

AGENDA ITEM NO. x

Minutes of the meeting of the Regulatory and Support Services Committee
held in the Vernon Cross Room, Ely Museum, Ely
on Monday 24th April 2017 at 4:30pm

P R E S E N T

Councillor Anna Bailey (Chairman)
Councillor Christine Ambrose Smith
Councillor David Ambrose Smith
Councillor Mike Bradley
Councillor Julia Huffer
Councillor Carol Sennitt
Councillor Alan Sharp
Councillor Jo Webber

OTHERS PRESENT

Spencer Clark – Open Spaces & Facilities Manager
Emma Grima – Director, Commercial
Liz Knox – Environmental Services Manager
Nicole Pema – Human Resources Manager
Adrian Scaites-Stokes – Democratic Services Officer
Ian Smith – Principal Accountant
Hetty Thornton – Performance Management Officer
Annette Wade – Customer Services Manager

105. **PUBLIC QUESTION TIME**

There were no questions received from members of the public.

106. **APOLOGIES AND SUBSTITUTIONS**

Apologies for absence were received from Councillor Peter Cresswell.

107. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

108. **MINUTES**

It was resolved:

That the Minutes of the meeting held on 20th March 2017 be confirmed as a correct record and be signed by the Chairman.

109. **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

110. **EXCLUSION OF THE PUBLIC INCLUDING REPRESENTATIVES OF THE PRESS**

It was resolved:

That the press and public be excluded during the consideration of items 7 to 8 because it was 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 items there would be disclosure to them of exempt information of Categories 1, 2 and 6 Part I Schedule 12A to the Local Government Act 1972 (as Amended).

111. **HUMAN RESOURCES AND PAYROLL SYSTEM**

The Committee received an exempt report (R267, previously circulated) which presented recommendations following the tender process for a new Human Resources and payroll management system.

The Performance Management Officer advised the Committee that, following the agreement for change to the management system, two options had been assessed via a tender process. A preferred option was recommended to take the system forward, which was expected to produce savings.

It was resolved:

That the recommendations in the report be approved.

112. **APPOINTMENTS, TRANSFERS, RESIGNATIONS**

The Committee received an exempt report (R268, previously circulated) which provided details of staff appointments, transfers and resignations between 1st to 30th April 2017.

The Human Resources Manager advised the Committee of the leavers from March, which had been included in this report as the information had not been available for the previous meeting report, and the reasons for their departures.

It was resolved:

That the contents of the information report be noted.

113. **REVIEW OF CONTAMINATED LAND INSPECTION STRATEGY 2011**

The Committee received a report (R269, previously circulated) which updated the Contaminated Land Inspection Strategy.

The Environmental Services Manager advised the Committee that the Council had the responsibility to regulate potentially contaminated land through the planning process and inspections of it. Within the district there were no sites

that gave cause for concern. The Council was obliged to publish its Inspection Strategy, the key elements of which were set out in paragraph 3.6 of the report.

Revised guidance had been drawn up around the reclassification of contaminated land to make it easier to identify such land. Since the 2011 Strategy officers had worked with the Planning Department to provide guidance on planning applications. This has resulted in appropriate planning conditions, where warranted.

Councillor Alan Sharp questioned how often the Strategy was reviewed. It was revealed that this would be undertaken every 5 years.

It was resolved:

That the attached Contaminated Land Inspection Strategy 2017 (Appendix 1) be approved.

114. **HEALTH AND WELLBEING STRATEGY**

The Committee received a report (R270, previously circulated) which informed of progress against the East Cambridgeshire Health and Wellbeing Strategy Action Plan.

The Environmental Services Manager advised the Committee that the 2015 Action Plan reflected the targets set out in the Service Delivery Plans. In the future it would encompass wider work for residents, businesses and visitors. A diverse range of work was done, from job opportunities to green spaces. Service Leads had a better understanding of the issue following a workshop, which had helped enhance the Action Plan. A Members' workshop would be held on 16th May, which would influence the future Action Plan. This would set clear targets, as the Council would play an essential role in its delivery.

Councillor Anna Bailey recalled that when the Strategy was approved a request had been agreed to include a Health and Wellbeing section within the committee report template. What had happened to that agreement? If it was on the template this would prompt officers to think about the issues. This would be needed with the new committee structure. Would the intention to recruit the 20 young people go ahead? It was noted that only 12 vulnerable adults had been identified and engaged, when the target was 50. Were there some barriers preventing this? Was there anything the Committee could do to assist in achieving the Action Plan?

The Environmental Services Manager reported that the Management Team had not yet considered amending the report template. Work was ongoing to recruit the young people. The target of 50 vulnerable adults was a very stretched target, which had only been realised once the work was under way. More detail on this would be brought to the Members' seminar. The Council was moving forward with the County Council, with this Council focussing on falls.

Councillor Mike Bradley queried the figures for prevented homelessness, as it gave the impression that this was a failure when in fact it was a success. This should be re-worded to reflect the true situation.

Councillor Christine Ambrose Smith wondered whether social isolation would be included. The Environmental Services Manager stated that this would be another workstream and additional funding had been applied for. So it had been identified as an issue with a need to increase community resilience.

It was resolved:

That the performance against targets set within the Health and Wellbeing Action Plan be noted.

115. **SMOKING POLICY**

The Committee received a report (R271, previously circulated) which considered the proposed Smoking at Work Policy.

The Open Spaces and Facilities Manager advised the Committee that, after the last Committee meeting, Public Health England had been contacted to confirm their stance on e-cigarettes. It was confirmed that it did recognise that e-cigarettes helped people quit smoking but was still a risk. Therefore it was down to individual councils to decide its own policies. Further checking with other local authorities showed that they treated e-cigarettes the same as normal cigarettes.

Councillor Anna Bailey noted that the Committee had looked at this issue at the last meeting and agreed that the Council's depot needed a designated area so had to be treated differently. It would be difficult to enforce the proposed policy for people smoking in vehicles as it would be hard to tell if they were using e-cigarettes or not.

It was resolved:

That the Smoking at Work Policy as set out in Appendix 1 be approved.

116. **AVOIDABLE CONTACT MONITORING REPORT**

The Committee received a report (R272, previously circulated) which summarised Avoidable Contact monitored in February and March 2017.

The Customer Services Manager advised the Committee that the summary demonstrated the numbers of contacts made and the requests dealt with at the first point of contact. Understanding the contact was fundamental to providing good customer service. The key findings from the monitoring completed were positive. The majority of customers were directed to the right place.

However, service failures appeared quite high but the newly introduced service standards would reduce such instances.

The figures from February to March would be used as a bench mark. The intelligence gathered would be used for Phase 2 and lead to projects aimed at efficiencies and a better customer experience.

Councillor Jo Webber commented that the figures showed how much contact the Council had with the public and that it was 'open for business'. The customer services team dealt with complex issue regarding Planning and Building Control and was heading in the right direction.

It was resolved:

That the content of the information report be noted.

117. **COMMUNICATION AND PUBLIC RELATIONS FORWARD PLAN**

The Committee received a report (R273, previously circulated) which considered the Council's Communication and Public Relations Services forward agenda plan for April to July 2017.

The Director, Commercial advised the Committee that the Chief Executive continued to work with the communications team. Members were reminded that the Council was in a purdah period until 8th June. Only statements of fact could be made during that period.

Councillor Anna Bailey thought it a good thing that the Council was open and transparent with its communications plan being published and through the use of twitter.

Councillor David Ambrose Smith revealed that the Littleport school and leisure centre were due to open next September.

It was resolved:

That the forward agenda plan for the Council's Communications and Public Relations Service for April to July 2017, as per the Appendix attached, be noted.

The meeting closed at 5:12pm.