourage anti social behaviours, and the precedent for this was the action that had been taken to deal with drinking at the Cathedral. A Fixed Penalty Notice was a civil offence and would not criminalise anyone, and it was the preferred means by which to deal with the issue. He acknowledged that Councillor Dupré had identified some of the reasons for youngsters loitering. However, the Principal at Soham Village College was concerned about the behaviour of some non pupils because the incidences of verbal abuse and intimidation were causing extreme distress; there had been 10 incidents in 2014, 14 in 2015, and 1 already this year.

The Chairman asked who would conduct the review, would it be reported back to Members, and what would be the outcome of the review if it was shown that the Order was not working. The Neighbourhood Support Officer replied that a Police Sergeant, Soham Village College staff, and himself would carry out the review. The results would be reported back to Members and depending on the results, there were a number of options, including variation or removal of the Order.

Councillor Every voiced her support for the Officer's recommendation, saying that the PSPO was intended to deal with a particular nuisance or problem and the legislation would give back to the community that had come to the Council for help. She had spoken to the Neighbourhood Support Officer and seen the detail that had gone into managing the process. This was important for the people of Soham.

Councillor Cheetham said he was very much in support of the proposal and asked how it was to be publicised. The Neighbourhood Support Officer replied that notices would be put up at the site, the school would publicise the Order and the Council would work with Spirus.

The Chairman thanked the Neighbourhood Support Officer, saying he knew how hard he had worked on this matter, however he wished to stress that these problems were localised and Soham was no worse than anywhere else.

It was resolved:

That the East Cambridgeshire District Council Crime & Policing Act 2014, Public Spaces Protection Order 2016 (Footpath 102 and adjacent areas at Ross Peers Sports Centre), be adopted.

49. **PERFORMANCE MANAGEMENT – QUARTERS 1 & 2 PERFORMANCE UPDATES**

The Committee considered a report, Q165, previously circulated, which informed Members of the progress made against the Council's Corporate Priorities, including the Corporate Plan, in the first two quarters of 2015/16 by the following services:

- Leisure and Community Services;
- Markets, Town Centres and Tourism Services;
- Open Spaces and Facilities; and
- Reprographics Services.

The Performance Management Officer advised the Committee that to ensure the priorities of the Council were being met effectively and monitored closely, it had been agreed to report half-way through the performance management cycle and then subsequently at the end of the reporting period.

Members were asked to note that some departments had been restructured or staff had left, and yet despite this, the Service Delivery Plans showed that they were still delivering very high performances. Of particular note were the details listed in paragraph 4.0 of her report.

**Reprographics**

The Reprographics Manager, having already given a presentation on the work of his service, was not required to speak on his Service Delivery Plan. However, the Chairman commended him on a very full report and said he would encourage Members to visit Reprographics because they would leave the department being much wiser about the work carried out there. Councillor Every, speaking on behalf of the City of Ely Council as an external customer, said she wished to add her thanks for work completed.

**Leisure & Community Services**

Victor Le Grand, Business Development Manager (Leisure Services), drew Members attention to the first page of the Service Delivery Plan, which was concerned with the project management of the new District Leisure Centre and the development of a performance management plan for the existing facilities. An additional dimension was the management of the Paradise Pool and this was proving more complex because of interlinkages. The departure of the Principal Community & Leisure Services Officer had created capacity issues and the work with the Trusts would take time. The work on the new leisure facility was taking shape, but this too would take time.

Lewis Bage, Community Engagement & Project Officer, said the aim was to try and make Ely Country Park a key destination for visitors. A number of measures had been carried out in 2015, including the installation of seasonal portable toilets between July and September, access improvements to the gateway and surface improvement works at Springhead Lane. The Country Park was regularly inspected and feedback gathered from members of the public had been used to help shape improvement plans and guide the work of the Parks & Open Spaces Team. The Park was going from strength to strength with its Green Flag quality status having been successfully maintained for 2015/16 following an application in January 2015.

The Community Engagement & Project Officer next commented on the Council's engagement with Parish Councils and communities. Members noted that two East Cambridgeshire Parish Conferences were successfully delivered in April and November 2015. Evaluation of the Conferences indicated that respondents would be keen to attend similar events.

Much work had been carried out to ensure that all procedures and infrastructures were in place for the effective launch and implementation of the Authority's new mooring management scheme, which took place on 7<sup>th</sup> September 2015. Fendering and dredging works had been carried out along Ely Riverside in October 2015 to increase visitor mooring provision, and a progress report would be brought to Committee in April 2016.

Nick Ball, Community Safety Officer spoke of the Empowering Communities Inclusion & Neighbourhood management System (ECINS) which was a secure cloud based tool for multi agency use to address anti social behaviour and low level crime and disorder in the District. Training had been delivered to 27 designated front line users and was now provided on a request basis. Moving on to the measure "*Work with partners to ensure that people feel safe in their neighbourhood*", he said it was about deploying the new anti social behaviour powers to remedy local problems in parishes, and he reiterated that this was repeat engagement with key stakeholders.

Statutory training and awareness sessions had been delivered to all relevant front line staff to raise awareness of the Government's Prevent (Counter Terrorism) Agenda and the Council had been awarded a £10,000 grant to assist with delivery. The Neighbourhood Support Officer stressed that this was not just concerned with the radicalisation of Muslims, but also with other challenges such as right wing extremism.

Councillor Dupré asked the Community Support Officer if he had any more information regarding the incipient PSPO that was being contemplated for Swaffham Prior. He replied that it was very rudimentary at this stage and there were to be discussions with the County Council to consider whether a PSPO was an appropriate measure.

Councillor Every said that she wished to congratulate Messrs Le Grand, Bage and Ball for the professional manner in which they had moved seamlessly to step up and take on some of the work of the former Principal Community & Leisure Services Officer.

Councillor Green commended the Community Engagement & Projects Officer for his work on the Country Park, but wished to raise the issue of dog mess bins. She said she had had a pre-Christmas tour of the Park and was surprised that bins could not be placed on privately owned land. She had discussed with the Principal Community & Leisure Services Officer the possibility of approaching the landowners for permission and wished to take this forward. The Community Engagement & Projects Officer agreed the issue was a problem, but said that if Members were happy for him to initiate discussions, he was content to lead on them.

### Markets, Town Centres and Tourism Services

Tracey Harding, Tourism & Town Centres Manager introduced her Service Delivery Plan by informing Members that the overarching target to aim to be cost neutral by the end of 2017/18 would be updated at year end.

Speaking of more specific measures, she stated that a decision on the land acquisition to extend the Angel Drove Car Park should be determined by February 2016 and an outcome provided by Spring 2016. A Littleport Station Car Park Project Group had been formed to discuss the options for extending the car park to provide 80 additional spaces; this was on target to provide viable options by Spring 2016. With regard to the creation of a new commercial website for "Visit Ely", the project was now going through the Transformation Programme in order to be formally approved. The fit for purpose website would be able to attract a whole new raft of advertising, and have banner space.

Due to staff changes in the Car Parking and Legal Teams, it had not been possible to report on the review of the procedure and cost effectiveness of the current Fixed Penalty Notice appeals process. However, a report would be brought back to Committee in due course.

Ely's Applefest had been a success with this year's event being cost neutral. This had been achieved by having traders bring their own stalls and the Authority selling marquee space.

Members were reminded that the markets were being transferred over to the new Local Authority Trading Company and so this was the last time they would be included in the Service Delivery Plan.

The Tourism & Town Centres Manager concluded by thanking Councillor Ross for all his help and support as the Service Delivery Champion for Markets & Town Centre Services.

Councillor Dupré noted that the Tourism & Town Centres performance template identified "owners" by name only, whereas Leisure & Community had stated the job title; she felt it would be useful for all the documents to state both name and job title of the post holder.

Councillor Cheetham wished to know how confident the Authority was that it would acquire the land at Angel Drove; the Tourism & Town Centres Manager replied that she was unable to comment at this point, but she hoped to have news in the next few weeks.



## Open Spaces & Facilities

Spencer Clark, Open Spaces & Facilities Manager commenced by informing the Committee that there was to be a meeting with Sanctuary Housing on 27<sup>th</sup> January 2016 to negotiate a new 3 year + 2 year grounds maintenance contract. The opportunity to run this contract through the new Trading Company would be investigated.

Members noted that work was ongoing to scope the potential for developing the service by assessing opportunities to contract out the Arboricultural Service. Partnership working was also being undertaken with the Environmental Service in respect of garden clearances.

The Open Spaces & Facilities Manager reiterated the importance of training to enable the service to run effectively and efficiently. A training matrix had been set up to identify and record training needs. At present the apprenticeship programme was on hold, but the Authority was looking to appoint in the next quarter.

All ECDC assets had to be maintained to a safe, useable and legal standard and in connection with this, he was looking at ways in which to achieve cost savings in relation to the buildings; gas supply and lighting were two particular areas under review. All other matters listed in his performance template were ongoing.

Councillor Green had a query regarding the second outcome on page 43 and was advised by the Performance Management Officer that the text looked misaligned. She apologised for the error and said it would be corrected.

Referring to the service review of the public toilets, Councillor Dupré said she was not sure the review could be considered to be completed unless it had been brought before Members. The Director, Commercial & Corporate Services advised that the review was going through its final stages and would then be taken to Asset Development Committee to be signed off.

Councillor Cheetham asked about the feedback received for the playground inspections and was informed that it was initially positive. The Open Spaces & Facilities Manager said that the take –up by the parishes was such that Witchford had now trained its own Members to conduct the inspections. It was noted that Spirus would now be working with the Council to publicise the playground inspection service.

Councillor Every congratulated all Officers for having achieved their targets. She then asked the Performance Management Officer whether the targets set had been easy and what would be the process for the next targets.

The Performance Management Officer replied that when she first came to ECDC, she had looked to reduce “silo working” and she believed the targets showed how partnership working was at its best. She explained that each service had attended a Service Delivery Plan workshop during which there had been discussion about how all the services could work together. This year had been pivotal as to how the Council had developed as an organisation. She believed the targets had been set correctly but going

forward, they would be reviewed and made more realistic so that staff were challenged but not set up to fail. The Open Spaces & Facilities Team in particular, had looked at how to become more commercial; this was an excellent example of partnership working both inside and outside the organisation.

There being no further comments or questions, the Chairman offered his congratulations to all Officers and thanked them for their “enormous” effort. Whereupon,

It was resolved:

That the progress made against the priorities of the Council including areas where the service has been under achieving and where outstanding performance was delivered in the following services:

- Leisure and Community Services,
- Markets, Town Centres and Tourism Services,
- Open Spaces and Facilities Services,
- Reprographics Services,

be noted.

#### 50. **COMMUNITY FUND GRANT SCHEME**

The Committee received a report, reference Q166, previously circulated, from which Members were asked to note the grant offered under delegated powers from the Community Fund grant scheme.

The Chairman remarked that awarding this grant funding to the organisation was an excellent way to help towards combating rural isolation.

It was resolved:

To note the following award offered under Officer delegated powers:

- £250 to the Mepal Good Companions.

#### 51. **BUDGET MONITORING REPORT**

The Committee received a report which updated Members on the financial position for the Commercial Services Committee for the 2015/16 financial year, based on current forecast year end projections for both revenue and capital expenditure.

Councillor Green noted that while there was an explanation for the revenue budget variances, the report did not show them in respect of the capital budget. She therefore wished to know about the capital variances relating to Ely Country Park, and the Commuter Car Park. The Accountancy Assistant replied that in the case of the Country Park, the budget had been set at £64,000 and the under spend would be carried over to the next financial year. The Director, Commercial & Corporate Services added that this was

being funded from S106 money and as such, would be ringfenced. No decision had been reached regarding the Commuter Car Park.

Councillor Every asked what the Community Development Scheme was about, and why it was not taking place next year. The Accountancy Assistant replied that he did not know, but he would email Members with an answer.

It was resolved:

To note that this Committee has a projected year end revenue under spend of £90,241 compared to its controllable revenue budget of £1,586,396 and a projected under spend on capital of £831,000.

## 52. **FORWARD AGENDA PLAN**

The Committee considered the previously circulated Commercial Services Forward Agenda Plan.

Members were asked to note the following amendments:

- Rural Cambs Citizens Advice would give a presentation on 15<sup>th</sup> March 2016;
- The Six Month Update on Riverside Management Scheme would now be considered at the meeting to be held on 11<sup>th</sup> April 2016;
- Newmarket Citizens Advice, and also Voluntary & Community Action in East Cambs (VCAEC) would each give a presentation on 11<sup>th</sup> April 2016.

It was resolved;

That the Forward Agenda Plan be noted.

The meeting closed at 6.55pm.