

Minutes of a meeting of the Operational Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on Monday 14 November 2022 at 4:30pm

**P R E S E N T**

Cllr Julia Huffer (Chairman)  
Cllr David Ambrose Smith (Vice-Chairman)  
Cllr Christine Ambrose Smith  
Cllr Lis Every  
Cllr Mark Inskip  
Cllr Alec Jones  
Cllr J Schumann  
Cllr John Trapp  
Cllr Paola Trimarco  
Cllr Jo Webber  
Cllr Christine Whelan

**OFFICERS**

Emma Grima – Director, Commercial  
Isabel Edgar – Director Operations  
Maggie Camp – Director Legal & Monitoring Officer  
Tracy Couper - Democratic Services Manager  
Lewis Bage – Communities & Partnerships Manager  
Shaun Bradshaw – Operations Manager ECSS  
Stephanie Jones – Communities & Partnerships Officer  
Liz Knox – Environmental Services Manager  
Victor LeGrand – Senior Leisure Services Officer  
Angela Parmenter – Housing & Community Safety Manager  
Christopher Partrick – Conservation Officer  
Helen Sarkies - Customer Services Team Leader  
Karen See - Senior Environmental Health Officer  
Craig Smith – Building Control Manager  
Annette Wade – Customer Services Manager  
Hannah Walker – Trainee Democratic Services Officer  
Anne Wareham – Senior Accountant

**IN ATTENDANCE**

Mark Goldsack - Chief Executive VCAEC  
John Hill – Managing Director ECSS  
Nigel Ankers – Finance Manager ECSS

Annalise Lister – Communications Manager  
Karen Wright – ICT Manager

**17. PUBLIC QUESTION TIME**

No public questions were submitted.

**18. APOLOGIES AND SUBSTITUTIONS**

No apologies for absence were received.

**19. DECLARATIONS OF INTEREST**

Declarations of interests were made by Councillors as follows:

Agenda Item 6 VCAEC Service Level Agreement Update - Councillor Every as a VCAEC Trustee.

Agenda Items 15 & 16 Housing Enforcement Policy & Housing Renewal Policy – Councillors Christine Ambrose-Smith, David Ambrose-Smith, Every as rental property owners. It was reported that all of these Members had been granted Dispensations by the Monitoring Officer.

Agenda Item 19(a) Community Sports Facility Grant, Littleport - Councillors David Ambrose-Smith and Webber as Trustees of Littleport Leisure.

**20. MINUTES**

It was resolved:

That the minutes of the meeting of the Committee held on 13 June 2022 be confirmed as a correct record and be signed by the Chairman.

**21. CHAIRMAN'S ANNOUNCEMENTS**

The Chairman made the following announcements:

She welcomed the new Director Operations, Isabel Edgar, and Trainee Democratic Services Officer, Hannah Walker, to their first meeting of the Committee.

She stated that John Hill, Nigel Ankers and Shaun Bradshaw were present at the meeting to answer any questions relating to the ECSS items.

The Cost of Living Support Fund of £10K agreed at Council on 20 October 2022 would 'go live' in the current week.

Warm Hubs had commenced opening throughout the District from 17 October 2022 and 13 would be operational by 24 November 2022.

**22. VOLUNTARY AND COMMUNITY ACTION EAST CAMBRIDGESHIRE (VCAEC) – SERVICE LEVEL AGREEMENT UPDATE**

The Committee received a presentation by the Chief Executive of Voluntary and Community Action East Cambridgeshire (VCAEC), Mark Goldsack, giving an update on progress with the Service Level Agreement.

The presentation covered the following areas:

Introduction and Overview of VCAEC  
Performance data April to September 2022  
Summary of Issues & Risks  
Future Projects & Aspirations

The VCAEC Chief Executive summarised the activities undertaken by the organisation and volunteers, which included the Voluntary Car Scheme and Helping Hands Garden Service, and the benefits of these for their customers, the volunteers, local communities and partner organisations. He highlighted the issues of recruitment and retention of drivers and gardening volunteers and the management of demand for the gardening service. In the future, it was hoped that a mobility friendly minibus could be accessed to help reduce social isolation and to develop an annual Member Forum similar to the EDC Parish Councils Forum.

Members commended the excellent work of the organisation and questions/comments were raised and responded to as follows:

In response to a question by a Member, the VCAEC Chief Executive stated that each of the 130 active members paid a £10 lifetime fee.

Members commented that the services were welcomed and valued by both customers and volunteers and helped people avoid social isolation, including by taking customers even on short journeys within their locality that they would not otherwise be able to make to access activities.

Members queried if the Council could assist in the funding constraints on the organisation and the VCAEC Chief Executive stated that he was compiling some figures to submit to the Council's Communities & Partnerships Manager.

The Chairman thanked the VCAEC Chief Executive for his attendance and presentation and suggested that the organisation should attend the Parish Councils Conference as a good networking and awareness-raising opportunity.

## **23. SERVICE PRESENTATION – CUSTOMER SERVICES**

The Committee received a presentation by the Customer Services Manager, Annette Wade, on the work of the Customer Services and Digital Services Teams, a copy of which has been circulated to Members of the Committee.

The presentation covered the following areas:

- Structure and Staffing of Customer Services
- Role of Customer Services Team
- Role of Digital Services Team
- Customer Services Statistics 2022/23
- Top 20 Web Page Views
- Website User Analytics

The Customer Services Manager explained the roles, inter-relationships and working practices of the two elements of the Service and highlighted the

successful Customer Services Apprenticeship scheme. She emphasised the broad range of knowledge and skills required by Customer Services staff in order to act as a professional and trusted first point of contact and resolution for enquiries. Reference also was made to the other partner organisations which the Team interacted with on a day-to-day basis.

Ms Wade then explained the role and work of the Digital Services Team in relation to operation and maintenance of the Council's Website and Customer Relationship Management (CRM) system. Finally, she summarised some of the key performance statistics for the service.

Members commended the excellent work of the officers within the service and the very high volumes of enquiries that they dealt with in a friendly and professional manner.

Questions/comments were raised and responded to as follows:

In response to a question by a Member, the Customer Services Manager explained how the Team would deal with a distressed member of the public in difficulties who came into Reception requiring assistance.

In response to a further question, the Customer Services Manager gave a more detailed explanation of the performance standards/targets for the two elements of the Service and agreed to circulate more detailed information to all Members of the Committee following the meeting.

Members queried the current staffing levels for the two Teams and the Customer Services Manager reported that the workforce generally was in a stable position at present, but difficulties had been experienced in recruiting to a post in the Digital Services team and this would be re-advertised in the New Year.

A Member suggested that an analysis should be undertaken of the costs of the different methods of customer contact and the public encouraged to use the most cost-effective methods for standard enquiries. However, another Member suggested that greater promotion should be given to the fact that residents in difficulties could come into the Council to talk about these in-person.

The Chairman thanked the Customer Services Manager for her presentation.

#### **24. EAST CAMBS STREET SCENE (ECSS) ANNUAL ACCOUNTS 2021/22**

The Committee considered a report, X51 previously circulated, containing the East Cambs Street Scene Ltd (ECSS) Accounts for 2021/22.

*Councillor Trapp left the meeting briefly at 17:20pm and returned at 17:22pm*

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

The ECSS Finance Manager then responded to follow-up questions from two Members.

It was resolved:

That the East Cambs Street Scene (ECSS) accounts 2021/22, as set out in Appendix 1 of the submitted report, be noted.

**25. PERFORMANCE REPORTS FOR WASTE & STREET CLEANSING SERVICES**

**(a) Quarter 1 2022/23**

**(b) Quarter 2 2022/23**

The Committee considered reports, previously circulated, containing the quarter 1 & 2 Performance Reports for Waste & Street Cleansing Services for ECSS for the period April to June 2022.

The Managing Director and Operations Manager ECSS explained details of the Action Plan circulated to all Councillors and Parish Councils.

A number of questions had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

Members asked follow-up questions on staff turnover and comparators with neighbouring/similar Councils; the overall performance of the service; black sack deliveries; and when recycling figures would be available, which were responded to by the ECSS Officers. It was agreed that further information on these issues would be circulated to Members of the Committee.

Members acknowledged that the issues relating to the service were being addressed and resolved, but hoped that lessons had been learnt and measures put in place to avoid similar situations arising in the future. Members paid tribute to the outstanding work of ECSS staff to overcome the challenges faced.

It was resolved:

That the quarter 1 & 2 Performance Reports for Waste & Street Cleansing Services by ECSS be noted.

**26. OUTTURN BUDGET MONITORING REPORT 2021/22**

The Committee considered a report, X52 previously circulated, giving details of the outturn financial position for services within the remit of this Committee for 2021/22.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

Members raised follow-up questions and responses were given as detailed below:

In response to a query regarding the Performance Management Booklet, the Director Commercial agreed to raise the issue at Corporate Management Team.

A Member queried the reasons for the underspend on homelessness and the Housing & Community Safety Manager explained the range of prevention measures/initiatives that made this possible.

Members asked further questions on the roll-over of underspending on community projects and grants and the eligibility criteria for applications and it was agreed that further information would be circulated to Members of the Committee.

It was resolved:

1. That the Committee underspend for the year of £321,636 when compared to its planned budget of £5,559,244 be noted.
2. That the Committee capital programme outturn of £480,750 which was £2,840,544 lower than its revised budget be noted.

## **27. BUDGET MONITORING REPORT**

The Committee considered a report, X99 previously circulated, which provided details of the financial position for services under the remit of the Operational Services Committee for the first 2 quarters of 2022/23.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

It was resolved:

1. That the Committee projected £125,000 underspend variance to the end of the year on revenue, when compared to its planned budget of £5,802,153 be noted.
2. That the Committee projected capital programme outturn of £1,883,770 which is an underspend of £1,822,081 when compared to its revised budget be noted.

## **28. SERVICE DELIVERY PLANS – 6 MONTH UPDATE**

The Committee received a report, X100 previously circulated, which gave an update on 6-month performance against Service Delivery Plans for services within the remit of this Committee. The Director Commercial explained the rationale for the new 'lighter touch' exception reporting format post-Covid.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

A number of Members expressed disappointment at the lack of detail in the new style of reporting and asked for this to be reviewed further to assist Members in effectively undertaking their performance oversight and monitoring role in the future. The Director Commercial agreed to convey the request for review to Corporate Management Team.

It was resolved:

That the report be noted.

## **29. REGISTER OF BUILDINGS OF LOCAL INTEREST**

The Committee received a report, X101 previously circulated, giving an update on the review of the Register of Buildings of Local Interest adopted on 23 February 2017, and recommending technical changes to the adoption procedure for entries. The Conservation Officer explained the background to the review process, development of a County-wide portal to allow the public to submit entries for consideration to the register and the 580 nominations received.

A question relating to this item had been provided prior to the meeting from a Member and this, along with answer provided by officers, was set out in Appendix 1 to these minutes.

Members commended the initiative, which would make the current register far more comprehensive and raise awareness and understanding at a local level.

It was resolved (unanimously):

That authority be delegated to the Planning Manager, in consultation with the Chairman of Operational Services Committee, to adopt additional entries to the East Cambridgeshire Register of Buildings of Local Interest.

## **30. BUILDING CONTROL FEES AND CHARGES REVIEW**

The Committee received a report, X54 previously circulated, detailing the outcome of a review of Building Control Fees and Charges and the proposed Fees and Charges scheme from 1 January 2023 onwards. The Building Control Team Leader explained the background to the review and that the proposed scheme was considered robust, value for money and compared favourably with neighbouring Councils.

Members supported the proposals and commended the quality and reputation of the Council's Building Control Service.

It was resolved (unanimously):

1. That the Fees and Charges, as set out in Appendix 1 to the submitted report, be approved to take effect from 1 January 2023.
2. That it be noted that a future review will be undertaken during the year 2025.

### **31. PRIVATE SECTOR HOUSING ENFORCEMENT POLICY CONSULTATION RESULTS**

Further to Minute 11 of the previous meeting, the Committee considered a report, X55 previously circulated, detailing the outcome of the consultation process on the draft Private Sector Housing Enforcement Policy.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

It was resolved (unanimously):

That the Private Sector Housing Enforcement Policy attached at Appendix 1 to the submitted report be approved.

### **32. PRIVATE SECTOR HOUSING RENEWAL POLICY UPDATE**

The Committee considered a report, X56 previously circulated, detailing the outcome of a review and update of the Private Sector Housing Renewal Policy 2015 to reflect the changes to the East Cambridgeshire Housing Adaptations and Repair Policy in 2019 and in response to the findings of the 2021 Housing Stock Model Survey.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes. With regard to the question and answer on performance measures for Care and Repair, the Environmental Services Manger agreed to circulate these to all Members of the Committee.

It was resolved (unanimously):

That the draft Private Sector Housing Renewal Policy as set out in Appendix 1 to the submitted report be approved.

### **33. SAFEGUARDING POLICY**

The Committee considered a report, X102 previously circulated, containing the revised draft Children and Adults at Risk Safeguarding Policy for the Council.

Members emphasised the importance of training for Members in this area, due to the changing nature of the issues/policies. Members needed to be strongly encouraged to participate in the training and records kept of those who had



undertaken training or had received appropriate comparable training from another authority/body. The Housing and Community Advice Manager agreed to look further at these issues.

Members queried the references to CRB rather than DBS checks and the Director Commercial agreed to clarify the matter.

It was resolved (unanimously):

That the Children and Adults at Risk Safeguarding Policy as set out in Appendix 1 to the submitted report be approved, subject to the amendment of references to CRB checks to DBS checks

#### **34. REVIEW OF OUTDOOR SPORTS FACILITIES STRATEGY**

The Committee received a report, X57 previously circulated, giving an update on developments relating to the Outdoor Sports Facilities Strategy.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

Members queried how the Council could assist in bringing areas with a low level of provision and smaller villages up to an improved standard. It was agreed that these matters would be taken away and considered further.

It was resolved:

That the report be noted.

#### **35. COMMUNITY SPORTS FACILITIES GRANT PROPOSAL LITTLEPORT**

*Councillors D. Ambrose-Smith and Webber left the meeting for the duration of this item*

The Committee considered a report, X58 previously circulated, containing a grant application under the programme relating to Littleport Leisure Centre.

A number of questions relating to this item had been provided prior to the meeting from a Member and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

A Member spoke to provide further clarification on the questions and application as follows:

As we see from the papers a grant figure has been requested of £12k. The recommended grant figure is quoted as £10k. Funding of £3k as a contribution towards the total cost of work of £15k has been found.

Littleport Leisure are constantly monitoring their budgets closely and acting quickly to reduce outgoings wherever possible.

The centre is currently run with the full time equivalent of 3.2 members of staff. Littleport Leisure is open 7 days a week (9am-10pm Mon to Fri, 9am-5pm Sat, & 10am-2pm Sun).

Littleport Leisure receives no external funding other than from grant applications, and income from users, both from the field activities and from activities within the centre, itself.

The user age range covers toddlers to the very senior members of our community, many with health issues for which exercise, activity, and mental stimulation are extremely important. User charges are being held at the current levels to ensure that as many people as possible are able to afford to use the facilities.

As with many commercial & business buildings, the recent hikes in energy costs have had a devastating impact. Last year's energy costs were £36k and these are set to rise to £79k. This is only one of the many annual costs and charges that have to be covered. The Leisure Trust faced business rates going from nil to an annual charge of £6k and there are numerous other works to be paid for, drainage dykes needed to be cleared at a cost of £4k, work to trees, another £4k, this year.

The grant in question is to cover the cost of the renovation of the main hall floor. This is used during the school day by students of LECA, and at other times for a range of organised sports & training. A major use is for roller skating, young people training under the supervision of a local club. Some of these young people perform to international medal winning standards.

Roller Skating was highlighted as an important activity during the planning process of the centre and there were many discussions around the quality of the flooring required. The flooring installed and chosen by the construction company should have a life of 10 years before renovation work is required. The Centre opened in the autumn of 2017, and 5 years later it was in need of considerable renovation, at a cost of £15k.

Littleport Leisure has found funding of £3k, which if the £12k request is reduced to £10k, will leave a funding gap. The £2k shortfall is not a huge sum, but to a community venue struggling to keep afloat, and indeed to keep open, it is a considerable sum.

Why has the requested grant of £12k been reduced by £2k, to a recommendation of £10k - leaving the Trust to find a third (33%) of the total cost?

This proportion does not compare well with the proportions of the other grant applications, one is 21% and the other, 11%.

*Councillor Jones left the meeting at 19.10pm and did not return.*

A member queried whether there was the possibility of redress from the manufacturer/contractor for the standard of the flooring.

It was resolved (unanimously):

That a grant of £12,000 to Littleport Leisure Centre be approved, as detailed in the submitted report.

**36. COMMUNITY SPORTS FACILITIES GRANT PROPOSAL SOHAM**

The Committee considered a report, X59 previously circulated, containing a grant application under the programme relating to Ross Peers Sports Centre, Soham.

Members referred to the ageing nature of such larger facilities in the District and the need for a strategic assessment of the future Leisure provision needs for defined settlement areas.

It was resolved (unanimously):

That a grant of £179,500 to Ross Peers Sports Centre, Soham be approved as set out in paragraph 4.1 of the submitted report.

**37. COMMUNITY SPORTS FACILITIES GRANT PROPOSAL ELY**

The Committee considered a report, X103 previously circulated, containing a grant application under the programme relating to Ely Outdoor Sports Association (EOSA).

It was resolved (unanimously):

That a grant of £39,000 to EOSA be approved as set out in paragraph 4.1 of the submitted report.

**38. YOUTH ACTION PLAN PROGRESS REPORT**

The Committee received a report, X60 previously circulated, giving an update on progress made against the East Cambridgeshire Youth Action Plan.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

Members commended the work of the Team and asked for some analytical data on usage of the Council's Youth webpages to be circulated to Members of the Committee.

It was resolved:

That the report be noted.

**39. ANGLIA REVENUES PARTNERSHIP JOINT COMMITTEE MINUTES**

It was resolved:

That the Minutes of the ARP Joint Committee meetings held on 21 June & 20 September 2022 be noted.

**40. ACTION TAKEN ON THE GROUNDS OF URGENCY**

It was resolved:

That the action taken on the grounds of urgency relating to Community Transport funding for the Ely Zipper Bus Service be noted.

**41. FORWARD AGENDA PLAN**

The Committee received the updated Forward Agenda Plan.

A question relating to this item had been provided prior to the meeting from a Member and this, along with answer provided by officers, was set out in Appendix 1 to these minutes.

It was resolved:

That the Forward Agenda Plan be noted.

The meeting concluded at 19:30pm.

Chairman:.....

Date:

**OPERATIONAL SERVICES COMMITTEE  
14 NOVEMBER 2022  
QUESTIONS FROM MEMBERS OF COMMITTEE**

**Item 8 – ECSS Accounts**

**Questions submitted by Councillor Mark Inskip**

<p>Page 6, What are the reasons for the significant increase in revenue from recycling credits in 2022 compared 2021?</p>	<p>The average price per tonne received for recyclable materials in 2021 was £19.84 compared to £39.58 in 2022.</p>
<p>Page 6, What are the reasons for the significant increase in administration expenses in 2022 compared to 2021?</p>	<p>The major variances were:</p> <p>ECDC/ECTC support services: +£19k Increased support in finance services from ECTC</p> <p>Motor Hire: +£35k Increase in the number of vehicles hired on a temporary basis to cover vehicles in need of repair.</p> <p>Motor running costs: +£82k Repairs were £51k higher in the year, mostly due to an aging fleet but there was £13k of costs that actually related to 20/21. Fuel costs increased by £40k as the cost per litre of diesel increased from an average of £0.92 per litre in 20/21 to £1.14 in 21/22.</p> <p>Campaigns &amp; Events: +£47k This cost was included in the stationery category in 2020/21 but was split in 2021/22. A large proportion of the 21/22 expense was incurred advising residents of the round reconfiguration plans.</p> <p>Tools &amp; Equipment Hire +£9.6k In order for the radios to function, ECSS makes use of a radio mast at G's in Barway, at a cost of £4.2k per annum in 21/22 and £3.9k for 20/21 which was not accounted for until 21/22.</p>

Item 9(a) – Quarter 1 2022/23 Performance Report for Waste and Street Cleansing Services

**Questions submitted by Councillor Mark Inskip**

How does the level of staff turnover in the quarter compare to the four earlier quarters, i.e. what is the staff turnover rate for each of those quarters?	Q1 2022/23- 6 Q1 2021/22- 4 Q2 2021/22- 3 Q3 2021/22- 2 Q4 2021/22- 5
Have exit interviews been held with staff who leave and what information has been obtained on the primary reasons for leaving?	No formal exit interviews are completed with operational staff. At an informal level, reasons for leaving mainly cover financial and lifestyle choices.
During the quarter what percentage of collections were not made on the schedule day, i.e. delayed by one or more days?	00.74% This would be the percentage of missed collections.
How is the metric for 'Collections completed successfully' calculated? In particular what is the definition of a successful collection?	Collections completed successfully takes the total number of collections on each of the waste streams in the month, then subtracts the amount of missed collections. A successful collection is one that has been collected/emptied on the day of collection.
During the quarter how many reports of missed collections were received?	Over 1 million collections were scheduled to take place during Q1. 6,617 were reported missed.
During the quarter how many days were drivers not available for street sweeping and street sweeping vehicles therefore unable to be used?	During the 92 days in the quarter drivers were not available for 36 days.
When were CountryStyle first engaged in the quarter? How many days did they operate in the quarter? And what was the total cost in the quarter of using their service?	13 <sup>th</sup> – 22 <sup>nd</sup> June 2022 £10800.00
During the quarter how many social media posts were made to the ECSS Facebook page? How many of these addressed the disruptions to the service?	Posts for Q1 (April-June) regarding waste collection disruptions. During this period there were the following number of posts: Facebook – 19

	Twitter – 21 Total – 40 posts
When collections were missed, how many instances were there where separated recyclables (blue bin) were combined with black big waste when those missed collections were addressed?	This data has not been specifically recorded. However, there were occasions where waste streams were mixed, to reduce the time delay in completing missed collections. Waste processed by the Mechanical Biological Treatment plant used to process black bag waste, includes processes of separating recyclable material and substantially reduces biological material, before being sent to landfill.
What is the expected reduction in recycled material recovered when separated recyclables are combined the black bag waste stream?	The process of combining waste streams has been kept to a minimum and only enacted when necessary. Therefore, it is unlikely to see any noticeable reduction in recyclable material being processed for the district.
When were consultants first engaged to support addressing the collection disruption?	9 June 2022
What are the key contributory factors identified by the consultants to the problems which occurred in the quarter?	The key factors and conclusions from the consultants report are summarised in the executive summary, circulated to members prior to the meeting.
Have the consultants provided a written report and can this be shared with members?	An executive summary of the consultants report has been circulated to committee members.
What analysis has been done to understand the “dramatic increase in both short and long term staff sickness absence” in the quarter and to identify any systematic issues? And what actions have been taken to reduce absences?	Systematic issues are now being addressed with closer monitoring, and we are starting to see a reduction in absences.
What actions have been taken to improve the resilience of the organisation to deliver to the agreed SLAs?	Continued internal driver training Increase of FTE HGV drivers by 2. and an over staff of 2 more agency drivers. Implementation of Waste & Recycling Action Plan.
When is the level of confidence that a “gold service” service can be delivered on a consistent basis?	In the original reconfiguration report, it was highlighted a two-stage review of project implementation, with the second concluding in September 2022. It is likely that the project will have settled by this stage, with only minor

	adjustment to complete, returning the service to a similar position to pre-March 2022. However, a final full review is not planned until March 2023.
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#### Questions submitted by Councillor John Trapp

What does it mean by 'Collections completed successfully'? Is this collections completed on the day that they were scheduled? Or is collections completed a few days or weeks late?	The successful collections figure takes the total number of scheduled collections, factors in the number of missed collections and provides an overall percentage. If a bin is not collected on its scheduled day and reported, it is not counted as successful, if not collected on its scheduled collection day.
What is meant by 'Successful . . . 10 working days' – does it mean that a missed blue/green bin is still counted as successful since it has been collected a fortnight later?	This KPI refers to the delivery of wheeled bin deliveries, not collections. The SLA time for delivery is 10 working days. If a bin delivery report has not been completed within 10 working days, it is not classed as successful.
How is the 'Overall performance of the service' calculated?	The overall performance of the service looks at the combined performance of all areas of the service, which residents can report to the authority.

#### Questions submitted by Councillor Paola Trimarco

How is the overall performance score measured if 'Data not available'?	We calculate the performance of the service on variables that we are directly responsible for, ( Waste collections, bin deliveries, missed collections, brown and clear sack replacement, spillages, assisted collections etc) as recycling is done by the resident we are not directly responsible for how much they recycle each week, so we don't use the recycling rate in our calculations . Data usually comes in from Amey at a later date.
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Item 9(b) – Quarter 2 2022/23 Performance Report for Waste and Street Cleansing Services

**Questions submitted by Councillor Mark Inskip**

<p>During the quarter what percentage of collections were not made on the schedule day, i.e. delayed by one or more days?</p>	<p>0.020%</p>
<p>During the quarter how many reports of missed collections were received?</p>	<p>3158 missed from 1,051,336 collections This is half the figure from Q1</p>
<p>During the quarter how many days were drivers not available for street sweeping and street sweeping vehicles therefore unable to be used?</p>	<p>28 days</p>
<p>During the quarter how many social media posts where made to the ECSS Facebook page? How many of these addressed the disruptions to the service?</p>	<p>12 – Facebook 12- Twitter, all addressing disruptions</p>
<p>When collections were missed, how many instances were there where separated recyclables (blue bin) were combined with black big waste when those missed collections were addressed?</p>	<p>Don't have this information, but we always try to keep the waste streams separate.</p>
<p>Can more details be provided of the theft of the two caged tippers from the yard? Was there forced entry? Was the yard covered by CCTV? Have the tippers been replaced? Was this covered by insurance?</p>	<p>The thieves used an angle grinder to cut through the gate lock, then drove the vehicles out. The CCTV picked them up but they were wearing black balaclavas. We have managed to hire 2 replacement vehicles. They have now recovered one that was stolen. We are waiting for this to be repaired. Both covered by insurance.</p>
<p>Traditionally the annual distribution of black bags has taken place towards the end of the second quarter. Why was this delayed until November this year?</p>	<p>The supplier we were using was having issues delivering on our order and kept pushing the date back. They said it was due to what was happening globally. The bags are now here and we have started the delivery to the residents.</p>

### Questions submitted by Councillor Christine Ambrose Smith

<p>Mention is made of the theft of 2 vehicles from the Portley Hill depot which has impacted on fly-tipping collection services. Might I ask what security measures are now in place (or planned) to prevent further theft or damage to the equipment &amp; buildings on site?</p>	<p>As part of the Depot Improvement Project security fencing has been installed. Improved CCTV is also being progressed.</p>
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### Item 10 – Outturn Budget Monitoring Report 2021-22

#### Questions submitted by Councillor Mark Inskip

<p>Page 2, Community Projects &amp; Grants, Have additional measures been considered to promote the availability of grants to local clubs, groups and venues given the low take-up?</p>	<p>The promotion of grants has been reviewed and a database of known community organisations has been compiled with grants promoted directly to these organisations as well as asking partner agencies and the local community infrastructure organisation to promote. Press releases and communications are issued to promote application windows that contain case studies from previous successful applicants. Facilities Improvement Grant information is now sent to individual parish councillors as well as parish clerks. A presentation on community grants was given to parish councils at the last East Cambs Parish Council Conference. ECDC grants are continually promoted at the Parish and Community Forum.</p>
<p>Page 2, Why was the booklet referred to in relation to Performance Management not produced in 2021/22? Will it be reinstated in 2022/23?</p>	<p>This was the booklet previously printed and posted out to all households in the District providing information on the Council's performance in the previous year. Taking environmental considerations into account,</p>

	this is no longer considered a sensible way of sharing such information.
Is the community bus still operating regularly in 2022/23? <a href="https://www.eastcambs.gov.uk/housing/community-bus-timetable">https://www.eastcambs.gov.uk/housing/community-bus-timetable</a> only shows dates to the end of April.	The timetable for 2022/23 has been reviewed and is now available beyond end of April.

### Questions submitted by Councillor John Trapp

Page 2, Community Projects and Grants – will the underspend be rolled forward to this year?	The figure includes a historical underspend and based on recent and current demand for grant funding, it is determined that the current budget is sufficient. This money was not carried into 2022/23 and was rolled forward into the Surplus Savings Reserve as with other underspends.
Page 3, do we have the staffing to deal with the increase in applications?	The Planning Manager is now in post and the Council is recruiting vacant positions. Career graded posts have been advertising to assist with recruiting.
3.8; will there be a review of the effectiveness of the Community Bus brought to the Committee?	The review of the Community Bus is a live review and changes are made to reflect the situation on an ongoing basis. There is no intention to bring a review to committee.
Appendix 1: under item 'Street Cleansing' the budget and actual figures are the same, even though the street cleansing was only partially completed (Agenda Item 9)	This report is in relation to the 2021/22 Outturn position, where the full management fee was paid. Agenda item 9 relates to 2022/23.

### Item 11 – Budget Monitoring Report 2022-23

### Questions submitted by Councillor Mark Inskip

Why has the invoice to GLL for the 2021/22 management fee not been raised? Specifically what VAT advice is awaiting and why is the VAT treatment different to previous years?	Invoices to GLL have now been raised and we are up-to-date to the end of 2021-22 financial year. The VAT treatment on the management fee was detailed in the contract with GLL, and has never been of concern. The contract was however silent on the treatment of VAT on the surplus share and it has been this we have been reviewing.
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### Questions submitted by Councillor John Trapp

I don't understand the line for 'Leisure Centre' in Appendix 1	See narrative on page 2 and comment above.
Under 'Homelessness', is there any provision for housing the Ukrainian refugees, and what cost is it to the Council, or is this supported by a grant from the National Government?	The cost of this is met from government. The Council receives costs via Cambridgeshire County Council.

### Item 12 – Service Delivery Plans- 6 Month Performance Monitoring

#### Questions submitted by Councillor Mark Inskip

In previous years prior to the COVID pandemic the report on the 6 Monthly Update to the Service Delivery Plans was accompanied by a detailed set of appendices for each of the services detailing by Service each Performance Measure for each service together with a detailed commentary. When will the equivalent detailed updates on Service Delivery Plans be provided to committee members?	As identified in the report, at March Committee it was agreed that it was important for a six month update to be produced and it was generally accepted that a lighter touch could be taken. The end of year report will contain all of the narrative on performance in the normal way.
When will the mapping exercise of the district's play and informal open space be completed by the Strategic Planning team?	This is being reviewed as it will all contain other area of green space. Once it is known when this will be done Members will be informed.
What was the reason for three planning applications not being determined with the agreed time limit?	21/00357/FUL – Q13 – application refused – agent wouldn't sign EOT for two amendments that were requested. 21/01332/FUL – Q21 – application refused – requested 4 EOT – no response, last one was requesting time to allow applicant to make a decision. 22/00011/FUL – Q13 – application approved – requested 2 EOT – no response

### Item 13 – Local Heritage List

#### Questions submitted by Councillor John Trapp

<p>Some residents have been asking about what restrictions, responsibilities or entitlements would occur if their house were on the Local Heritage List. For example, there was the recent news item of a house in New Town Edinburgh that has a pink door, and its owner was told to repaint it a more suitable colour.</p>	<p>Response to be given verbally</p>
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### Item 15 – Housing Enforcement Policy Consultation Results

#### Questions submitted by Councillor Mark Inskip

<p>How is the Housing Stock Model data used to reach out to those most likely to be in need?</p>	<p>The stock model data can be interrogated to establish by Ward or postcode area where, for example, individual properties are private rented and have a potential Category 1 hazard. The Model will identify specific addresses but due to changing variables and circumstances for individual addresses such data may not always be accurate and up to date. However it is a starting point from which to explore a range of options for targeting areas. This may be needed to increase tenants awareness of the requirements on their landlord for provision of safe rented housing, thereby promoting the measures individuals may be able to take themselves to address unsatisfactory standards. This can range from providing information via local Facebook pages about the new requirement for LL's to provide an electrical safety certificate for the property every 5 years and providing guidance on how tenants could approach their landlord to request this, or through attendance at local events or direct mailshots. Inspections are undertaken of properties where the information raises specific concerns.</p>
<p>When will updates to the website with information for landlords and tenants be available?</p>	<p>There is already a range of information for landlords and tenants on the website. Most of the housing information relevant to House Condition in the Private Rented Sector is accessed via the Housing and Communities website pages rather than from the Environmental Health pages. Residents are more likely to search Housing pages with such an enquiry rather than Environmental Health. The website includes leaflets on Housing Advice for Tenants, What to Think about when Renting from a Private Landlord, Gas Safety, Carbon Monoxide Safety, a Home Safety Checklist etc. These will need updating with the</p>

	<p>new regulations and additional information provided, for example identifying for tenants what they need to do first if they have a concern about the condition of their property and to make it clearer how they can make a complaint to the council if they require further assistance. We will be working on updating all areas towards the end of 2022 and early 2023.</p>
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## Item 16 – Housing Renewal Policy Update

### Questions submitted by Councillor Mark Inskip

<p>How is the effectiveness of the role of East Cambridgeshire Care and Repair measured?</p>	<p>The Service produces a series of performance measures which are submitted to Cambridgeshire County Council on a quarterly basis.</p>
<p>How is the effectiveness of the role of the Domestic Team in Environmental Health measured?</p>	<p>The Local Authority reports annually to Central Government on Local Authority Housing Statistics which requires data on number of Category 1 hazards identified in private rented properties and also number of Licenced HMO's and identification of Category 1 hazards within these.</p> <p>As a service Environmental Health have Service Plan delivery targets and certain elements of the work of the Domestic Team are measured, for example the requirement for meeting resolution timescales on receipt of requests for advice or investigation in all areas of the Domestic Team role. Time taken for dealing with complaints of housing conditions is included. A target to annually inspect 100% of the large mobile homes sites is another area relating to provision of safe housing. What could be classed as softer targets within the Service Plan include development of campaigns relative to the range of work undertaken within the team, from fly tipping to housing, dog related matters etc.</p> <p>Actual numbers of housing complaints received and resolved are monitored but are only reported for internal purposes. For example in 2021/22 51 housing complaints were resolved (either by informal advice, Hazard Awareness Notices, Improvement Notices etc) and at any one time I would estimate that the officer generally has between 25-50 housing cases under investigation. Winter time results in an increase in complaints being received. A large proportion of complaints about housing conditions do relate to registered social landlords but this may in part be due to the large number of such properties within the district.</p>

Page 20 of Policy, Section 4.1, What is the latest status of the exercise in Woodditton involving the sending off approximately 800 letters to residents? How will the success of the promotion be assessed? When will a decision be made as to whether to extend the exercise to other parts of the district?

The letter drop exercise undertaken in Woodditton is part of a marketing strategy to raise awareness for residents who may be entitled to free government grant funding to improve energy efficiency in their homes.

This is part of the successful Sustainable Warmth bid allocation of £6.5m funding from the Department of Business, Energy & Industrial Strategy (BEIS) made by the Cambridgeshire Energy Retrofit Partnership consisting of all Cambridgeshire Councils and Cambs CC. ECDC proportion of the award was £1.75 million.

Letters were sent to <800 Woodditton properties in August and at the same time representatives from Aran (our Installation Company) were in the village and surrounding areas making house calls to properties that they felt may be suitable for insulation and clean heat/energy upgrades.

We have received a good number of enquiries from the Woodditton area both here and directly to Aran. We anticipate that we will see enquiries continue through word of mouth and when neighbours see work being carried out. We are still receiving referrals from Woodditton residents.

A number of properties/occupiers have now been identified that meet the scheme requirements and they are being progressed through to full assessments and hopefully to completion. This process can take a number of months dependant on the complexity and number of measures being planned. The scheme is due to run till end of March 2023 and actual numbers of people helped will not be available until the scheme closes next March.

We have undertaken specific marketing and engagement in areas we believe may have a lot of properties and residents that could meet the eligibility criteria for this scheme but details for the scheme are being shared on Social Media and our website and it is accessible to anyone within the District. I anticipate that Aran will deal with 100s of enquiries from residents across ECDC during the lifetime of the scheme.

Success will be measured against a number of criteria including actual vs forecasted spend, number of properties where work has been completed, number of individual measures installed and Carbon savings.

### Questions submitted by Councillor John Trapp

<p>4.4 – some of the worst housing conditions are in social rented housing. Are we applying the same criteria to social rented housing as to private rented?</p>	<p>We are required to apply the same assessment criteria to social housing as to the private rented sector and owner occupiers. Using the HHSRS we are able to identify the most serious hazards, that is Category 1 hazards, and take measures to ensure these are addressed. This is mainly through the use of Hazard Awareness Notices, but of the three Improvement Notices served in the last 12 months two have been on social landlords, and one on a private landlord.</p>
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### Item 18 – Review of Outdoor Sports Facilities Strategy

#### Questions submitted by Councillor Mark Inskip

<p>Page 1, what role has the district council played in discussions listed regarding new or improved facilities? Has it initiated discussions or is the role one of supporting initiatives started by parish councils and other local organisations?</p>	<p>Generally, these are locally driven initiatives, based on local needs, opportunities and ownership. The intensity and timing of ECDC involvement varies with the project. We have a useful working relationship with key sports governing bodies, and they in turn have a direct relationship to local clubs and can guide projects in terms of scope and aspiration.</p>
<p>Are any actions being taken by the district council to initiate new projects to provide new or improved facilities in those parts of the district where provision falls furthest short of adequate provision?</p>	<p>This depends somewhat on context, as ECDC has limited leverage in local provision but can more readily support developments which have some local traction, as noted above.</p>

#### Questions submitted by Councillor John Trapp

<p>4.1 Are organisations such as Parish Councils aware of this funding? I would have thought that it is the smaller parishes that may have more difficulty in maintaining sports facilities.</p>	<p>The Football Foundation funding flows through the sport structure (county governing body, clubs, etc) rather than through Parish Councils per se. That largely makes sense, because it is the football clubs in that instance which effectively convert space into activity.</p>
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## Item 19 (a) – Community Sports Facilities Grants

### Questions submitted by Councillor Christine Ambrose Smith

<p>As we see from the papers a grant figure has been requested of £12k The recommended grant figure is quoted as £10k</p> <p>Why has the requested grant of £12k been reduced by £2k, to a recommendation of £10k - leaving the Trust to find a third (33%) of the total cost?</p> <p>This proportion does not compare well with the proportions of the other grant applications, one is 21% and the other, 11%</p>	<p>There is no definitive position, but the recommendation reflects two general considerations. One is that work of this kind would normally be considered as maintenance, generally on a periodic basis and not usually after only five years. It is possible that the roller skating has had an unusually attritional effect, or that the floor specification was not optimal for the usage. The other is that unlike the rest of the leisure centre facilities, the sports hall is a LECA asset, and as a rule of thumb, school use probably accounts for 50% of the total usage – factors which would generally frame any external grant recommendation. We have taken a similar approach in recent years with Bottisham, for example.</p> <p>The recommendation is for two-thirds of the cost, to recognise the financial pressures on the trusts in general, but officers are happy for this to be amended if Committee is so minded.</p>
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## Item 20 – Youth Strategy Action Plan Progress Report

### Questions submitted by Councillor Mark Inskip

<p>Appendix 1, what evidence has been gathered to confirm that young people are actively making use of the information provided on the ECDC youth pages?</p>	<p>ECDC has developed a survey to seek feedback from young people about its webpages, the survey seeks to find out whether young people are actively making use of the information provided on the ECDC youth pages. The survey is currently live on the Council's website and has been promoted to local youth and community organisations and hard copies of the survey have been shared and are available. Hard copies of the surveys were shared and returned at a local young person's event.</p>
<p>What analytics data has been gathered on the ECDC youth pages and what conclusions can be made from it?</p>	<p>The total number of pageviews across all youth webpages between February and September 2022 was 459. Of these, 309 were unique pageviews and 150 were returning users. The homepage is the most viewed page followed by the spaces and activities page.</p>
<p>What action has been taken to try to determine why the Youth Advisory Board (YAB) has not</p>	<p>20/Twenty Productions who run the YAB (now rebranded as the Youth Council) has provided positive feedback on the Council's youth</p>

<p>joined the Council's Register of Consultees and not provided any feedback on the ECDC youth pages?</p>	<p>webpages. ECDC has developed a survey to seek feedback from young people about its webpages, the survey seeks to find out whether young people are actively making use of the information provided on the ECDC youth pages. The survey is currently live on the Council's website and has been promoted and shared with the YAB, local youth and community organisations and hard copies of the survey have been shared and are available. Hard copies of the surveys were shared and returned at a local young person's event.</p> <p>20/Twenty Productions who run the YAB (now rebranded as the Youth Council) have now joined the Council's Register of Consultees on behalf of the Youth Council.</p>
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#### Item 23 – Forward Plan

##### Questions submitted by Councillor John Trapp

<p>Will the risk register be updated to reflect the continuing increase in fuel price? What effect is this having on our operations?</p>	<p>There is a financial impact however, this has not affected the ability to deliver services. The impact on the Council's finances from increase fuel price is dealt with through the MTFS.</p> <p>Cost of Living (impact on residents) is on the Council's risk register and this includes cost of fuel.</p>
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