



# East Cambridgeshire District Council

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## Meeting: Operational Services Committee

Time: 4:30pm

Date: Wednesday 31 January 2024

Venue: Council Chamber, The Grange, Nutholt Lane, Ely, CB7 4EE

Enquiries regarding this agenda: Hannah Walker

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## Committee membership

**Quorum:** 5 members

### Conservative members

Cllr Christine Ambrose Smith  
Cllr Martin Goodearl  
Cllr Julia Huffer (Chairman)  
Cllr Kelli Pettitt  
Cllr Alan Sharp (Vice-Chairman)  
Cllr Lucius Vellacott

### Conservative substitutes

Cllr Anna Bailey  
Cllr James Lay  
Cllr David Miller

### Liberal Democrat members

Cllr Christine Colbert  
Cllr Kathrin Holtzmann  
Cllr Mark Inskip (Lead Member)  
Cllr Mary Wade  
Cllr Christine Whelan

### Liberal Democrat substitutes

Cllr Chika Akinwale  
Cllr Charlotte Cane  
Cllr John Trapp

**Lead Officer:** Isabel Edgar, Director Operations

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## AGENDA

- 1. Public question time** [oral]  
The meeting will commence with up to 15 minutes of public question time.
- 2. Apologies and substitutions** [oral]
- 3. Declarations of interests** [oral]  
To receive declarations of interests from Members for any items on the agenda in accordance with the Members Code of Conduct.

#### **4. Minutes**

To confirm as a correct record the minutes of the meeting of the Operational Services Committee held on 13 November 2023.

#### **5. Chairman's announcements**

[oral]

#### **6. East Cambs Street Scene Accounts 2022/23**

#### **7. ECSS Finance Report**

#### **8. Quarter 3 2023/24 Performance Report For The Waste And Street Cleansing Services**

#### **9. Budget Monitoring Report**

#### **10. East Cambridgeshire Community Safety Partnership (ECCSP) Update**

#### **11. Youth Action Plan Update**

#### **12. Review of Grant to Citizens Advice West Suffolk**

#### **13. Review of Grant to Voluntary and Community Action East Cambridgeshire**

#### **14. Community Sports Facility Grant Application – Littleport Leisure**

#### **15. Information Security Policy Review**

#### **16. ARP Joint Committee minutes: 5 December 2023**

#### **17. Minutes of the Waste Service Review Working Party: 21 November**

#### **18. Forward agenda plan**

### **Exclusion of the public including representatives of the press**

That the press and public be excluded during the consideration of the remaining items because it is 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 and 3 of Part I Schedule 12A to the Local Government Act 1972 (as amended).

#### **19. ECSS Management Accounts**

#### **20. ECSS Board meeting minutes**

To receive the minutes of the ECSS Board meetings held on 1 November 2023 and 14 December 2023.

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### **Notes**

1. Members of the public are welcome to attend this meeting. If you are visiting The Grange during normal working hours you should report to the main reception desk. If you come to an evening meeting please enter via the door in the glass atrium at the back of the building.

Admittance is on a "first come, first served" basis and public access will be from 30 minutes before the start time of the meeting. Due to room capacity restrictions, members of the public are asked, where possible, to notify Democratic Services

([democratic.services@eastcambs.gov.uk](mailto:democratic.services@eastcambs.gov.uk) or 01353 665555) of their intention to attend a meeting.

The livestream of this meeting will be available on [the committee meeting's webpage](https://www.eastcambs.gov.uk/meetings/operational-services-committee-310124) (<https://www.eastcambs.gov.uk/meetings/operational-services-committee-310124>). Please be aware that all attendees, including those in the public gallery, will be visible on the livestream.

- Public Questions/Statements are welcomed on any topic related to the Committee's functions as long as there is no suspicion that it is improper (for example, offensive, slanderous or might lead to disclosures of Exempt or Confidential information). Up to 15 minutes is allocated for this at the start of the meeting.

[Further details about the Public Question Time scheme](http://www.eastcambs.gov.uk/committees/public-question-time-scheme)

([www.eastcambs.gov.uk/committees/public-question-time-scheme](http://www.eastcambs.gov.uk/committees/public-question-time-scheme)).

- The Council has adopted a 'Purge on Plastics' strategy and is working towards the removal of all consumer single-use plastics in our workplace. Therefore, we do not provide disposable cups in our building or at our meetings and would ask members of the public to bring their own drink to the meeting if required.
- Fire instructions for meetings:
  - if the fire alarm sounds, please make your way out of the building by the nearest available exit, which is usually the back staircase or the fire escape in the Chamber and do not attempt to use the lifts
  - the fire assembly point is in the front staff car park by the exit barrier
  - the building has an auto-call system to the fire services so there is no need for anyone to call the fire services

The Committee Officer will sweep the area to ensure that everyone is out.

- Reports are attached for each agenda item unless marked "oral".
- If required, all items on the agenda can be provided in different formats (such as large type, Braille or audio tape, or translated into other languages), on request, by calling main reception on (01353) 665555 or e-mail: [translate@eastcambs.gov.uk](mailto:translate@eastcambs.gov.uk)
- If the Committee wishes to exclude the public and press from the meeting, a resolution in the following terms will need to be passed:

"That the press and public be excluded during the consideration of the remaining item no(s). X because it is 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 item(s) there would be disclosure to them of exempt information of Category X of Part I Schedule 12A to the Local Government Act 1972 (as amended)."

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# East Cambridgeshire District Council

Minutes of a meeting of the Operational Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on Monday 13 November 2023 at 4:30pm

## **PRESENT**

Cllr Julia Huffer (Chairman)  
Cllr Christine Ambrose Smith  
Cllr Charlotte Cane (Substitute for Cllr Mary Wade)  
Cllr Christine Colbert  
Cllr Martin Goodearl  
Cllr Mark Inskip  
Cllr Kelli Pettitt  
Cllr Alan Sharp (Vice-Chairman)  
Cllr John Trapp (Substitute for Cllr Kathrin Holtzmann)  
Cllr Lucius Vellacott  
Cllr Christine Whelan

## **OFFICERS**

Isabel Edgar – Director, Operations  
Sarah Burton – Housing Options Team Leader  
Tracy Couper - Democratic Services Manager  
Liz Knox – Head of Environmental Services/Head of Street Scene  
Angela Parmenter – Housing and Community Safety Manager  
Karen See - Senior Environmental Health Officer  
Anne Wareham – Senior Accountant

## **IN ATTENDANCE**

Paul Remington – Chairman, ECSS  
John Hill – Managing Director, ECSS  
Emma Grima – Director Commercial, ECSS  
Nigel Ankers – Finance Manager, ECSS  
Catherine Sutherland – Waste Development and Support Manager, ECSS  
Angela Haylock – CEO, Voluntary Community Action East Cambridgeshire (VCAEC)

### **37. PUBLIC QUESTION TIME**

No public questions were submitted.

**38. APOLOGIES AND SUBSTITUTIONS**

Apologies for absence were received from Cllr Kathrin Holtzmann and Cllr John Trapp was acting as Substitute Member and Cllr Mary Wade and Cllr Charlotte Cane was acting as Substitute Member.

**39. DECLARATIONS OF INTEREST**

No declarations of Interests were made by Councillors.

**40. MINUTES**

It was resolved:

That the minutes of the meeting of the Committee held on 18 September 2023 be confirmed as a correct record and be signed by the Chairman.

**41. CHAIRMAN'S ANNOUNCEMENTS**

The following announcements were made by the Chairman:

The Chairman advised Members that John Hill, Paul Remington, Nigel Ankers and Emma Grima were in attendance at the meeting to answer any questions regarding ECSS items on the Agenda.

The Chairman reminded Members of the two seminars taking place as follows:  
Health and Wellbeing – 21 November 2023  
Sanctuary Housing Association – 14 December 2023

The 10 new Refuse Freighters had been delivered and were in use.

**42. ECSS BUSINESS PLAN – HALF YEARLY UPDATE**

The Committee considered a report, Y80 previously circulated, containing a half yearly progress update on the East Cambs Street Scene (ECSS) Business Plan 2023/24 covering the period 1 April to 30 September 2023.

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.

Further follow-up questions then were asked by Members and responded to as follows:

A Member asked if the 'other KPIs' referred to in a question response could be shared with Members of the Committee. The Director Commercial ECSS stated that some of these were operational targets but that she would investigate further and respond.

A Member requested the electronic link included in a question response be circulated to Members of the Committee.

The Chairman requested that a copy of the Memorandum of Agreement (MoA) be provided to all Members of the Committee.

In response to a question by a Member, the Director Commercial ECSS explained the dual carriageway sweeping contract arrangements.

It was resolved:

That the ECSS Business Plan half yearly update report be noted.

#### **43. ECSS FINANCE REPORT**

The Committee considered a report, Y81 previously circulated, providing an update on the current ECSS financial position. The Director Commercial and Finance Manager ECSS explained that ECSS were working to mitigate the level of the overspending.

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.

Further follow-up questions/comments were raised by Members and responded to as follows:

In response to a question by a Member, it was confirmed that there was no separate Budget for Service efficiencies.

A Member queried why the Kings Coronation Bank Holiday and overtime had not been factored into the Budget since this was known about when the Budget had been signed-off on 21 February 2023. The Finance Manager, ECSS, confirmed that this had been an oversight.

A Member asked for further clarification on a question as to whether further expenditure would be required to deliver the MoA requirements for Street Cleansing and the Director Commercial confirmed that this would be part of the Street Cleansing review.

In response to a question by a Member, the Director Commercial confirmed the number of Agency staff factored in at present.

Members questioned if the proposed review would result in spending being brought back to within the Budget provision and it was stated that the review would examine all aspects and options be submitted to this Committee in January 2024.

A Member expressed grave concerns that the ECSS was not meeting its KPIs and at the level of the overspending. They commented on the apparent lack of urgency to resolve the issues and the fact that proposals to mitigate the overspending would not be brought to the Committee until January. The ECSS Managing Director confirmed that this was a realistic timescale to enable a meaningful review to take place.

A Member queried if the Accounts were being reviewed on a monthly basis by the Performance Management Group as defined in the MoA. The Managing Director and Director Commercial confirmed that regular ECSS officer review meetings were taking place, even if the format differed from that defined in the MoA. The Member expressed concern that ECSS were not following the requirements within the MoA.

The Member also expressed serious concerns regarding the timescale for completion of the October Management Accounts and the fact that consideration of them by the ECSS Board would not take place until January. This did not seem to afford the current financial situation the priority it required.

However, another Member commented that Waste Services both locally and nationally had faced unprecedented challenges over the past 2 years.

In response to a statement by a Member on the Reserves of the Trading Company, the Chairman reported that this was more of a cashflow matter and it was hoped that the overspending could be mitigated.

Some Members emphasised that it was the role of this Committee to scrutinise the issues and understand the full financial position. Therefore, Members of the Committee needed training on the issue. The current report was helpful but did not give reassurance that the overspending could be resolved by the year end. Concern also was expressed at the apparent lack of urgency to resolve the situation and that mitigation proposals may include reduction of Service Levels to below the MoA standards.

A Member warned against 'scaremongering' at this stage regarding a possible reduction in Service levels. The Chairman also highlighted that there were a number of newly elected councillors on this Committee still developing their understanding of the different aspects of its role and responsibilities.

It was resolved:

That the update report on the current ECSS financial position be noted.

#### **44. QUARTER 2 PERFORMANCE REPORT FOR WASTE & STREET CLEANSING SERVICES**

The Committee considered a report, Y82 previously circulated, detailing the quarter 2 Performance for Waste & Street Cleansing Services by ECSS for the period July to September 2023.

The Waste Development and Support Manager, ECSS, summarised the contents of the report.

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.

Follow-up questions and further questions/comments were raised by Members and responded to as follows:



A Member raised a number of questions on street cleansing inspection arrangements and metrics which were responded to by the Waste Development and Support Manager, ECSS. The member expressed concern at the lack of ability to measure performance in this area.

Other Members queried if information could be provided as to when particular roads would be swept, as advance warning to local residents would assist in possible preparations for this. In that connection, Members emphasised the importance of such a timetable being produced and published for rural areas where street cleaning was much less frequent.

A Member expressed concern at the apparent lower level of community engagement and social media presence of the Service demonstrated by the metrics. Therefore, action was required to improve interactivity.

It was resolved:

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

#### **45. HYDROTREATED VEGETABLE OIL (HVO) OPTIONS**

The Committee considered a report, Y83 previously circulated, detailing costed options, short and long term, for the introduction of the use of Hydrotreated Vegetable Oil in the Refuse Collection Vehicle (RCV) waste fleet.

The Head of Street Scene explained the current situation and highlighted that a procurement exercise and trial of a storage tank at the depot on a trial basis were being progressed.

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.

Councillor Inskip proposed an amendment to the Motion to note the report which was seconded by Councillor Trapp as follows:

1. To note there has been a net underspend of £33,000 on fuel by ECSS in the first six months of the financial year and that a further underspend for the full year is likely.
2. To further note that it would cost £35,925 to run the full RCV waste fleet on HVO for the rest of the current year.
3. Instruct officers to work with ECSS with the objective of running the RCV fleet of 16 vehicles on HVO for the remainder of the financial year, utilising the existing and projected underspend such that the total fuel expenditure continues to remain within the 2023/24 budget figure.
4. To note that this has the potential to deliver 240tCO<sub>2</sub>e savings and align with the council's 2023 Environment plan and climate emergency declaration.

Speaking in support of his amendment, Councillor Inskip highlighted that the Refuse Freighters were the biggest single contributor to the Council's Carbon emissions and he had been advocating for a number of years for measures to reduce these. A report had been submitted to this Committee in March allowing for the purchase of HVO within certain criteria. Whilst the threshold had been breached by the current cost of HVO, the underspend on fuel due to the lower cost of diesel at present could be used to run the RCV waste fleet on HVO for the rest of the current year. As the Council had committed in its Environment Plan to reduce its carbon footprint, such a measure was justifiable.

Other Members expressed the view that the underspending on fuel was required to mitigate the current overall overspend on the ECSS Service, rather than possibly committing the Council to additional expenditure which may impact upon Council Taxpayers within the District. Therefore, the Committee should await the outcome of the pilot of running one RCV on HVO and the overall Waste Services review which was proposed.

However, other Members emphasised that the RCV fleet accounted for 2/3 of the Council's Carbon emissions, which could be significantly reduced by the amendment. This would send a clear message to the local community that the Council was committed to reducing its emissions.

A Member queried whether the additional costs for HVO fuel had been included in the 2023/24 Budget. The Head of Street Scene stated that it had not been included.<sup>1</sup>

The Chairman stated that the Council could not direct ECSS as to how to spend its management fee and that Members should await the outcome of the HVO trial.

A recorded vote having been requested on the amendment, upon being put to the vote was declared to be lost, with voting as follows:

FOR (5): Cllrs Cane, Colbert, Inskip, Trapp and C Whelan.

AGAINST (6): Cllrs Ambrose-Smith, Goodearl, Huffer, Pettitt, Sharp and Vellacott.

ABSTAIN: (0)

A Member queried if the new RCVs had lower emissions when operating on Diesel than the older fleet and it was agreed that a response would be provided to Members of the Committee.

It was resolved:

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<sup>1</sup> During questions to the report author a statement was made that has since been clarified as follows: When setting the 2023/24 ECSS fuel budget it did partly take into account the higher costs for HVO fuel as well as the price for diesel.

That the report be noted.

**46. VOLUNTARY COMMUNITY ACTION EAST CAMBRIDGESHIRE (VCAEC) UPDATE**

The Committee received an update presentation by Angela Haylock CEO for VCAEC for the period April to October 2023.

The presentation covered the following areas:

- Overview July to October
- Car Scheme 2023
- Car Scheme Survey feedback
- Volunteer Centre enquiries statistics
- Gardening Scheme 2023
- Gardening Scheme Survey feedback
- CVS Functions 2023
- Social Value

Ms Haylock highlighted that VCAEC was on target for the majority of its statistics and remained a trusted and much-loved service. It was estimated to add over £142K of social value to the local economy. In response to a question by a Member, Ms Haylock explained how this social value was calculated.

With regard to a question on the average age of volunteers, Ms Haylock reported that these ranged from 40s to 80s, with the majority being retired, although the gardening volunteers tended to be younger due to the physicality of the role. A Member queried the insurance position for volunteer drivers and Ms Haylock reported that volunteers were advised to contact their insurance company in the first instance, but the VCAEC did consider safety issues in respect of older drivers.

A member commended the data provided in the presentation and asked how the VCAEC managed demand. Ms Haylock stated that there was an average 8 week wait for gardening services in the peak summer period, but this was generally accepted. The Car Scheme requested as much notice as possible, but would try to accommodate short notice periods, where possible.

On the recruitment of volunteers, Ms Haylock reported that Facebook was a good source of volunteers and VCAEC were considering other social media platforms in order to attempt to recruit younger volunteers.

The Chairman thanked Ms Haylock for her presentation and commended the excellent community work of VCAEC.

It was resolved:

That the update be noted.

#### **47. BUDGET MONITORING REPORT**

The Committee considered a report, Y84 previously circulated, containing details of the latest 2023/24 financial position for Services under the remit of this Committee.

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.

In response to a follow-up question by a Member, the Director Operations explained the current position on Planning income and the measures being taken to mitigate the reduction in income from Planning applications.

A Member queried if the Disabled Facilities Grant Team had the ability to give double grants for larger projects to reflect the significant increase in the cost of materials. It was agreed that a written response would be provided to Members of the Committee.

It was resolved:

1. That the projected year end revenue overspend on Operational Services Committee of £407,000 when compared to its approved budget of £6,968,362 be noted.
2. That the projected Capital Programme outturn of £3,747,647, an underspend of £1,890,172 when compared to its revised Capital budget, be noted.

#### **48. DOMESTIC ABUSE POLICIES**

The Committee considered a report, Y85 previously circulated, containing draft Supporting Residents Experiencing Domestic Abuse and Employee Domestic Abuse Policies.

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.

Councillor Vellacott proposed an amendment to the recommendations in the Officer's report which was seconded by Councillor Pettitt, which added certain sections from the employee policy into the residents' policy.

Members commended the excellent policies and requested that these be widely publicised to residents and employees.

It was resolved unanimously:

1. That the Supporting Residents Experiencing Domestic Abuse Policy attached at Appendix 1 to the submitted report be approved, subject to insertion of clauses 2.3-2.5 of the employee policy into section 2 of the residents' policy as follows:

‘2.4. This definition also includes honour-based abuse, female genital mutilation and forced marriage, and is clear that victims are not confined to one gender, religion or ethnic group.

2.5. What constitutes domestic abuse is commonly misunderstood, and it is important to remember that no single act defines it. There are a wide range of activities and behaviours that amount to domestic abuse which are often dangerous and can be life threatening.

2.6. Some examples of domestic abuse are controlling behaviour, coercive behaviour, harassment and stalking.

2.6.1. Controlling behaviour This is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape, and regulating their everyday behaviour.

2.6.2. Coercive behaviour This is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim.

2.6.3. Harassment This is a crime involving behaviour that takes place more than once and the perpetrator's actions must have an unwanted effect on the victim. Under the Protection from Harassment Act 1997, it is an offence for a person to pursue a course of conduct that amounts to harassment of another person, and that they know (or ought to know) amounts to harassment. The Act defines harassment and states: "References to harassing a person include alarming the person or causing the person distress." A 'course of conduct' in the case of harassment of a single person must involve conduct on at least two occasions.

2.6.4. Stalking There is no specific legal definition of stalking. However, it is helpful to know that in cases of stalking there is a pattern of unwanted, fixated and obsessive behaviour which is intrusive. It can include harassment that amounts to stalking or stalking that causes fear of violence or serious alarm or distress.'

2. That the Employee Domestic Abuse Policy attached at Appendix 2 to the submitted report be approved.

#### **49. ENVIRONMENTAL CRIME ACTION PLAN**

The Committee considered a report, Y86 previously circulated, containing a draft Environmental Crime 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 Action Plan.

It was resolved unanimously:

That the Environmental Crime Action Plan 2023/24 attached at Appendix 1 to the submitted report be approved.

**50. ENVIRONMENTAL CRIME FIXED PENALTY NOTICES CHARGING STRUCTURE 2023**

The Committee considered a report, Y87 previously circulated, containing a draft charging matrix for Environmental Crime Fixed Penalty Notices (FPNs).

It was resolved unanimously:

To approve:

1. Adoption of the matrix and associated Environmental Crime FPN Charges contained in Appendix 1 and 2 of the submitted report, to allow individual charges to be levied up to the maximum penalty levels contained in the Environmental Offences (Fixed Penalties) (Amendment) (England) Regulations 2023.
2. Remaining with the current policy of no percentage reduction for early payment of all environmental crime penalties.
3. A date for implementation of the new penalty charges of January 2024

**51. SERVICE DELIVERY PLANS – 6 MONTH PERFORMANCE UPDATE**

The Committee received a report, Y88 previously circulated, which contained the update reports on 6-month performance against Service Delivery Plans (SDPs) for services within the remit of this Committee.

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.

In response to further questions by Members, the Director Operations agreed to provide responses to Members of the Committee on the following:

The Corporate Objective/Policy themes and colour coding used within the SDPs.

The analytics for the Explore East Cambs website from the website host.

Details of the changes in the revised RFQ for the digital marketing strategy for the website.

Further information on the Communications Service Social Media analytics and the intermittent telephone fault from 7 September to 2 October 2023.

The reasons for the reduction in the use of the Housing Community Bus.

Charging to ECSS for the Customer Services Bartec Database set-up.

Reasons for unsuccessful grant application for Bottisham Swimming Pool and how Council supporting body.

A Member commented that the SDPs would benefit from a RAG rating/colour coding to show whether performance measures on target.

It was resolved:

That the SDP 6-month performance reports for services within the remit of this Committee be noted.

## **52. STRATEGIC SERVICE REVIEW (WASTE AND RECYCLING)**

The Committee considered a report, Y89 previously circulated, detailing a recommendation from Audit Committee on 16<sup>th</sup> October 2023 for a strategic review of the future Waste and Recycling Service.

As a result, the report proposed the establishment of a Waste Services Review Working Party and a timetable for submission of recommendations to this Committee.

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

The Officer recommendations in the report were proposed by the Chairman and seconded by Councillor Sharp.

The following amendment then was proposed by Councillor Cane and seconded by Councillor Inskip:

Recommendations:

2.3 Insert after section 4.3 ', with Terms of Reference as amended,'  
Working Party (Appendix 1)

2.1 Delete 'it remains a cost effective and high quality service' and replace with 'it delivers a cost-effective and high quality service'

3.1 3rd bullet add at end ', including considering bringing services 'in-house',  
contracting with ECSS or contracting with unrelated third party.'

So, Recommendations would read –

2.1. Members are requested to:

2.2. Approve a Strategic Service Review of the Waste and Recycling Service, including potential delivery models.

2.3. Approve a member working group as set out in section 4.3, with Terms of Reference as amended, and nominate 3 members to act on behalf of the committee.

2.4. To note the timeline of the review and subsequent implementation

Working Party TOR would read:

## 2.0 OBJECTIVES

- 2.1 To review the existing domestic waste and recycling collection service provision for the district and make proposals on ensuring it delivers a cost-effective and high quality service.
- 2.2 To review the existing street cleansing service and make proposals to ensure it delivers a cost-effective and high quality service.

## 3.0 TERMS OF REFERENCE

3.1 The Working Party's terms of reference shall be to:

- review the existing domestic waste and recycling service to determine any changes to service required to achieve:
  - o Compliance with emerging environmental legislation
  - o Improved service quality and safety
  - o Increased recycling rates for dry mixed recycling, food waste and garden waste and a reduction in refuse.
- review the existing street cleansing service to determine service levels for quality and scheduling, 'including considering bringing services 'in-house', contracting with ECSS or contracting with unrelated third party.
- consider potential service delivery models.
- make recommendations to March 2024 Operational Services Committee.

Councillor Cane explained that the amendment was proposed in the interests of clarity.

Other Members commented that the Terms of Reference for the Working Party were clear and that the review would consider other possible delivery models.

Upon being put to the vote, the amendment was declared to be lost.

The Democratic Services Manager then was advised of the nominations for Members of the Working Party.

Some Members expressed concern at the fact that the TOR now would not be explicit about considering the 3 possible delivery models and at the very short timeframe for the review process, due to the contract notice period.

However, other Members referred to the delays in the relevant Environmental legislative provisions by Central Government, which had hampered this and other Councils in making informed decisions on future Waste and Recycling arrangements.

It was resolved:

1. That a Strategic Service Review of the Waste and Recycling Service, including potential delivery models, be approved.
2. That approval be given to the establishment of a Member Working Party as set out in section 4.3 of the submitted report and the Terms of Reference set out in Appendix 1 to the report and the appointment of 3 Members on the Working Party as follows:



Councillor Julia Huffer  
Councillor Mark Inskip  
Councillor Kelli Pettitt

3. That the timeline of the review and subsequent implementation as set out in section 4.4 of the submitted report be noted

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

It was resolved:

That the Minutes of the ARP Joint Committee meeting held on 12 September 2023 be noted.

**54. FORWARD AGENDA PLAN**

The Committee received its Forward Agenda Plan. In the light of the above discussions,

It was resolved:

That the Forward Agenda Plan be noted and the following items be added to the Agenda Plan:

- ECSS Finance Report – January meeting
- Waste Service Review: Report of Working Party – March meeting

**55. EXCLUSION OF THE PRESS & PUBLIC**

It was resolved unanimously:

That the press and public be excluded during the consideration of the remaining items because it is 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, & 3 of Part I Schedule 12A to the Local Government Act 1972 (as amended).

**56. PROCUREMENT OF DRY MIXED RECYCLING CONTRACT**

The Committee received a report giving an update on work being undertaken by Recycling in Cambridgeshire and Peterborough (RECAP) Waste Partnership in preparation for arrangements beyond the current Dry Mixed Recycling (DMR) contract, due to end in August 2024, and requesting delegated authority to award the contract in accordance with the timeline.

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 circulated to Members of the Committee.

It was resolved unanimously:

1. That the progress to date on the procurement of the DMR tender process be noted.
2. That the Director of Operations be given delegated authority, in consultation with the Chair of Operational Services Committee, to approve the contract award.

**57. ECSS MANAGEMENT ACCOUNTS – SIX MONTHS TO SEPTEMBER 2023**

The Committee received a report containing a summary of the management accounts for the 2023/24 financial year.

A question relating to this item had been provided prior to the meeting and this, along with answer provided by officers, was circulated to Members of the Committee.

Further follow-up questions and comments were raised by Members and responded to by officers.

It was resolved:

That the contents of the report be noted.

**58. ECSS BOARD MEETING MINUTES**

The Committee received the Minutes of the ECSS Board Meeting held on 12 September 2023.

It was resolved:

That the Minutes of the ECSS Board meeting held on 12 September 2023 be noted.

The meeting concluded at 7:38pm.

Chairman:

Date:

**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.**

<b>Questioner</b>	<b>Question</b>	<b>Response</b>
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 ( <a href="#">appendix A page 48</a> ) 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 <a href="#">Q3 22/23's performance report</a> and questions document for the <a href="#">March Committee meeting</a> , 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"> <li>• Referrals to refuge out of area</li> <li>• Temporary accommodation in the ECDC area</li> <li>• Housing with other authorities in a like for like property</li> <li>• 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</li> <li>• 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</li> </ul>
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'?	<p>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 –</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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.</li> </ul>
	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 <a href="https://www.eastcamb.gov.uk/sites/default/files/ASR_2023%20ECDC%20FINAL.pdf">https://www.eastcamb.gov.uk/sites/default/files/ASR_2023%20ECDC%20FINAL.pdf</a>
	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"> <li>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?</li> <li>B) People and Performance – Do we have the right skills, structures and performance KPI’s to ensure we deliver the Service Objective?</li> <li>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?</li> <li>D) Organisational Environment – Does the environment we work in contribute to delivering a collaborative, accessible, efficient and professional service?</li> </ul>

**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



**TITLE: EAST CAMBS STREET SCENE ACCOUNTS 2022/23**

Committee: Operational Services Committee

Date: 31 January 2024

Author: ECSS Finance Manager

Report No: Y129

Contact Officer:

Nigel Ankers, ECSS Finance Manager

**1.0 ISSUE**

1.1. To receive the East Cambs Street Scene accounts for 2022/23.

**2.0 RECOMMENDATION(S)**

2.1. Members are requested to note the East Cambs Street Scene accounts 2022/23 as set out in Appendix 1.

**3.0 BACKGROUND/OPTIONS**

3.1. East Cambs Street Scene (ECSS) auditors, Price Bailey, have issued an unqualified opinion on the statements, and confirmed that they give a true and fair view of the state of ECSS's affairs as at 31 March 2023. They also confirm that they have been prepared in accordance with the relevant laws and regulations.

3.2. The ECSS 2022/23 accounts were approved by ECSS Board on 14 December 2023. These are now provided to the Operational Services Committee, as Shareholder Committee, as stated in the Shareholder Agreement.

**4.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT**

4.1. There are no additional financial implications arising from this report.

4.2. Equality Impact Assessment (EIA) not required.

4.3. Carbon Impact Assessment (CIA) not required.

**5.0 APPENDICES**

Appendix 1- East Cambs Street Scene Accounts 2022/23.

**Background Documents:**

None





**EAST CAMBS STREET SCENE LIMITED**

**DIRECTORS' REPORT AND  
FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2023**

## **EAST CAMBS STREET SCENE LIMITED**

### **COMPANY INFORMATION**

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<b>Directors</b>	P J Remington J Hill I Edgar (appointed 21 February 2023)
<b>Company secretary</b>	E L Grima
<b>Company number</b>	11150811
<b>Registered office</b>	The Grange Nutholt Lane Ely Cambridgeshire CB7 4EE
<b>Auditors</b>	Price Bailey LLP Chartered Accountants & Statutory Auditors Tennyson House Cambridge Business Park Cambridge CB4 0WZ

# EAST CAMBS STREET SCENE LIMITED

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## **EAST CAMBS STREET SCENE LIMITED**

### **DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2023**

---

The directors present their report and the audited financial statements of the company for the period ended 31 March 2023.

#### **Directors**

The directors who served during the period were:

P J Remington  
J Hill  
J E Brooks (Resigned 30 April 2022)  
S M Bonnett (Appointed 19 May 2022, resigned 21 February 2023)  
I Edgar (Appointed 21 February 2023)

#### **Statement of directors' responsibilities**

The directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial period. Under that law the directors have elected to prepare the financial statements in accordance with UK adopted international accounting standards. Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

#### **Statement as to disclosure of information to auditors**

So far as the directors are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and each director has taken all the steps that he ought to have taken as a director in order to make himself aware of any relevant audit information and to establish that the company's auditors are aware of that information.

#### **Auditors**

The auditors, Price Bailey LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

## **EAST CAMBS STREET SCENE LIMITED**

### **DIRECTORS' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023**

---

#### **Small companies note**

In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the board on 14/12/2023 and signed on its behalf.

  
Director

## **EAST CAMBS STREET SCENE LIMITED**

### **INDEPENDENT AUDITORS' REPORT TO THE SHAREHOLDERS OF EAST CAMBS STREET SCENE LIMITED**

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#### **Opinion**

We have audited the financial statements of East Cambs Street Scene Limited (the 'Company') for the year ended 31 March 2023 which comprise The Statement of Comprehensive Income, Statement of Financial Position, Statement of Changes in Equity, Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and UK adopted international accounting standards.

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2023 and of the loss for the year then ended;
- have been properly prepared in accordance with UK adopted international accounting standards;
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the director's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

#### **Other information**

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## **EAST CAMBS STREET SCENE LIMITED**

### **INDEPENDENT AUDITORS' REPORT (CONTINUED) TO THE SHAREHOLDERS OF EAST CAMBS STREET SCENE LIMITED**

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#### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report has been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Directors were not entitled to take advantage of the small companies exemptions in preparing the Director's Report and from the requirement to prepare a Strategic Report.

#### **Responsibilities of Directors**

As explained more fully in the Directors' Responsibilities Statement set out on page 1, the Directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Directors determine necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

#### **Auditors' responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

## **EAST CAMBS STREET SCENE LIMITED**

### **INDEPENDENT AUDITORS' REPORT (CONTINUED) TO THE SHAREHOLDERS OF EAST CAMBS STREET SCENE LIMITED**

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We obtained an understanding of the legal and regulatory framework applicable to the company and the industry in which it operates and considered the risk of non-compliance with the applicable laws and regulations including fraud, in particular those that could have a material impact on the financial statements.

This included those regulations directly related to the financial statements, including financial reporting, tax legislation and distributable profits. In relation to the industry this included employment laws and health and safety.

The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit. We carried out specific procedures to address the risks identified. These included the following:

Reviewing minutes of Board meetings, correspondence with their regulators, agreeing the financial statement disclosures to underlying supporting documentation, enquiries of management including those responsible for the key regulations for any instances of actual, suspected or alleged fraud or non-compliance.


To address the risk of management override of controls, we reviewed systems and procedures to identify potential areas of management override risk. In particular, we carried out testing of journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions to identify large or unusual transactions. We reviewed key authorisation procedures and decision making processes for any unusual or one-off transactions. We also assessed management bias in relation to the accounting policies adopted and in determining significant accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Auditor's Report.

#### **Use of our report**

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in a Report of the Auditors and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Paul Cullen FCCA (Senior Statutory Auditor)  
for and on behalf of Price Bailey LLP  
Chartered Accountants & Statutory Auditors  
Tennyson House  
Cambridge Business Park  
Cambridge  
CB4 0WZ  
Date: 21 December 2023



**EAST CAMBS STREET SCENE LIMITED**

REGISTERED NUMBER: 11150811

**STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 31 MARCH 2023**

		<b>2023</b>	<b>2022</b>
	<b>Notes</b>	<b>£</b>	<b>£</b>
<b>CONTINUING OPERATIONS</b>			
Revenue from contracts		3,459,432	2,911,469
Revenue from recycling credits		887,699	766,706
Other income		234,321	142,337
		<u>4,581,452</u>	<u>3,820,512</u>
Cost of sales		<u>(2,892,992)</u>	<u>(2,333,985)</u>
<b>Gross profit</b>		1,688,460	1,486,527
Administrative expenses		<u>(1,688,459)</u>	<u>(1,478,645)</u>
<b>Operating profit</b>		<b>1</b>	<b>7,882</b>
Interest received		-	3
<b>Profit before taxation</b>		<b>1</b>	<b>7,885</b>
Tax on profit	<b>5</b>	<u>(997)</u>	<u>220</u>
<b>(Loss) / Profit and total comprehensive income for the period</b>		<u><u>(996)</u></u>	<u><u>8,105</u></u>

There were no recognised gains and losses from 2023 or 2022 other than those included in the Statement of Comprehensive Income.

The notes on pages 10 - 21 form part of these financial statements.

**EAST CAMBS STREET SCENE LIMITED**

REGISTERED NUMBER: 11150811

**STATEMENT OF FINANCIAL POSITION  
AS AT 31 MARCH 2023**

	Notes	2023	2022 £
<b>Non-current assets</b>			
Property, plant & equipment	6	17,096	30,826
<b>Current assets</b>			
Inventories	7	12,162	12,166
Trade and other receivables	8	809,335	178,859
Cash at bank and in hand	9	549,616	363,863
		1,371,113	554,888
<b>Current Liabilities</b>			
Trade and other payables	10	(1,228,166)	(568,675)
Provisions for liabilities	18	(144,000)	-
		(1,372,166)	(568,675)
<b>Net current liabilities</b>		(1,053)	(13,787)
<b>Net assets</b>		16,043	17,039
<b>Equity</b>			
Called up share capital	12	1	1
Retained earnings		16,042	17,038
		16,043	17,039

The financial statements were approved and authorised for issue by the board and were signed on its behalf by:

  
**J Hill**  
 Director  
 Date: 14/12/2023

The notes on pages 10 – 21 form part of these financial statements.

**EAST CAMBS STREET SCENE LIMITED**

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 31 MARCH 2023**

	<b>Share Capital £</b>	<b>Retained earnings £</b>	<b>Total equity £</b>
<b>Balance as at 31 March 2021</b>	1	8,933	8,934
Profit for the period	-	8,105	8,105
<b>Total comprehensive income</b>	-	8,105	8,105
<b>Balance as at 31 March 2022</b>	1	17,038	17,039
<b>Comprehensive income</b>			
Profit for the period	-	(996)	(996)
<b>Total comprehensive income</b>	-	(996)	(996)
<b>Balance as at 31 March 2023</b>	1	16,042	16,043

**EAST CAMBS STREET SCENE LIMITED**  
**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 MARCH 2023**

		2023	2022
	<b>Notes</b>		
<b>Cash flows from operating activities</b>			
Net cash inflow/(outflow) from operating activities	15	<u>177,695</u>	<u>192,216</u>
<b>Net cash inflow from operating activities</b>		177,695	192,216
<b>Cash flows from investing activities</b>			
Purchase of fixed assets	6	(11,159)	(7,709)
Sale of fixed assets		19,218	-
Interest received		<u>-</u>	<u>3</u>
<b>Net cash from / (used in) investing activities</b>		8,059	(7,706)
<b>Net increase in cash and cash equivalents</b>		<u>185,754</u>	<u>184,510</u>
<b>Cash and cash equivalents at beginning of year</b>		363,863	179,353
<b>Cash and cash equivalents at end of year</b>	9	<u>549,616</u>	<u>363,863</u>

## **EAST CAMBS STREET SCENE LIMITED**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023**

---

#### **1. Accounting policies**

##### **1.1 Statutory information**

East Cambs Street Scene Limited is a private company limited by shares incorporated and domiciled in England and Wales, United Kingdom. The address of the registered office is The Grange, Nutholt Lane, Ely, Cambridgeshire, CB7 4EE.

The Company is primarily involved in providing waste and street cleansing services to the residents of East Cambridgeshire.

The Financial Statements are presented in sterling which is the functional currency of the Company and rounded to the nearest £.

##### **1.2 Going concern**

The Directors have prepared cash flow forecasts for a period of 12 months from the signing of the financial statements which demonstrate that the cash reserves of the company will be sufficient for it to be able to continue as a going concern. This process has highlighted the need for an urgent review of the Memorandum of Agreement with East Cambs District Council (ECDC) in order to formalise the procedure for ensuring the costs of delivering the services required by ECDC are appropriate.

The initial contract to deliver waste and street cleansing services for East Cambs District Council is for the period 1st April 2018 to 31st March 2025. No discussions have taken place with respect to a renewal of the contract but it is clear that a strategic review of the contract needs to be undertaken in order to ensure that the company can meet cash flow demands in the medium, to long term.

The financial statements do not contain any adjustments that would be required if the Company were not able to continue as a going concern.

##### **1.3 Critical accounting estimates and judgements**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for revenues and expenses during the year and the amounts reported for assets and liabilities at the statement of financial position date. However, the nature of estimation means that the actual outcomes could differ from those estimates.

##### **1.4 Compliance with accounting standards**

These financial statements have been prepared in accordance with International Financial Reporting Standards and IFRIC interpretations and with those parts of the Companies Act 2006 applicable to reporting entities under IFRS.

The financial statements have been prepared under the historical cost convention.

## EAST CAMBS STREET SCENE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

#### 1. Accounting policies (continued)

##### 1.5 Revenue recognition

###### Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the Company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the Company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods promised. It also gives consideration to significant payment terms, obligations for returns and/or refunds.

East Cambridgeshire District Council is the main customer. The company is awarded the contract as part of a joint venture with East Cambridgeshire District Council for waste collection and street cleansing services. Terms of the contract are determined by East Cambridgeshire District Council and negotiated with the company annually.

Recycling Credits are received upon meeting relevant criteria set by Cambridgeshire County Council in terms of recycling.

###### Sale of goods

The Company's other revenue mainly comprises the sale of recycling bins. Revenue is recognised at the point in time when the customer obtains control of the goods, which is generally at the time of delivery and the time when the performance obligation of the Company has been satisfied.

##### 1.6 Property, plant and equipment

Property, plant and equipment is stated at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditure that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management.

Depreciation is charged so as to allocate the cost of assets less their residual value over their estimated useful lives, using the straight-line method.

The estimated useful lives range as follows:

Plant & Machinery	- 8 years
Fixtures & Fittings	- 8 years

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, or if there is an indication of a significant change since the last reporting date.

##### 1.7 Trade and other receivables

Short term receivables are measured initially at transaction price, and are measured subsequently at amortised cost.

## **EAST CAMBS STREET SCENE LIMITED**

### **NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023**

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#### **1. Accounting policies (continued)**

##### **1.8 Cash and cash equivalents**

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours.

##### **1.9 Operating profit**

Operating profit is stated before investment income and finance costs.

##### **1.10 Financial Instruments**

Financial assets and liabilities are recognised on the statement of financial position when the Company becomes a party to the contractual provisions of the instrument.

- Cash and cash equivalents comprise cash held at bank and short term deposits
- Trade payables are not interest bearing and are stated at their nominal value
- Trade receivables are measured initially at transaction price, and are measured subsequently at amortised costs.

##### **1.11 Trade and other payables**

Short term payables are measured fair value, and subsequently at amortised cost. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

##### **1.12 Provisions**

A provision is recognised if, as a result of a past event, the Company has a present legal or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefits will be required to settle the obligation. Provisions are determined based on the expected future cash flows. The policies used to determine specific provisions are:

- Motor insurance – a provision is recognised based on the expected costs of claims related to motor accidents. The expected costs of claims is based on the advice of the Company's external insurance advisers and is determined on a claim by claim basis.

##### **1.13 Pensions**

###### **Defined contribution pension plan**

The Company operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the Company pays fixed contributions into a separate entity. Once the contributions have been paid the Company has no further payment obligations.

The contributions are recognised as an expense in the Statement of Comprehensive Income when they fall due. Amounts not paid are shown in accruals as a liability in the Statement of Financial Position. The assets of the plan are held separately from the Company in independently administered funds.

## **EAST CAMBS STREET SCENE LIMITED**

### **NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023**

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#### **1. Accounting policies (continued)**

##### **1.14 Taxation**

Current taxes are based on the results shown in the financial statements and are calculated according to local tax rules, using tax rates enacted or substantially enacted by the statement of financial position date.

Deferred tax is recognised in respect of all timing differences that have originated but not reversed at the statement of financial position.

##### **1.15 New IFRS standards and interpretations not yet adopted**

###### **New Standards, Interpretations and Amendments that are not yet effective and have not been adopted early**

The Company has adopted all of the new or amended Accounting Standards and Interpretations issued by the International Accounting Standards Board ('IASB') that are mandatory for the current reporting period.

The following new and revised Standards and Interpretations are relevant to the company but not yet effective for the year commencing 1 April 2022 and have not been applied in preparing these financial statements:

- IAS 1 Presentation of Financial Statements – classification of liabilities as current and non-current.
- IAS 1 Presentation of Financial Statements – disclosure of accounting policies
- IAS 8 Accounting Policies – definition of accounting estimates.

The Directors do not consider that the implementation of any of these new standards will have a material impact upon reported income or reported net assets.

##### **1.16 Key sources of estimation uncertainty**

The key assumptions about the future, and other key sources of estimation uncertainty at the reporting date that may have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year are detailed below.

###### **Useful lives of depreciable assets**

Estimates have been made in respect of useful economic lives of property, plant and equipment, which determine the amount of depreciation charged in profit or loss. Uncertainties in these estimates relate to the technological obsolescence that may change the utility of plant and machinery and could result in a material change to the amount of depreciation recognised. These estimates are reviewed annually at the reporting date based on the expected utility of the assets.

Further detail on useful life estimates is included in the accounting policy note 1.6.



**EAST CAMBS STREET SCENE LIMITED****NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023****2. Profit before tax is stated after charging**

	<b>2023</b>	<b>2022</b>
	£	£
Rent – licence fee	36,414	35,700
Depreciation	5,671	4,909
Auditors' remuneration	22,875	18,400
	<u>          </u>	<u>          </u>

**3. Employees and directors**

	<b>2023</b>	<b>2022</b>
	£	£
Wages and Salaries	1,823,177	1,517,079
Social security	181,301	126,474
Other pension costs	50,179	33,686
	<u>          </u>	<u>          </u>
	<u>2,054,657</u>	<u>1,677,239</u>

The average monthly number of employees during the year was as follows:

	<b>2023</b>	<b>2022</b>
Directors	3	3
Direct labour	56	56
Administration	7	6
	<u>          </u>	<u>          </u>
	<u>66</u>	<u>65</u>

**4. Directors' remuneration**

The Directors did not receive any remuneration from the Company as a result of their employment.

**5. Income tax**

	<b>2023</b>	<b>2022</b>
	£	£
<b>Corporation tax</b>		
Current tax on profit for the period	997	(220)
	<u>          </u>	<u>          </u>
Profit multiplied by the standard rate of corporation tax in the UK of 19%	-	1,498
Expenses not deductible for tax purposes, other than goodwill, amortisation and impairment	334	-
Depreciation in excess of capital allowances	663	-
Group relief	-	(1,498)
Loss carry back	-	220
	<u>          </u>	<u>          </u>
Tax expense	<u>997</u>	<u>(220)</u>

**EAST CAMBS STREET SCENE LIMITED****NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

6. Property, plant and equipment	Fixtures & Fittings	Plant & Machinery	Total
<b>Cost</b>			
As at 1 April 2022	4,456	37,418	41,874
Additions	11,159	-	11,159
Disposals	-	(34,165)	(34,165)
As at 31 March 2023	<u>15,615</u>	<u>3,253</u>	<u>18,868</u>
<b>Depreciation</b>			
As at 1 April 2022	(304)	(10,744)	(11,048)
Charge for the year	(994)	(4,677)	(5,671)
Disposals	-	14,947	14,947
As at 31 March 2023	<u>(1,298)</u>	<u>(474)</u>	<u>(1,772)</u>
<b>Net Book Value</b>			
As at 31 March 2023	<u>14,317</u>	<u>2,779</u>	<u>17,096</u>
As at 31 March 2022	<u>4,152</u>	<u>26,674</u>	<u>30,826</u>
<b>Cost</b>			
As at 1 April 2021	-	34,165	34,165
Additions	4,456	3,253	7,709
Disposals	-	-	-
As at 31 March 2022	<u>4,456</u>	<u>37,418</u>	<u>41,874</u>
<b>Depreciation</b>			
As at 1 April 2021	-	(6,139)	(6,139)
Charge for the year	(304)	(4,605)	(4,909)
Disposals	-	-	-
As at 31 March 2022	<u>(304)</u>	<u>(10,744)</u>	<u>(11,048)</u>
<b>Net Book Value</b>			
As at 31 March 2022	<u>4,152</u>	<u>26,674</u>	<u>30,826</u>
As at 31 March 2021	=	<u>28,026</u>	<u>28,026</u>

**EAST CAMBS STREET SCENE LIMITED****NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

7. Inventories	2023 £	2022 £
Fuel stock	12,162	12,166
Inventories recognised as an expense and included in cost of sales totalled £173,571 (2022: £114,452).		

8. Trade and other receivables	2023 £	Restated 2022 £
Trade receivables	27,720	2,861
Amounts owed by group entities	607,014	59,123
Prepayments and accrued income	30,601	116,875
Amounts due from insurers (see note 18)	144,000	-
	<u>809,335</u>	<u>178,859</u>

Due to the value owed by group entities relative to the overall balances of trade and other receivables the amounts due from group entities have been shown separately and the 2022 balance restated to properly reflect the comparatives.

9. Cash and cash equivalents	2023 £	2022 £
Cash at bank and in hand	549,616	363,863

**EAST CAMBS STREET SCENE LIMITED****NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023****10. Trade and other payables**

	2023 £	Restated 2022 £
<b>Current</b>		
Trade payables	223,671	46,161
Amounts owed to group entities	684,611	207,602
Other taxation and social security	148,278	98,539
Corporation tax	997	-
Other payables	8,844	7,084
Accruals and deferred income	161,765	209,289
	<u>1,228,166</u>	<u>568,675</u>

Due to the value owed to group entities relative to the overall balances of trade and other payables the amounts due from group entities have been shown separately and the 2022 balance restated to properly reflect the comparatives.

**11. Financial Instruments****Financial assets and liabilities**

The carrying value of the company's financial assets and liabilities as recognised at the year end of the years under review may also be categorised as follows:

	Financial assets at amortised cost £	Financial liabilities at amortised cost £	Total balance sheet heading £
<b>As 31 March 2022</b>			
Cash and cash equivalents	363,863	-	363,863
Trade receivables	2,861	-	2,861
Inter company receivables	59,123	-	59,123
Other receivables	116,875	-	116,875
Trade payables	-	(46,161)	(46,161)
Inter-company payables	-	(207,602)	(207,602)
Other payables - current	-	(216,373)	(216,373)
Total	<u>542,722</u>	<u>(470,136)</u>	<u>72,586</u>

**EAST CAMBS STREET SCENE LIMITED****NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023****11. Financial Instruments (continued)**

<b>As 31 March 2023</b>	<b>Financial assets at amortised cost £</b>	<b>Financial liabilities at amortised cost £</b>	<b>Total balance sheet heading £</b>
Cash and cash equivalents	549,616	-	549,616
Trade receivables	27,721	-	27,721
Inter-company receivables	607,014	-	607,014
Other receivables	30,603	-	30,603
Trade payables	-	(223,671)	(223,671)
Inter-company payables	-	(684,611)	(684,611)
Other payables - current	-	(170,608)	(170,608)
<b>Total</b>	<b>1,214,954</b>	<b>(1,078,890)</b>	<b>139,064</b>

**Financial risk management objectives and policies**

The company's financial risk management policy seeks to ensure that adequate financial resources are available for the development of the company's business whilst managing its risks. The company does not engage in speculative transactions or hedging transactions.

The company's principal financial instruments consist of cash and cash equivalents and loans. The main purpose of these financial instruments is to finance the company's operations. The company has other financial instruments such as trade receivables and trade payables that arise directly from its operations.

The directors have overall responsibility for the establishment and oversight of the company's risk management and they recognise that financial risk management is an area in which they may need to develop specific policies should the company become exposed to further financial risks as the business develops. The directors currently ensure that the company has sufficient cash and cash equivalents to ensure there is sufficient reserves to support the business operations. The exposure to other financial instruments are limited to those generated through the operations and borrowings.

The main risks arising from the company's financial instruments are credit risk, interest rate risk and liquidity risk. The Board have also considered currency and market risk but do not believe these to be significant. This note presents information about the company's exposure to each of the main risks. The Board reviews and agrees policies for managing each of these risks as and when they arise. Further quantitative disclosures are included throughout the financial information.

There have not been any material changes in respect of the exposure to financial risks during the periods presented.

**Credit risk**

The company's exposure to credit risk is limited to the carrying amount of cash deposits and trade and other receivables recognised at the year end of £1,214,954 (2022: £542,722). The risks associated with cash deposits are limited as the banks used are reputable. The principal credit risk therefore lies with trade receivables and in order to manage credit risk, limits are set for customers based upon a combination of payment history and third party credit references.

**EAST CAMBS STREET SCENE LIMITED****NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023****11. Financial Instruments (continued)**

The company held cash and cash equivalents of £549,616 at 31 March 2023 (2022: £363,863). The cash and cash equivalents are held at NatWest Bank which is rated A- to A at leading credit rating agencies and so the company considers these to have a low credit risk.

**Interest rate risk**

Interest rate risk is the risk that the value of financial assets will fluctuate due to changes in market interest rates. The company's income and operating cash flows and the value of its financial assets are largely independent of changes in market interest rates. Low levels of surplus funds are invested in short term secured deposit accounts such that the company is not unduly exposed to market interest rate fluctuations.

**Liquidity risk**

Liquidity risk is the risk that the company will not be able to meet its financial obligations as they fall due. The company's policy throughout the year has been to ensure that it has adequate liquidity to meet its liabilities when due by careful management of its working capital.

	Less than one year £	More than one year £	Total £
<b>2023</b>			
Trade and other payables	1,228,166	-	1,216,166

	Less than one year £	More than one year £	Total £
<b>2022</b>			
Trade and other payables	568,675	-	568,675

**Fair values**

The carrying amounts of all financial assets and liabilities of the company as disclosed in the notes to the financial information are approximately their fair values.

**Capital management**

The company's objectives when managing capital are to safeguard the company's ability to continue as a going concern in order to provide returns for shareholders, benefits for other stakeholders and to maintain an optimal capital structure to reduce the cost of capital with an appropriate level of leverage

for the size of the business so as to maintain investor, creditor and market confidence and to sustain future development of the business. In order to maintain or adjust the capital structure, the company may return capital to shareholders, issue new shares or sell assets to reduce debt.

**12. Share capital**

	2023 £	2022 £
<b>Share classified as equity</b>		
<b>Allotted, called up and fully paid</b>		
1 Ordinary share of £1	1 =	1 =

## EAST CAMBS STREET SCENE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

#### 13. Related Party Transactions

In line with paragraph 25 of IAS24, the company has taken advantage of the exemption from the requirement to disclose transactions with East Cambridgeshire District Council (ECDC) and connected companies due to the control exercised by ECDC by virtue of it being the only shareholder.

All of the income categorised under revenue from contracts derives from the contract the company has with ECDC.

#### 14. Details of Parent Undertaking

The Ultimate parent undertaking is East Cambridgeshire District Council, registered address The Grange, Nutholt Lane, Ely, Cambridgeshire, CB7 4EE.

#### 15. Note to the cash flow statement

	2023 £	2022 £
(Loss) profit after tax	(996)	8,105
Depreciation	5,671	4,909
Interest received	(-)	(3)
	<u>4,675</u>	<u>13,011</u>
Decrease in inventories	6	16,649
(Increase) in trade and other receivables	(630,476)	(24,329)
Increase in trade and other payables	659,490	186,885
Increase in provisions for liabilities	144,000	-
<b>Net cash outflow from operating activities</b>	<u><u>177,695</u></u>	<u><u>192,216</u></u>

#### 16. Reserves

The following is a description of each of the reserve accounts that comprise equity shareholders' funds:

Share capital                      The share capital comprises the issued ordinary shares of the company at par.

Retained earnings                Retained earnings comprise the company's cumulative accounting profits and losses since inception.

#### 17. Events after the reporting period

No matter or circumstance has arisen since 31 March 2023 that has significantly affected, or may significantly affect the Company's operations, the results of those operations, or the Company's state of affairs in future financial years.

**EAST CAMBS STREET SCENE LIMITED****NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023****18. Provisions for liabilities**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
	Third party Claims	Third party Claims
Carrying amount 1 April	-	-
Additional provisions	144,000	-
Carrying amount 31 March	<u>144,000</u>	<u>-</u>

A company vehicle was involved in an RTA during 2020/21 and the company has been subject to a third party claim.

The claim was against the company and another external party. The external party has accepted 80% of the costs of the claim.

The amounts provided by company are those relating to the company's expected outlay based on correspondence and advice from the company's insurers at the year end.

A corresponding asset has been included in note 8 as the claim is fully covered by the company's insurance providers.



**TITLE: EAST CAMBS STREET SCENE FINANCE REPORT**

Committee: Operational Services Committee

Date: 31 January 2024

Author: ECSS Director Commercial

Report: Y130

**1.0 ISSUE**

- 1.1. To receive an update on the current East Cambs Street Scene (ECSS) financial position.

**2.0 RECOMMENDATION(S)**

- 2.1. Members are requested to note the contents of this report.

**3.0 BACKGROUND/OPTIONS**

- 3.1. On 13 November 2023 Committee received a formal update on the net projected overspend for 2023/24. At the time of reporting ECSS was projecting a loss of £80,066 and this did not include the outcome of the upcoming NJC pay award which would increase the projected net overspend if it was above the 4% that was allocated in the budget. It was verbally reported that the NJC pay award was now agreed and the overspend would increase by approximately £70,000.
- 3.2. On 18 January 2024 the ECSS Board formally noted the Quarter 3 Management Accounts that show a projected net full year overspend of £165k.
- 3.3. It is important to note that the current net projected overspend is manageable within the cashflow of the Company, i.e. there is enough cash to accommodate the net overspend.
- 3.4. Since the last report to Committee on 1 November 2023 (Agenda Item 7) the main contributing factors to the projected increased overspend relate to the impact from the NJC Pay Award and the reduction in income from recycling materials. At the same meeting the ECSS Director Commercial committed to provide Members with outcome of the spend review.

**Spend Review**

- 3.5. During November and December 2023, the ECSS Director Commercial worked with the ECSS Finance Manager and other key management within ECSS to review the financial commitments, establish where savings could be achieved and consider the likelihood of the overspend continuing to increase during 2023/24.
- 3.6. This resulted in a line-by-line review of the budget.

**Eliminating the projected net loss**

- 3.7. The majority of expenses are made up of staff costs, vehicles costs and fuel costs. There is little remaining in the budget that would enable any meaningful savings

to be made that would bring the budget back into line and bring the company back into cost neutral position.

- 3.8. The ECSS Director Commercial considered whether any cessation of service would eliminate the projected losses. The only area where staff savings could be achieved in 2023/24 is agency staff. The projected spend on agency staff for the remainder of the year is £30,830 and as such would not achieve the level of saving needed to return to a neutral position and therefore there was insufficient cost benefit to support cessation of service.

### **Reducing and mitigating further increase of losses**

- 3.9. Opportunities to reduce and mitigate further increase to the losses were identified in the following areas: Agency costs, vehicle costs and increasing income.

#### **Agency Costs**

- 3.10. The budget was originally based on 2.5 agency staff being necessary in 2023/24. An average of 8.2 agency staff per week were utilised during the first two quarters and this reduced to 4.3 agency staff per week in the third quarter. This resulted in an overspend of £157k on agency staff.
- 3.11. The reduction in reliance on agency staff is a result of recruiting permanent staff and positive management action. A combination of clear direction, a new Operations Manager and a commitment to a positive working environment has led to increased staff morale, a more settled and stable workforce and reduced sickness level.
- 3.12. These matters combined have resulted in higher productive days and enabled management to be less reliant on agency workers. Being less reliant on agency workers is important, not just from a cost perspective but also from a service delivery perspective.
- 3.13. The quarter 2 management accounts (where the projected net loss was reported as £80k) an assumption of 5.8 was projected for the remainder of 2023/24. The budget now assumes 4.3 agency workers for the remainder of the year, and this is being kept under continuous review.

#### **Vehicle costs**

- 3.14. This is still under review and whilst significant savings will not be achieved in 2023/24, small savings have been identified and some have been implemented with others being considered.
- 3.15. One area of identified saving relates to the servicing of fleet not covered by the O'licence. The non-O'licence fleet has been moved from being serviced every 6 weeks to an annual service. This is the same approach taken by ECTC Grounds Maintenance.
- 3.16. Another area where small savings could be achieved, and possible in 2023/24 relates to the cost of paying an external company to attend daily for vehicles checks that could be delivered cheaper and more effectively. This is currently being reviewed and should conclude during February.

- 3.17. A review of the current ageing fleet is underway and will conclude shortly. The ECSS Management Team continue to discuss the state of the fleet, what needs replacing and when and most importantly to ensure that any replacement is not simply like for like but replaced to suit the needs of the service. Replacing the ageing fleet with new and fit-for-purpose vehicles will save on maintenance bills, hire fees and assist in more efficient service delivery. It is highly unlikely that any savings will be achieved in 2023/24.

#### **Increasing income**

- 3.18. ECSS has a small number of contracts (secured by the Council a number of years ago) that are being reviewed. This could potentially lead to a modest increase in income.
- 3.19. A review is being undertaken to establish what work is being done for customers who are not the District Council and whether any of this work should be charged for. This review will conclude during February 2024. ECSS Board will receive an update following the conclusion of the review. There will be no opportunity to deliver income resulting from this review in 2023/24.
- 3.20. Additional income from scrapping the old vehicles was higher than anticipated and this was due to extensive market research to achieve best return.

#### **4.0 ARGUMENTS/CONCLUSION(S)**

- 4.1. As identified above the current net projected 2023/24 overspend is £165k. The ECSS Director Commercial is confident that costs within ECSS control should not contribute to an overspend above this level. That said, there are two main costs elements that are outside of ECSS control; fuel and income from recycling and no assurances are given in these two areas as they could increase the overspend further. Conversely, fuel cost could decrease and recycling income could increase which would reduce the net projected overspend.
- 4.2. ECSS is faced with two options; Option 1- increase 2023/24 management fee and Option 2- roll forward the loss into 2024/25 and request an increase in the 2024/25 management fee to recover the loss.
- 4.3. In either Option 1 or Option 2 the Council will need to make a decision on 20 February 2024. The Director Finance has indicated, subject to Council approval, that the preference would be for Option 1 as this would enable both parties to deal with the matter 'cleanly' in the accounting year.
- 4.4. On 18 January 2024 Board resolved to instruct the ECSS Finance Manager to formally write to the Council's Director Finance and request an increase in the 2023/24 Management Fee of up to £200,000.

- 4.5. This request will be formally considered by the Council on 20 February 2024.

#### **5.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT**

- 5.1. The financial implications are identified in 4.1 to 4.5 of this report.
- 5.2. Equality Impact Assessment (EIA) not required.

5.3. Carbon Impact Assessment (CIA) not required.

**6.0 APPENDICES**

None

Background Documents:

Operational Services Committee- Agenda Item 7- ECSS Finance Report

**TITLE: QUARTER 3 2023/24 PERFORMANCE REPORT FOR THE WASTE AND STREET CLEANSING SERVICES**

Committee: Operational Services Committee

Date: 31 January 2024

Author: Waste Development and Support Manager (ECSS)

Report No: Y131

Contact Officer: Catherine Sutherland

[Catherine.sutherland@eastcambsstreetscene.co.uk](mailto:Catherine.sutherland@eastcambsstreetscene.co.uk), 01353 616262

ECSS Depot, Littleport

**1.0 ISSUE**

- 1.1. To provide Members with the Quarter 3 performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS).

**2.0 RECOMMENDATION(S)**

- 2.1. Members are requested to note the contents of this report.

**3.0 BACKGROUND/OPTIONS**

- 3.1. Waste collection, recycling and street cleansing are all services provided by East Cambs Street Scene Ltd. The trading company was set up on April 1st 2018.
- 3.2. The Council continues to operate these services through ECSS and is committed to provide high levels of performance and service delivery, delivering best value for money under the Memorandum of Agreement and through the Service Delivery Plan.
- 3.3. Key Performance Indicators of the service provided by ECSS ensure performance levels are managed and monitored.
- 3.4. The Key Performance Indicators (KPIs) were changed in April 2023 following approval by Members of both the Operational Service Committee and ECSS Board through the 2023/24 ECSS Business Plan. This was to give stakeholders a more accurate and clearer record of the performance of the service.
- 3.5. Members of the Board will note an improving performance of the waste collection service. The performance of the street cleansing service is improving.

**4.0 PERFORMANCE UPDATE(S)**

- 4.1. The tables below highlight the performance for quarter 3 against the KPIs highlighted within the business plan:

## Health and safety – staff welfare

Description of Key Performance Indicator	KPI	Q1	Q2	Q3
ECSS Accident Incident (AIR) score	4%	5%	1.52%	1.96%
No. reported monthly near misses	10 or more	2	0	2
Percentage of productive days	94% (sickness absence 6%)	93%	93%	96%

## Waste Collection

Description of Key Performance Indicator	KPI	Q1	Q2	Q3
Refuse – Average no. of missed bins per 100,000 bins collected	15	57	45	42
Recycling – Average no. of missed bins per 100,000 bins collected	30	77	86	76
Green – Average no. of missed bins per 100,000 bins collected	30	98	87	81
No. of monthly service complaints	3	4 Average	5 Average	5 Average
No. of monthly service compliments	No target	0.3 Average	0.3 Average	1 Average

## Street Cleansing

Description of Key Performance Indicator	KPI	Q1	Q2	Q3
Average monthly clean streets graded A on random inspection	95%	41%	75%	77%
No. streets graded C or below for litter on random inspection	1%	8%	0%	0%
No. reported fly tips per month	No target	150	128	187
No. reported incidents of graffiti per month	No target	15	3	5
Removal of offensive graffiti within 1 working day	98%	0%	0%	N/A (none reported)
Removal of fly tipped waste within 2 working days	98%	59%	73%	75%
No. overflowing litter bins reported per 100 bins emptied	3	0.30	0.91	0.36

No. overflowing dog bins reported per 100 bins emptied	1	2	3.91	1.77
No. of monthly service complaints	3	Average 4	0	0
No. of monthly service compliments	No target	1	0	0.33 Average

### Communication, Education and Promotion

Description of Key Performance Indicator	KPI	Q1	Q2	Q3
Increase in social media presence	Increase by 5%	27%	26%	9%
School or Community groups engaged with	10 PA	0	0%	1
Number of local events attended	10 PA	1	6	2
Recycling rate	60% (annual)	50.2% (Q4 22-23)	60.8% (Q1)	58.6% (Q2)
Overall waste tonnage reduction	1% (annual)	6%	+23%	TBC -

Appendix 1 is a visual summary of the service performance and is referred to by slide number in the following section.

## 5.0 **COMMENTARY ON PERFORMANCE**

### 5.1. **Health and safety – staff welfare**

Slide 1: There were four reported incidents and accidents. Two were a result of operative's misjudgement and some retraining has taken place. One was a needlestick injury from a black bag collection and the operative received medical attention.

A near miss was reported and the hazard / associated risk (locked wheels on a large metal bin) removed.

Slide 2: ECSS further improved its productive day indicator (96% v 94% in Q2). Both long and short term sickness has significantly reduced from last quarter due to the close management of absence and monitoring of triggers.

### 5.2. **Waste and recycling collections**

Slide 3: The number of missed collections continues to decrease, and ECSS has achieved the lowest number recorded for a quarter in at least three years. Just under 0.05% of the district's bins were missed this quarter. The new KPI of 30 missed bins per 100,000 on recycling and green waste and 15 per 100,000 on refuse has been underachieved but this is expected to improve through the full integration of the digital system.

### 5.3. **Street Cleansing KPIs**

Slide 4: The graph on the left shows the quality of the cleansing work. Cleansed roads found to be under the required standard are revisited. It is also flagged to the crew who initially carried out the work to identify why a grade A was not achieved.

The graph on the right shows the number of random streets inspected (irrespective of cleansing activity) that has a level of litter graded 'C' or below. Long term, ECSS aims to ensure that nowhere in the district falls below a grade C for litter, with the aim to use the data and data systems to proactively deploy resources to improve localised service delivery.

Slide 5 shows the number of reported instances of graffiti. Of the five reported instances, none were offensive.

Slide 6 shows that the number of reported fly tips increased, and that ECSS cleared 75% of them within the response time.

Slide 7 shows that the KPI of no more than 3 reported overflowing litter bins was overachieved. ECSS underachieved the KPI of 1 overflowing dog bin. All overflowing bins were emptied.

### 5.4. **Project Street Smart**

Appendix 2 contains the project's Highlight Report.

### 5.5. **Recycling rate and waste tonnage reduction**

As previously highlighted, the recycling performance figure is reported one quarter in arrears. Slide 9 shows the quarter 2 (2023-24) performance (58.9% recycling rate).

### 5.6. **Communications, Education and Promotion**

The Development Team attended two events this quarter: Ely Apple Day and Harvest Fair, and Swaffham Bulbeck's Earth Fair. In the next quarter we are planning to attend Ely Library's Eco-Fair.

The RECAP FightFoodWaste challenge and the reusable wipes trial continued. For the FightFoodWaste challenge, a total of 28 residents from East Cambridgeshire signed up to the food waste challenge out of 200 that were directly written to (it was also advertised on ECDC, ECSS' and the RECAP partnership's Facebook pages). The challenge was due to end in December, it has been extended for a further 6 months.

The Love Your Street Campaign is due to launch in February with a school competition to design livery for the new recycling vehicles. They will be asked for what they think a clean and tidy street looks like to them.

The number of Facebook followers for the East Cambs Recycles page increased by 9% and now has 170 followers. The page has been promoting the above



campaigns as well as seasonal recycling messages from partners and service messages re collection dates.

5.7 **Other**

The annual delivery of black sacks was completed during quarter 3.

6.0 **FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT**

6.1 There are no additional financial implications arising from this report.

6.2 Equality Impact Assessment (EIA) not required.

6.3 Carbon Impact Assessment (CIA) not required.

7.0 **APPENDICES**

Appendix 1 Slide deck - Performance Dashboard.

Appendix 2 Project Street Smart highlight report.

Background Documents:

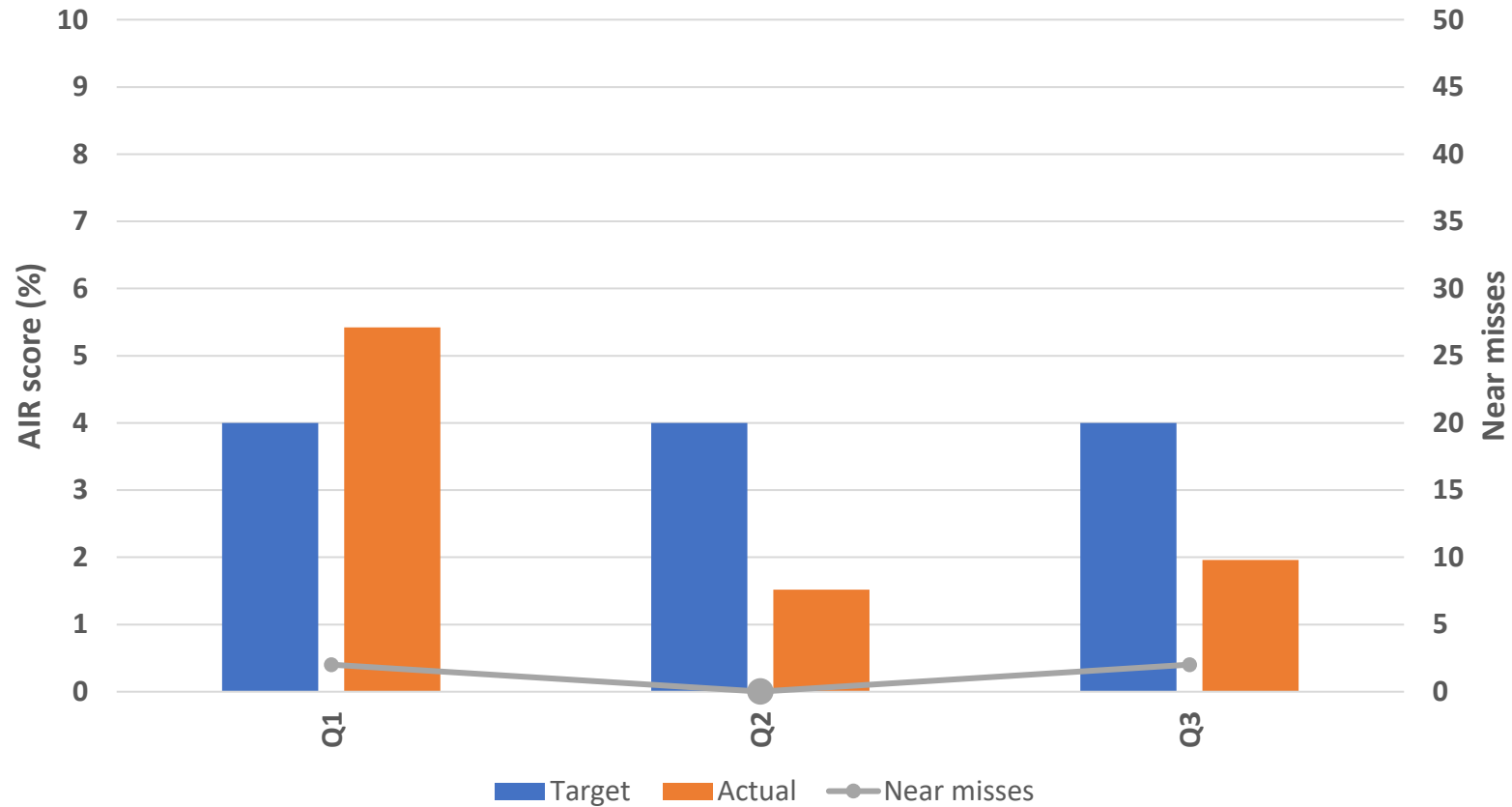
None





# Health and Safety – staff welfare

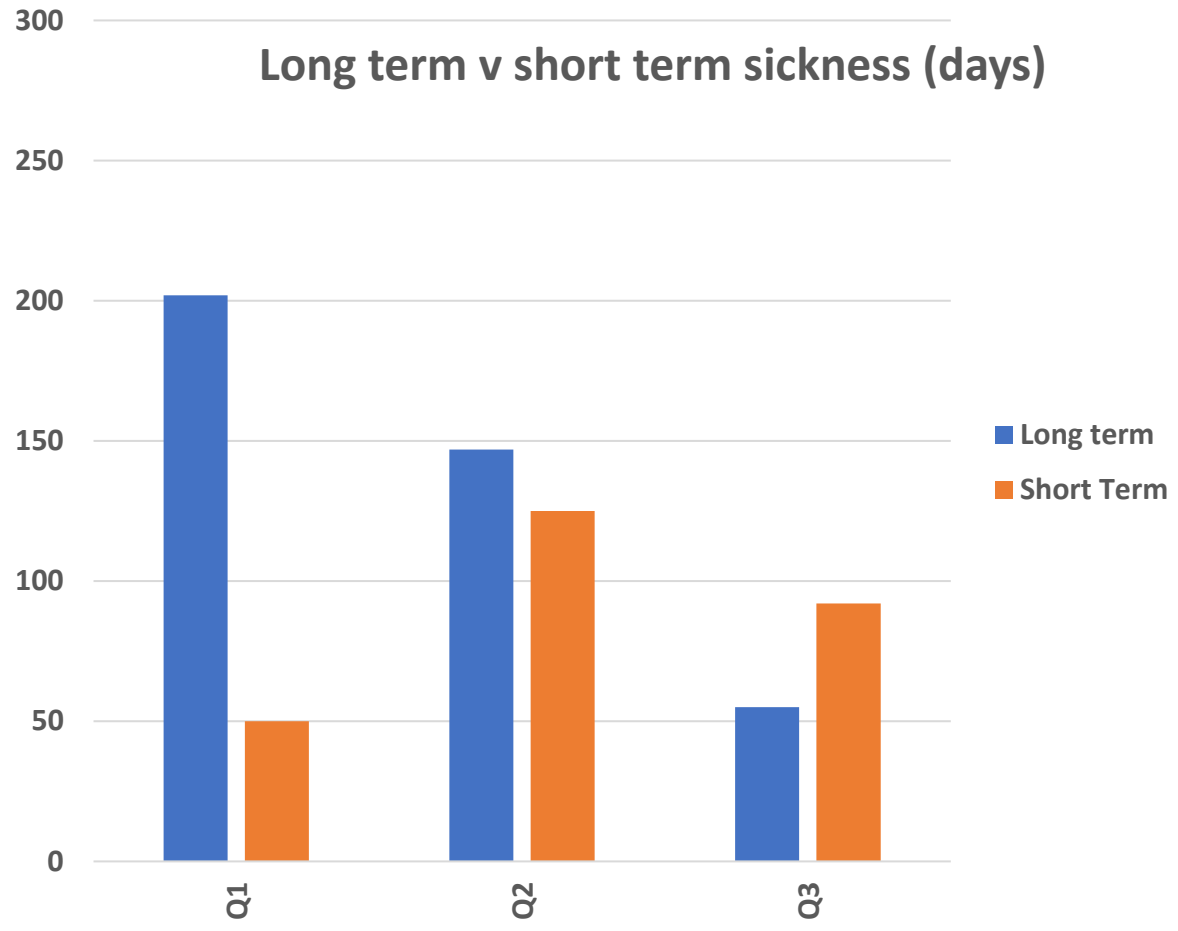
## Accident Incident Score, near misses





# Health and safety – staff welfare

## Staff sickness



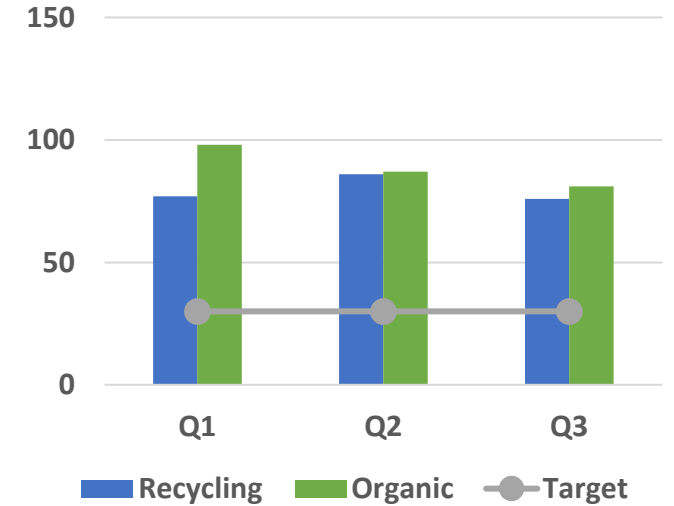


## Cleaner, Greener East Cambridgeshire

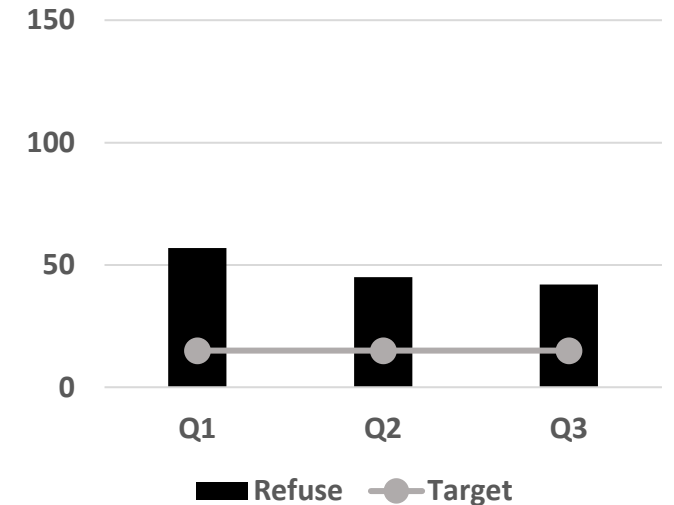
Keep the environment of East Cambridgeshire, clean and presentable



### Missed bins per 100,000



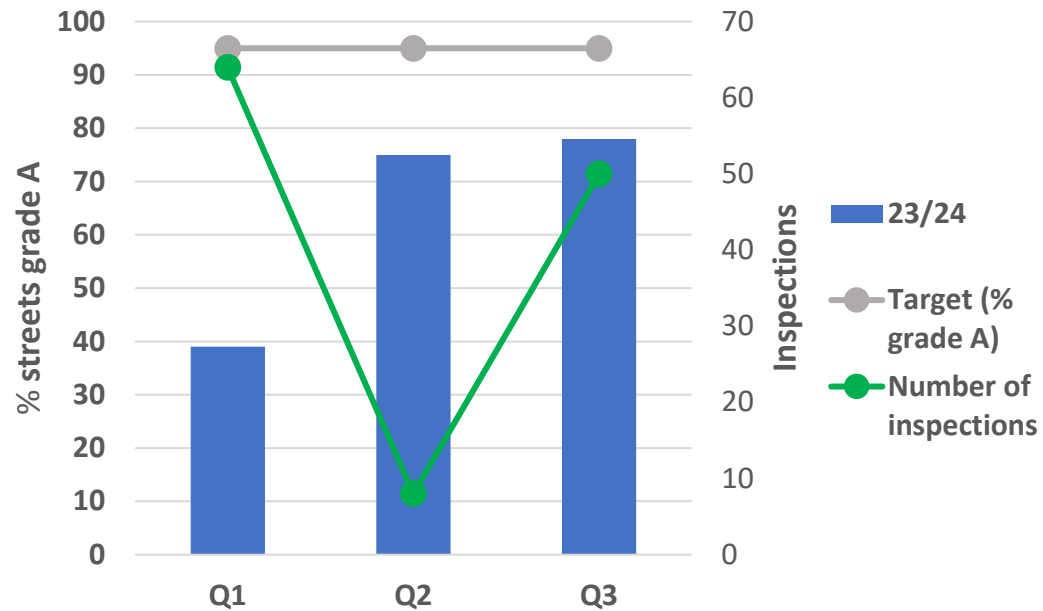
### Missed bags per 100,000



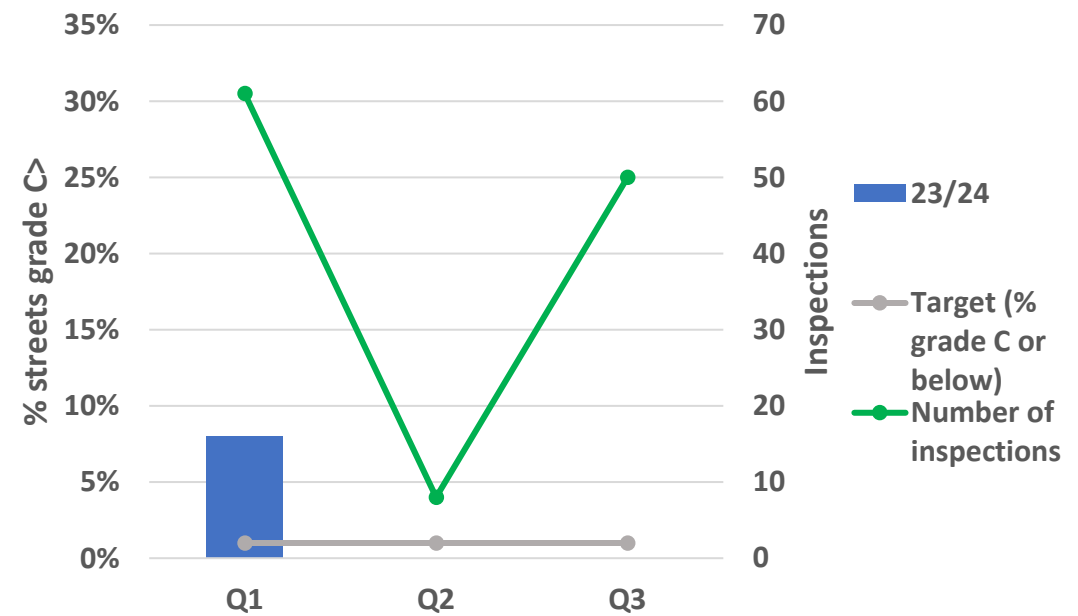
# Cleaner, Greener East Cambridgeshire

Keep the environment of East Cambridgeshire, clean and presentable

Average monthly clean streets graded A on random inspection



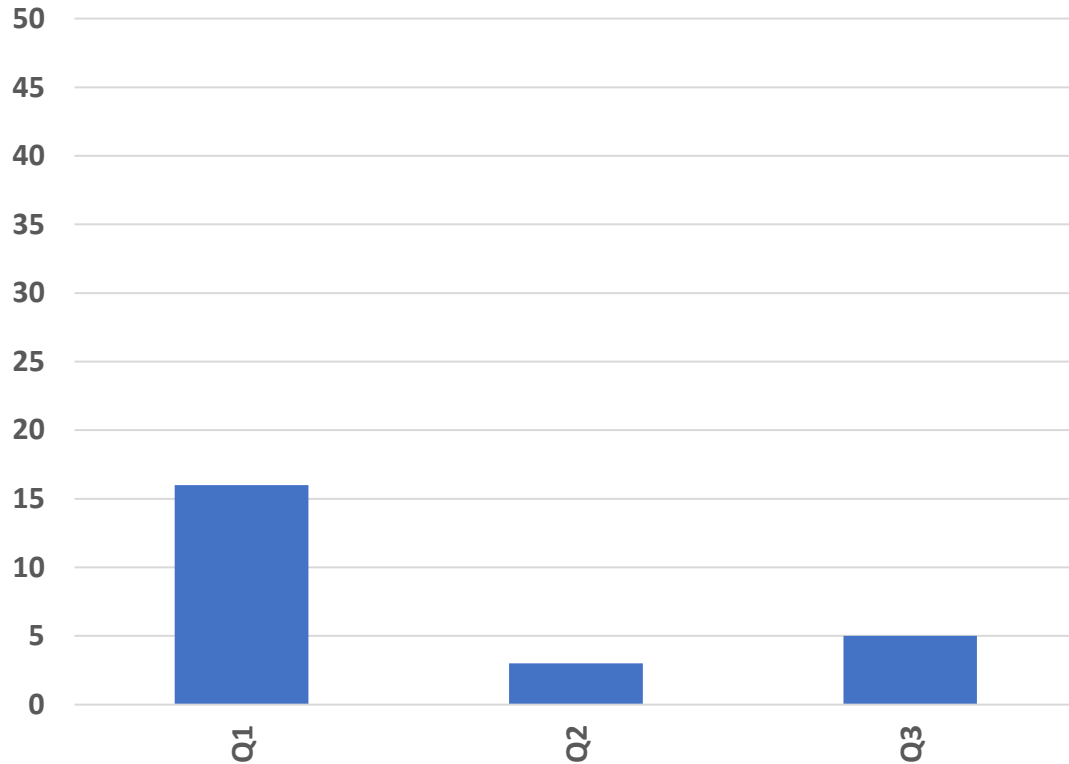
No. of streets graded C or below for litter on random inspection



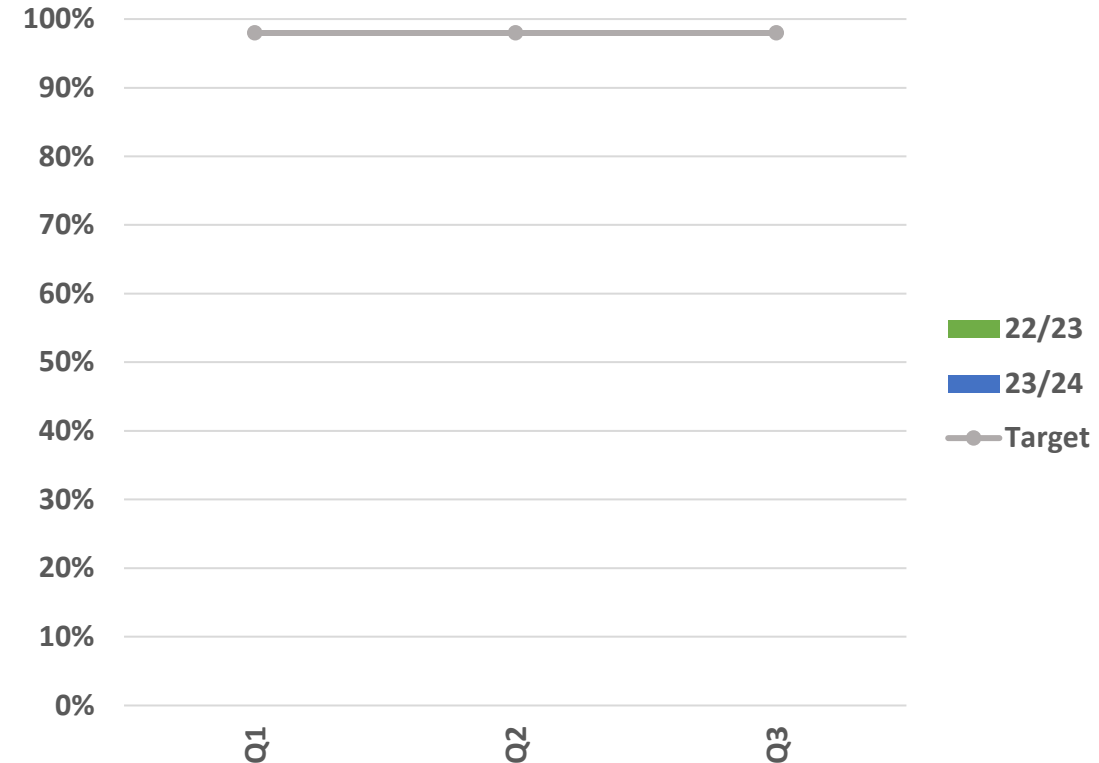
## Cleaner, Greener East Cambridgeshire

Maintain a clean and presentable environment by removing graffiti and fly tipped waste from the district

No. reported incidents of all graffiti per month



Successful removal of offensive graffiti within 1 working day

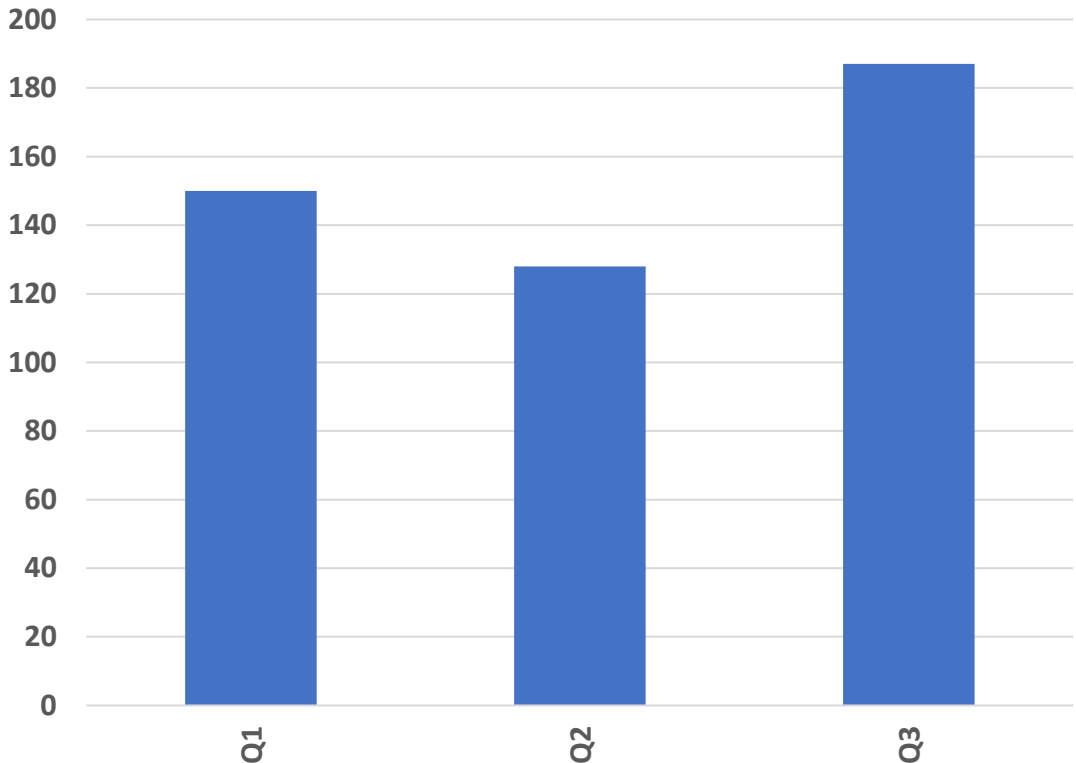




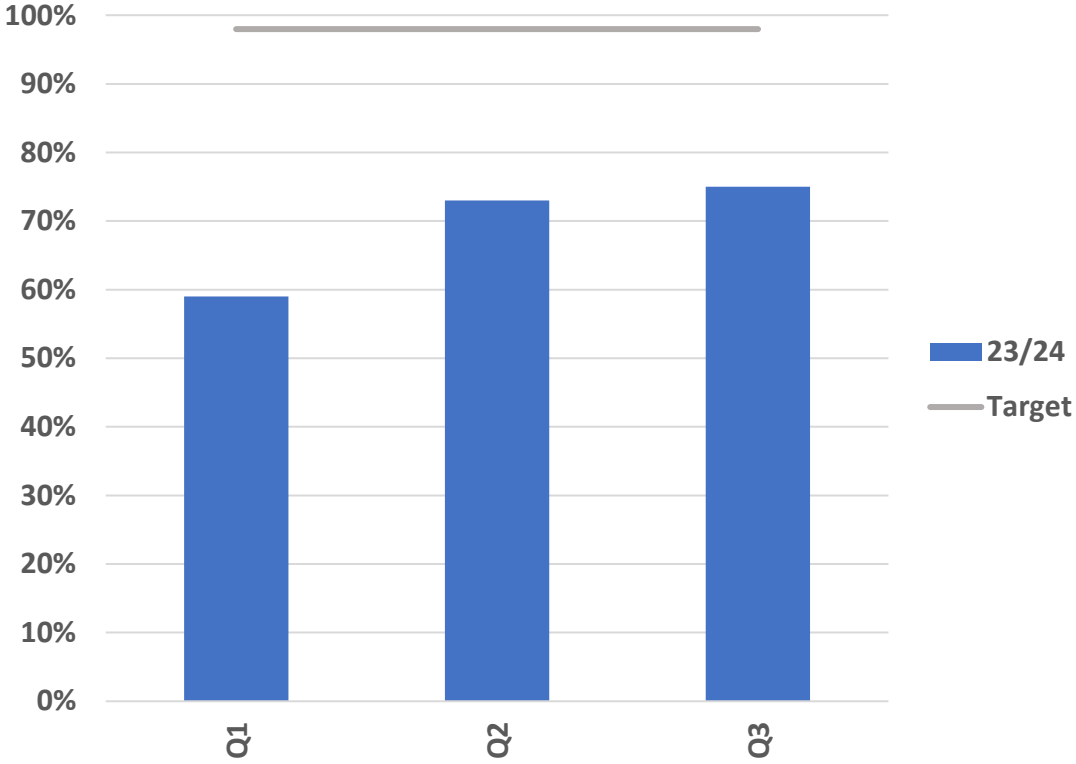
# Cleaner, Greener East Cambridgeshire

Maintain a clean and presentable environment by removing graffiti and fly tipped waste from the district

No. reported incidents of fly tips per month



Successful removal of fly tips within 2 working days



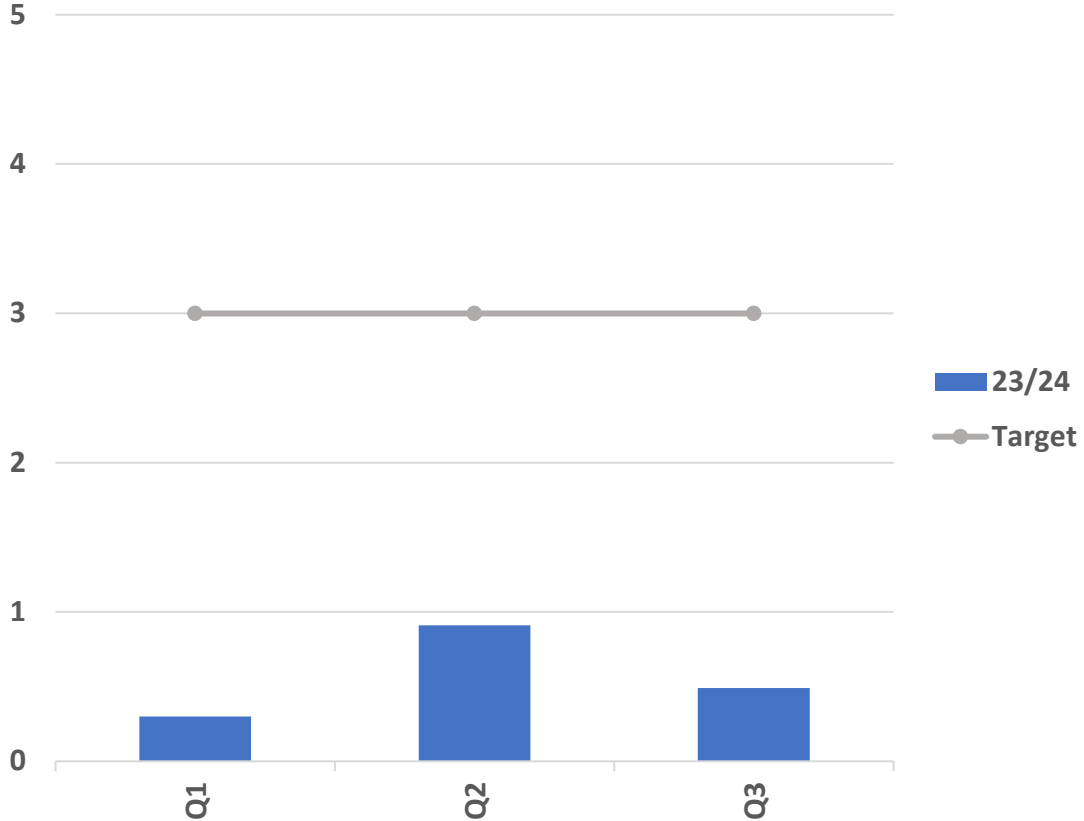




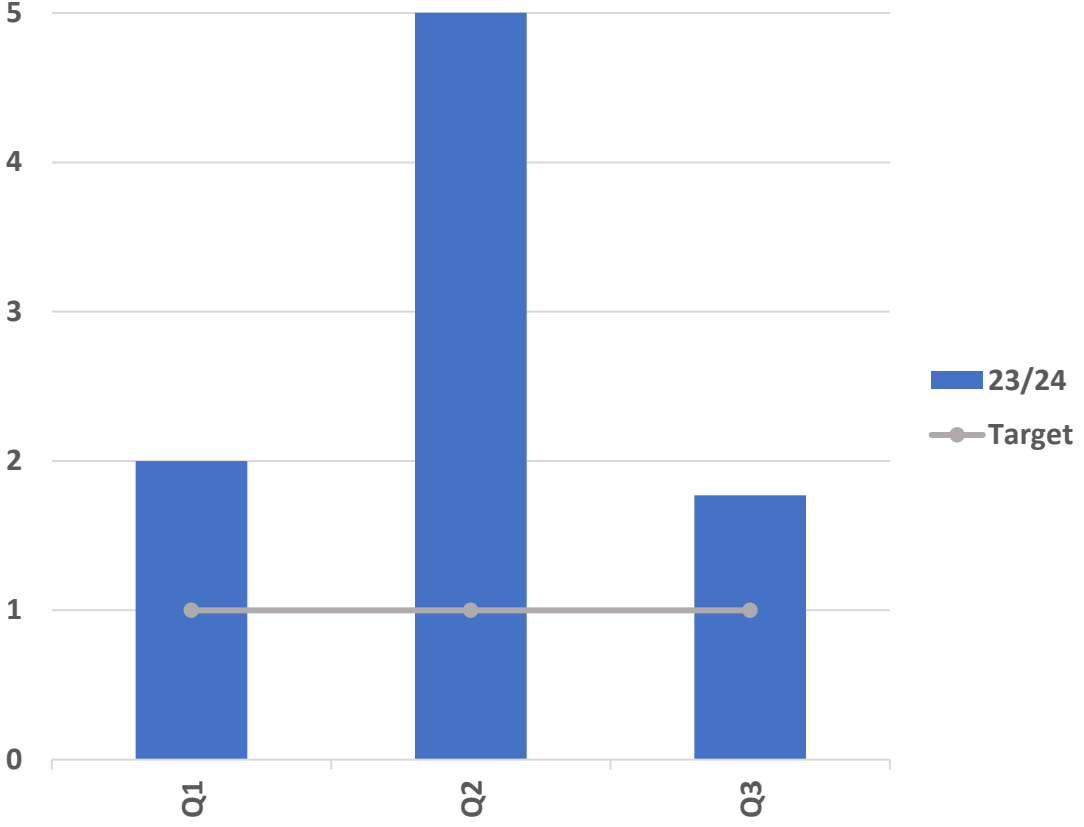
# Cleaner, Greener East Cambridgeshire

## *Overflowing street bins (per 100 bins)*

Litter bins



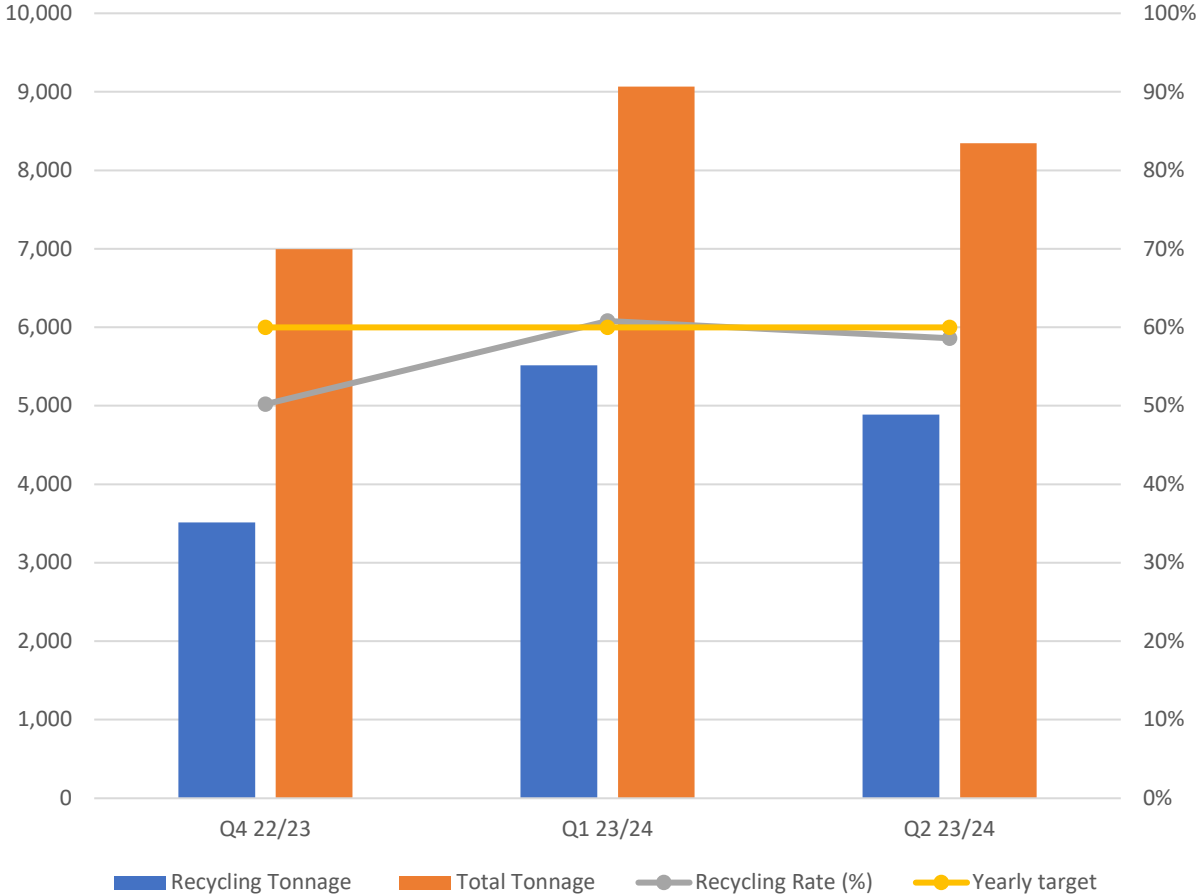
Dog bins






# Cleaner, Greener East Cambridgeshire

Reduce waste sent to landfill wherever possible, maximising the district's recycling rate:



## Highlight Report

January 2024

<b>Project Name</b>	Street Smart	<b>Programme</b>	East Cambs Street Scene	
<b>Project Manager</b>	Catherine Sutherland	<b>Project Executive</b>	Emma Grima	

**Purpose: To provide a progress update on the project**

**Period Covered: Q3 October - December 23-24**

### Overall Project Status

G

Most significant project milestones have either been completed or are on track: New vehicles are in use, one is using HVO. A new Customer Operations and Support Administrator in place and a fleet replacement proposal for street cleansing has been produced.

The depot refurbishment is close to completion with just the shower and main hallway to be completed. The internal communication plan is to be completed.

### Budget Status

N/A

There is no specific budget for the project, but at each Board / Committee ECSS will provide a budget health check for the service.

### Schedule Status

O

Some activities have been delayed but should not impact on the delivery of the project:

- The internal communications plan (including staff health and wellbeing survey) is still in development.

### Work Completed

G

- New RCV fleet delivered and in use (green waste and recycling).
- Additional Customer Operations and Support Administrator in post.
- Street cleansing review completed (presented to Board at January meeting).
- HVO is now being trialled in one vehicle and plan to extend to rest of recycling and green fleet being investigated.

### Risks and Issues

O

The integration of the new digital incab system (Bartec) has been more complex than expected. It is being addressed by working closely with the provider of the Council's Customer Relationship Management system.

### Forward Plan

G

Next Period Milestones

- Bartec fully launched including full integration with the Council's Customer Relationship Management System.
- Completion of Depot Infrastructure improvements.



**TITLE: BUDGET MONITORING REPORT**

Committee: Operational Services Committee

Date: 31 January 2024

Author: Director, Finance

Report No: Y132

Contact Officer: Ian Smith, Director, Finance, (01353) 616470  
[ian.smith@eastcambs.gov.uk](mailto:ian.smith@eastcambs.gov.uk) Room 104, The Grange, Ely

**1.0 ISSUE**

1.1 This report provides Members with details of the financial position for services under the Operational Services Committee.

**2.0 RECOMMENDATION(S)**

2.1 Members are requested to note that Committee is currently projecting a £547,000 yearend overspend on revenue, when compared to its approved budget of £6,904,891.

2.2 Members are further requested to note that the Committee has a projected capital programme outturn of £3,775,147. This is an underspend of £1,862,666 when compared to its revised budget.

**3.0 BACKGROUND/OPTIONS**

3.1 Under Financial Regulations each policy committee is required to consider projections of financial performance against both its revenue and capital budget on a quarterly basis.

3.1. This is the third quarterly report for the 2023/24 financial year and details actual expenditure incurred and income received as of 31<sup>st</sup> December 2023 and the current projection as to the year-end position.

**Revenue**

3.2. The revenue budget for each service that falls under the stewardship of this Committee has been reviewed with appendix 1 detailing the current variance and forecast outturn for each service line.

3.3. The significant variances of actual spend compared to profiled budgeted spend at the end of December, where no variance is forecast for yearend, are detailed in the table on the next page:

<b>Service</b>	<b>Variance £</b>	<b>Explanation</b>
Community Infrastructure Levy (CIL)	(£2,736,323)	CIL transactions are treated as a revenue income or expense during the year, but any balance on the account at yearend is transferred to reserve.
Community Projects & Grants	£75,077	Expenditure in relation to Section 106 income will be reconciled at the end of the financial year.
Health – Admin & Misc.	(£117,399)	External grants had been rolled forward into 2023/24. As they are ringfenced they will be rolled forward into 2024/25 if still unspent.
IT	£133,473	Payments for software and hardware have been made in advance to get better prices, these pre-payments will be rolled forward into 2024/25. Some expenditure will also be covered from reserve.
Licensing	(£93,175)	Income has been received from taxi companies in relation to three-year licences, some of this will be rolled forward at yearend, so it is accounted for in the correct financial year.

- 3.4. The net revenue expenditure for this Committee at yearend is forecast to be £7,451,891. This reflects a forecast £547,000 overspend when compared to the approved budget. This is the combination of five forecast variations on service lines, as detailed in the table below.

<b>Service</b>	<b>Forecast Outturn Variance £</b>	<b>Explanation</b>
Building Control	£30,000	The budget position has been affected by reduced activity on transitional applications, less schools work due to movement of funding to national RACC initiative and the overall decline in planning application plus the continued cost of living implications. All contributing to the overspend detailed.

Environmental Issues	£32,000	This represents our share of the expected costs to procure a new Materials Recycling Facility (MRF) contract from September 2024.
Homelessness	(£50,000)	Unspent external grants from DLUHC and the County Council have been rolled forward with further grant also received in 2023/24. Some staff time has been diverted to work on these projects resulting in an underspend in the main staff budget.
Planning	£500,000	At the end of December 2023 the fee income position has not demonstrably improved despite the introduction of national increases in fee levels from 6 <sup>th</sup> December 2023. It is likely that the effect of the uplift in fees will improve the position in quarter four, but the underlying level of activity in construction, planning and particularly small to medium size house building is still subdued due to the macro-economic picture. On this basis we can estimate a fee income shortfall compared to budget of approximately £500,000 which is now worse than the shortfall estimated at £400,000 at the end of quarter two. The Planning Service is introducing cost saving measures, starting with the cessation of a full-time agency planner contract at the end of 2023; less use of consultants, unless funded by developers and introducing more efficient ways of determining planning applications to generate more fee income on repeat applications.
Travellers	£35,000	Rental income is down against the budget. The budget has been revised for 2024/25 to reflect this position.

Refuse Recycling / Refuse Collection / Street Cleansing	£0	ECSS is currently forecasting a yearend overspend of £165,000, this at the end of the third quarter. No formal request has been made by the ECSS Board for additional management fee and indeed, they have been asked to find mitigating actions to come in on budget at yearend, but this figure is reported for information.
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## Capital

- 3.5 The revised capital budget for Operational Services stands at £5,637,813; including £956,307 of slippage brought forward from 2022/23 and a reduction of £5,793 on Disability Facilities Grant spend, where the capital element of the grant received from the County Council is lower than predicted in the budget.
- 3.6 The forecast outturn position for Committee is £3,775,147, an underspend of £1,862,666. The main elements of the underspend are in relation to:
- The purchase of Waste vehicles where the price agreed for the ten refuse collection vehicles is lower than that included in the budget. See report to Committee on the 27<sup>th</sup> March 2023. While this underspend is reported at this point, there remains the potential that some of this may be utilised following a review of small fleet requirements within ECSS.
  - The purchase of Waste bins, £1,000,000 was built into the budget as a contingency if the Government's Strategic Waste Review progressed. While the Waste Review is now progressing, timelines are far from clear, but this will not now be spent in 2023/24 and will instead be carried forward into 2024/25.

## 4 ARGUMENTS/CONCLUSION(S)

- 4.1 The current forecast is that the Committee's net revenue position will be an overspend of £547,000 at the end of the financial year.

## 5 FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT

- 5.1 There are no additional financial implications arising from this report other than those detailed above.
- 5.2 An equality Impact Assessment (INRA) is not required.
- 5.3 A Carbon Impact Assessment (CIA) is not required.

## 6 APPENDICES

Appendix 1 – Revenue budget monitoring report – 31<sup>st</sup> December 2023.

Appendix 2 – Capital budget monitoring report – 31<sup>st</sup> December 2023.

Background Documents: Council Budget approved by Full Council on the 21<sup>st</sup> February 2023



OPERATIONAL SERVICES COMMITTEE BUDGET MONITORING REPORT - DECEMBER 2023							
Revenue	Total Budget 2023-24	Profiled Budget to 31 December 2023	Actual to 31 December 2023	Variance	Forecast Outturn	Variance between Total Budget & Projected Outturn	Variance between Total Budget & Projected Outturn September 2023
	£	£	£	£	£	£	£
Building Regulations	36,736	10,882	45,942	35,060	66,736	30,000	15,000
CIL	--	9,500	(2,726,823)	(2,736,323)	--		
Civic Amenities Act	--	--	--	--	--		
Climate Change	100,000	75,000	66,745	(8,255)	100,000		
Community Projects & Grants	193,482	121,327	196,404	75,077	193,482		
Community Safety	62,133	83,726	92,776	9,050	62,133		
Cons.Area & Listed Buildings	69,861	52,396	53,433	1,037	69,861		
Customer Services	543,885	421,978	418,960	(3,018)	543,885		(5,000)
Dog Warden Scheme	43,226	32,486	34,588	2,102	43,226		
Ely Markets	--	--	--	--	--		
Emergency Planning	30,024	1,187	10,444	9,257	30,024		
Environmental Issues	147,961	90,541	86,063	(4,478)	179,961	32,000	32,000
Health - Admin. & Misc.	529,805	384,387	266,988	(117,399)	529,805		
Homelessness	247,158	129,255	(1,543,720)	(1,672,975)	197,158	(50,000)	(50,000)
IT	1,011,782	828,100	961,573	133,473	1,011,782		
Leisure Centre	(301,550)	7,155	7,913	758	(301,550)		
Licencing	19,067	13,775	(79,400)	(93,175)	19,067		
Marketing & Grants	42,192	26,000	23,137	(2,863)	42,192		
Neighbourhood Panels	1,500	1,125	1,018	(107)	1,500		
Nuisance Investigation	103,673	77,755	79,009	1,254	103,673		
Pest Control	11,033	8,275	7,163	(1,112)	11,033		
Planning	253,594	168,689	689,261	520,572	753,594	500,000	400,000
Public Relations	109,883	82,412	87,063	4,651	109,883		
Refuse Recycling	1,276,987	957,740	957,740	--	1,276,987		
Refuse Collection	1,497,443	1,123,082	1,113,138	(9,944)	1,497,443		
Street Cleansing	876,471	657,353	657,353	--	876,471		
Street Naming & Numbering	16,704	12,528	2,593	(9,935)	16,704		
Travellers Sites	(18,159)	(49,757)	12,918	62,675	16,841	35,000	15,000
<b>Revenue Total</b>	<b>6,904,891</b>	<b>5,326,897</b>	<b>1,522,279</b>	<b>(3,804,618)</b>	<b>7,451,891</b>	<b>547,000</b>	<b>407,000</b>

**CAPITAL BUDGET MONITORING 2023/24**

<b>Capital</b>	<b>Published Budget 2023-24 £</b>	<b>Slippage from 2022-23 £</b>	<b>Approved Additions £</b>	<b>Revised Budget 2023-24 £</b>	<b>Actual at 31st December 2023 £</b>	<b>Forecast Outturn £</b>	<b>Variance between Revised Budget &amp; Forecast £</b>
<b>OPERATIONAL SERVICES</b>							
Conservation Area Schemes - 2nd round		27,506		<b>27,506</b>		27,506	0
Refuse & Cleansing Vehicles	2,775,000			<b>2,775,000</b>	1,931,148	1,912,334	(862,666)
Waste - Wheelied Bins	1,040,000			<b>1,040,000</b>	33,558	40,000	(1,000,000)
Mandatory Disabled Facilities Grants	697,299	928,801	(5,793)	<b>1,620,307</b>	456,149	1,620,307	0
Empty Properties, Discretionary DFGs, Minor Works, Home Repair Asst.	75,000			<b>75,000</b>	54,212	75,000	0
Vehicle Etc. Replacements	100,000			<b>100,000</b>	70,006	100,000	0
Leisure Centre				<b>0</b>	(18,038)	0	0
<b>Total</b>	<b>4,687,299</b>	<b>956,307</b>	<b>(5,793)</b>	<b>5,637,813</b>	<b>2,527,035</b>	<b>3,775,147</b>	<b>(1,862,666)</b>

<b>SOURCES OF FINANCING</b>	<b>Published Budget 2023-24 £</b>	<b>Slippage from 2022-23 £</b>	<b>Approved Additions £</b>	<b>Revised Budget 2023-24 £</b>	<b>Variances £</b>	<b>Forecast Outturn £</b>
<b>Operational Services</b>						
Grants / Contributions (DFG)	608,471	404,111	(5,793)	1,006,789		1,006,789
Capital Receipts	203,828	552,196		756,024	0	756,024
Borrowing	3,775,000	0		3,775,000	(2,662,666)	1,112,334
Section 106 / CIL	100,000	0		100,000	800,000	900,000
<b>Capital Funding Total</b>	<b>4,687,299</b>	<b>956,307</b>	<b>(5,793)</b>	<b>5,637,813</b>	<b>(1,862,666)</b>	<b>3,775,147</b>

**TITLE: EAST CAMBRIDGESHIRE COMMUNITY SAFETY PARTNERSHIP (ECCSP) UPDATE**

Committee: Operational Services Committee

Date: 31 January 2024

Author: Neighbourhood and Community Safety Officer

Report No: Y133

Contact Officer:

Emma Graves, Neighbourhood and Community Safety Officer

[Emma.graves@eastcambs.gov.uk](mailto:Emma.graves@eastcambs.gov.uk), 01353 616326, Room No. 021 The Grange, Ely

### **1.0 ISSUE**

1.1. To receive a progress update from the Chair and Vice Chair of the ECCSP.

### **2.0 RECOMMENDATION(S)**

2.1. To note the report at Appendix 1 from the Chair and Vice Chair of the ECCSP.

### **3.0 BACKGROUND/OPTIONS**

3.1. Community safety partnerships (CSPs) are made up of representatives from the 'responsible authorities' which are the police, fire and rescue authorities, probation service, local authorities, and health. The responsible authorities work together to protect their local communities from crime and to help people feel safer. They work out how to deal with local issues like antisocial behaviour, drug or alcohol misuse and reoffending.

3.2. CSPs are scrutinised by crime and disorder overview and scrutiny committees. Under the 2006 Police and Justice Act, councils are under an obligation to allocate this function to one of their committees.

3.3. ECDC's Operational Services Committee is the scrutiny committee for the ECCSP.

3.4. The ECCSP Terms of Reference requires that either the Chair or Vice Chair of the ECCSP provides an update to Operational Service Committee twice a year, for scrutiny purposes.

### **4.0 ARGUMENTS/CONCLUSION(S)**

4.1. The ECCSP's Chair and Vice Chair have prepared the report at Appendix 1.

### **5.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT**

5.1. There are no additional financial implications arising from this report.

5.2. Equality Impact Assessment (EIA) not required.

5.3. Carbon Impact Assessment (CIA) not required.

**6.0 APPENDICES**

Appendix 1 – Chair/Vice Chair’s update report.

Background Documents:

None.

## **EAST CAMBRIDGESHIRE COMMUNITY SAFETY PARTNERSHIP (ECCSP)**

### **Update Report to ECDC Operational Services Committee Meeting on Wednesday 31 January 2024**

#### **Rationale**

CSPs are scrutinised by crime and disorder overview and scrutiny committees and that under the 2006 Police and Justice Act, councils are under an obligation to allocate this function to one of their committees. The ECDC's Operational Services Committee is the scrutiny committee for the ECCSP.

This report will be presented to the Committee by Dr Zoe Hutchinson, Deputy Chair of the ECCSP.

#### **Author**

Lis Every, Chair of the ECCSP

#### **Report**

This report updates the Operational Committee on its recent Partnership Board meeting held on 6<sup>th</sup> December 2023, monitoring of the first two quarters of the Action Plan, and a number of current activities taking place.

#### **Meeting held on 6 December 2023 (minutes are available if required)**

The revised Terms of Reference were agreed outlining the required attendance of both statutory and non-statutory partners with their named representatives for the current year.

The Partners welcomed the news that the new Head of Service for Cambridgeshire and Peterborough Probation Service had been contacted and was keen to engage. They are a statutory partner. It was also agreed that the Cambridgeshire County Council Officer for the Armed Forces join the Board as a non-voting member.

The first two quarters of the Action Plan were reviewed. Discussions on overlap with other existing Partnerships who may have similar priorities and targets took place and it was agreed that collaboration would be desirable and more efficient and effective. Progress on this and the actions recommended will be reported at the March meeting.

Discussions and research had been taking place on the most effective use of the resources that are available to the CSP Board for the next 2 years. It was agreed that these be channelled into funding the further contract of the Community Safety Support and Anti-Social Behaviour Officer. It was also agreed to continue to commission the Strategic Assessment for the following year. This provides the evidence used to create the Action Plan.

The Problem Solving and Delivery Groups were working well raising issues and identifying collaborative solutions for these. The Problem Solving Group had a high level of attendance from the schools and agencies, which was facilitating multi-agency solutions which were

proving to be effective. In addition to the current Task and Finish Group working on Youth Provision, based on evidence, the Delivery Group had set up an additional Task and Finish Group to work on the identified spiking of anti-social behaviour in Ely and Littleport. This Group will also include representatives from the Town Councils which is a new approach. It was agreed that working with representatives from the local parish and town councils was vital in ensuring agreed and sustainable outcomes.

Our PCC officer had successfully obtained grants from the OPCC's fund, eg tool marking kits for the Police, CCTV for Cheveley Parish Council, a community safety pack for Burwell etc. Other bids are in the pipeline. Bids are identified locally and progressed through the PCC officer. The regular CSP Newsletter to all agencies and parishes advertises these opportunities.

The newly launched Stopwatch initiative to combat shop lifting and encourage reporting to the Police has been extremely successful with most of the shop keepers in Ely now fully engaged and part of the 'What's App' communication group. This is now being rolled out to the other parishes. The Police require a greater level of reporting to provide the statistics required to respond and identify themes and local activity. A greater level of local collaboration between our shop keepers has been a positive outcome.

The recent Community Safety Forum in Isleham was well attended and a multi-agency action plan produced. A forum for Fordham is now in the planning.

**Case study examples of other activities being undertaken by the Team and Partners (not covered in the minutes).**

- After concerns of ASB, drugs, knife crime, and county line fears in Burwell, work is taking place with Burwell Parish Council and CCC to support positive youth engagement and youth provision. The CSP team are supporting the Parish Council who are holding an evening for young people to listen to what the youth would like to see, their interests, areas they feel unsafe and why. The team have connections with some young people and their parents, so will use this to encourage their attendance and introduction to their councillors. The team can facilitate ideas that they know have worked in other areas and find any funding available to support an action plan.
- The CSP has put in a funding application to the OPCC for after school diversionary activities (focusing on Littleport) to reach older and hard to reach youths. This is specifically concerned with deterring serious violence such as knife crime and access to county lines operators.
- The Connections Bus has been commissioned for 24 weeks at Burwell recreation ground (an ASB hot spot).

The CSP is exploring ways of how to effectively raise awareness of campaigns focused on addressing domestic abuse and serious violence against women and girls.

- The next phase of Eyes and Ears training will be rolled out in collaboration with VCAEC.

**For information**

- The Action Plan is on the ECDC website.
- ECCSP now has Twitter and Facebook accounts which are operated via our PCC officer who works with the ECDC Communications Team. Positive stories or issues of concern can be submitted to her for consideration and uploading, [jo.andow@eastcambs.gov.uk](mailto:jo.andow@eastcambs.gov.uk).
- The next meeting is on Tuesday 5 March 2024. Councillors are welcome to attend as observers. Please request an invitation from Emma Graves, [emma.graves@eastcambs.gov.uk](mailto:emma.graves@eastcambs.gov.uk).





**TITLE: YOUTH ACTION PLAN PROGRESS UPDATE**

Committee: Operational Services Committee

Date: 31 January 2024

Author: Communities and Partnerships Support Officer

Report No: Y134

Contact Officer:

Stephanie Jones, Communities and Partnerships Support Officer

[stephanie.jones@eastcambs.gov.uk](mailto:stephanie.jones@eastcambs.gov.uk), 01353 616496, Room 021. The Grange, Ely

**1.0 ISSUE**

1.1. To note progress made against the East Cambridgeshire Youth Action Plan 2021-24.

**2.0 RECOMMENDATION(S)**

2.1 Members are requested to:

- (i) Note progress made against the East Cambridgeshire Youth Action Plan.
- (ii) Authorise the Communities and Partnerships Manager to approve allocation of funding as set out in section 4.1 for future youth events.
- (iii) Agree for the delivery of youth related activity to form part of the ongoing work programme and service offer of the Communities and Partnerships Team.

**BACKGROUND/OPTIONS**

- 2.1. The Council approved the East Cambridgeshire Youth Strategy and Action Plan in March 2021.
- 2.2. Members requested that progress made against the Action Plan is be reported back to Operational Services Committee every six months.
- 2.3. Implementation of the action plan commenced on 1 April 2021, and updates have been presented on 13 September 2021, 21 March 2022, 14 November 2022 and 19 June 2023.
- 2.4. At June 2023's Operational Services Committee, Members requested that the next update is to include information on whether the Council could underwrite the Youth Events Programme so that the Programme could be advertised at an earlier stage to enable effective promotion within Parishes.

**3.0 ARGUMENTS/CONCLUSION(S)**

- 3.1. The Action Plan at Appendix 1 includes a column outlining progress made since the last update in June 2023.
- 3.2. Members are requested to note progress made against the Youth Action Plan.

- 3.3. The Youth Strategy and Action Plan will be delivered by 31 March 2024. Members are requested to agree that the delivery of youth initiatives becomes business as usual. Examples of ongoing work will include relevant officers, including the Council's two Youth Officer Champions, continuing to update and promote the Council's youth webpages, engaging with young people, attending careers events, and supporting the CSP in the delivery of preventive projects.

#### **4.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT**

- 4.1 The expectation remains that the funding for the youth events should be from an external source, and therefore no additional budget provision is required. However, the Director Finance has confirmed that the Council will provide cashflow flexibility, so that costs can be incurred in advance of the external funding being received. There is no guarantee money will be recovered as this is dependent on the award of funding bids to external organisations. It is estimated that two events per year will cost around £4,000. If agreed by Committee, then two youth events will be delivered during 2024/25.
- 4.2 The EIA and CIA relating to the Youth Action Plan were agreed by Operational Services Committee in March 2021.

#### **APPENDICES**

Appendix 1 – Youth Action Plan – progress update January 2024

**Youth Action Plan – progress update January 2024**

Area of Focus	ECDC Action	How	Timescales	Lead	Progress made between April 2021 to June 2023	Progress made since June 2023
Engagement	<p>Seek continued feedback from young people on youth engagement platforms to ensure methods used by the Council are appropriate and fit for purpose</p> <p>KPI: Consult with a minimum of 50 young people to obtain feedback on engagement methods by July 2021</p>	Youth Advisory Board (YAB)	October 2021 then ongoing	C+P	<p>Consultation on engagement methods completed. Questions and approach informed following Youth Council feedback. 65 responses were received. The Council’s Community Engagement Toolkit updated to reflect the results of this consultation. It was also used to ensure that the subsequent youth survey was promoted effectively.</p> <p>ECDC has developed a survey to seek feedback from young people about its webpages, the survey will remain live and will seek to obtain continual feedback on whether young people are actively making use of the information provided on the ECDC youth webpages. 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>ECDC youth webpages feedback survey updated and remains live on ECDC youth webpages. 13 further responses have been received since June 2023.</p> <p>Engagement undertaken with local young people at 3 Youth Fusion events in Littleport, Bottisham and Soham during summer 2023.</p> <p>Engagement with 28 young people from Year 9 at Soham Village College at the CSP Court Experience Day in July 2023.</p>

					A link to the ECDC youth webpages and its associated survey have been sent to schools and youth groups.	
	Promote the Community Engagement Toolkit to ECDC officers that contains information on how to effectively engage with young people	Youth Officer Champion	January 2022	C+P	The Council's Community Engagement Toolkit has been updated following engagement with the Youth Council to ensure that it contains the most appropriate information and advice on how to effectively engage with local young people. It has been further updated using the feedback from young people from the recent engagement survey	
	Invite local youth engagement networks to join the Council's Register of Consultees  KPI: YAB signed up as a member of the Council's Register of Consultees	YAB Promote Register of Consultees on ECDC Youth webpages	July 2021 and promote on webpages from January 2022	C+P	20/Twenty Productions who run the YAB (now rebranded as the Youth Council) have joined the Council's Register of Consultees on behalf of the Youth Council.  Cambs Youth Panel have been sent an invitation to join the Council's Register of Consultees	
	Engage with young people when developing promotional materials and platforms aimed at them	YAB Development of ECDC youth webpages	July 2021 then ongoing	C+P	Youth Council and 20/Twenty Productions reviewed ECDC youth webpages and advised that no changes were required	Young people actively encouraged to advise the Council of any other information to be considered for inclusion on the youth webpages at the three Youth Fusion events that took place in summer 2023.  Website survey updated in summer 2023 and remains live on ECDC youth pages. 13 responses

						<p>have been received since June 2023.</p> <p>Youth webpages presentation provided to 28 young people from Year 9 at Soham Village College at the CSP Court Experience Day in July 2023.</p> <p>Youth webpages made more prominent on ECDC website (moved up in search menu therefore it now appears as part of the main menu items).</p>
	KPI: Consult with a minimum of 250 young people to determine the impacts of COVID-19 by March 2022	District wide consultation to be conducted	March 2022	C+P	A consultation exercise was carried out to determine the impacts of COVID-19 on young people and understand what life is like as a young person in East Cambs. 326 children and young people responded. Responses have been analysed and shared with partners including the Youth Council	
	Encourage local youth engagement platforms to engage with relevant partnerships, networks and organisations to ensure that the voice of young people is represented	YAB	April 2021 then ongoing	C+P, All	<p>Youth Council invited to join the East Cambs Climate Change Partnership and on email distribution list</p> <p>A separate meeting was undertaken between ECDC's Climate Change and Natural Environment Officer and two representatives of the YAB to discuss issues concerning them directly. Lack of public transport options to access friends in different villages highlighted and the lack of</p>	<p>Communication with young people of Burwell whilst visiting areas such as the recreation ground and Bloomsfield. Connecting them with Burwell Parish Council to work towards developing youth amenities.</p>

					<p>eco education/actions undertaken at schools. Discussion included the topic of climate anxiety and issues directly related to young people. A discussion of more accessible youth related material that is relevant to young people is to be delivered through schools ideally. Also discussed issues related to establishing and maintaining friendships and the need for young people to be able to travel sustainably between villages without having to rely on parents/carers for lifts.</p> <p>ECDC's Climate Change and Natural Environment Officer working with ECSS, partners at PECT and the Youth Council to create and share climate and environmental actions young people can take and developing visual materials that can be shared with schools about what actions young people can take to help with climate change</p> <p>Climate change content has been developed and added to the ECDC youth webpages. ECDC's Climate Change and Natural Environment Officer met with 20/20 Productions on behalf of the Youth Council in November to discuss future engagement opportunities.</p>	
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	Appoint an East Cambs Youth Officer Champion to work alongside young people in order to ensure that their voice is heard and represented	Appoint using resources within existing communities and partnerships team	June 2021	C+P East Cambs Youth Officer Champions	Two ECDC Youth Officer Champions appointed from Communities and Partnerships team and Housing and Community Advice team	
	Where relevant, devise engagement plans, initiatives and campaigns in partnership with other organisations (both voluntary and statutory) to maximise effective engagement with young people and seek feedback on action taken	Introduction of officer project group to meet twice a year	Officer project group first meeting to be held in August 2021 and twice annual meetings	All	Youth Council consulted during development of consultation exercises e.g. consultation on engagement methods. ECDC supported youth engagement efforts of CSP Delivery Group. ECDC support detached youth engagement carried out by CCC to promote the youth webpages, to obtain the views of local young people on particular matters and upskill officers by working with experienced CCC youth officers	ECDC officers utilised the CSP's Court Experience Day in July 2023 to engage with local young people.  The Council alongside partner agencies have delivered safeguarding information evenings (covering county lines, knife crime and online safety) to parents/careers and the community, one at Vista secondary school in Littleport, the second supporting Haddenham Parish Council and attended by sporting clubs, players and coaches
	Create a young person's webpage on the ECDC website that contains information and links to matters identified via the Youth Strategy consultation and any future emerging matters identified as well as	New webpages with input from young people e.g. YAB	March 2022 then ongoing	C+P Customer services	Webpages live on ECDC website  Webpages are continually updated with new information. New information was added to the webpages following the 2021/22 survey of local young people.  Climate change content has been developed and added to the ECDC	Webpages continually promoted at events including Youth Fusion events and at the East Cambs Parish Council Conference. Parish Councils have advised that they will link their websites to the Council's youth webpages.

	<ul style="list-style-type: none"> <li>• Promoting local youth engagement platforms</li> <li>• Providing links to consultations and surveys encouraging feedback</li> <li>• Provide a space for young people to engage with relevant partners, networks and organisations and to carry out consultations and surveys of their own</li> </ul>				<p>youth webpages. This content was created in collaboration with the youth council with a focus on quick and easy actions young people can take to reduce their carbon footprint and encourage others.</p>	
	<p>Develop and implement Communications Plan to raise the profile of the ECDC Youth webpages</p>	<p>Communications Plan</p>	<p>September 2022</p>	<p>ECDC Comms team</p>	<p>Reference to the Youth Pages is made at every available opportunity in relevant comms, for example, in the recent Court day press release</p> <p>Youth webpages promoted on the ECDC website carousel</p> <p>Youth webpages promoted to youths at community locations including the Ukraine Community Hub and careers events</p> <p>Ongoing opportunities to promote the youth pages will be utilised in relevant comms opportunities.</p>	<p>ECDC youth webpages made more prominent on ECDC website in November 2023.</p>



					<p>ECDC has developed a survey to seek feedback from young people about its webpages, the survey will remain live and will seek to obtain continual feedback on 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>Reminder email sent to partner agencies in May 2023 promoting the ECDC youth webpages</p>	
	Map local youth engagement platforms for ongoing engagement and signposting purposes	Youth Officer Champion to carry out mapping exercise with partners	January 2022	C+P	<p>Mapping completed and can be added to if new information becomes available. Local youth engagement platforms promoted on ECDC youth webpages</p> <p>ECDC has assisted the Youth Council with recruitment by sharing recruitment information</p>	
	Promote the fact that the Council will be there to signpost and raise awareness of youth services to young people and stakeholders through	ECDC website Youth Officer Champion to promote to	March 2022 then ongoing	C+P Customer Services	Webpages live on ECDC website and promoted as outlined above	

	the implementation of communication plans, webpages and via established networks	YAB and partners				
	Make the strategy available to young people by promoting it on the ECDC website and new youth webpages on the ECDC website and share strategy with relevant partners	ECDC website  ECDC youth webpages  Send to partner agencies	May 2021 on ECDC website  January 2022 on new webpages  August 2021	C+P to include on new webpages.	Youth Strategy live on ECDC website and regularly shared with partners	Strategy shared with relevant partners again in October 2023 to raise awareness
Safety	Ensure that the voice of young people is represented on matters concerning local safety and there is a clear path for them to escalate any issues and offer their ideas and views	Engagement with CSP, YAB and any other relevant youth platforms or groups Promote pathways via ECDC website	April 2021	C+P  Youth Officer Champion to attend Delivery Group  YAB to engage with Delivery Group  Engagement with YAB on safety related matters	Youth Officer Champions attend the CSP's Delivery Group which seeks to address local youth safety matters. The Youth Council has attended this group. The group has undertaken engagement with local Members to understand youth matters and provision. The Council's youth survey findings have been shared with the group to inform their work going forward.  Detached youth work taking place with CCC focusing on local community safety matters  The Council and the CSP has supported parish council-led Community Safety forums for	The Council participated in multi-agency outreach engagement activities with young people in Burwell in August 2023 following specific issues raised by residents.  The Council supported the CSP's court experience event in July 2023 with students from Soham Village College.  The Council alongside partner agencies have delivered safeguarding information evenings (covering county lines, knife crime and online safety) to parents/careers and the community, one at Vista secondary school in Littleport, the

					<p>residents including young people to voice their views</p> <p>The Council support the CSP's court experience events held with local young people at the Magistrates Court in Ely as an educational, awareness raising days focusing on youth related safety matters with opportunities for young people to feed back to agencies</p> <p>Information on the Council's youth webpages is included in the court experience booklets provided to attendees.</p> <p>The Youth Council is promoted as part of a presentation delivered by ECDC's Youth Officer Champion to attendees of the court experience events.</p>	<p>second supporting Haddenham parish council and attended by sporting clubs, players, and coaches</p>
Share the 2021/22 youth survey findings with the CSP and Delivery Group for them to consider and devise actions to address any safety issues identified	Survey findings shared	Summer 2022	CSP	Survey findings shared with CSP, Youth Council, Delivery Group, Police, Parish Councils, Schools and CCC Communities team and CCC research team.		
Support Community Safety Partnership initiatives where appropriate to ensure that young people are and feel safe in their community	Communities and Partnerships officers	April 2021 then ongoing	C+P	Eyes and Ears training is available to schools via Healthy Schools website. Modules have PHSE endorsement. An age-appropriate knife crime and county lines presentation, as part of the Eyes and Ears 'Is it worth it'	Police cadets have been trained in Eyes and Ears which was aimed at enabling the Cadets to recognise different vulnerabilities and any high harm concerns when engaging with the public.	

	<p>e.g. delivery of Eyes and Ears training to schools</p>				<p>module, has been delivered to Years 5 and 6. 4 successful court experience days have been delivered by the CSP to secondary schools. The Court Experience has been adapted for year 6, and a pilot presentation has been delivered in school. A hate crime presentation has been delivered in one primary school, and the information sent to all others, so they can access the support, request a presentation, or present this to their students through the school. Two schools to date, have had parent information evenings on the topic of county lines and have been shown the polices 'drugs box' a demonstration kit used as an educational tool for parents and to raise awareness. A 'Firebreak' programme has been delivered to selected pupils from Witchford and Ely Secondary schools. A mentoring programme concentrating on youth engagement, with ASB as one of the topics was delivered at Wetherall's Primary School over a six-week period.</p>	<p>Also educates the Cadets in how to report these issues effectively.</p> <p>The Council alongside partner agencies have delivered safeguarding information evenings (covering county lines, knife crime and online safety) to parents/careers and the community, one at Vista secondary school in Littleport, the second supporting Haddenham parish council and attended by sporting clubs, players, and coaches.</p> <p>The Council is supporting the Sussing it out project which is under way at Weatherall's Primary School which will support young people in identifying risk taking behaviours and changing mindsets, encouraging alternative, positive choices.</p>
	<p>Promote safeguarding reporting processes to all ECDC officers.</p> <p>KPI: 100% of ECDC officers to complete safeguarding training</p>	<p>Housing and Community Advice Manager to promote to ECDC officers</p>	<p>April 2021 then delivered at all staff inductions</p>	<p>Safeguarding Officer</p>	<p>All safeguarding training and updates are sent out to all staff, all corporate inductions include safeguarding training and yearly refresher courses are rolled out to staff</p>	

	Input into partner strategies addressing prevention related matters affecting young people	Officer project group to input	August 2021 then ongoing	All	ECDC Community Safety officers able to provide information on county lines. Relevant ECDC Officers are members of the CSP Delivery Group which addresses local youth safety matters. The Neighbourhood & Community Safety Team Leader regularly inputs to County Boards including Safeguarding Children and Prevent	ECDC officers attended training around county lines.
	Promote the location of safe routes being identified by other agencies	Promote via ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P	Content for youth webpages includes a link to the Safe Places website which contains a map of locally registered safe places and details of how other safe places can register	
Spaces and Activities	Ensure that local youth engagement networks are aware of how and where to submit their suggestions about spaces needed and advise them to proactively engage with parish councils about matters affecting young people	Promote via ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P	A feedback form has been added to the ECDC youth webpages inviting feedback on local spaces and activities along with a statement advising that young people can also contact their parish council to provide feedback	Various partners conducted engagement alongside Burwell Parish Council in Burwell in August 2023 to seek the views of young people with regards to local spaces in the village for the parish council to consider.
	Share the 2021/22 Survey findings with Parish Councils for them to consider regarding future development of open spaces and facilities	Survey findings shared	Sept 2022	C+P	Survey findings shared with Parish Councils	Opportunities identified by the survey re-shared with Parish Councils in October 2023
	Provide advice and/or support to projects seeking to develop	Provide feedback on feasibility	April 2021 then ongoing	C+P	Support provided to local groups aiming to develop local spaces. Funding advice and signposting	

	facilities and areas for young people to use and play	studies for local projects.		Connect YAB and Future Parks contact	provided as and when enquiries are received. Youth Council provided with details of Future Parks project with offer of follow up engagement	
	Promote local youth clubs via the new youth webpages.	ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P to carry out mapping exercise and provide web team with material	Mapping exercise completed in July 2021 and content now live on ECDC youth webpages	
	KPI: Map existing youth provision throughout the district by September 2021	Conduct mapping exercise	September 2021	C+P	Mapping exercise of local youth provision carried out in consultation with parish councils and was completed in July 2021	
	Promote funding available for youth clubs and groups to access via new youth webpages and communication channels	ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P to carry out mapping exercise and provide web team with material	Mapping completed and added to ECDC youth webpages	
	Promote local community and voluntary sector support that is available to assist the establishment of new groups (this may include special interest youth groups)	ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P	Promoted on ECDC youth webpages	VCAEC attended Youth Fusion events during summer 2023 to engage with young people about volunteering.
	Consult with and effectively engage with young people when	Promote opportunities for young	August 2022 then ongoing	All, Open Spaces	A feedback form has been added to the ECDC Youth Webpages inviting feedback on local spaces, along with	Young people consulted wand engaged with at Burwell Recreation Ground and

	<p>developing spaces that they may use</p> <p>KPI: Consult with 50 users of Ely Country Park to seek feedback on the site and inform future priorities by November 2021</p>	<p>people to have their say on via ECDC website e.g. youth webpages, Register of Consultees</p>			<p>a statement advising that young people can also contact their parish council to provide feedback. Ely Country Park feedback surveys available on ECDC website and face-to-face surveys conducted. KPI achieved, more than 50 users were consulted by November 2021 and consultation is ongoing.</p>	<p>Bloomsfield alongside Burwell Parish Council.</p>
	<p>Promote local volunteering initiatives to young people</p>	<p>YAB Officer Champion New webpage Officer project team</p>	<p>March 2022 then ongoing</p>	<p>C+P</p>	<p>Promoted on ECDC youth webpages</p>	
Travel	<p>Promote local community transport schemes to young people</p>	<p>ECDC websites e.g. youth webpages</p>	<p>March 2022 then ongoing</p>	<p>C+P</p>	<p>Promoted on ECDC youth webpages</p>	<p>VCAEC attended Youth Fusion events during summer 2023 to promote community transport.</p>
	<p>Promote railcards and other discounts for public transport on Youth webpages</p>	<p>Update ECDC youth Webpage</p>	<p>Sept 2022</p>	<p>C+P</p>	<p>Information added to ECDC Youth webpages</p>	
Health	<p>Identify and promote health services available to young people in response to the survey findings e.g. mental health services and promote them to local young people such as via ECDC website and to local youth engagement networks</p>	<p>ECDC websites e.g. youth webpages</p>	<p>March 2022 then ongoing</p>	<p>LK</p>	<p>Health services identified and promoted on ECDC youth webpages.</p>	<p>Officers from the Council's Leisure and Active Lifestyles team attended the three Youth Fusion events during summer 2023 to engage with young people and their families and to identify any areas of need regarding active opportunities. Signposting included to Healthy You East Cambs and Living Sport</p>

						e.g. work with schools, leisure centres and sports clubs.
Education and Careers	Identify and promote mentoring opportunities offered by local businesses to young people	New webpage Enterprise East YAB Housing and Community Advice	March 2022 then ongoing	C+P	<p>ECDC has contacted the Federation of Small Businesses to request any known information on local businesses that provide mentoring opportunities to local young people.</p> <p>The Chair of the Careers Coordinators Network has informed ECDC that most schools have mentoring programmes with local businesses already in place and that schools work with business associations and have business enterprise advisors.</p>	
	Promote 'job ready' training for young people that includes interview skills and CV writing	ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P AP to engage with Job Centre and other relevant contacts	<p>The youth webpages contain links to further information on education, further education, apprenticeships, work experience, volunteering, work, and financial support.</p> <p>ECDC Housing and Community Advice met with Ely Job Centre in May 2023. The ECDC youth webpages promote the Movement to Work Programme.</p>	
	Promote workshops for developing career skills to young people	ECDC websites e.g. youth webpages	March 2022 then ongoing	AP to engage with Job Centre and other relevant contacts	<p>The youth webpages contain links to further information on education, further education, apprenticeships and work experience, volunteering, work, and financial support.</p> <p>ECDC Housing and Community Advice met with Ely Job Centre in</p>	



					May 2023. The Job Centre has agreed to work with ECDC as employers for potentially facilitating work placements. The ECDC youth webpages promote the Movement to Work Programme.	
Identify and promote local volunteering reward programmes such as Time Banks to young people to encourage participation which could improve CVs and provide experience	ECDC websites e.g. youth webpages	March 2022 then ongoing	C+P to carry out mapping exercise and provide web team with material		Mapped and promoted on ECDC youth webpages	
Promote websites through the Council's youth webpage that list local job opportunities and apprenticeship programmes for young people	ECDC websites	March 2022 then ongoing	C+P AP to engage with Job Centre and other relevant contacts		ECDC youth webpages signposts to other sites that list local job opportunities and apprenticeship programmes for young people. Youth Officer Champion represented ECDC at the Careers fair held in Ely Cathedral in November 2022, to promote opportunities for young people at ECDC. The webpages were also promoted at this event.	Youth Officer Champion represented ECDC at the Careers fair held in Ely Cathedral in November 2023, to promote opportunities for young people at ECDC. The webpages were also promoted at this event.
Promote local apprenticeship opportunities to young people	ECDC websites	March 2022 then ongoing	HR		ECDC work experience opportunities listed on ECDC youth webpages. Youth Officer Champion represented ECDC at the Careers fair held in Ely Cathedral in November 2022, to promote opportunities for young people at ECDC. The webpages were also promoted at this event.	
Identify and promote initiatives that are aimed	ECDC websites	March 2022 then ongoing	C+P		Youth Officer Champion represented ECDC at the Careers fair held in Ely Cathedral in November 2022, to	Youth Officer Champion represented ECDC at the Careers fair held in Ely Cathedral in

	at retaining local young people to the area			AP to engage with Job Centre and other relevant contacts	promote opportunities for young people at ECDC. The webpages were also promoted which contain links to education, work, volunteering and apprenticeship opportunities.	November 2023, to promote opportunities for young people at ECDC. The webpages were also promoted which contain links to education, work, volunteering, and apprenticeship opportunities.
	Promote information on financial support available for further education on emerging youth webpage on ECDC website	ECDC websites	March 2022 then ongoing	C+P	Promoted on ECDC youth webpages, and these were shared at the Careers fair at Ely Cathedral in November 2022	Promoted at the Careers fair at Ely Cathedral in November 2023
Working Together	Set up an ECDC officer project team to monitor and review performance of the strategy and action plan	ECDC officer project team	August 2021 and biannual meetings	All	Officer project team established and regular meetings taking place	
	Circulate the approved strategy and consultation findings to relevant organisations requesting them to develop their own internal plans to address identified issues, and seek feedback on progress	Send strategy and consultation findings to relevant organisations  ECDC officer project team to monitor	August 2021  Bi-annual monitoring of externally led action plans	C+P	Sent to partners in May 2021 including schools, police, parish councils, health agencies such as PCNs and GP surgeries, children centres, County Council youth contacts, housing providers Responses and comments were received from some partners including Littleport & East Cambs Academy, Voluntary and Community Action East Cambs and Littleport Parish Council. Feedback includes details of what partners are doing in relation to the Youth Strategy areas of focus  Resent to partners on 20.06.22 for any updates. Responses received	Consultation findings and youth strategy resent to relevant partner agencies in October 2023 requesting for them to develop their own internal plans to address identified issues. Responses were received from CCC, Haddenham Parish Council and Stetchworth Parish Council. The ECDC youth web pages are updated to include new initiatives taking place.

					from CCC, Cheveley Parish Council, Combined Authority	
	Support partners and multi-agency projects and initiatives that contribute towards achieving the aims of the East Cambs Youth Strategy and monitor progress via the officer project group	ECDC officer project team  Youth officer champion	August 2021 – set up project group  Biannual monitoring	All	Support offered to relevant agencies. To date no formal requests for specific support have been received	Support offered to partner agencies in October 2023 but no requests for specific support have been received.



**TITLE: REVIEW OF GRANT TO CITIZENS ADVICE WEST SUFFOLK**

Committee: Operational Services Committee

Date: 31 January 2024

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Report No: Y135

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## **1.0 ISSUE**

1.1 To consider the outcome of a review of the grant awarded to Citizens Advice West Suffolk (CAWS) for 2022 to 2024 and determine whether to award a new grant for 2024 to 2027.

## **2.0 RECOMMENDATION(S)**

2.1 Members are asked to:

- i) Note the review findings.
- ii) Award a grant of £69,498.09 to CAWS for a Service Level Agreement from 1 April 2024 to 31 March 2027.

## **3.0 BACKGROUND/OPTIONS**

3.1 The Council currently provides grant funding (through a Service Level Agreement (SLA) to CAWS towards the provision of free, confidential, impartial, and independent advice to enable local residents to deal with a wide range of issues, including benefits, housing, money advice, employment, consumer, relationships, taxation and many more.

3.2 For 2022 to 2024, a grant of £46,332.06 was awarded to CAWS.

3.3 The grant awarded for 2022 to 2024 is not guaranteed to CAWS beyond 31 March 2024.

## **4.0 REVIEW**

4.1 The Council is committed to ensuring that residents have access to services that meet their needs, particularly those that are most vulnerable. A review has been undertaken to establish whether a future grant to CAWS will ensure that residents have access to services that meet their needs.

4.2 A full copy of the Review is located at Appendix 1 of this report.

4.3 The Council produced a Specification Compliance Checklist which was sent to CAWS and ECDC's Housing Community Advice Service for them to complete. The Review contains details of information provided by CAWS and ECDC's Housing

Community Advice Service following their response to the Specification Compliance Checklist. In CAWS' response to the Specification Compliance Checklist, they stated that for £69,498.09, whilst they cannot meet all targets, they could meet or exceed most targets set in the previous SLA.

## 5.0 **ARGUMENTS/CONCLUSIONS**

- 5.1 Two options have been identified and presented in the format of an Options Appraisal (included in the Review at Appendix 1 of this report).
- 5.2 To ensure that residents receive the help and advice they need, and for the reasons set out in the Review (Appendix 1) and Option 1 of the Options Appraisal included in the Review, Members are recommended to award a grant to CAWS from 1 April 2024 until 31 March 2027.
- 5.3 The SLA targets will be determined by officers and will be informed using CAWS' response to the Specification Compliance Checklist (Appendix 2). Members are making a decision on the award of a grant to CAWS, and not signing off the SLA.

## 6.0 **FINANCIAL IMPLICATIONS / EQUALITY IMPACT ASSESSMENT / CARBON IMPACT ASSESSMENT**

- 6.1 The grant will cost £69,498.09 and will be funded from resources in the Communities & Partnerships budget.
- 6.2 Equality Impact Assessment (EIA) completed. EIA can be found at Appendix 3.
- 6.3 Carbon Impact Assessment (CIA) completed. In summary, the CIA concluded that there are no positive or negative carbon impacts or implications arising.

## 7.0 **APPENDICES**

- 7.1 Appendix 1 – Review of Grant Awarded to CAWS  
Appendix 2 – Template Specification Compliance Checklist  
Appendix 3 – Equality Impact Assessment

### **Background Documents:**

None

## **REVIEW OF GRANT PROVIDED TO CITIZENS ADVICE WEST SUFFOLK (CAWS)**

### AIM OF REVIEW

The Council is committed to ensuring that services are in place to effectively meet the needs of communities, particularly those that are most vulnerable. This review is to determine whether a future grant to CAWS would ensure that residents have access to services that meet their needs.

### BACKGROUND

ECDC awarded a grant of £46,332.06 to CAWS for the period of 2022-24. This grant is not guaranteed to CAWS beyond 31 March 2024.

Previous reviews of the grant awarded to CAWS were carried out in 2020/21 and 2021/22 and the performance of CAWS was reported to Members.

### REVIEW SCOPE

This review will:

- Identify the services included in the 2022-24 SLA.
- Assess performance of CAWS and demand for services
- Consider the effectiveness of similar or identical services to those listed in the SLA that are delivered by other organisations.
- Develop an options appraisal to outline the advantages and disadvantages of the options available to the Council.
- Identify funding to support delivery of best possible service to residents.
- Review SLA targets and remove any targets that are no longer required.
- Review CAWS and ECDC's Housing and Community Advice service's responses to the specification compliance checklist (which sets out the Council's requirements going forward).
- Identify the social, economic, and environmental impacts of the services provided other than those funded by the Council.

### SERVICES WITHIN THE CAWS SLA

The SLA requires CAWS to provide free, confidential, impartial, and independent advice to enable local residents to deal with a wide range of issues, including benefits, housing, money advice, employment, consumer, relationships, taxation and many more. The nature of the assistance provided will depend on a client's needs and abilities.

The service offered by CAWS shall be 'assisted information' and 'general help' (as defined by the Advice Quality Standard). Assisted information is a service in which staff are available to help clients access information, and to identify where a client needs further information or advice. General help is:

- Diagnosing the client's problems.
- Giving information and explaining options.
- Identifying further action the client can take and;
- Giving basic assistance e.g., filling in forms, helping the client draft letters, and contacting third parties to seek information on the client's behalf.

Where necessary for a particular client, the service provided by CAWS will also include contacting a third party to negotiate on the client's behalf.

In accordance with the Citizens Advice membership agreement the subjects covered will include:

- Consumer
- Money advice
- Welfare Benefits
- Employment
- Housing
- Family and personal matters
- Utilities
- Immigration and nationality
- Health
- Education, including financial literacy education.

The service covered by the SLA does not include casework as defined by the Advice Quality Standard i.e., with casework, the service provider takes responsibility for further action, whereas with a general help service, the client retains responsibility for the case. Casework also includes representing a client at appeal proceedings where necessary, which general help does not.

In addition to the above, the SLA monitors the following:

- Participation in local campaigns resulting in better outcomes for East Cambs residents.
- Match ECDC funding pound for pound using ECDC core grant to lever in additional match funding from other sources.
- Face-to-face outreach work outside of main office such as attending events.
- Recruitment and training of volunteers to provide service delivery.
- Research and campaigning work influencing local and national policies.
- Provision of several methods of engagement including face-to-face, email, letter, telephone, and digital engagement platforms.

## SIMILAR SERVICES PROVIDED BY OTHER ORGANISATIONS

Most services provided by CAWS in East Cambs as part of the SLA are also provided by the Council. In recent years, the Council has evolved to meet the changing needs of residents to provide fuller and more holistic services. In April 2020, the Council's Housing department was rebranded as Housing and Community Advice as the Council recognised the significant changes that the department had made over several years.

As of September 2023, the Council's Housing and Community Advice service is made up of 16 members of staff, 9 of which make up the Community Advice Service. Officers possess both basic and specialist knowledge on several topics and are fully equipped to deliver varying levels of advice. Any clients seeking support beyond the team's current remit are signposted to appropriate agencies, examples may include specialist pension advice and complex legal or education related matters. The team employs officers who have specific knowledge to assist with specialist matters such as settled status, small claims, fuel debts and mediation. The team also provide mediation services including workplace, tenancy, medical, commercial, neighbourhood, family relationship, team, and complaints mediation.



The following list outlines the breadth of advice topics dealt with by the Housing and Advice team:

- Debt such as council tax arrears, water supply arrears and fuel debts, it can carry out income and expenditure assessments and devise personal budget plans.
- Taxes.
- Family and personal matters such as parental evictions, child maintenance and support payments, relationship advice, mediation, and divorce.
- Education related advice such as school issues, grants and loans, free school meal entitlement, admissions and appeals and transport to school.
- Benefits advice such as help filling in forms, housing benefit, Personal Independence Payments enquiries, income support, allowances, budgeting support and advice for Universal Credit applications and Digital assistance.
- Employment such as contracts, grievances, terms and conditions of employment, tribunals, and redundancies.
- Consumer advice such as issues relating to buying goods or services, building repairs and improvements, faulty goods, complaints, fraud, scams, and private sales.
- Legal such as drafting letters on behalf of residents, boundary disputes, small claims, personal injury, and legal advice relating to housing issues under housing law.
- Limited immigration advice including rights to reside and settled status, Brexit related matters and immigration housing rights and eligibility.
- Health matters including referrals into residential care homes, enquiries relating to residential care homes, mental health, counselling, and private health care.
- Pension advice including general pension advice (such as options available and advising when people can take their pension), personal pensions, tax implications and assistance with complaints.
- Financial Skills such as budgeting and money management, advice regarding loans and debt management companies, and financial capability advice.
- Housing including rent arrears, recovery of deposits, right to buy, homelessness, planning issues, landlord issues, anti-social behavior, illegal evictions).

The Council has a track record for delivering against the needs of its residents and this can be evidenced through its approach including the Ukraine Hub, drop-in services, the community advice bus, engagement at community events and the establishment of referral pathways. The Council's Housing and Community Advice webpages are frequently updated providing live links to a range of both internal and external support available to residents.

During 2022/23, the Council's Housing and Community Advice service assisted 1,713 unique customers with queries relating to issues such as benefits, cost of living, employment, immigration. 103 customers were also seen by the resettlement team regarding issues including housing, benefits, employment, debt and medical support.

The Council offers a drop-in service on weekdays at its offices in Ely. It also runs a Community Hub vehicle which attends Soham and Littleport once a week. The Housing and Community Advice team trialled the bus across the whole district, but visits to rural areas were poorly attended, so now only the higher demand sites are attended. The Housing and Community Advice team can carry out home visits upon request.

The Council works jointly with organisations that provide specific support such as Change Grow Live (drug and alcohol service) and P3 (floating support which is for people who need support to manage and maintain their accommodation if it is at risk). The Council's Energy Efficiency Officer works closely with the Housing & Community Advice Team; this enables advice and support to be provided to those in need. The Council participates in local campaigns such as scams awareness and attracts external funding into the district.

Most people accessing ECDC Housing and Community Advice services were from Ely, Littleport and Soham whereas the majority of CAWS's East Cambs clients came from Woodditton, Burwell, Fordham and Isleham. The table below compares the number of people provided with advice by CAWS and the Council's Housing and Community Advice service during 2022/23 from the wards most served by CAWS:

Ward	No. of unique clients provided with advice by CAWS in 2022/23	No. of unique clients provided with advice by ECDC's Housing and Community Advice department in 2022/23*
Burwell	77	29
Fordham & Isleham	68	72
Woodditton	91	1

\*Figures provided by ECDC's Housing and Community Advice Service. However, there may be additional clients assisted by ECDC's Customer Services team in addition to those assisted by the Council's Housing and Community Advice service.

The cost of the Council's Community Advice Service per client is estimated at £54 per hour. The average client requires 1.5 hours of support, therefore the average cost per client is £81.

#### PERFORMANCE, VOLUME AND DEMAND FOR SERVICES

In 2022/23, CAWS provided advice on a wide range of topics to 360 unique clients on 1,612 issues. This is an increase since 2019/20 when 329 unique clients were supported. In 2022/23, 93% of people engaged with the service by telephone, email, or letter. The COVID-19 pandemic forced CAWS to change its methods of engagement and CAWS took this as an opportunity to reevaluate how it could most effectively engage with clients. As a result of this, drop-in services at the Newmarket office ceased in 2020, however they re-commenced in October 2023. During the closure of the drop-in service, the wait time for clients wanting a face-to-face appointment in Newmarket was not more than 7 days.

In 2022/23, ECDC provided CAWS with £23,166.03. CAWS were able to assist 360 East Cambs unique clients during this period, with an average cost to ECDC per client totalling £64.35.

During 2022/23, the most common issues dealt with by CAWS were benefits, debt, and employment.

In 2022/23, there were 57 volunteers supporting the service with an economic value of £689,845. This is the amount it would have cost CAWS to employ the volunteers across the whole service. All CAWS volunteers are available to support East Cambridgeshire residents. CAWS provides training to its volunteers on a range of advice topics.

In 2022/23, 217 debt issues were dealt with. 24 clients were provided with general advice on debt and 10 were given advice at specialist level. In 2019/20, 254 debt issues were dealt with and in 2020/21, 277 debt issues were dealt with.

In 2022/23, 188 clients had a welfare benefit issue, rising from 148 in 2021/22 and 150 in 2020/21. 79 of these required in depth support with 59 requiring specialist support.

In 2022/23, 4 clients were supported with rent arrears and 1 with mortgage arrears. This was a reduction from 10 with rent arrears in 2021/23 and 13 in 2020/21. CAWS stated that this

reduction is due to social landlords supporting people to stay in their properties and the levels of government funded Household Support.

CAWS obtained funding from other sources such as MS Society and Newmarket Town Council.

The majority of East Cambs clients came from Woodditton, Burwell, Fordham and Isleham and the most common issues are around benefits, debt, and housing.

CAWS offer a wide range of volunteering roles including reception work, general administration, advising, specialist case worker and trustee. They match the volunteer role to the skill set and requirements of the individual. Each role receives full training and support throughout their time with CAWS. Three volunteers have been paid to move into a Welfare Support Worker role funded by Suffolk County Council. Volunteers benefit from working as part of a team as it reduces social isolation and gives them a sense of belonging. Volunteers gain satisfaction from knowing that they are making a difference, giving back to society, and keeping them mentally active. CAWS help to improve volunteers' employability. Some volunteers stay with CAWS for 20 years whilst others use the short-term volunteering opportunity as a stepping stone to employment. CAWS volunteers can be students working towards their first job; mothers returning to work; law students; people looking for a career change or retired people. Most of CAWS' paid staff were originally CAWS volunteers who gained the skills and experience for their paid roles whilst volunteering.

As of September 2023, the biggest issues presented by East Cambs clients are around benefits (41%) followed by housing (13%), which CAWS state is due to increases in interest rates and mortgages. As of January 2023, client numbers had increased by 16% when compared to the start of the financial year 2022/23. The biggest growth area was energy, with a 65% increase in clients requiring energy related support.

As of September 2023, CAWS are on track to meet or exceed almost all targets outlined in the Service Level Agreement, which they outlined is due to the higher number of people needing support due to the cost-of-living crisis.

CAWS have received three formal complaints so far in 23/24, compared to 0 in 22/23. However, they stated that this was because client satisfaction lower than previous years due to people struggling more in general and therefore being generally unhappier with the outcomes of their support. Despite this, 87% of clients in the CAWS client feedback survey stated that they would be likely or very likely to recommend the service, matching the previous year's survey.

#### ADDITIONALITY

In addition to general help and assisted information funded by the SLA, CAWS also provide casework to East Cambs residents on matters such as benefits, debt, employment, consumer, and immigration.

In 2022/23, of the 34 clients requiring advice concerning debt, 10 of those required specialist caseworker support.

CAWS provide volunteering opportunities to ECDC residents to improve their skills and experience, making them more employable and boosting the local labour market.

CAWS reduce rural and social isolation by offering fulfilling volunteer opportunities working as part of the advice team from home or the office. CAWS provide people with a sense of purpose and structure to their days and so improve health and wellbeing. CAWS' work and volunteering opportunities and good quality advice enable residents to stay healthy and reduce the burden

on Health and Social Care. Income generated from benefits and expenditure reduced through budgeting and debt management can be spent in local shops, restaurants and leisure facilities supporting the local businesses and improving social connections and family life.

#### Evaluation of Specification Compliance Checklist responses

The Council produced a specification compliance checklist which was sent to CAWS and ECDC's Housing Community Advice Service for them to complete.

The purpose of this exercise was to:

- To set out ECDC's requirements (many of the requirements are informed by performance data previously provided by CAWS to the Council).
- To provide CAWS and ECDC's Housing Community Advice Service with an opportunity to set out how they would meet ECDC's requirements if a future grant were to be awarded.
- To provide CAWS and ECDC's Housing Community Advice Service with an opportunity to advise of any requirements that they could meet if a future grant were to be awarded.
- To provide CAWS and ECDC's Housing Community Advice Service the opportunity to set out how they would provide social, economic, and environmental value, in addition to any services that may be funded by the Council (as set out in the Specification Compliance Checklist) and how CAWS and ECDC's Housing Community Advice Service would align with ECDC strategies and Corporate Plan, if a future grant were to be awarded.
- To provide an opportunity for CAWS to inform the Council of the amount of money that would be required for them to deliver the services set out in the Specification Compliance Checklist if a future grant were to be awarded.

The maximum budget available, based on existing financial resources, to deliver the services set out in the Specification Compliance Checklist for three-years is £69,498.09.

In ECDC's Housing and Community Advice Service's response to the Specification Compliance Checklist, they stated that they cannot deliver all targets in the Specification Compliance Checklist within the budget available as they would need additional resource in the form of at least one additional full-time officer which would cost approximately £47,518 per year (including on-costs). Over the three years, this would total £142,554, which is more than the £69,498.09 available within existing resources. Furthermore, ECDC's Housing and Community Advice Service stated that they cannot deliver the following services required, issuing newsletters; recruiting new volunteers; ensuring volunteers were supporting the service; and providing volunteer contribution for the benefit of East Cambs residents. ECDC's Housing and Community Advice Service stated that the average cost per hour to support a client is £54. The average client requires 1.5 hours of support at a cost of £81, however some clients can require substantially more time than this. ECDC's Housing and Community Advice Service stated that their work aligns with and contributes to the Council's corporate plan and strategies. For instance, they align with the aims of the Vulnerable Community Strategy and Community Engagement Strategy by supporting those who require financial assistance or are at risk of homelessness and working with other groups and organisations to help guide the future direction of the service.

ECDC's Housing and Community Advice Service state that their work aligns with the ECDC priorities, for instance by working with partners to protect more people in their homes and deliver an integrated Health and Wellbeing Strategy.

In CAWS' response to the Specification Compliance Checklist, they stated that they cannot deliver all of the targets within the available budget of £69,498.09. However, for this amount, they can match or exceed all targets set out in the previous SLA.

CAWS state that their work aligns with and contributes to ECDC's corporate plan and strategies. For instance, they align with the aims of the Vulnerable Community Strategy and Community Engagement Strategy by tailoring their approach and support to the needs of each client, empowering people to manage their own problems but providing additional support where needs are more complex. Staff and volunteers are trained in supporting people with mental health problems, and there are multiple advice channels to suit the needs of residents, including options to receive support face-to-face or over the phone and e-mail.

CAWS continue to attend the Parish and Community Forum to share intelligence and learn about initiatives across the district, as well as attending regular catch-up meetings with the Communities and Partnerships Manager to share information, discuss trends and feed into any policies and procedures.

CAWS state that their work aligns with the ECDC priorities in the following ways:

- *'Ensure the Council is financially sustainable'* by enabling residents to pay their council tax by benefit maximization, debt reduction and budgeting advice.
- *'Support our residents to live happy and healthy lives'* by providing good quality advice and information to help them manage their social welfare problems that are having a detrimental impact on their lives, as money and debt problems are known to cause anxiety and lead to tensions within family life.
- *'Support our businesses to thrive in East Cambridgeshire'* – provide volunteers with skills and experience to make them more employable so that they can return to the workplace. Income generated through benefit work can be spent in the local economy.

**OPTIONS APPRAISAL**

This review has enabled officers to develop an options appraisal which outlines the advantages and disadvantages of options available to the Council.

<b>Option 1: Award a grant to CAWS and enter into a three-year SLA</b>	
<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>• There is currently no ECDC Housing and Community Advice presence located in the Newmarket side of the district, and it is more cost effective for the Council to pay CAWS to deliver these services as opposed to recruiting at least one additional full-time member of Housing and Community Advice staff which would be required.</li> <li>• A three-year grant provides CAWS with the stability to explore other income streams and provides them with additional security to acquire additional resources to meet demand whilst allowing continuity of service.</li> <li>• CAWS is seen as impartial and independent, which some people prefer.</li> </ul>	<p><b>Disadvantages:</b></p> <ul style="list-style-type: none"> <li>• Rigid performance targets reduce opportunities for flexible and innovative ways of working.</li> <li>• Duplication of services by other organisations including ECDC.</li> <li>• Demand for the Council's Housing and Community Advice Service has also increased since 2019/20.</li> </ul>

<p>Advice provided by other organisations may not be perceived as independent.</p> <ul style="list-style-type: none"> <li>• In 2022/23, CAWS' cost to ECDC was an average of £64.53 per client. This was lower than ECDC's Housing and Community Advice Service, at an average cost of £81 per client. *</li> <li>• CAWS services complement and adds value to other advice services provided by ECDC and other organisations.</li> <li>• No reputational damage to ECDC</li> <li>• Fixed cost of £69,498.09.</li> <li>• Funding supports CAWS to recruit and support volunteers, which is very important as there is currently a national and local shortage of volunteers.</li> <li>• The location of CAWS ensures that a service is available to residents located in the south of the district, especially as there is a lack of public transport to Ely where the Council's Housing and Community Advice team are predominantly based.</li> <li>• We are yet to see the full impacts of the cost-of-living crisis, especially due to the short-term support including government initiatives available which may have delayed the impacts therefore it is important to ensure that accessible services are in place throughout the district to assist residents.</li> <li>• Despite the housing and community advice services provided by the Council, demand for CAWS to provide housing related advice has increased.</li> <li>• The number of unique clients supported by CAWS has continued to increase over recent years.</li> <li>• CAWS' work contributes to the aims of the Council's strategies and corporate plan.</li> <li>•</li> </ul>	
<p><b>Option 2: Do not award a grant to CAWS</b></p>	
<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>• Other organisations such as ECDC are known to provide similar services.</li> </ul>	<p><b>Disadvantages:</b></p> <ul style="list-style-type: none"> <li>• Although ECDC Housing and Community Advice services are accessible and open to all East Cambs residents, there is currently no ECDC Housing and Community Advice presence located within the Newmarket side of the district. It would cost ECDC more money to provide a presence in the area covered by CAWS as additional staff would need to be recruited. One</li> </ul>

	<p>additional full-time officer for three years would cost approximately £142,554 (including on-costs) which is more than the £69,498.09 available within existing resources.</p> <ul style="list-style-type: none"> <li>• CAWS seen as impartial and independent, which some people prefer. Advice provided by other organisations may not be perceived as independent.</li> <li>• In 2022/23, of the areas where most of CAWS' East Cambs clients came from, CAWS generally assisted more residents than ECDC's Housing and Advice department.</li> <li>• In 2022/23, CAWS' cost to ECDC was an average of £64.53 per client. This was lower than ECDC's Housing and Community Advice Service, at an average cost of £81 per client. *</li> <li>• Due to the cost of living, demand for advice services is expected to increase.</li> </ul>
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\*Different methodologies were used to work out the average cost per client





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1 April 2024 to 31 March 2027

Strategy	Area of focus	Target (per annum)	Provider response	
			Could this target be achieved (Y/N)	Please outline how you would achieve this target and how you would record and report progress
Provide free, confidential, impartial and independent advice to enable East Cambridgeshire residents to deal with a wide range of issues.	<p>Assist at least 400 unique client with a range of issues including the following subjects:</p> <ul style="list-style-type: none"> <li>• Consumer</li> <li>• Money advice</li> <li>• Welfare Benefits</li> <li>• Employment</li> <li>• Housing</li> <li>• Family and personal matters</li> <li>• Taxes</li> <li>• Immigration and nationality</li> <li>• Health</li> <li>• Education, including financial literacy education</li> </ul> <p>Provide debt advice that leads to reduction in potential homelessness and reduction in council tax/rent arrears</p>	400 unique clients from East Cambridgeshire		

	<p>Issue type and ward breakdown to be provided.</p> <p>Provide a breakdown of clients including: age, ethnicity, disability, location and gender.</p> <p>And contact method</p>			
Provide a number of engagement methods	<p>Provide a number of different channels for clients to access the service:</p> <p>Telephone Email Letter Video call Face to Face appointment Drop in sessions</p>	<p>Include details of response/waiting times standards</p> <p>Provide a minimum of 12 hours per week for drop in appointments</p>		
	<p>Develop face-to-face outreach work outside of main office including engagement with local community hubs</p>	<p>X1 regular outreach session to be established in East Cambridgeshire</p>		
	<p>Promote services available via website, social media, newsletter and other means of communication.</p>			
Reporting and Accounts	<p>Invite ECDC to AGM</p>			
	<p>Provide annual report and accounts to the Council</p>			

	Issue quarterly newsletters to update local organisations and elected members of the council	X4 per annum		
Staffing and recruitment and retention of volunteers to support the service	Number of paid staff, type of paid staff, hours worked	At least 24 paid staff equating to 15.7 FTE		
	Provide development and training opportunities for front line staff and volunteers	1 per member of staff		
	Recruit new volunteers	15		
	Ensure that there are a minimum of 75 volunteers supporting the service and at least 500 volunteer hours per week			
	Provide a minimum in kind volunteer contribution for the benefit of East Cambs residents	minimum of £700,000		
Client satisfaction	Provide feedback from CAWS client feedback survey on:	Ease of access to service: 80%  Help to find a way forward: 90%  Extent to which problem is now resolved: 80%		

		How likely to recommend the service: 90%		
	Number of formal complaints against the service	Provide the Council with details of any formal complaints		
To have an impact on the development of local and national social policies by development of research and campaigning work.	Provide details of press articles produced and circulated	X6 per annum		
	Provide details of research and campaigning work influencing local and national policies.	Take part in at least 1 local campaign resulting in better outcomes for East Cambs residents.		
Add value to grant made by ECDC by providing additional services for clients that supports the aims of the advice service and to use the funding as a basis to attract funds from other sources	Match ECDC funding pound for pound using ECDC core grant to lever in additional match funding from other sources.			

In addition to the services listed above, please provide details of any other services that you will provide to East Cambs residents.

To contribute to the aims of ECDC strategies and corporate plan	Provide details of how you intend to align with the aims of the Vulnerable Community Strategy: <a href="https://www.eastcambs.gov.uk/sites/default/files/Vulnerable%20Community%20Strategy%202018%202023.pdf">https://www.eastcambs.gov.uk/sites/default/files/Vulnerable%20Community%20Strategy%202018%202023.pdf</a>			
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	Provide details of how you intend to align with the aims of the Community Engagement Strategy: <a href="https://www.eastcambs.gov.uk/sites/default/files/communityengagementstrat110419AC.pdf">https://www.eastcambs.gov.uk/sites/default/files/communityengagementstrat110419AC.pdf</a>			
	Provide details of how you intend to align with the aims of the ECDC Corporate Plan: <a href="https://www.eastcambs.gov.uk/sites/default/files/130723%20Corporate%20Plan%20accessible.pdf">https://www.eastcambs.gov.uk/sites/default/files/130723%20Corporate%20Plan%20accessible.pdf</a>			
State of Communities Report	Provide the Council with one state of communities report which includes information on: emerging trends and risks, added value services			

Best value:

Best value:	Details of how best value would be met beyond the requirements of the SLA:
Please provide details of what additional local community benefits your organisation could provide in order to support the Council's priorities from a Social, Economic and Environmental perspective within Cambridgeshire for this contract?	

The Council's maximum budget for the contract is £69,498.09.

<b>Component description</b>	<b>Delivery between</b>	<b>Breakdown of costs (£)</b>
Delivery of targets set out in SLA	1 April 2024 to 31 March 2027	
<b>Total Costs (£):</b>		

**EQUALITY IMPACT ASSESSMENT (EIA) FORM**

<b>Name of Policy:</b>	Review of Grant to Citizens Advice West Suffolk
<b>Lead Officer (responsible for assessment):</b>	Kerrie Wall (Project Coordinator)
<b>Department:</b>	Communities and Partnerships
<b>Others Involved in the Assessment (i.e. peer review, external challenge):</b>	Lewis Bage (Communities and Partnerships Manager)
<b>Date EIA Completed:</b>	11 December 2023

**What is an Equality Impact Assessment (EIA)?**

As part of any effective policy development process, it is important to consider any potential risks to those who will be affected by the policy's aims or by its implementation. The Equality Impact Assessment (EIA) process helps us to assess the implications of our decisions on the whole community, to eliminate discrimination, tackle inequality, develop a better understanding of the community we serve, target resources efficiently, and adhere to the transparency and accountability element of the Public Sector Equality Duty.

**The word 'policy', in this context, includes the different things that the Council does. It includes any policy, procedure or practice - both in employment and service delivery. It also includes proposals for restructuring, redundancies and changes to service provision.**

- (a) **What is the policy trying to achieve?** i.e. What is the aim/purpose of the policy? Is it affected by external drivers for change? What outcomes do we want to achieve from the policy? How will the policy be put into practice?

This review has been undertaken to establish whether a future grant to CAWS will ensure that residents have access to services that meet their needs.

- (b) **Who are its main beneficiaries?** i.e. who will be affected by the policy?

Vulnerable residents and the wider community especially in areas located close to Newmarket.

- (c) **Is the EIA informed by any information or background data (quantitative or qualitative)?** i.e. consultations, complaints, applications received, allocations/take-up, satisfaction rates, performance indicators, access audits, census data, benchmarking, workforce profile etc.

Performance information illustrating demand and use of services has been obtained to inform the proposal, response to Specification Compliance Checklists

- (d) **Does this policy have the potential to cause a positive or negative impact on different groups in the community, on the grounds of any of the protected characteristics?** (please tick all that apply)

<b>Ethnicity</b>	<input checked="" type="checkbox"/>	<b>Age</b>	<input checked="" type="checkbox"/>
<b>Gender</b>	<input checked="" type="checkbox"/>	<b>Religion and Belief</b>	<input checked="" type="checkbox"/>
<b>Disability</b>	<input checked="" type="checkbox"/>	<b>Sexual Orientation</b>	<input checked="" type="checkbox"/>
<b>Gender Reassignment</b>	<input checked="" type="checkbox"/>	<b>Marriage &amp; Civil Partnership</b>	<input checked="" type="checkbox"/>
<b>Pregnancy &amp; Maternity</b>	<input checked="" type="checkbox"/>	<b>Caring Responsibilities</b>	<input checked="" type="checkbox"/>

**Please explain any impact identified:** i.e. What do you already know about equality impact or need? Is there any evidence that there is a higher or lower take-up by particular groups? Have there been any demographic changes or trends locally? Are there any barriers to accessing the policy or service?

Performance information illustrating demand for services is outlined at Appendix 1 and impacts are detailed at Option 1 of the Options Appraisal included within Appendix 1.

- |   |                  |
|---|------------------|
| <b>(e) Does the policy have a differential impact on different groups?</b>  | <b>YES/NO/Na</b> |
| <b>(f) Is the impact <i>adverse</i> (i.e. less favourable)?</b>   | <b>YES/NO/Na</b> |
| <b>(g) Does it have the potential to disadvantage or discriminate unfairly against any of the groups in a way that is unlawful?</b>   | <b>YES/NO/Na</b> |
| <b>(h) How have you engaged stakeholders in gathering evidence or testing the policy proposals?</b> Who was involved, how and when where they engaged? Does the evidence show potential for differential impact? How will you mitigate any negative impacts? Where there is the potential for an adverse impact that cannot be addressed immediately, these should be highlighted in your recommendations and objectives at the end of the EIA. |                  |

Review findings have been shared and CAWS have had the opportunity to feedback and comment. As part of the Service Level Agreement, CAWS is required to provide performance monitoring data which is used to evidence the level of demand for services. The Council's Housing and Community Advice team that also provide similar services has been consulted on the review findings and recommendation.

\* The Consultation Register is available to assist staff in consulting with the Council's stakeholders.

- (i) Summarise the findings of your research and/or consultation (please use a separate sheet if necessary).**

Findings detailed at Appendix 1

- (j) What are the risks associated with the policy in relation to differential impact and unmet needs/requirements?** i.e. reputation, financial, breach of legislation, service exclusion, lack of resources, lack of cooperation, insufficient budget etc.

Details included within Options Appraisal at Appendix 1

- (k) Use the information gathered in the earlier stages of your EIA to make a judgement on whether there is the potential for the policy to result in unlawful discrimination or a less favourable impact on any group in the community, and what changes (if any) need to be made to the policy.**

Option 1:	No major change - the evidence shows that the policy is robust and no potential for discrimination.	x
Option 2:	Adjust the policy - to remove barriers or to better promote equality.	
Option 3:	Continue the policy - despite potential for adverse impact or missed opportunity to promote equality, provided you have satisfied yourself that it does not unlawfully discriminate.	
Option 4:	Stop and remove the policy – if the policy shows adverse effects that cannot be justified.	



- (I) **Where you have identified the potential for adverse impact, what action can be taken to remove or mitigate against the potential for the policy to unlawfully discriminate or impact less favourably on one or more communities in a way that cannot be justified?** Include key activities that are likely to have the greatest impact (max. 6). Identified actions should be specified in detail for the first year but there may be further longer term actions which need to be considered. To ensure that your actions are more than just a list of good intentions, include for each: the person responsible for its completion, a timescale for completion, any cost implications and how these will be addressed. It is essential that you incorporate these actions into your service plans.

The recommendation ensures that services remain in place at a time and place where required, as outlined at Appendix 1.

This completed EIA will need to be countersigned by your Head of Service. **Please forward completed and signed forms to the Principal HR Officer.**

All completed EIAs will need to be scrutinised and verified by the Council's Equal Opportunities Working Group (EOWG) and published on the Council's Intranet to demonstrate to local people that the Council is actively engaged in tackling potential discrimination and improving its practices in relation to equalities. Please be aware that you may be asked to attend a half-an-hour session to summarise the findings of the EIA to the Scrutiny and Verification panel.

**Signatures:**

<b>Completing Officer:</b>	<b>Kerrie Wall</b>	<b>Date:</b>	11.12.2023
<b>Head of Service:</b>	<b>Lewis Bage</b>	<b>Date:</b>	<b>11.12.2023</b>



**TITLE: Review of Grant to Voluntary and Community Action East Cambridgeshire**

Committee: Operational Services Committee

Date: 31 January 2024

Author: Lewis Bage, Communities and Partnerships Manager  
Kerrie Wall, Project Coordinator (Health and Wellbeing)

Report No: Y136

Contact Officer:

Lewis Bage, Communities and Partnerships Manager  
[Lewis.Bage@eastcambs.gov.uk](mailto:Lewis.Bage@eastcambs.gov.uk), (01353) 665555, Room 001

**1.0 ISSUE**

1.1 To consider the outcome of a review of the grant awarded to Voluntary and Community Action East Cambridgeshire (VCAEC) for 2022 to 2024 and determine whether to award a new grant for 2024 to 2026.

**2.0 RECOMMENDATION(S)**

2.1 Members are asked to:

- i) Note the review findings.
- ii) Award a grant to VCAEC for a Service Level Agreement from 1 April 2024 until 31 March 2026.

**3.0 BACKGROUND/OPTIONS**

3.1 The Council currently provides grant funding, through a Service Level Agreement (SLA), to VCAEC towards provision of a 'one stop shop' which delivers services (including the delivery of a social car scheme and volunteer gardening scheme) through volunteers to local people; and advice and information to voluntary and community groups and volunteers; and to act as an umbrella organisation providing generic infrastructure support to voluntary and community sector organisations within East Cambridgeshire.

3.2 ECDC awarded a grant of £39,530 to VCAEC for the period of 2022-24. This grant is not guaranteed to VCAEC beyond 31 March 2024.

3.3 A review of the grant awarded to VCAEC was carried out during 2020/21 and 2021/22 and was shared with this committee in November 2020 and November 2021. The reviews highlighted the performance of VCAEC over a period of time.

**4.0 REVIEW**

4.1 The Council is committed to ensuring that residents have access to services that meet their needs, particularly those that are most vulnerable. A review has been undertaken to establish whether a future grant to VCAEC will ensure that residents

have access to services that meet their needs, particularly those that are most vulnerable.

4.2 A full copy of the Review undertaken during 2023/24 is located at Appendix 1 of this report.

4.3 As part of the Review, the Council produced a Specification Compliance Checklist (Appendix 2) which was sent to VCAEC for them to complete. In VCAEC's response to the Specification Compliance Checklist, they stated that for £39,530, whilst they cannot meet all targets, they could meet or exceed most targets set in the previous SLA.

## 5.0 **ARGUMENTS/CONCLUSIONS**

5.1 The Review at Appendix 1 includes an Options Appraisal which sets out two options available to the Council.

5.2 For the reasons set out in the 2023/24 Review (Appendix 1) and Option 1 of the Options Appraisal, Members are recommended to award a grant to VCAEC from 1 April 2024 until 31 March 2026.

5.3 The SLA targets will be determined by officers and will be informed using VCAEC's response to the Specification Compliance Checklist (Appendix 2). Members are making a decision on the award of a grant to VCAEC, and not signing off the SLA.

## 6.0 **FINANCIAL IMPLICATIONS / EQUALITY IMPACT ASSESSMENT / CARBON IMPACT ASSESSMENT**

6.1 The grant will cost £39,530 and will be funded from resources in the Communities & Partnerships budget.

6.2 Equality Impact Assessment (EIA) completed. EIA can be found at Appendix 3.

6.3 Carbon Impact Assessment (CIA) completed. In summary, the CIA concluded that there are no positive or negative carbon impacts or implications arising.

## 7.0 **APPENDICES**

7.1 Appendix 1 – Review of Grant Awarded to VCAEC

Appendix 2 – Template Specification Compliance Checklist

Appendix 3 – Equality Impact Assessment

### **Background Documents:**

None

## **REVIEW OF GRANT PROVIDED TO VOLUNTARY AND COMMUNITY ACTION EAST CAMBRIDGESHIRE (VCAEC)**

### **AIM OF REVIEW**

The Council is committed to ensuring that residents have access to services that meet their needs, in particular those that are most vulnerable. A review has been undertaken to establish whether a future grant to VCAEC will ensure that residents have access to services that meet their needs, in particular those that are most vulnerable.

### **BACKGROUND**

The Council currently provides grant funding, through a Service Level Agreement (SLA), to VCAEC towards the provision of a 'one stop shop' which delivers quality services (including the delivery of a social car scheme and volunteer gardening scheme) through volunteers to local people; and advice and information to voluntary and community groups and volunteers; and to act as an umbrella organisation providing generic infrastructure support to voluntary and community sector (VCS) organisations within East Cambridgeshire.

ECDC awarded a grant of £39,530 to VCAEC for the period of 2022-24. This grant is not guaranteed to VCAEC beyond 31 March 2024.

### **REVIEW SCOPE**

This review will:

- Identify the services included in the 2022-24 SLA.
- Assess performance of VCAEC and demand for services.
- Develop an options appraisal to outline the advantages and disadvantages of the options available to the Council.
- Identify funding to support delivery of best possible service to residents.
- Review SLA targets and removal any targets that are no longer required.
- Review VCAEC's responses to the specification compliance checklist (which sets out the Council's requirements going forward).
- Identify the social, economic, and environmental impacts of the services provided other than those funded by the Council.

Previous reviews have included the identification of similar or identical services to those listed within the SLA that are delivered by other organisations to East Cambridgeshire communities however this has not been included in this review for the following reasons:

1. A mapping exercise was conducted recently as part of the last review in 2021/22 and the Council is not aware of any significant changes that have occurred since.
2. The last review identified that volunteer support services offered locally by other organisations differed from that of VCAEC, therefore it was determined that there was added value to local groups and volunteers by having more than one organisation provide such services.
3. Following a mapping exercise of local transport providers including community car schemes undertaken as part of the Care Together programme in 2022, there is a desire to develop and grow transport schemes in East Cambs.

The Council conducted a procurement exercise for the SLA during 2021/22 to ensure that the approach taken by the Council is the most cost-effective and that best value is being achieved. Only one response was received, from VCAEC. As this exercise was done recently, officers determined that there was no benefit in repeating it.

In June 2023, Support Cambridgeshire, a partnership between Hunts Forum and Cambridge Council for Voluntary Service who provide a range of advice, training and support to community groups and organisations, advised the Council that they would not consider bidding if the Council was to go out to tender for the services. VCAEC is currently working with Support Cambridgeshire to explore opportunities to work together.

**SERVICES PROVIDED BY VCAEC AS PART OF THE CURRENT SLA**

The SLA includes the following services:

- Delivery of training events.
- Providing advice, guidance and support to voluntary and community groups (this may include assistance with matters such as governance and safeguarding); and through the sharing of relevant information.
- Assisting groups with funding queries, searches, and applications.
- Supporting new groups.
- Promotion of VCAEC services and the sector.
- Responding to consultations on behalf of the sector and having input into policies on behalf of the sector.
- Responding to volunteer enquiries and seeking to find suitable placements for prospective volunteers.
- Attending partnership meetings representing the voice of the sector.
- Conducting client surveys to inform service delivery and carry out research into unmet social needs.
- Providing volunteering opportunities for local people through the delivery of a social car scheme and gardening programme.

**PERFORMANCE, VOLUME AND DEMAND FOR SERVICES**

When comparing end of year performance monitoring data between the years of 2019/20 and 2022/23, there has been some decrease in some services provided by VCAEC, as illustrated in the table below:

Function	2019/20 Output	2020/21 Output	2022/23 Output
General enquiries dealt with	108	87	85
Training courses provided	3	1	3
Groups that were assisted with development work requiring longer term engagement	29	14	20+

Historic decreases in performance have been highlighted to ECDC Members in previous reviews. Members received a grounds of urgency memo from the ECDC Chief Executive in 2023 in relation to the performance of VCAEC due to a number of challenges following COVID-19, including fewer volunteers coming forward and rising costs. Without receipt of their funding, their services would not have been sustainable and therefore would have had to close. Therefore, the Council made the decision to make payment and VCAEC produced an action plan setting out how they will develop and grow their services and worked with ECDC to review the detail of the SLA targets.

During 2022/23, there were 123 voluntary and community groups that were members of VCAEC, which was a decrease of 17 compared to 2019/20.

In 2023, a survey was undertaken by VCAEC to assess the satisfaction of its member organisations, to identify which services they used and any improvements they would like to see. There were 21 responses to the survey, with 19 saying the membership offers good value for money. The most common challenge for member organisations was identified as volunteer recruitment, and first-aid was the most highly requested training course.

In 2022/23, VCAEC dealt with 85 volunteer enquiries. This is a decline from 172 in 2019/20 and 117 in 2020/21, which VCAEC stated is due to a national decline in volunteering since COVID-19. Despite this, VCAEC were able to successfully place 36 known volunteers into placements.

In 2022/23, VCAEC has received external funding through various streams, including from Soham Carnival, Thomas Parsons Charity, the Rotary, and the Co-op.

VCAEC can generate some income via their projects delivered by local volunteers (Cambridgeshire and Peterborough Combined Authority provide 15p for every mile driven by the social car scheme and end users of the Helping Hands gardening scheme are asked to contribute a suggested voluntary donation of £25 per hour). Although VCAEC suggest that users of the scheme pay a voluntary contribution, they assess gardening jobs on a case-by-case basis, taking into consideration the circumstances of the service user, leading to some not contributing any voluntary donation, some paying a proportion and others paying the full voluntary donation. It is also possible for VCAEC to carry out part jobs in cases where a larger job is not able to be carried out without any voluntary donation from the recipient.

Delivery of these services declined between the years 2019/20 and 2020/21, however delivery levels increased between the years 2020/21 and 2022/23, as the figures below illustrate:

Scheme	Measure	2019/20 Output	2020/21 Output	2022/23 Output
Social Car Scheme	Number of car scheme journeys	7,342	2,704	4,853
	No of volunteer driver hours	8,890	2,942	6,107
Helping Hands Gardening Scheme	No of volunteer hours worked	7,224	1,896	4,080
	No of referrals/customers	276	83	104
	No of tasks completed	327	133	246

There has been a substantial increase in output in 2022/23 compared to 2020/21, though these are not back at pre-pandemic levels. This came after the 2020/21 review detailed a reduction in output across both the transport and gardening services due to other work streams being prioritised in response to COVID-19, less volunteers being available and also due to there being a significant reduction in face-to-face medical appointments during this time. VCAEC stated that they would work on increasing output of these services which has led to an increase in output in 2022/23.

Additionally, VCAEC has proactively engaged with local groups, parish councils and the district council by attending meetings such as the Parish and Community Forum. As part of the action plan created in 2023, VCAEC has committed to working on volunteer recruitment, and has attended events held by the Council in order to work towards this.

VCAEC is now working with Support Cambridgeshire to identify opportunities in which they can support one another.

In 2022/23, VCAEC advised that 11,839 volunteer hours were provided through the delivery of their services (through office-based volunteers, volunteer drivers, volunteer gardeners and trustees)

equating to around £300,000 social return on investment. This has started to return to levels comparable to 2019/20 after decreasing in 2020/21. VCAEC stated that this decrease was due to the impacts of COVID-19, but that they would work on reigniting interest and building the volunteer levels back up.

The 2022/23 survey of the car scheme suggested that services remained in high demand and are valued by end users. The car scheme survey identified that almost all users thought the service was either 'vital' or 'important', that users appreciate the reliable and friendly service, and that users saw it as a cheaper alternative to other modes of transport. The car scheme is aimed at East Cambs residents that are elderly, frail, disabled, isolated or experiencing financial hardship.

Not only do the car scheme and gardening scheme benefit the end users, but there are also many benefits to the volunteers providing these services including enhancing confidence, employability skills, communication skills and giving volunteers a sense of purpose.

The 2021/22 review outlined that there are other organisations providing similar services in East Cambs, however, despite this, VCAEC's services provided by volunteers remain in high demand and are valued by users.

As of September 2023, performance reports provided by VCAEC showed that they are on track to reach or exceed most of the targets set out in the SLA. However, there are some output figures that are lower than expected at this stage, including the number of general community and voluntary sector enquiries dealt with, the number of new groups supported and the social return on investment. VCAEC are also currently below target for the number of website enquiries dealt with, however, they state that many of their interactions are now through social media.

In 2023, VCAEC has attended ECDC's Youth Fusion and Health and Well Fair events and sought to recruit volunteers for each of these. VCAEC currently sits on the Care Together Transport workstream which aims to improve transport options within East Cambridgeshire. VCAEC is looking into the possibility of obtaining an accessible vehicle after turning away 1-2 people a week due to accessibility issues.

#### Evaluation of Specification Compliance Checklist response

As part of the Review, the Council produced a Specification Compliance Checklist which was sent to VCAEC for them to complete.

The purpose of this exercise was to:

- To set out ECDC's requirements (many of the requirements are informed by performance data previously provided by VCAEC to the Council).
- To provide VCAEC with an opportunity to set out how they would meet ECDC's requirements if a future grant were to be awarded.
- To provide VCAEC with an opportunity to advise of any requirements that they could meet if a future grant were to be awarded.
- To provide VCAEC the opportunity to set out how they would provide social, economic, and environmental value, in addition to any services that may be funded by the Council and how VCAEC would align with ECDC strategies and Corporate Plan, if a future grant were to be awarded.
- To provide an opportunity for VCAEC to inform the Council of the amount of money that would be required for them to deliver the services set out in the Specification Compliance Checklist if a future grant were to be awarded.

The maximum budget available, based on existing financial resources, to deliver the services set out in the Specification Compliance Checklist is £39,530.



In VCAEC's response to the Specification Compliance Checklist, they stated that for £39,530, whilst they cannot meet all targets, they could meet or exceed most targets set in the previous SLA.

VCAEC stated that in order to deliver all of the targets set out in the Specification Compliance Checklist, some of which are higher than the current targets, they would need £52,574, which is above the budget available.

VCAEC state that their work aligns with and contributes to ECDC's Corporate Plan and strategies. For instance, they align with the aims of the Vulnerable Community Strategy and Community Engagement Strategy by promoting a healthy, safe community; providing support to people in need and empower individuals and communities to become more resilient; build a connected community and support effective stakeholder and partnership engagement.

VCAEC state that their work aligns with the ECDC Corporate Plan in the following ways:

- *'Support our residents to live healthy and happy lives'* by providing signposting to relevant support through its access to the elderly and vulnerable through the Social Car and Helping Hands schemes,
- *'Work with partners to protect more people in their homes'* by working alongside other stakeholders to develop the local community transport office providing transport to medical appointments and social activities, and providing a better environment for those who cannot manage their own gardens. The recruitment and support of volunteers also provides opportunities to improve wellbeing and reduce loneliness.
- *'Improve our roads and local transport'* by working with partners to develop strategies to improve travel by providing community transport across the district.

#### OPTIONS APPRAISAL

This review has enabled officers to develop an options appraisal which outlines the advantages and disadvantages of options available to the Council.

<b>Option 1: Award a grant to VCAEC and enter into a two-year SLA</b>	
<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>• Provides VCAEC with security of funding which enables continuity of service and ensures that there are voluntary support services in place to support communities including the most vulnerable.</li> <li>• A two-year grant provides VCAEC the stability to explore other income streams.</li> <li>• Minimal disruption to services, especially services provided by volunteers that are already impacted by the national and local volunteer draught.</li> <li>• No reputational damage to ECDC.</li> <li>• Fixed cost of £39,530.</li> <li>• No impacts on VCAEC's member groups, volunteers, and end users reliant on VCAEC services.</li> <li>• Although other organisations may offer similar services, it is beneficial to voluntary organisations in East Cambridgeshire to have access to more</li> </ul>	<p><b>Disadvantages:</b></p> <ul style="list-style-type: none"> <li>• Some duplication of services as other organisations are delivering similar services.</li> <li>• Rigid performance targets may limit opportunities for flexible and innovative ways of working.</li> <li>• Reduces any potential future opportunities to align funding with other organisations in the short term.</li> </ul>

<p>than one organisation where they can access the support that they require, especially those groups that are providing services to vulnerable residents.</p> <ul style="list-style-type: none"> <li>• Funding supports VCAEC to recruit and support volunteers, which is very important as there is currently a national and local shortage of volunteers.</li> <li>• The provision of services included in the SLA remains very important as local voluntary groups may require additional support as they continue to recover from the impacts of COVID whilst supporting vulnerable residents.</li> <li>• VCAEC's work contributes to the aims of the Council's strategies and Corporate Plan.</li> </ul>	
<p><b>Option 2: Do not award a grant to VCAEC</b></p>	
<p><b>Advantages:</b></p>	<p><b>Disadvantages:</b></p> <ul style="list-style-type: none"> <li>• There is no guarantee that other providers can match the services currently provided by VCAEC.</li> <li>• Reputational damage to ECDC.</li> <li>• May impact VCAEC member groups, local community and voluntary sector, volunteers, and end users reliant on VCAEC services.</li> </ul>

**Template Specification Compliance Checklist**

**1 April 2024 – 31 March 2026**

Function	Area of Focus		Target (per annum)	Provider response	
				Could this target be achieved (Y/N)	Please outline how you would achieve this target and how you would record and report progress
Support voluntary and community groups		Deliver training courses or networking/themed events to member organisations  Provide details of the event, attendees, and evaluation feedback	4		
		Respond to general community and voluntary sector enquiries  Provide details regarding the nature of the enquiry and the support provided	100 enquiries		
		Provide advice and support to voluntary and community groups on a range of subjects including: <ul style="list-style-type: none"> <li>• Funding</li> <li>• Recruitment of</li> </ul>	30 groups		

		<p>volunteers</p> <ul style="list-style-type: none"> <li>• Setting up a group</li> <li>• Constitutions</li> <li>• Performance management</li> </ul> <p>Provide details about what support was provided</p> <p>Provide details of external funding brought into East Cambridgeshire as a result of assistance with funding bids</p>			
	To have an impact on the development of local and national volunteer and community group policies by development of research and campaigning work.	Undertake activities to inform or influence policy impacting the sector via responding to consultations, attending events etc.	6 activities		
		Conduct research into unmet or emerging social needs in the area and provide ECDC with a summary of current and developing issues for the sector its members, and	Provide 1 report to ECDC		

		the area which includes information on emerging trends and risks, unmet or emerging social needs in the area and the promotion of action to meet them			
	Promotion of services and the sector	Promote services available via website, social media, newsletter, attendance at local events and other means of communication	20 promotional activities		
Increasing Volunteering Opportunities		No of promotional activities undertaken to recruit new volunteers	10		
		No of volunteers interviewed or signposted to a placements/organisation	100		
		Provide details of the number of volunteers assisted to obtain a placements known	30		

Volunteering Projects	<b>Social Car Scheme</b>	Number of volunteer driver hours  Number of unique customers  Give details of number of journeys and the purpose  <ul style="list-style-type: none"> <li>• Employment</li> <li>• Medical</li> <li>• Shopping</li> <li>• Social</li> <li>• Other</li> </ul>	6,200		
	<b>Volunteer Gardening Scheme</b>	Volunteer hours worked	4,200		
		Number of unique customers			
	Number of volunteer hours worked to provide other VCAEC services	Number of volunteer hours worked including office administration, finance and trustees	1,750		
	Provide a minimum in kind volunteer contribution for the benefit of East Cambs residents	Minimum £340,000  Give breakdown across volunteer areas and details of how this is calculated			
Client	All member	Provide ECDC with results			

satisfaction	organisations to be surveyed annually	of annual client satisfaction survey			
	Number of complaints against the service	Provide the council with details of any formal complaints			
Reporting and Accounts	Invite ECDC to AGM				
	Provide annual report and accounts to ECDC  Provide details of number of VCAEC member organisations				

In addition to the services listed above, please provide details of any other services that you will provide to East Cambs residents					
To contribute to the aims of ECDC strategies and corporate plan	Provide details of how you intend to align with the aims of the Vulnerable Community Strategy: <a href="https://www.eastcambs.gov">https://www.eastcambs.gov</a>				

	<a href="https://www.eastcambs.gov.uk/sites/default/files/Vulnerable%20Community%20Strategy%202018%202023.pdf">.uk/sites/default/files/Vulnerable%20Community%20Strategy%202018%202023.pdf</a>			
	Provide details of how you intend to align with the aims of the Community Engagement Strategy: <a href="https://www.eastcambs.gov.uk/sites/default/files/communityengagementstrat110419AC.pdf">https://www.eastcambs.gov.uk/sites/default/files/communityengagementstrat110419AC.pdf</a>			
	Provide details of how you intend to align with the aims of the ECDC Corporate Plan: <a href="https://www.eastcambs.gov.uk/sites/default/files/130723%20Corporate%20Plan%20accessible.pdf">https://www.eastcambs.gov.uk/sites/default/files/130723%20Corporate%20Plan%20accessible.pdf</a>			

Best value:

Best value:	Details of how best value would be met beyond the requirements of the SLA:
Please provide details of what additional local community benefits your organisation could provide in order to support the Council's priorities from a Social, Economic and Environmental perspective within Cambridgeshire for this contract?	

The Council's maximum budget for the contract is £39,530.



Component description	Delivery between	Breakdown of costs (£)
Delivery of targets set out in SLA	1 April 2024 to 31 March 2026	
<b>Total Costs (£):</b>		



**EQUALITY IMPACT ASSESSMENT (EIA) FORM**

<b>Name of Policy:</b>	Review of Grant to Voluntary and Community Action East Cambridgeshire
<b>Lead Officer (responsible for assessment):</b>	Kerrie Wall (Project Coordinator)
<b>Department:</b>	Communities and Partnerships
<b>Others Involved in the Assessment (i.e. peer review, external challenge):</b>	Lewis Bage (Communities and Partnerships Manager)
<b>Date EIA Completed:</b>	11.12.2023

**What is an Equality Impact Assessment (EIA)?**

As part of any effective policy development process, it is important to consider any potential risks to those who will be affected by the policy's aims or by its implementation. The Equality Impact Assessment (EIA) process helps us to assess the implications of our decisions on the whole community, to eliminate discrimination, tackle inequality, develop a better understanding of the community we serve, target resources efficiently, and adhere to the transparency and accountability element of the Public Sector Equality Duty.

**The word 'policy', in this context, includes the different things that the Council does. It includes any policy, procedure or practice - both in employment and service delivery. It also includes proposals for restructuring, redundancies and changes to service provision.**

- (a) **What is the policy trying to achieve?** i.e. What is the aim/purpose of the policy? Is it affected by external drivers for change? What outcomes do we want to achieve from the policy? How will the policy be put into practice?

A review has been undertaken to establish whether a future grant to VCAEC will ensure that residents have access to services that meet their needs, in particular those that are most vulnerable.

- (b) **Who are its main beneficiaries?** i.e. who will be affected by the policy?

Vulnerable residents, community and voluntary sector organisations, volunteers

- (c) **Is the EIA informed by any information or background data (quantitative or qualitative)?** i.e. consultations, complaints, applications received, allocations/take-up, satisfaction rates, performance indicators, access audits, census data, benchmarking, workforce profile etc.

SLA monitoring data, VCAEC survey findings, response to Specification Compliance Checklist

- (d) **Does this policy have the potential to cause a positive or negative impact on different groups in the community, on the grounds of any of the protected characteristics?** (please tick all that apply)

<b>Ethnicity</b>	<input checked="" type="checkbox"/>	<b>Age</b>	<input checked="" type="checkbox"/>
<b>Gender</b>	<input checked="" type="checkbox"/>	<b>Religion and Belief</b>	<input checked="" type="checkbox"/>
<b>Disability</b>	<input checked="" type="checkbox"/>	<b>Sexual Orientation</b>	<input checked="" type="checkbox"/>
<b>Gender Reassignment</b>	<input checked="" type="checkbox"/>	<b>Marriage &amp; Civil Partnership</b>	<input checked="" type="checkbox"/>
<b>Pregnancy &amp; Maternity</b>	<input checked="" type="checkbox"/>	<b>Caring Responsibilities</b>	<input checked="" type="checkbox"/>

**Please explain any impact identified:** i.e. What do you already know about equality impact or need? Is there any evidence that there is a higher or lower take-up by particular groups? Have there been any demographic changes or trends locally? Are there any barriers to accessing the policy or service?

Recommendation to support services potentially benefitting a wide range of communities. Users of the car and gardening schemes may include people with disabilities and the elderly.

- |   |                  |
|---|------------------|
| <b>(e) Does the policy have a differential impact on different groups?</b>  | <b>YES/NO/Na</b> |
| <b>(f) Is the impact <i>adverse</i> (i.e. less favourable)?</b>   | <b>YES/NO/Na</b> |
| <b>(g) Does it have the potential to disadvantage or discriminate unfairly against any of the groups in a way that is unlawful?</b>   | <b>YES/NO/Na</b> |
| <b>(h) How have you engaged stakeholders in gathering evidence or testing the policy proposals?</b> Who was involved, how and when where they engaged? Does the evidence show potential for differential impact? How will you mitigate any negative impacts? Where there is the potential for an adverse impact that cannot be addressed immediately, these should be highlighted in your recommendations and objectives at the end of the EIA. |                  |

SLA performance monitoring data supplied by VCAEC provides information on the uptake of VCAEC services. Review findings have been shared and VCAEC has had the opportunity to feedback and comment.

\* The Consultation Register is available to assist staff in consulting with the Council's stakeholders.

- (i) Summarise the findings of your research and/or consultation (please use a separate sheet if necessary).**

Findings detailed at Appendix 1

- (j) What are the risks associated with the policy in relation to differential impact and unmet needs/requirements?** i.e. reputation, financial, breach of legislation, service exclusion, lack of resources, lack of cooperation, insufficient budget etc.

Details set out in Options Appraisal at Appendix 1

- (k) Use the information gathered in the earlier stages of your EIA to make a judgement on whether there is the potential for the policy to result in unlawful discrimination or a less favourable impact on any group in the community, and what changes (if any) need to be made to the policy.**

Option 1:	<b>No major change</b> - the evidence shows that the policy is robust and no potential for discrimination.	x
Option 2:	<b>Adjust the policy</b> - to remove barriers or to better promote equality.	
Option 3:	<b>Continue the policy</b> - despite potential for adverse impact or missed opportunity to promote equality, provided you have satisfied yourself that it does not unlawfully discriminate.	
Option 4:	<b>Stop and remove the policy</b> – if the policy shows adverse effects that cannot be justified.	

- (I) **Where you have identified the potential for adverse impact, what action can be taken to remove or mitigate against the potential for the policy to unlawfully discriminate or impact less favourably on one or more communities in a way that cannot be justified?** Include key activities that are likely to have the greatest impact (max. 6). Identified actions should be specified in detail for the first year but there may be further longer term actions which need to be considered. To ensure that your actions are more than just a list of good intentions, include for each: the person responsible for its completion, a timescale for completion, any cost implications and how these will be addressed. It is essential that you incorporate these actions into your service plans.

The recommended option ensures that the provision of services is in place as outlined at Option 1 of the Options Appraisal in Appendix 1.

This completed EIA will need to be countersigned by your Head of Service. **Please forward completed and signed forms to the Principal HR Officer.**

All completed EIAs will need to be scrutinised and verified by the Council's Equal Opportunities Working Group (EOWG) and published on the Council's Intranet to demonstrate to local people that the Council is actively engaged in tackling potential discrimination and improving its practices in relation to equalities. Please be aware that you may be asked to attend a half-an-hour session to summarise the findings of the EIA to the Scrutiny and Verification panel.

**Signatures:**

<b>Completing Officer:</b>	<u>Kerrie Wall</u>	<b>Date:</b> <u>11.12.2023</u>
<b>Head of Service:</b>	<u>Lewis Bage</u>	<b>Date:</b> <u>11.12.2023</u>

November 2013



**TITLE: COMMUNITY SPORTS FACILITIES GRANT APPLICATION – LITTLEPORT LEISURE**

Committee: Operational Services Committee

Date: 31 January 2024

Author: Leisure & Active Lifestyles Manager

Report No: Y137

Contact Officer:

Martin Grey, Leisure & Active Lifestyles Manager

[martin.grey@eastcamb.gov.uk](mailto:martin.grey@eastcamb.gov.uk) 01353 616469, Room No. 002, The Grange, Ely

**1.0 ISSUE**

1.1. To consider a grant recommendation under the Community Sports Facilities Grants programme.

**2.0 RECOMMENDATION**

2.1. Members are recommended to approve a grant of up to £11,400 to Littleport Leisure as set out in 4.1

**3.0 BACKGROUND**

3.1. The built leisure facility stock in East Cambridgeshire comprises the Hive (owned by ECDC and operated by GLL) and a number of other centres operated by local trusts and academies, which are self-financing, with user charges roughly covering their normal operating costs. The centres have historically received advisory support and modest grants from ECDC to support capital improvements and develop their services.

3.2. The Community Sports Facilities grant programme has a budget up to £300,000 over a three-year period (to March 2025). The expansion in funding opens up the scope of the scheme and presents an opportunity to upgrade facilities and develop services to meet contemporary standards.

3.3. Partnership funding is requested of at least a third of the total cost of the project/proposal.

3.4. A total of £230,600 was awarded in November 2022 to three facilities; Ross Peers Sports Centre (Soham) £179,500 for a full replacement of the sports hall roof; Ely Outdoor Sports Association £39,100 for the refurbishment of the toilet areas; Littleport Leisure £12,000 for the refurbishment of the sports hall floor.

**4.0 ARGUMENTS/CONCLUSION(S)**

4.1. **Proposal:** Redevelopment of second gym to support use from under-represented groups, Littleport Leisure Centre

<b>Anticipated Cost:</b>	£17,000
<b>Partnership Funding</b>	£5,600
<b>Grant recommended</b>	£11,400

- 4.2. The project has been developed by Littleport Leisure management team and committee via the knowledge of their customer base, customer feedback and needs of the local population to encourage physical activity and use of the centre from under-represented groups.
- 4.3. Partnership funding will come from a funding application to Sport England Small grants but if unsuccessful via the Leisure Centre.
- 4.4. The second gym area at the site currently consists of a metal framework, incorporating monkey bars, a boxing bag and minimal fitness equipment and is used by only a few members. The project will enable the purchase of a Dual Adjustable Pulley, Leg Curl Machine, Leg Extension Machine, Leg Press and Adjustable Benches along with several pieces of Cardio equipment, making 14 workstations. The updated gym area will be used for targeted classes such as female only, disability groups and under 18s. Outside of scheduled classes it will be a safe place for people with less confidence to use away from the main gym area.
- 4.5. Although East Cambridgeshire health index score is ranked highly in England there are areas that have dropped slightly such as physical health conditions and mental health (Office for National Statistics). Littleport is a targeted area through the Integrated Neighbourhood Board to improve the health of the community and this project can support targeted groups to access leisure facilities and take part in physical activity.
- 4.6. Littleport Leisure has been used as a pilot site for a new scheme called Active for Health which is a programme supporting healthier weight through physical activity. The centre has been accommodating and open to change and trying new ideas to encourage participation from new user groups.
- 4.7. This project will provide the opportunity to get more people active, improve health and wellbeing and increase membership at the leisure centre to support its sustainability.
- 4.8. Support letters have been received from MS Society and St Georges Medical Surgery Social Prescriber evidencing the need.

## **5.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT**

- 5.1. The proposed funding allocations fall within the existing budget.
- 5.2. No equalities implications follow from these proposals.
- 5.3. There are no direct positive or negative carbon impact implications for ECDC.

## **6.0 APPENDICES**

Appendix 1 – Littleport Leisure application form.

Background Documents: None.



# COMMUNITY SPORTS FACILITY GRANTS SCHEME

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## **Purpose**

To support the operation and development of community sports facilities and associated services.

## **Expected programme duration and application timeframes**

The programme is expected to remain open from April 2022 to March 2025, subject to availability of funding.

## **Eligibility**

The scheme is open to recognised not-for-profit organisations (including educational institutions and local trusts) whose sports facilities are regularly open to the community for at least 30 hours per week.

## **Funding limits**

There are no set limits, and all proposals will be assessed on their individual merits, including technical quality and feasibility, expected community sports benefits, and value for money in relation to the expected outcomes. Organisations will normally be expected to have partnership funding for around 1/3 of the project cost, though this will remain flexible according to context.

Organisations are free to make more than one application over the life of the programme, and each will be evaluated on its individual merits.

## **General project criteria**

The programme is intended to support:

- Facility additions, enhancements or refurbishments, for example to support a change or increase in the usage of a space
- Replacement of structural elements, plant or major equipment
- One-off costs for significant service improvements, such as IT investments, specialist staff training or industry-specific quality programmes
- Significant programme or service developments to support new or increased usage and activity in the local community

All proposals will need to be supported by:

- A clear and specific business case to detail what the project is intended to achieve, how it will do so, and how this will strengthen the business or service as a whole

- A current, clear and robust business plan for the site as a whole, including financial projections; service and/or facility development plans; and marketing plan
- Up-to-date financial accounts or management accounts
- Full details (unless this information has previously been shared with ECDC officers and there have been no significant changes) of how the site is operated and used by the community, including:
  - Ownership & governance arrangements
  - Operational management arrangements and staffing
  - Typical usage agreements and programmes of use

The Council may request more detailed operational, governance or financial information as required in order to have a full understanding of the project and site operations.

Priority will be given to projects which:

- Are intended to strengthen the scope of services or sustainability of the site, or of community sports provision in the locality: projects aimed only at maintaining existing services will carry lower priority.
- Are clearly aligned with the relevant overall strategy for the site: projects aimed at increasing usage of a space, or at overall service improvements, should align with the broader business plan. Refurbishments or renewals should form part of a coherent modernisation or development plan for the facilities as a whole.

Support will not be given to or for:

- Routine operating costs or revenue deficits
- Projects on which work has already commenced
- Facilities located outside East Cambridgeshire, even if used by East Cambridgeshire residents

## General Conditions

Any grants awarded are subject to the following general conditions:

- Grants may only be used for the purposes specified in the application and otherwise as agreed in writing by ECDC. The Council must be advised of any underspend against those purposes, and the award may be adjusted accordingly.
- The grant will not be increased in the case of any over-spend, miscalculation of VAT or other tax liabilities, or addition to the original project; unless made as a condition of grant or with prior agreement in writing. In the event that VAT is recoverable in excess of that identified in the application, ECDC must be advised and the award may be adjusted accordingly.
- The balance of funding required for a project, and all necessary statutory or legal permissions, must be in place before commencement and before any grant funds are claimed from ECDC. Written documentary evidence must be submitted to the ECDC to confirm this.
- Details of the procurement process, specifications and costs should be notified to ECDC prior to commencement of works or purchase as appropriate. All works and equipment must be appropriately procured and be certifiably fit for purpose, and approval to proceed may be withheld by ECDC where there are reasonable concerns that this is not the case.
- Organisations in receipt of ECDC grant support may not transfer, assign, grant or dispose of any freehold or leasehold interest in any part of the facilities for which support has been provided; and will not sub-contract or otherwise delegate the operation of the facilities (either in whole or in part) to any third party, unless ECDC has given its prior written consent.
- In the event that the facility ceases to operate for community use, or the organisation is dissolved, the facility and assets supported by the grant may be transferred into the control of another organisation with similar aims and objectives, with the prior written consent of ECDC.
- ECDC may request relevant follow-up information in order to understand and evaluate the impact of the grant funding, and organisations in receipt of grant funds will be expected to fully cooperate in the provision of such information.
- Publicity relating to a supported project will be expected to give appropriate recognition to ECDC for its support; the nature of such recognition may vary from case to case and may be agreed with officers at the time.
- A full financial account for the project, with all relevant supporting documentation, must be provided to ECDC on completion
- Where appropriate, organisations will be asked to confirm that receipt of a grant will not infringe subsidy allowance regulations

## **GDPR & Freedom of Information**

We will process the information provided in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. The information you provide will be stored securely by East Cambridgeshire District Council and will be destroyed after 7 years from the date of decision.

The Freedom of Information Act 2000 (FOIA) applies to East Cambridgeshire District Council and therefore information provided by you may have to be disclosed by the District Council in response to a request, unless the District Council considers that a statutory exemption applies. In all cases where information is released, data relating to individuals will be redacted.

Information held by the Council is solely used for providing services and is not made available to any other party other than for the purpose of protecting public funds and the prevention and detection of crime. For more information, please see [ECDC's Privacy Statement](#)

## **Submission of applications**

Applications, supporting documents and enquiries should be submitted to:

East Cambridgeshire District Council  
The Grange  
Nutholt Lane  
Ely  
Cambridgeshire CB7 4EE

Or by email to: [martin.grey@eastcambs.gov.uk](mailto:martin.grey@eastcambs.gov.uk)

<b>COMMUNITY SPORTS FACILITIES GRANT SCHEME</b>	
<b>Organisation / Facility:</b>	LITTLEPORT LEISURE
<b>Principal contact:</b>	CLARE PENDLE
<b>Email:</b>	finance@littleportleisure.uk
<b>Telephone:</b>	01353 373800
<b>Proposed project ('headline' only):</b>	<b>FITNESS ROOM EXTENSION</b>
<b>Anticipated total cost (please provide breakdown further below):</b>	<b>£17,000</b>
<b>Grant sought:</b>	<b>£11,400</b>
<b>Project Outline:</b> Please explain the proposed project in further detail, explaining:	
The key elements to the project	<ul style="list-style-type: none"> <li>• There is a need for a training area for targeted user groups, i.e. Under 18's, women, and girls.</li> <li>• A multi-purpose room for disability groups.</li> <li>• Private hire for PT sessions and Bootcamps.</li> <li>• Adds additionality with new classes.</li> </ul>
The expected timetable for implementation of the project, including any key milestones	<ul style="list-style-type: none"> <li>• The timetable would be following the successful outcome of funding.</li> <li>• We would expect the work to take a maximum of 2 months.</li> </ul>

<p>How the work or services will be procured (quotations should be attached as supporting evidence where available or provided subsequently)</p>	<p>As a Leisure Centre we have regular contractors that could undertake the work, therefore they have provided the quotes.</p> <p>These contractors are tried and trusted and provide sufficient warranties.</p> <p>GRS have supplied all of our current Gym equipment, and they also provide our service contract.</p>
<p>How the project fits into the overall development plan for the facility</p>	<ul style="list-style-type: none"> <li>• To fully utilise all space within the Leisure Centre.</li> <li>• To provide a safe and welcoming space that is inclusive for all members of the Community.</li> <li>• To be able to provide targeted activities for under-represented groups i.e. women and girls.</li> </ul>
<p>How the project will strengthen the organisation's services or business</p>	<p>The project will enable the Leisure Centre to offer additional fitness sessions and classes that we currently cannot provide.</p> <p>It will strengthen the Leisure Centre, as we aim to attract new members and retain some members who may be at the risk of leaving.</p>
<p>How the project will help to support activity-levels in the local community</p>	<ul style="list-style-type: none"> <li>• From local GP data, the Littleport Community has a variety of health inequalities.</li> <li>• To support and address this, the project will target the areas of the Community in most need.</li> <li>• For example, we have recently been the pilot Leisure Centre for a new health, weight and physical activity scheme called Active for Health.</li> </ul>

<b>Project Budget (all costs to be shown net of VAT):</b>	
• Replacement Lighting	£ 957.00
• Supply and installation of Air Conditioning units	£2740.00
• Replacement of Flooring	£4200.00
• New Equipment	£8335.00
• Mirrors	£ 730.00
•	£
•	£
•	£
•	£
•	£
Irrecoverable VAT	£2956.00
<b>Total</b>	<b>£19918.00</b>
<b>Partnership Funding</b>	
• Sport England/Littleport Leisure	£5,600.00
•	£
•	£
•	£
•	£
•	£
<b>Total</b>	<b>£</b>
<b>Net Project Cost &amp; Grant Requested</b>	<b>£5,600.00</b>

**Financial Context:** please give an overview of the organisation's financial position and commitments, identifying any key issues or trends, and provide a brief rationale for the partnership funding proposed.

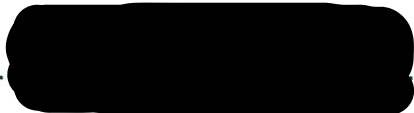
It is not necessary to replicate here detailed information which is contained within supporting documents.

- **The Leisure Centre has continuously recovered from Covid financially.**
- **Littleport Leisure's commitment financially to support its community included: -**
  - **Freezing membership during closure and then gifting back upon re-opening.**
  - **A winter initiative providing reduced rates for three months to all members, supporting the cost-of-living crisis.**
  - **A general pricing structure to ensure activities are affordable.**

**As a registered charity we operate as not-for-profit and any surplus that may be generated, is invested back into the facility.**

**During 2023 we had a Tree Survey carried out on all trees on site and all necessary work has now been completed. The drains on site have also undergone a major drain clearance.**



<b>Supporting Documents (please indicate where provided):</b>	
Independent evidence of need for the project (please specify briefly below): <ul style="list-style-type: none"> <li>• Letter of support from Bob Bragger - MS Society</li> <li>• Letter of support from Elaine Ellis – Social Prescriber St Georges Medical Centre</li> </ul>	YES YES
Copies of quotations (if already obtained)	YES
Summary of operational structure & staffing	
Outline of governance arrangements, including Constitution or Memorandum & Articles of Association	YES
Key operational policies (eg Health & Safety, Child Protection, Equal Opportunities) as applicable	YES
Full Financial and / or Management Accounts for most recent year	YES
Full operational budget for current or forthcoming year	YES
Current business plan	
Facility development plan	
<b>Declaration:</b>	
I confirm that the information I have given on this form and in any supporting documentation is correct to the best of my knowledge. I understand that if a grant is awarded on the basis of information which is later found to have been false or misleading, ECDC may withdraw any offer of support and / or take action to recover any monies already paid.	
Signed: .....  .....	
Print Name: ..... CLARE PENDLE .....	
Position in Organisation: ..... GENERAL MANAGER .....	
Date: ..... 03/01/2024 .....	



**TITLE: INFORMATION SECURITY POLICY REVIEW**

Committee: Operational Services Committee

Date: 31 January 2024

Author: ICT Manager

Report No: Y138

Contact Officer:

Karen Wright, ICT Manager

[karen.wright@eastcambs.gov.uk](mailto:karen.wright@eastcambs.gov.uk), 01353 665555, Room No 109B, The Grange, Ely

## **1.0 ISSUE**

- 1.1. To consider and approve the amendments to the Council's Information Security Policy 2024.

## **2.0 RECOMMENDATION(S)**

- 2.1. Members are requested to:
  - i) Approve the Information Security Policy as set out in Appendix 1; and
  - ii) Delegate authority to the Corporate Management Team to approve any Codes of Practice arising from this policy.

## **3.0 BACKGROUND/OPTIONS**

- 3.1. The Council last reviewed the Information Security Policy in 2020.
- 3.2. The Information Security Policy (provided at Appendix 1) provides a framework and guidance to ensure that all data held by the Council, in any format is secure and complies with the requirements of the relevant legislation, particularly the Data Protection Act 2018.
- 3.3. It is important to note that the Information Security Policy should not be read in isolation. Users of the policy must read the Information Security Policy in conjunction with other policies, codes of practice and guidance documents.
- 3.4. The review of the policy has led to changes as follows: Clarification of wording; updating relevant legislation referred to in paragraph 4.1; new paragraphs outlining requirements of staff, members and third parties have been included 8.2, 9.4, 11.3.3, 22.7 and 22.8 and ensuring the policy meets accessibility standards.

## **4.0 ARGUMENTS/CONCLUSION(S)**

- 4.1. The Information Security Policy provides clear and defined guidelines that must be followed by staff, third party contractors and elected members. Without these clear guidelines the Council could be at risk of data breaches.
- 4.2. It is intended that this policy will be reviewed in three years' time, unless there are changes to legislation that require the policy to be reviewed sooner.

- 4.3. In addition to this policy there will be a need to review associated guidance documents. These documents will provide additional information and guidance, these will be approved by the Corporate Management Team and published on the Intranet and on ICT Helpdesk portal.

**5.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT**

- 5.1. There are no additional financial implications arising from this report.
- 5.2. Equality Impact Assessment (EIA) not required.
- 5.3. Carbon Impact Assessment (CIA) not required

**6.0 APPENDICES**

Appendix 1 – Information Security Policy



East Cambridgeshire  
District Council

# Information Security Policy

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**Written by ICT Manager**

**Published in January 2024**

**Version 3**

**Revision due in January 2027**

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## 1.0 Introduction

- 1.1 All information held by the Council, in all formats, represents an extremely valuable asset, without it our jobs would be impossible to do.

Information is precious and, therefore, must be used and stored in a secure manner. We have identified information management and security as one of our key risks. Information Security is everyone's responsibility, and this policy will provide guidance covering all aspects of processing information.

- 1.2 The Policy must be read in conjunction with other information management and IT Policies, Code of Practice and guidance documents, including but not limited to;

- Data Protection Guidance
- Data Breach Guidance
- Remote Working Code of Practice
- Social Media Guidance
- ICT Equipment, Internet and Email Acceptable Use Policy
- Data Retention and Disposal Guidelines
- ICT Password Protocol
- ICT Starter / Leavers Procedure

- 1.3 The Policy applies to all members, employees of the Council, and employees of all entities owned by the Council. It also applies to contractors, business partners and visitors not employed by the Council but engaged to work with or who have access to Council information, (e.g. computer maintenance contractors) and in respect of any externally hosted computer systems.

- 1.4 The Policy applies to all locations from which Council systems are accessed (including remote access). Where there are links to enable non-council organisations to have access to Council information, officers must confirm the security policies they operate meet the Council's security requirements. A copy of any relevant third-party security policy should be obtained and retained with the contract agreement.

- 1.5 Suitable third-party processing agreements must be in place before any third party is allowed access to personal information for which the Council is responsible.

1.6 The policy applies throughout the lifecycle of the information from creation, storage, use and disposal. It applies to all information including;

- information stored electronically in databases or applications e.g. email
- information stored on computers, laptops, tablets, mobile phones or removable media such as hard disks, CD/DVD's, memory sticks and other similar media
- Information stored on networks
- All paper records
- Microfiche, visual and photographic materials including CCTV
- Spoken, including face-to-face, voicemail and recorded conversation

## 2.0 Definition of Information Security

2.1 Information security means safeguarding information from unauthorised access or modification to ensure its:

- **Confidentiality** – ensuring the information is accessible only to those authorised to have access
- **Integrity** – safeguarding the accuracy and completeness of information by protecting against unauthorised modification
- **Availability** – ensuring that authorised users have access to information and associated assets when required

## 3.0 Policy Compliance

3.1 Service Leads should ensure all staff are aware of and understand the content of this policy.

3.2 If any user is found to have breached this policy, they could be subject to East Cambridgeshire District Council's Disciplinary Policy and Procedure. Serious breaches of this policy could be regarded as gross misconduct.

3.3 Democratic Services Manager will ensure all members have received a copy of the policy and any queries relating to the policy can be directed to the ICT Manager.

3.4 If any Member is found to have breached the policy, it could be treated as a breach to the Members Code of Conduct and be reported to the ICO.

## 4.0 Legal and Regulatory Requirements

4.1 Users of the Council's information assets will be required to abide by UK and European Legislation relevant to security including;



- Data Protection Act 2018
- The UK General Data Protection Regulation (UK GDPR)
- Computer Misuse Act 1990
- Privacy and Electronic Communications Regulations 2003
- Copyright, Designs and Patents Act 1988
- Freedom of Information Act 2000
- Payment Card Industry Data Security Standards (PCI DSS)
- Users should seek guidance about the legal constraints of using information in their work and the Council will provide appropriate guidance and training to its staff.

## 5.0 Roles and Responsibilities

5.1 The Council's Senior Information Risk Officer (SIRO) has responsibility for managing information risk on behalf of the Chief Executive and the Council's Management Team, setting strategic direction, and ensuring policies and processors are in place for safe management of information.

5.2 Service Leads and Line Managers must:

- 5.2.1 ensure all staff, whether permanent or temporary, are instructed in their security responsibilities.
- 5.2.2 ensure staff using computer systems/media are trained in their use.
- 5.2.3 determine which individuals are given authority to access specific information systems. The level of access to specific systems should be on a job function need, irrespective of status.
- 5.2.4 ensure staff are unable to gain unauthorised access to Council IT systems or manual data.
- 5.2.5 implement procedures to minimise the Council's exposure to fraud, theft or disruption of its systems such as segregation of duties, dual control, peer review or staff rotation in critical susceptible areas.
- 5.2.6 ensure current documentation is maintained for all critical job functions to ensure continuity in the event of relevant staff being unavailable.
- 5.2.7 ensure that the relevant system administrators are advised immediately about staff changes affecting computer access (e.g. job function changes or leaving the Council or its Trading

Companies) so that passwords may be changed, or accounts deactivated and/or amend data access rights.

- 5.2.8 ensure information held is accurate, up to date, and retained, in line with Council retention and disposal guidelines.
  - 5.2.9 be aware of information or portable ICT equipment which is removed from the Council Offices for the purpose of site visits or remote working and ensure staff are aware of the security requirements detailed in Section 9.
  - 5.2.10 ensure relevant staff are aware of and comply with any restrictions specific to their role or service area. This would include Data Sharing Agreements to which the Council is a signatory.
- 5.3 Members and Staff are responsible for:
- 5.3.1 ensuring that no breaches of information security result from their actions.
  - 5.3.2 reporting any breach, or suspected breach of security to the Council's Information Officer without delay. Further details can be found in the Data Breach Guidance for Staff document (found on the East Cambridgeshire District Council's Intranet - Data Protection Pages <https://intranet.eastcambs.gov.uk/policies/data-protection>).
  - 5.3.3 ensuring information they have access to remains secure. The level of security will depend on the sensitivity of the information and any risks which may arise from its loss.
  - 5.3.4 ensuring they are aware of and comply with any restrictions specific to their role or service area. This would include, for example, Memoranda of Understanding with Government Departments and Data sharing Agreements to which the Council is a signatory.
  - 5.3.5 All staff should be aware of the confidentiality clauses in their contract of employment.
  - 5.3.6 Advice and guidance on information security can be provided by the Information Officer (Legal) and, in relation to IT Security, the ICT Manager

## 6.0 Keeping Data Secure

### 6.1 Data Protection by Design and Default.

6.1.1 The UK General Data Protection Regulation (UK GDPR) requires that organisations put in place appropriate technical and organisational principles and safeguard individual rights. This is known as 'Data Protection by Design and Default'. It means we have to integrate data protection into our processing activities and business practices from the design stage right through the lifecycle.

6.1.2 The Council will ensure that privacy and data protection is a key consideration in everything we do. As part of this we will:

- consider data protection issues as part of the design and implementation of systems, services, products and business practices
- make data protection an essential component of the core functionality of our processing systems and services
- anticipate risks and privacy-invasive events before they occur and take steps to prevent harm to individuals
- only process the personal data that we need for our purpose(s) and that we only use the data for those purposes

6.2 Core privacy considerations should be incorporated into existing project management and risk management methodologies to ensure:

- potential problems are identified at an early stage
- increased awareness of privacy and data protection
- legal obligations are met and data breaches minimised
- actions are less likely to be privacy intrusive and have a negative impact on individuals

6.3 All paperwork particularly those that include sensitive and/or personal identifiable information should be locked away when not in use and at the end of each day.

## 7.0 Access Control

7.1 Staff, members and contractors must only access systems for which they are authorised. Under the Computer Misuse Act (1990) it is a criminal offence to attempt to gain access to computer information and systems for which they have no authorisation. All contracts of employment and conditions of contract for contractors should have a non-disclosure clause, which means that in the event of accidental unauthorised access to

information (whether electronic or manual) the member of staff or contractor is prevented from disclosing information which they had no right to obtain.

- 7.2 All new starters will only be given controlled access to applications/systems and data file areas as provided by line managers on the IT New Starter Form. Additions or changes to the access privileges to any application/system and data file areas must be made using the ICT Helpdesk and will only be actioned following authorisation from the employee's line manager or director.
- 7.3 The ICT Team must be informed by HR or by an employee's line manager or Director before the last working day of employment for any employee leaving the Council. The ICT Team will remove access rights to the employee's network account.
- 7.4 Line managers and system administrators must ensure that passwords to local systems are removed or changed to deny access. This would apply to systems externally hosted and not under the remit of the ICT Team, for example.
- 7.5 System administrators will delete or disable all identification codes and passwords relating to members of staff who leave the employment of the Council on their last working day. The employee's manager should ensure that all PC files of continuing interest to the business of the Council are transferred to another user before the member of staff leaves.
- 7.6 Where appropriate, staff working out notice are assigned to non-sensitive tasks or are appropriately monitored.
- 7.7 Staff, members and contractors must comply with the Council's Password Protocol.
- 7.8 Particular attention should be paid to the return of items which may allow future access. These include personal identification devices, access cards, keys passes, manuals and documents.
- 7.9 Managers must ensure that staff leaving the Council's employment do not inappropriately wipe or delete information from devices. If the circumstances of leaving make this likely then access rights should be restricted to avoid damage to Council information and equipment.
- 7.10 All visitors must have official identification issued by the Council. If temporary user accounts and passwords are needed to allow access to confidential systems, a request via the ICT Helpdesk should be made.

Details should include who the visitors are, the company they represent, what is required to be accessed and why the access is needed. These access rights need to be disabled when the visitor has completed the necessary task. Visitors must not be afforded an opportunity to casually view computer screens or printed documents produced by any information system without authorisation.

- 7.11 Physical security to the building with the exception of the reception is provided through access control. Staff and members must challenge anyone they do not recognise in the office areas. Never let someone you don't know or recognise to tailgate you through security doors.

## 8.0 Security of Equipment

- 8.1 Portable devices with the ability to store data must have appropriate access protection, for example passwords and encryption.
- 8.2 All Council issued mobile phones must be enrolled in the Councils mobile device management software.
- 8.3 Portable devices must not be left unattended in public places.
- 8.4 Computer equipment is vulnerable to theft, loss or unauthorised access. Any authorised user of council portable devices should secure laptops and handheld equipment with the equipment being locked away when they leave the office.
- 8.5 Portable devices must be kept out of sight when travelling in a vehicle and should always be locked away in the glove box or similar or the boot of the vehicle. Equipment should not be left in a vehicle overnight.
- 8.6 Users of portable devices are responsible for the security of the hardware and the information it holds at all times on or off Council property. The equipment should only be used by the individual to which it is issued.
- 8.7 Users working remotely must ensure appropriate security is in place to protect Council equipment or information. This will include physical security measures to prevent unauthorised entry to the property and ensuring Council equipment and information is kept out of sight.
- 8.8 Council issued equipment must not be used by non-council staff and members.

## 9.0 Payment Card Industry (PCI) Compliance

- 9.1 The Council is currently Payment Card Industry Data Security Standard (PCI DSS) compliant. This is a set of requirements designed to ensure that all companies that process, store, or transmit credit or debit card information maintain a secure environment.
- 9.2 Failure to comply with these standards could lead to fines or even the removal of the Council's ability to accept card payments.
- 9.3 Those users who have access to any part of the Council's cash receipting systems whereby they are taking payments either in person or over the phone must only enter card numbers into the relevant payment screens and **under no circumstances** must card holder data such as card numbers be written down or copied by anybody as this would breach our PCI compliance.
- 9.4 Under no circumstances should payment be taken over the phone when working remotely. Any call requiring payment should be transferred to a member of staff in the office.

## 10.0 Security and Storage of Information

- 10.1 All information, whether electronic or manual, must be stored in a secure manner, appropriate to its sensitivity. It is for each service area to determine the sensitivity of the information held and the relevant storage appropriate to the information. Suitable storage and security includes:
- paper files stored in lockable cupboards or drawers
  - portable devices stored in lockable cupboards or drawers
  - electronic files password protected or encrypted
  - restricted access to ICT systems
  - computer screens to be 'locked' whenever staff leave their desk
  - removable media (for example, CD, DVDs and USB pens/sticks/drives) should be kept in lockable cupboards or drawers and information deleted or media destroyed (e.g. CD) when no longer required. Removable media must not be plugged into Council's devices unless authorised by the ICT Team .
  - paper files removed from the office (for site visits or when working remotely) to be kept secure at all times and not left in plain sight in unattended vehicles or premises
  - portable devices must not be left in unattended vehicles
  - it is advisable that paper files containing personal or sensitive data are kept separate from portable Devices, particularly when working remotely.

- At no time should sensitive, confidential or personal information be stored on a portable device's hard drive. Access to this type of information must always be through the Council's network.
- Staff should be aware of the position of their computer screens and take all necessary steps to prevent members of the public or visitors from being able to view the content displayed on the screens.

## 11.0 Posting, Emailing and Copying Information

11.1 If information is particularly sensitive or confidential the most secure method of transmission must be selected. The following should be adopted as appropriate, depending on the sensitivity of the information.

11.2 It is important that only the minimum amount of personal or sensitive information is sent, by whichever method is chosen.

11.3 Sending information by email:

11.3.1 Carefully check the recipient's email address before pressing send – this is particularly important where the 'to' field autocompletes.

11.3.2 If personal or sensitive information is regularly sent via email, consideration should be given to disabling the auto complete function and regularly empty the auto complete list. Both options can be found in Outlook under 'file', 'options' and 'mail'.

11.3.3 Consideration should be given as to whether personal or sensitive information needs to be sent. If the data is to be sent then using at a minimum a password protected file (sending the password separately), an encrypted email or via Secure File Transfer Protocol. If unsecure which method is best guidance from the ICT Team should be sought.

11.3.3 Staff and members must take care when replying 'to all' – do you know who all recipients are and do they all need to receive the information being sent.

11.4 Sending information by post:

11.4.1 Check the recipient's address is correct.

11.4.2 Ensure only the relevant information is in the envelope and that someone else's letter hasn't been included in error.

- 11.4.3 If the information is particularly sensitive or confidential send using the most secure method of delivery, this could be Special Delivery or Courier.
- 11.5 Printing and Photocopying:
  - 11.5.1 When printing or photocopying multiple documents, staff and members must ensure the documents are separated.
  - 11.5.2 Make sure your entire document has copied or printed – check that the copier/printer has not run of paper. This is particularly important when copying or printing large documents.
  - 11.5.3 Do not leave the printer unattended – someone else may come along and pick up the printing by mistake.
  - 11.5.4 Consideration should be given to printing of sensitive data and should be printed using the MFD printers, where possible due to the more secure nature of the printer (authentication by user card).

## 12.0 Redacting

- 12.1 Any third party data must be redacted either before sending it out or posting it onto the website. A suitable and permanent redaction method should be used.
- 12.2 The use of black marker pen is **not** a suitable method of redaction.
- 12.3 Changing the colour of text (e.g. white text on a white background) or using text boxes to cover text are not suitable redaction methods, as these can be removed from electronic documents. If guidance is needed for redacting documents, please contact the ICT Team.

## 13.0 Sharing and Disclosing Information

- 13.1 When disclosing personal or sensitive information to customers, particularly over the phone or in person, ensure you verify their identity. Service areas dealing with customers on a daily basis should have suitable security questions which must always be used. If in doubt, ask for suitable ID or offer to post the information (to the contact details on file).
- 13.2 If a request for disclosure of information is received the request must be referred to the Information Officer (Legal).



## 14.0 Retention and Disposal of Information

- 14.1 Information must only be retained for as long as it is needed for business purposes, or in accordance with any statutory retention period.
- 14.2 Staff should refer to the Council's Retention and Disposal Guidelines for further information. The schedule sets out the type of information held in service areas, together with statutory or agreed retention periods. Contact the Information Officer (Legal) for further advice on retention.
- 14.3 When disposing of information please ensure the most appropriate method is used. Paper files containing personal or sensitive information must be disposed of in the confidential waste bins/bags. Electronic information must be permanently destroyed.
- 14.4 When purchasing new computer systems or software, please consider requirements for the retention and disposal of information and ensure these are included at the scoping stage.
- 14.5 When a member of staff leaves, their electronic stored data (Email mailbox, "Private" file storage on the network) will be archived and stored for 3 years. The electronic data may be accessed by the leaver's Line Manager, Service Lead or Director and any electronic data may be copied/moved out of the storage archive if deemed necessary for business purposes. The electronic data in the storage archive will be destroyed in lines with the Council's retention and Disposal Guidelines after the 3 year period.
- 14.6 When a Council Member leaves the authority, their electronic stored data (Email mailbox, "Private" file storage area on the network) will be archived and stored for 3 years from the date of leaving office. The data may be accessed by the Monitoring Officer or Deputy Monitoring Officer for the purposes of ongoing investigations or similar.
- 14.7 When a Council Member leaves the authority they must return any Council Equipment. If the member has stored any data outside of the Council's network the data must be deleted/removed from any device and emails deleted. A confirmation email must be sent to the Information Officer confirming the data has been deleted.

## 15.0 Vacating Premises or Disposing of Equipment

- 15.1 All Council information should be removed from the premises should they be vacated and from equipment before it is disposed of. Equipment includes cupboards and filing cabinets as well as computers or other electronic devices.

- 15.2 If the Council vacates any of its premises, the Manager of the service area occupying the premises must undertake appropriate checks of all areas, including locked rooms, basements and other storage areas, to ensure all Council information is removed. Such checks should be documented, dated and signed.
- 15.3 If information is bagged for disposal (whether confidential or not), this must be removed before the building is vacated.
- 15.4 Cupboards and filing cabinets must be checked before their disposal to ensure they contain no documents or papers.
- 15.5 All ICT equipment should be disposed of by the ICT Team. The ICT Team will arrange the disposal of the equipment through a company with the necessary credentials for that type of equipment e.g. hard drive shredded.

## 16.0 Cloud Storage Solutions

- 16.1 The use of cloud storage solutions (Dropbox, Onedrive Personal, iCloud etc.) for the transfer of Council information must not be used without prior authorisation from both the Legal and ICT Teams.

## 17.0 Systems Development

- 17.1 All system developments must include security issues in their consideration of new developments, seeking guidance from the IT Team where appropriate.
- 17.2 Data Privacy Impact Assessments (DPIAs) may be required to be carried out prior to purchase of any new system which will be used for storing and accessing personal information. Please see the Information Officer (Legal) prior to any new systems or technologies being implemented.

## 18.0 Network Security

- 18.1 The Council will engage a third-party specialist to routinely review network security.

## 19.0 Risks from Viruses and other malicious software

- 19.1 Viruses (including malware and zero day threats) are one of the greatest threats to the Council's computer systems. PC viruses become easier to avoid if staff and members are aware of the risks with unlicensed software or bringing data/software from outside the Council. Anti-virus measures reduce the risks of damage to the network.

19.2 ICT centrally maintain and update the currency of the virus definition files on servers, but users are responsible for checking that virus updates are automatically occurring on all desktop machines. Advice and support is available from the ICT Team if any remedial action is necessary. Any suspected virus attack must be report by the ICT Helpdesk.

19.3 Ransomware is becoming more common and is a serious threat to data stored by the Council. A device, system or network attacked by ransomware may have all files it has access to encrypted and in some cases may have the data stolen by malicious attacks. Ransomware, and many common viruses, are often distributed via malicious email or malicious websites. Only click links and download/open attachments from trusted sources and only when you expect the item(s). Do not open or download a file if you are not sure.

## 20.0 Cyber Security

20.1 Cyber security and cybercrime are increasing risks that, if left unchecked, could disrupt the day to day operations of the Council, the delivery of local public services and ultimately have the potential to compromise national security.

20.2 Regular cyber security training will be provided to all staff and members. This will also include regular phishing exercise to all staff.

### 21.0 Access to Secure Areas

21.1 The Council's local network equipment and servers will be located in secure areas and where appropriate within locked cabinets.

21.2 Unrestricted access to the central computer facilities will be confined to designated staff whose job function requires access to that particular area/equipment.

21.3 Restricted access may be given to other staff where there is a specific job function need for such access.

21.4 Authenticated representatives of third party support agencies will only be given access through specific authorisation.

## 22.0 Security of Third Party Access

22.1 No external agency will be given access to any of the Council's networks unless that body has been formally authorised to have access.

- 22.2 All external agencies will be required to sign security and confidentiality agreements with the Council.
- 22.3 All external agencies processing personal information on the Council's behalf (including via a hosted IT System) will be required to sign a third party processing agreement.
- 22.4 The Council will control all external agencies access to its systems by enabling/disabling connections for each approved access requirement.
- 22.5 The Council will put in place adequate procedures to ensure the protection of all information being sent to external systems. In doing so, it will make no assumptions as to the quality of security used by any third party but will request confirmation of levels of security maintained by those third parties. Where levels of security are found to be inadequate, alternative ways of sending data will be used.
- 22.6 All third parties and any outsourced operations will be liable to the same level of confidentiality as Council staff and members.
- 22.7 All third parties must ensure that no breaches of information security result from their actions.
- 22.8 All third parties must report any breach, or suspected breach of security to the Council's Information Officer without delay.
- 23.0 **Data Backup**
- 23.1 Data must be held on a network directory, to ensure routine backup processes capture the data. Information must not be held on a device's local storage without the prior approval of the ICT Manager.
- 23.2 Data should be protected by clearly defined and controlled back-up procedures which will generate data for archiving and contingency recovery purposes.
- 23.3 ICT should produce written backup instructions for IT Systems under their management. Procedures should be in place to recover to a useable point after restart of this back-up.
- 23.4 Archived and recovery data should be accorded the same security as live data and should be held separately preferably at an off-site location. Archived data is information which is no longer in current use, but may be required in the future, for example, for legal reason or audit purposes. The

Council's Retention and Disposal Guidelines must be followed in determining whether data should be archived.

- 23.5 Recovery data should be sufficient to provide an adequate level of service and recovery time in the event of an emergency and should be regularly tested as determined by the Disaster Recovery Document.
- 23.6 Recovery data should be used only with the formal permission of the data owner, the relevant Service Lead/Director or as defined in the contingency plan for the system.
- 23.7 If live data is corrupted, any relevant software, hardware and communications facilities should be checked before using the back-up data. This aims to ensure that the back-up is not corrupted in addition to the live data. An engineer (software or hardware) should check the relevant equipment or software using his/her own test data.

## 24.0 Software

- 24.1 All users must ensure that they only use licensed copies of commercial software. It is a criminal offence to make/use unauthorised copies of commercial software and offender are liable to disciplinary action. Each user should ensure that a copy of each licence for commercial software is held.
- 24.2 The loading and use of unlicensed software on Council computing equipment is **NOT** allowed. All staff and member must comply with the Copyright, Designs and Patents Act (1988). This states that it is illegal to copy and use software without the copyright owner's consent or the appropriate licence to prove the software was legally acquired. The Council monitors the installation and use of software by means of regular software audits; any breaches or software copyright may result in personal litigation by the software author or distributor and may be the basis for disciplinary action under the Councils Disciplinary Policy and Procedures.
- 24.3 The Council will only permit authorised software to be installed on its IT equipment. Approval will be via ICT Team. Any requests for software to be installed should be made by the ICT Helpdesk.
- 24.4 Where the Council recognises the need for specific specialised PC products, such products should be registered with ICT and be fully licensed.
- 24.5 Software packages must comply with and not compromise Council security standards.

- 24.6 Education software for training and instruction should be authorised, properly purchased, virus checked and installed by ICT Team. Where a software package includes 'games' (for example, to enable the user to practise their keyboard skills), then this will be allowed as long as it does not represent a threat to the security of the system.
- 24.7 The Council seeks to minimise the risks of computer viruses through education, good practice/procedures, and anti-virus software position in the most vulnerable areas. Users must report any viruses detected/suspected on their machine **immediately** to ICT via the ICT Helpdesk.
- 24.7 Users must be aware of the risks of viruses from email and the internet. If in doubt any data received users should contact the ICT Team for advice.

## 25.0 Timeout and Account Lockout

- 25.1 Any computer that is left inactive for a pre-set period of time (as determined by ICT) will be locked by ICT. This will be done through automatic group policy settings, returning the monitor to the locked desktop screen. The user will be required to re-enter their password to unlock their account.
- 25.2 Users must 'lock' their computers, if leaving them unattended. For high risk applications, connection time restriction should be considered. Limiting the period during which the computer has access to the IT Services reduces the window of opportunity for unauthorised access.
- 25.3 Users computer accounts must adhere to PCI requirements (see Section 9). At time of writing this requires passwords to be reset every 90 days and the account to be locked after 3 incorrect login attempts.

## 26.0 Document Review

- 26.1 The policy will be reviewed every 3 years or sooner if deemed necessary (for example introduction of new legislation).

**BRECKLAND COUNCIL**  
**EAST CAMBRIDGESHIRE DISTRICT COUNCIL**  
**EAST SUFFOLK DISTRICT COUNCIL**  
**FENLAND DISTRICT COUNCIL**  
**WEST SUFFOLK DISTRICT COUNCIL**

**At a Meeting of the**

**ANGLIA REVENUES & BENEFITS JOINT COMMITTEE**

**Held on Tuesday, 5 December 2023 at 9.30 am in the Seminar and Training Room, Keystone Innovation Centre, Croxton Road, Thetford. IP24 1JD**

**PRESENT**

Cllr Paul Ashton (Chairman)                      Cllr James Lay  
 Cllr Diane Hind (Vice-Chairman)              Cllr David Connor (Substitute Member)  
 Cllr Philip Cowen

**In Attendance**

Sam Anthony	- Head of HR & OD (Fenland)
Alison Chubbock	- Section 151 Officer & Assistant Director Finance
Lorraine King	- Head of Benefits & Council Tax Billing (ARP)
Rachael Mann	- Director (Resources & Property) (West Suffolk)
Adrian Mills	- Head of ARP
Lorraine Rogers	- Chief Finance Officer & S151 Officer (East Suffolk District Council)
Matthew Waite-Wright	- Head of NNDR Recovery & Enforcement (ARP)
Ian Smith	- Director, Finance (East Cambs)
Julie Britton	- Democratic Services Officer

**33/23 MINUTES**

The Minutes of the meeting held on 12 September 2023 were agreed as a correct record.

**34/23 APOLOGIES**

An apology for absence had been received from Councillor French. Councillor Connor was in attendance as her substitute.

**35/23 URGENT BUSINESS**

None.

**36/23 DECLARATIONS**

None declared.

**37/23 PERFORMANCE REPORT (STANDING ITEM)**

Matthew Waite-Wright, the Head of NNDR, Recovery & Enforcement (ARP) provided Members with a detailed overview of the Joint Committee Performance Report for September 2023.

**Action By**

**Action By**

Business Rates and Council Tax collection for all partner authorities had exceeded the set target for the second quarter but were slightly behind the 2022/23 percentage rate for this time of the year and would be closely monitored.

Although the number of days to process Housing Benefits in Quarter 2 was above target for all partner authorities, the performance had been impacted by the energy schemes which had now closed.

Both the number of electronic forms received and the target for fraud & compliance were both on course, and the latter was well on the way of exceeding the target set.

Referring to the Housing Benefit target missed by all partner authorities, Lorraine King, the Head of Benefits & Council Tax Billing (ARP) explained that there were several reasons that had impacted the housing benefit target for Quarter 2. A system bug had affected automation levels, but this had since been fixed by the software provider. The move to Universal Credit had increased the workload, temporary accommodation and supported accommodation was another area that had taken longer to process but since the publication of this report all were now back on track.

Members were informed that two focus days had taken place to concentrate on getting new Housing benefit claims more up to date to improve the processing times. The Head of Benefits & Council Tax Billing (ARP) felt that Members may wish to discuss the Housing Benefit target for 2024/25. It was noted that DWP had been holding workshops nationally that ARP took part in and DWP had been extremely impressed with the Partnership's ways of working and had taken several good practices away with them.

In conclusion, the Head of NNDR, Recovery & Enforcement (ARP) was pleased to report that the Enforcement Team had collected over £2m in debt repayment and fees of over £622k. The preparations for the 2024/25 Council Tax bills were well underway, the Systems & Digital Team's recently introduced 'Contact us' form was working well, and Fraud & Compliance was going from strength to strength. Additionally, the work around automation in terms of Council Tax moves had reduced the number of reminders by 50%, and the new telephony system went live in October.

Councillor Cowen was very pleased with the report but in terms of fraud & compliance as it was doing so well, was it being publicised enough because if it was surely the amount collected would reduce, knowing that ARP had an excellent record of tracing these fraudulent cases and asked if the prosecution figures could be provided.

**MW-W**

The Head of NNDR, Recovery & Enforcement (ARP) explained that the amount of money was actually increasing as a great deal of fraud was being identified. Benefits fraud and Single Persons discounts were two completely separate areas, but he would be happy to provide the prosecution figures. It was noted that Single Persons discount was the biggest area of fraud.

Councillor Cowen asked how ARP could encourage people not to make fraudulent claims. Members were informed that a clear message was always included on the Council Tax bills but he would be happy to receive any further suggestions.



The Head of ARP, Adrian Mills explained how performance was reported and whether the communications and publicity was working well or not would be monitored accordingly.

The Chairman, Councillor Ashton, felt that Councils' press releases did not go far enough and felt that more money should be spent on a better publicity campaign. He asked if this could be considered, and such an approach be reported back in due course.

Councillor Cowen had noted that the move to Universal credit and claims for temporary accommodation were taking longer to process and asked if anything could be done or was being done to speed up the process. He also had concerns with the significant increase in temporary accommodation costs and felt that it could become a problem that could continually grow.

The Head of Benefits & Council Tax Billing (ARP) said that ARP was working very closely with the Housing Team and much more information was now being provided and was being made aware of new cases much quicker. She explained that claims for temporary accommodation took longer due to the person possibly moving 2 or 3 times a week. In response to Councillor Cowen's concern, Members were informed that temporary accommodation was a very difficult to control as most people who requested such accommodation were in transient, and the Team had numerous addresses and contact numbers to deal with.

The Head of ARP pointed out that there had been a significant rise in demand for temporary accommodation. He also pointed out that the workshops that the Head of Benefits & Council Tax Billing (ARP) had arranged with DWP had been featured in the Good Practice Guide.

The Vice-Chair, Councillor Hind, was aware that rental costs had increased dramatically, and people were moving around a great deal more into much cheaper accommodation.

Councillor Lay felt that the issue of temporary accommodation was an area that was going to grow particularly as more and more landlords were getting out of the rental market.

The Head of ARP agreed that it was an area that was demand led.

The Chairman felt that there could be some merit in partners sharing information on homelessness as all were being affected.

Rachael Mann, the Director of Resources & Property (West Suffolk), said that she would be happy to take this action away to establish if her housing colleagues could reach out. West Suffolk had acquired a number of properties over the years to enable housing benefit to be recovered, and she would be happy to share any information with the Partners.

Councillor Cowen (BDC) said that Breckland Council had done the same, acquired its own accommodation, but it was growing and there was nothing that could be done about it, all that could be done was react to it.

Sam Anthony, Head of HR & OD (Fenland DC), felt that a Housing Strategy Group should be set up to discuss these issues.

**Action By**

**OIB**

**RM**

**SA**

	<u>Action By</u>
<p>Councillor Lay reported that in East Cambs, he had a number of who had just been informed by their landlords that the properties were going to be put on the housing market so he would probably need some assistance on this matter.</p>	
<p>The Director of Resources &amp; Property (West Suffolk) suggested that a Housing Task &amp; Finish Group should be set up between all Partners.</p>	RM
<p>The Head of ARP agreed with the above suggestion and felt that an ARP cross functional Housing Task &amp; Finish Group should be set up to share best practices.</p>	OIB
<p>The Chairman asked if it would be worth setting up a project group to delve into the data.</p>	
<p>The Director of Resources &amp; Property (West Suffolk) said she would be happy to take this action away as West Suffolk had those skilled individuals to access such data and she would ask them to share such information across the Partnership.</p>	RM
<p>Subject to the actions listed above, the Joint Committee Performance Report was otherwise noted.</p>	
<p><b>38/23 <u>WELFARE REFORM UPDATE (STANDING ITEM)</u></b></p>	
<p>The Head of Benefits &amp; Council Tax Billing (ARP) presented the report which was for Members to note.</p>	
<p>Under section 2.1.15, summary of the current position on the expansion of Universal Credit (UC), Members were informed that the move to UC in terms of Southeast Wales, Central Scotland and Southwest Scotland continued.</p>	
<p>The small-scale discovery phase that would provide more combinations of benefits into Manchester with Harrow and Northumberland was going very well.</p>	
<p>ARP continued to press for more information and timelines at our regular DWP &amp; LGA liaison meetings and further updates on the ongoing roll out programme were awaited.</p>	
<p>Anyone in receipt of Housing Benefit would receive a migration notice during between April and June 2024. Further information was awaited.</p>	
<p>The report was otherwise noted.</p>	
<p><b>39/23 <u>ARP FINANCIAL PERFORMANCE (STANDING ITEM)</u></b></p>	
<p>The Assistant Director of Finance &amp; S151 Officer (BDC) presented the report.</p>	
<p>Members were informed that the forecast at this stage of the year showed an overspend against budget of £141k (1.3%) for the whole of ARP. The main reason for the overspend had been due to the recently agreed national pay award and the significant increase in Royal mail postage charges that came into effect in October 2023.</p>	

The recommendations were proposed and seconded, and it was:

**RESOLVED** that:

1. the report and appendix be noted; and
2. the final full year variance at 31 March 2024 be shared between the partner authorities in the approved shares.

**40/23 ARP JOINT COMMITTEE PARTNERSHIP BUDGET 2024-25**

The Assistant Director of Finance & S151 Officer (BDC) presented the report.

Members were informed that compared to the 2023-24 numbers this proposed budget had increased significantly by £931K (8.8%). The reasons behind this increase could be seen in the table at section 1.5 of the report.

It was noted that whilst salary costs had increased, staffing numbers had not and in terms of postage costs, Royal Mail intended to increase its prices again in 2024. As well as the efficiencies to mitigate the Royal Mail price increase, the budget included the remainder of the previously set efficiency target of £91k to be achieved.

Councillor Connor asked how much Royal Mail was going to put its prices up next year. Members were informed that costs were due to rise again by a similar amount.

The Head of ARP said that the Partnership would aim to offset the increase through automation as well as further initiatives in the pipeline to offset those costs.

Councillor Cowen (BDC) asked if the increase was a proportion of the total and what it represented. He also asked why ARP used Royal Mail as he felt that there could be cheaper options such as private mail companies that could be considered. In response to the first question, the Assistant Director of Finance & S151 Officer (BDC) advised that it represented £550k, and in response to the latter question, it was noted that there was no other option but to use Royal Mail.

The Head of ARP explained that ARP had a contract in place with a printing and mailing company and they used Royal Mail for the final delivery but believed that whoever was used, it did not have to be Royal Mail and could form part of the scope when the contract came to an end next year.

The Head of Benefits & Council Tax Billing (ARP) pointed out that ARP used economy post that saved 2p per letter.

Councillor Cowen felt that if Royal Mail was failing ARP should be concerned and if the most vulnerable people were not receiving important post, was there anyway to look at an alternative approach in getting mail to these individuals.

The Chairman acknowledged that procurement activity for printing and mailing would be looked at for next year.

The Head of ARP stated that the price would be based on volumes and as

**Action By**

**OIB**

**OIB**

**Action By**

ARP was looking to reduce such mailing activity in terms of automation, this would affect the price of the contract.

The Vice-Chairman felt that procurement should be the final option, Norfolk was a large rural area and Royal Mail should take this into account and she was not sure how this could be monitored.

The Head of ARP assured Members that ARP did secure a competitive price in terms of the contract and would look to replicate this going forward.

On the issue of automation, the Chairman asked if it would be possible to report progress on these electronic measures.

Members were informed that every June and December a workshop on matters of interest was usually delivered and the Head of ARP said that he would be happy to include this topic.

The Chairman felt that this should be standing item on the agenda rather than a workshop.

As there were no further questions, the recommendation was proposed and seconded, and it was:

**RESOLVED** that the ARP budget at Appendix A of the report for 2024-25 be approved.

**OIB/  
JB**

**41/23 ARP JOINT COMMITTEE SERVICE PLAN AND RISK REGISTER REPORT**

The Head of ARP provided Members with a detailed overview of the report.

Various sections of the report were highlighted in particular at section 2.0 of the report where the significant achievements in 2023 could be seen including the key part that ARP played in helping shape and design the guidance and processes in terms of the two fuel schemes. ARP was the first authority to make payments nationally and in total paid out almost £1.6m to help residents with rising fuel costs.

Under section 2.20, it was noted that, the late receipt of DLUHC New Burdens Administration funding was mainly due to the budget for the 2022-23 year ended in surplus; the funding was recompense for costs attributed to the delivery of the seven Business Rates reliefs, including the CARF scheme, and the Energy Rebate scheme.

Referring to section 2.3 of the report, the number of outstanding UCDS files had gradually increased since June as a system issue had been identified that prevented 13% of the more complex records from automating correctly. A fix had now been released which was currently being tested and it was anticipated that the volume of outstanding files would reduce to levels seen in the first quarter of this year when fully implemented.

Under Section 2.11, the Head of ARP explained that despite the increase in demand, through the expanding automation ARP had been able to reduce its complement this year. If not for the level of automation, ARP would have required additional resource to cope with increasing workloads, as the case at most other Councils at this time. Details could be seen in the tables on pages

57 and 58 of the agenda pack.

During the month of October, Benefit processes had been brought up to date; thereby, reducing the number of outstanding processes (see section 2.13 of the report).

In terms of cost pressures, there was a cost pressure on the budget for 2023/24 attributable to higher than anticipated pay awards for 2022 and this year, along with inflationary increases in supplier costs. An efficiency target had been set and ARP was working with its software supplier to implement further automation opportunities that would lead to future efficiencies.

DWP relaunched their 'Move to UC' programme in 2022 to migrate customers to Universal Credit. Following a successful pilot with five authorities a report was published with the outcomes, leading to improvements for the remainder of the move programme. In the Autumn budget in November 2022, it was announced that plans to continue to move across 2.5 million cases on to UC would continue but the move of a further 1 million ESA customers would be delayed until 2028. The plan to consider movement of Pensioners on to a Housing Element had also been delayed from 2025 to 2028-29.

The risk register continued to highlight the need to monitor the impact of the cost-of-living and inflationary pressures upon customers, service delivery and the budget as well as Universal Credit migration on customers and DWP subsidy, amongst others. ARP continued to influence changes in delivery through its representation on DWP steering groups. A further update would be provided in the New Year.

The recommendations were proposed and seconded, and it was:

**RESOLVED** that:

1. the progress in respect of the December 2022 Service Delivery Plan be noted, and
2. the 2023 Service Delivery Plan and risk register at Appendix B of the report be approved.

**42/23 FORTHCOMING ISSUES (STANDING ITEM)**

The Chairman advised that the current Head of ARP, Adrian Mills, would be retiring soon and therefore a new Head of ARP would need to be recruited. The Joint Committee had been tasked to determine questions and he asked Members if they would be able to provide some suitable questions that could be put to the candidate(s).

**JC  
Mbrs**

**43/23 NEXT MEETING**

The arrangements for the next meeting on Tuesday, 5 March 2024 at 10am were noted. This meeting would be held via Teams.

**All to  
Note**

The meeting closed at 10.35 am

CHAIRMAN



**Notes of a meeting of the Waste Service Review Working Party  
held on Tuesday 21 November 2023 at 9:30am.**

**PRESENT**

Cllr Julia Huffer (Chairman)  
Cllr Mark Inskip  
Cllr Kelli Pettitt

**OFFICERS**

Isabel Edgar – Director Operations  
Ian Smith – Director Finance  
Catherine Sutherland - Waste Development & Support Manager  
Hannah Walker – Trainee Democratic Services Officer  
Jane Webb - Senior Democratic Services Officer

**1. APOLOGIES**

None.

**2. DECLARATIONS OF INTEREST**

No declarations of interest were made.

**3. TERMS OF REFERENCE**

The Terms of Reference for the Working Party agreed by Operational Services Committee at its meeting were received.

**4. THE NATIONAL PICTURE – LEGISLATION UPDATE**

Catherine Sutherland, Waste Development & Support Manager, provided a legislative update to Members on the reforms to the recycling collections in England.

The Council will retain their local discretion to choose how to collect a core set of recyclables, which are already collected in the blue bin plus a requirement to collect plastic film, which has been included in the new contract.

All Councils will be required to provide a food waste collection by 2026, except where transitional arrangements were in place. Once these transition arrangements came to an end ECDC would then have to provide a separate weekly food waste collection; the Council were currently awaiting an update from DEFRA to see if they qualified for funding.

## **5. BEST PRACTICE IN THE SECTOR**

The Waste Development & Support Manager presented a table which reflected the top five authorities in England ECDC was rated in the top 25% on the league table although there were key differences in the types of service ECDC provided compared to those in the top 5: including frequency of collection, bin capacity, food recycling and separate garden waste services.

The Director Operations detailed the comparative performance for 2021-22 compiled by Oflog. ECDC were in the in top 10% of local authorities and ranked 4<sup>th</sup> out of 16 of the CIPFA nearest neighbours on certain measures. Public engagement with recycling services was high, although food waste recycling was very low and around 30% of the residual waste was food waste.

## **6. CONSIDERATIONS, CHALLENGES, ISSUES**

The Director Operations explained the context of the considerations, constraints, and challenges to the waste collection service.

The Director Operations clarified the following queries:

- More data was needed to provide participation rates to indicate how many people used the different waste services. However, this would not be available until the full roll out of the new waste management system.
- Waste vehicles bought in 2018 would require replacement or upgrading if service changes to residual waste were made.
- Feedback from residents should be sought to establish how best to transition and embed any changes to the waste service.
- There could be constraints on tipping points as ECDC did not have a waste transfer station.

Members discussed the importance of providing value for money and a cost-effective waste service, they emphasised the need to keep the service performance consistently good and recognised the benefit of providing a food waste service. Street scene visibility and the Council's carbon footprint was recognised as an important factor to consider.

The Director Finance confirmed that the current 2018 fleet had a 9-year depreciation, but new vehicles would have a 7-year depreciation.

Members discussed how funding for the service needed to be managed and options such as charging for the garden waste service were discussed if statutory changes had to be made. Members raised the importance of communicating with residents about the reasons for any changes to the service Nappy waste disposal was also discussed as a problem for some households, although many local authorities had already dealt with these types of issues.



The Director Operations stated that the waste service required a suite of policies and service standards to address these different issues.

- Nappy waste.
- Larger bins for larger households or households that produced additional waste.
- Management of contaminated recycling.
- Charging regimes and the impact on low-income families.
- Assisted collections and health care waste.

## **7. SCOPE FOR EXPLORATION**

The Waste Development & Support Manager explained the scope for exploration, the baseline of the existing service and service delivery options. Members were asked to consider what the schedules and standards would be in terms of size, frequency, the resources, and infrastructure involved. She also mentioned that there was capacity to collect commercial waste for small businesses. Members agreed that the core waste services should be prioritised.

The Director Operations concluded the next steps, she explained that quotes were already being prepared from three consultants. It was noted that the Memorandum of Agreement (MOA) for ECSS was March 2025, and therefore options around delivery mechanisms needed to be understood and agreed quickly to hit that date. It was also noted that there was also a mechanism in the MOA to extend this deadline if the Council required more time to consider its options.

## **8. DATE OF NEXT MEETING**

It was confirmed the next meeting will be held on the first week of January 2024.

The meeting closed at 10:45am.



## Operational Services Committee Annual Agenda Plan

## Agenda Item 18

Lead officer: Isabel Edgar, Director Operations

Democratic Services Officer: Hannah Walker

### Monday 19 June 2023 4:30pm

Report deadline: 4pm Monday 5 June 2023

Agenda despatch: Wednesday 7 June 2023

Agenda Item	Report Author
Voluntary Community Action East Cambs (VCAEC) Update	Angela Haylock, Chief Executive Officer
Representation on Outside Bodies and Annual Reports	Senior Democratic Services Officer
Environment Action Plan 2023	Richard Kay, Strategic Planning Manager
Budget Outturn Report	Anne Wareham, Senior Accountant
ECSS Board Minutes (if any) [EXEMPT]	Senior Democratic Services Officer
Youth Action Plan Update	Stephanie Jones, Communities and Partnerships
Forward Agenda Plan	Senior Democratic Services Officer
ECSS Management Accounts [EXEMPT]	ECSS Finance Manager
ARP Joint Committee Minutes	Democratic Services Officer

### Monday 18 September 2023 4:30pm

Report deadline: 4pm Monday 4 September 2023

Agenda despatch: Wednesday 6 September 2023

Agenda Item	Report Author
Community Safety Partnership Update	Community Safety Partnership Representative
HVO Vehicles Procurement	Liz Knox, Head of Street Scene
Health and Safety Enforcement Policy	Richard Garnett, Senior Environmental Health Officer
Food Safety Enforcement Policy	Richard Garnett, Senior Environmental Health Officer
Environment Act Implementation	Director Operations
Environmental Crime Enforcement Policy Review	Liz Knox, Environmental Services Manager
Quarter 1 – Waste Performance Monitoring and Street Smart Highlights Report	Catherine Sutherland, Development Manager
Budget Monitoring Report	Anne Wareham, Senior Accountant
ARP Joint Committee Minutes 13 June 2023	Democratic Services Officer
Forward Agenda Plan	Democratic Services Officer
ECSS Management Accounts [EXEMPT]	ECSS Finance Manager
ECSS Board Minutes (if any) [EXEMPT]	Democratic Services Officer
ECSS Performance Matter [EXEMPT]	Director Legal

**Monday 13 November 2023 4:30pm**

Report deadline: 4pm Monday 30 October 2023

Agenda despatch: Wednesday 1 November 2023

<b>Agenda Item</b>	<b>Report Author</b>
VCAEC Update	VCAEC representative
Service Delivery Plans – 6 Month Performance Monitoring	service leads
Budget Monitoring Report	Anne Wareham, Senior Accountant
DAHA Policy and Strategy	Angela Parmenter, Housing and Community Safety Manager
Environmental Crime Action Plan	Karen See, Senior Environmental Health Officer
Environmental Crime Fixed Penalty Notices – Fee setting Review	Karen See, Senior Environmental Health Officer
Recommendation from Audit Committee 16 October 2023: Strategic Service Review (Waste and Recycling)	Director Operations
HVO Procurement Options Update	Liz Knox, Head of Street Scene
ECSS Quarter 2 Overspend Report	Director Commercial
ECSS Half Yearly Report	Director Operations
Materials Recycling Contract – Procurement Update and Delegation Request [EXEMPT]	Liz Knox, Head of Street Scene
Quarter 2 – Waste Performance Monitoring and Street Smart Highlights Report	Catherine Sutherland, Development Manager
ARP Joint Committee Minutes 12 September 2023	Democratic Services Officer
Forward Agenda Plan	Democratic Services Officer

**Wednesday 31 January 2024 4:30pm**

Report deadline: 4pm Wednesday 17 January 2024

Agenda despatch: Friday 19 January 2024

<b>Agenda Item</b>	<b>Report Author</b>
Community Safety Partnership Update	CSP Representative
Youth Action Plan Update	Stephanie Jones, Communities & Partnerships
Citizens Advice West Suffolk (CAWS) Grant	Lewis Bage, Communities & Partnerships
VCAEC Grant	Lewis Bage, Communities & Partnerships
Information Security Policy Review	Karen Wright, ICT Manager
Waste Performance Monitoring Report Q3 and Street Smart Highlights Report	Catherine Sutherland, Development Manager
ECSS Finance Report	Emma Grima, Director Commercial
ECSS Statutory Accounts	Emma Grima, Director Commercial
Minutes of the Waste Service Review Working Party	Democratic Services Officer
ARP Joint Committee Minutes Forward Agenda Plan	Democratic Services Officer
ECSS Management Accounts [EXEMPT]	ECSS Finance Manager
ECSS Board Minutes (if any) [EXEMPT]	Democratic Services Officer

**Monday 25 March 2024 4:30pm**

Report deadline: 4pm Monday 11 March 2024

Agenda despatch: Wednesday 13 March 2024

<b>Agenda Item</b>	<b>Report Author</b>
VCAEC Update	VCAEC representative
End of Year Reports 2023/24 Service Delivery Plans 2024/25	Service Leads
ECSS Business Plan	Emma Grima, Director Commercial
Community Engagement Strategy	Lewis Bage, Communities & Partnerships
Vulnerable Community Strategy	Lewis Bage, Communities & Partnerships
Budget Monitoring Report	Anne Wareham, Senior Accountant
Waste Performance Monitoring Q4 and Street Smart Highlights Report	Catherine Sutherland, Development Manager
DFG Policy Review	Marie Beaumont Senior Case Worker
Health and Wellbeing Strategy and Action Plan review	Liz Knox, Environmental Services Manager
Waste and Street Cleansing Service Proposals	Isabel Edgar, Director Operations
ARP Joint Committee Minutes	Democratic Services Officer
Forward Agenda Plan	Democratic Services Officer
ECSS Management Accounts [EXEMPT]	ECSS Finance Manager
ECSS Board Minutes (if any) [EXEMPT]	Democratic Services Officer

