



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE
Telephone: 01353 665555

MEETING: **OPERATIONAL SERVICES COMMITTEE**
TIME: 4.30pm
DATE: 17th June 2019
VENUE: Council Chamber, Nutholt Lane, Ely
ENQUIRIES REGARDING THIS AGENDA: Adrian Scaites-Stokes
DIRECT DIAL: (01353) 665555 EMAIL: adrian.scaites-stokes@eastcambs.gov.uk

Membership:

Conservative Members

Cllr David Ambrose Smith (Chairman)
Cllr Julia Huffer (Vice Chairman)
Cllr Lis Every
Cllr Amy Starkey
Cllr Jo Webber

Substitutes:

Cllr Anna Bailey
Cllr Dan Schumann
Cllr Lisa Stubbs

Lead Officers:

Jo Brooks, Director Operations

Liberal Democrat Members

Cllr Victoria Charlesworth
Cllr Mark Inskip (Lead Member)
Cllr Paola Trimarco
Cllr Christine Whelan

Substitutes:

Cllr Simon Harries
Cllr John Trapp
Cllr Alison Whelan

Quorum: 5 Members

A G E N D A

- 1. Public Question Time**
The meeting will commence with up to 15 minutes public question time
- 2. Apologies and Substitutions**
- 3. Declarations of Interest**
To receive declarations of interest 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 Committee held on 30th May 2019

5. **Chairman's Announcements**
6. **Approval of the 2019/2020 Food and Health and Safety Service Plan**
7. **End Of Year Performance Report for the Waste and Street Cleansing Services**
8. **Appointment of Representatives on Outside Bodies & Annual Reports**
9. **Forward Agenda Plan**
10. **EXCLUSION OF THE PRESS AND PUBLIC**

That the press and public be excluded during the consideration of the remaining item no. 11 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 there would be disclosure to them of exempt information of Categories 1, 2 and 3 Part I Schedule 12A to the Local Government Act 1972 (as Amended).

11. **Commercial Mooring at Ely Riverside**

NOTES:

1. Members of the public are welcome to attend this meeting. If you are visiting The Grange during normal hours you should report to main reception desk, where you will be asked to fill in a visitor's pass that must be worn at all times whilst you are in the building. Please remember to return your pass before you leave.

This will not apply if you come to an evening meeting: in this case you will enter via the rear access doors in the glass atrium at the back of the building and a Facilities Assistant will direct you to the room in which the meeting will take place.

The maximum capacity for meetings in the Council Chamber has been set by the Fire Officer at 100 persons. Allowing for Member/Officer attendance and room layout constraints, this will normally give a capacity for public attendance of approx 60 people. Admittance to the Council Chamber is on a 'first come, first served' basis and public access will be from 15 minutes before the start time of the meeting.

There are a number of schemes aimed at encouraging public participation in the Council's activities and meetings. These include public question time and a process to enable petitions to be submitted. Details of these can be obtained by calling any of the telephone numbers below or by logging onto the Council's website.
2. Fire instructions for meetings:
 - If the fire alarm sounds please make your way out of the building by the nearest available exit - i.e. the back staircase or the fire escape in the chamber. Do not to use the lifts.
 - The fire assembly point is in the front staff car park by the exit barrier.
 - This 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 of this area.
3. Reports are attached for each agenda item unless marked "oral".
4. If required all items on the agenda can be provided in different formats (e.g. 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
5. 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 items no. 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 there would be disclosure to them of exempt information of Categories X Part I Schedule 12A to the Local Government Act 1972 (as Amended).”



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

AGENDA ITEM NO. 4

Minutes of a meeting of the Operational Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on Thursday, 30th May 2019.

PRESENT

Cllr David Ambrose Smith
Cllr Anna Bailey (as Substitute)
Cllr Victoria Charlesworth
Cllr Julia Huffer
Cllr Mark Inskip
Cllr Lisa Stubbs (as Substitute)
Cllr Paola Trimarco
Cllr Jo Webber
Cllr Christine Whelan

APOLOGIES

Cllr Lis Every
Cllr Amy Starkey

OFFICERS

John Hill – Chief Executive
Maggie Camp – Legal Services Manager and Monitoring Officer
Jo Brooks – Director Operations
Emma Grima – Director Commercial
Tracy Couper – Democratic Services Manager

1. ELECTION OF CHAIRMAN

Councillor David Ambrose Smith was duly nominated. There being no other nominations:

It was resolved:

That Councillor David Ambrose Smith be elected as Chairman of the Operational Services Committee for the ensuing municipal year.

2. APPOINTMENT OF VICE-CHAIRMAN

Councillor Julia Huffer was duly nominated. Councillor Mark Inskip was also duly nominated. When put to the vote:

It was resolved:

That Councillor Julia Huffer be appointed as Vice-Chairman of the Operational Services Committee for the ensuing municipal year.

TITLE: APPROVAL OF THE 2019/2020 FOOD AND HEALTH AND SAFETY SERVICE PLAN

Committee: Operational Services Committee

Date: 17 June 2019

Author: Senior Environmental Health Officer

[U19]

1.0 ISSUE

1.1 The Council needs to update its service plan for both food and safety to satisfy requirements of the Food Standards Agency and Health and Safety Executive.

2.0 RECOMMENDATION

2.1 The Committee is asked to approve the East Cambridgeshire District Council Food and Health and Safety Service Plan at Appendix 1.

3.0 BACKGROUND/OPTIONS

3.1 Officers are authorised by East Cambridgeshire District Council to carry out a number of statutory functions according to food and health and safety laws.

3.2 Under the National Local Authority enforcement Code (National Code) East Cambridgeshire District Council is required to develop and approve a Health and Safety service plan. The National Code is given legal effect under Section 18 of the Health and Safety at Work etc. Act 1974.

3.3 Under the Food Safety Act 1990 and Food Standards Agency Framework Agreement (Amendment No. 5, 2010), the Food Standards Agency requires East Cambridgeshire District Council to have a Food Safety service plan.

3.4 The Food Standards Agency requires local authorities to present its food policy in accordance with its Framework Agreement Amendment and the Health and Safety service plan has been included into this.

4.0 COSTS

4.1 The Costs to the Council in providing these services is detailed on page 15 of the attached report and is balanced against a measure of income for services the Council are able to charge for.

5.0 ARGUMENTS/CONCLUSIONS

5.1 The East Cambridgeshire District Council's service plans for Food and Health and Safety allow the Council to satisfy the requirements for these of both the Food Standards Agency and Health and Safety Executive.

6.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

6.1 The cost of officer time spent collating the documents

6.2 Equality Impact Assessment IST completed and attached Appendix 2

7.0 APPENDICES

Appendix 1 Food and Health and Safety Service Plan 2019/20

Appendix 2 Equality Impact Assessment

Background Documents

Location

Contact Officer

Background Documents
Food Standards Agency
Framework Agreement
Amendment No.5: April
2010

Room SF202
The Grange,
Ely

Richard Garnett
Senior Environmental Health Officer
(01353) 616472
richard.garnett@eastcambs.gov.uk

Food Safety Act 1990 s.40

Health and Safety
Executive LAC 67 (2) Rev 7

National Local Authority
(LA) Enforcement Code

**East Cambridgeshire District
Environmental Services Department**

COMMERCIAL TEAM

**Food and Health and Safety Service Plan
2019/2020**

Written in accordance with the Food Standards Agency's The Framework Agreement on Official Feed and Food Controls by Local Authorities Amendment No. 5 April 2010 and the Health and Safety Executive's Guidance to Local Authorities.

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INTRODUCTION

East Cambridge District Council is responsible for food safety and health and safety enforcement¹ in its area and is required, by the Framework Agreement², to produce an annual service plan clarifying how it proposes to meet this obligation. The aim of this plan is to ensure that national priorities and standards set by the Food Standards Agency and Health and Safety Executive are addressed and delivered locally.

The Commercial Team which undertakes these duties within East Cambridge District Council, is committed to enforcement that is effective, risk based, proportionate and consistent, in common with the directives of both the Food Standards Agency and Health and Safety Executive. It is also committed to working with all its customers to ensure that it is fulfilling its responsibilities.

This plan is consistent with the current Environmental Services Service Delivery Plan and the Council's corporate objective of "Delivering a Financially Sound and Well Managed Council"³.

Liz Knox
Environmental Services Manager

April 2019

¹ *In businesses for which the local authority is the enforcing authority (Reference The Health and Safety (Enforcing Authority) Regulations 1998).*

² *Food Standards Agency's The Framework Agreement on Official Feed and Food Controls by Local Authorities Amendment No. 5 April 2010*

³ "Our Vision for the Future" ECDC Corporate Plan 2017-2019

1. COMMERCIAL TEAM AIMS AND OBJECTIVES

1.1. Aims and Objectives

The regulatory and advisory roles of the Commercial Team (the Team) support the Council's corporate objective "Delivering a Financially Sound and Well Managed Council" and also those of the Environmental Services Delivery Plan.

The Team operates within the Environmental Services Department. The link between the Council's corporate objectives and the Environmental Services Delivery Plan is in the commitment to "Continue business reviews to minimise bureaucracy, increase efficiency and provide excellent 'can do' and 'open for business' services". It also links some functions with the Cambridgeshire Health and Wellbeing Strategy.

As an enforcement service for Food Safety, Health and Safety and Public Health legislation, the aim of the Team is to improve public health in both food and health and safety. The key objectives are:

- Planned and reactive inspections of registered and approved food establishments
- The investigation of service requests and complaints relating to food and food premises
- The investigation of cases and outbreaks of food-borne and food poisoning illnesses.
- The investigation of accidents reported under RIDDOR⁴ and complaints about safety
- Undertaking health and safety advisory visits and inspections according to Health and Safety Executive (HSE) protocols and guidance.
- Giving advice and guidance to businesses and other internal and external customers

The Team operates on a risk-based approach supporting firstly with advice and guidance on compliance. Enforcement is undertaken having regard to the Council's enforcement policies and guidance from the Food Standards Agency (FSA), the HSE, and Public Health England (PHE).

2. AUTHORITY PROFILE AND ORGANISATIONAL STRUCTURE

2.1. Authority Profile

East Cambridge District Council is a largely rural area of some 651.3 square Kilometres with a population of 83,300 according to the 2011 Census. It has its main commercial centre at Ely, which, due to its cathedral is a major tourist attraction.

The district has more than twice the national proportion of agricultural businesses. The average employment rate is high at 72.3% for people between the ages of 16 and 74.

⁴ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

The district has around 4000 VAT registered businesses of every description. Many of the businesses in ECDC are independents, rather than being part of chains or multiples and this type of business traditionally relies on the Council as a source of advice and guidance.

The Council is responsible for the enforcing food, public health and safety law in approximately 850 food businesses and other commercial premises.

The responsibility for enforcement of Health and Safety at commercial premises is divided between the Health and Safety Executive and Council and because businesses do not need to register under health and safety law, an accurate database is not available.

2.2. Organisational Structure

The Environmental Services Department, reports to the Regulatory Services Committee and has a designated Councilor Champion supporting the service.

The departmental lead is the Environmental Services Manager who in turn reports to the Director of Operations. The Commercial Team sits within the Environmental Services Department.

Reporting to the Environmental Services Manager is the Senior Environmental Health Officer (SEHO) who is designated as the Lead Food Officer. They undertake the day-to-day supervision of the Commercial Team as well as contributing to inspection and complaint investigations. The Team is responsible for the Council's enforcement role in relation to most food, health and safety and infection control aspects of public health legislation.

Officers are authorised to undertake a range of food health and safety and public health enforcement according to their job profile, competence and experience. The Team are supported in this role by the Council's Legal Services department.

External to the Council, the Team have an authorised Public Analyst (PA) with the role currently being undertaken by Public Analysts Scientific Services Ltd and a Food Examiner undertaken by Public Health England at Colindale.

2.3. Liaison with Other Organisations

Working closely within a small authority, the Team liaises with Licensing, Building Control, the Markets Team, Waste Management, and Ely Tourism.

The Team liaises with neighbouring districts, both by direct contact and regional Cambridgeshire Food and Safety Group meetings, and with other neighbouring authorities as required. Representatives from PHE, Trading Standards, HSE and FSA attend these meetings.

Heads of Service attend strategic meetings at a county level.

Officers attend the Safety Advisory Group meetings allowing work with emergency services and other County representative on larger events. No special resources are needed to undertake this liaison.

Officers work with Cambridgeshire County Council on the Healthier Options project.

2.4. Cambridgeshire & Peterborough Better Business for All Partnership

The Cambridgeshire & Peterborough Better Business for All (BBfA) Partnership has drawn regulators, Signpost 2 Grow and business representatives together with the aim of providing an effective signposting and targeted business support service tailored to meet local needs.

The aims and objectives of BBfA Partnership are;

- Developing a relationship between businesses, business focussed support organisations and regulators built upon trust, understanding and a desire to together improve compliance with regulation and support of business growth,
- Committing to consult with business to improve understanding of how the partnership can assist businesses to achieve and maintain compliance
- Clear communication and provision of all information in one accessible location
- Streamlining and improving access to information, to enable businesses, to understand and apply regulation and guidance
- Promoting and supporting Primary Authority with businesses that would benefit from being part of a partnership
- Helping to build confidence amongst the business community enabling them to plan and make compliant business decisions, for example by signposting to funding and advice
- Promoting exporting and support that the Department for International Trade (DIT) can provide to businesses who wish to expand their businesses to an overseas market.

2.5 Enforcement Policy

The Council has a Corporate Enforcement Protocol in line with the Regulators Code. Under the umbrella of that Protocol, the Council has separate Food and Health and Safety Enforcement policies. These are available on the Council's website.

Officers follow the ECDC Food Safety Enforcement Policy, supporting and guiding businesses in compliance with food laws in the first instance. Where advice and guidance and an informal route fails, Officers will use a graduated approach into formal enforcement.

3. THE COMMERCIAL TEAM

3.1. Scope of the Commercial Team

The Team is primarily responsible for the following work areas:

- Carry out official controls at food premises to ensure that businesses comply with the relevant food hygiene legislation and the FSA Food Law Enforcement Code of Practice and Guidance.
- Carry out advisory visits at new businesses and support both new and existing businesses in the use of the required documented, food safety management systems such as the FSA, "Safer Food Better Business" and other guidance.
- Participate in the FSA Food Hygiene Rating Scheme, publicising Hygiene Ratings for businesses within the scope of the scheme.
- Sample food, food environments and articles coming into contact with food to microbiological standards, taking part in National, Regional and local sampling initiatives usually in partnership with Public Health England. Some

compositional sampling may be undertaken for example in respect of imported foods.

- Action Food Alerts or other instructions/ referrals issued by the FSA and Defra.
- Cascade guidance and information from the FSA to local food businesses.
- Investigate complaints about foods and food premises.
- Investigate reported cases of food poisoning and other infectious diseases.
- Enforce imported food controls.
- Provide Home Authority (HA) advice where needed.
- Maintain the register of food establishments and a data base of food businesses.
- Maintain information about the work of the Team on the Council's website.
- Maintain up to date data on hygiene ratings for the FSA website.
- Liaise with Primary Authorities (PA) in respect of businesses with a PA agreement.
- "Hazard-spotting" at commercial premises for compliance with health and safety legislation, where the local authority is the enforcing authority.
- Undertake advisory and proactive health and safety interventions at premises according to HSE guidance.
- Give guidance to prospective and existing business and issue registrations to skin piercing premises and persons providing treatments at those premises.
- Investigate complaints about poor health and safety standards.
- Investigate accidents reported under RIDDOR or via complaints.
- Cascade advice and information from the HSE or other authorities, such as Public Health England to commercial business for which we are the enforcing authority.
- Participate in and give advice concerning the Council's Safety Advisory Group.
- Act as a consultee for planning and license applications in relation to relevant premises.
- Investigate complaints of smoking in relevant premises and hazard spot for smoking during other interventions.
- Liaise with and action directives from, where necessary, Public Health England; FSA; Defra; HSE, Fire Authority; internal and external regulatory partners and regional Environmental Health and Trading Standards departments on both food and safety related guidance, protocols, standards and general public health issues.
- Advise other Council services and stakeholders on all of the above as necessary and where resources allow.

- Give advice and presentations/talks to community and vulnerable groups, where resources allow.
- Participate in meetings and activities identified by the regional food and safety group including peer reviews (Cambridgeshire Food and Safety Group).
- In line with the Health and Wellbeing Strategy and County Council, promoting Healthier Options in independent food businesses to which the scheme applies.
- Maintain the Food Premises register, Cooling Tower register and Notices served under the Environmental Information Regulations 2004.
- Provide statistical and other information to the FSA and HSE.
- Be available to support emergency public health functions supporting teams within the department as necessary.

3.2. Demands on the Commercial Team

The Team is responsible for the enforcement of food, public health and safety law in commercial premises for which they are the enforcing authority. Over all legislative areas the number of businesses for which the Team may have an enforcement role is estimated to be in excess of 4000 (this being the approximate number of VAT registered businesses in the district).

Food law require certain premises handling food products of animal origin to be Approved due to their nature, scale, or complexity. ECDC has 8 Approved Establishments including cold stores; re-wrapping facilities; a smoker, fish cutting and distribution plant and egg packers. This requires the Team to maintain its knowledge of specialist legislation and guidance.

The Team enforces food safety in approximately 850 food businesses.

Food businesses (Food Standards Agency classification)	Number at 23/04/18
Total number of registered food businesses	853
Primary Producers	11
Manufacturers/Packers	36
Importers	5
Distributors/Transporters	27
Food Retailers	155
Food Caterers	618
Number of establishments approved under Regulation EC No	8

853/2004 (included within the above)	
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There are a small number of businesses undertaking complex processes such as sous vide; vacuum packing and fermentation. Suitably qualified and trained officers carry out interventions in businesses associated with specialist and complex processes and equipment.

There are a number of seasonal businesses and accurate figures are difficult to maintain where they are operating from residential accommodation and mobile/market establishment, some of whom never trade in ECDC. Ely town centre has a regular, twice-weekly market, but has traders on most days which includes food traders.

The district is not only a popular tourist destination, but it supports a large number of artisan traders. To support the district's numerous events requires the Team to ensure that attending food traders are registered, whilst information is provided to other organisations regarding premises registered within the borough. As well as providing an opportunity to inspect local mobile traders, a number of events are selected annually to ensure that standards are being maintained. The events selected for inspection, are based on local intelligence or where this is the only event at which a locally registered local mobile trader can be found trading.

3.3. Turnover of Food Businesses

The district has a noticeable turnover of food businesses opening and closing each year as the table below shows. Officers commit extra time to new businesses giving advice before they open and at their first inspection (which is normally carried out without prior warning), according to the FSA Code. New businesses are inspected in order according to risk where the FSA target of an inspection within 28 days of opening is not met.

Year	2015/2016	2016/2017	2017/2018	2018/19	Anticipated
Number of new businesses	114	112	112	68	101
Number of closed businesses	141	132	112	91	119

3.4. Food Hygiene Rating Scheme

The Team is a partner of and promotes the FSA's Food Hygiene Rating Scheme (FHRS). 675 ECDC businesses are on the FSA website with businesses from 0 (urgent improvements necessary) to 5 (very good). Businesses are encouraged to display their ratings but this is not mandatory. Currently 65% of food premises are scoring 5.

3.5. Cost recovery and income generation

Under the FHRs scheme, a business can request re-rating visit. From 01 April 2018 food businesses must pay a fee of £130.00 for a valid re-rating request.

The Team issues Export Health Certificates, for which a fee is payable. A total of 44 certificates were requested last year each at a cost of £95.00.

From April 2017, the Team offered coaching in Safer Food Better Business for a fee of £50.00 per hour. This is advertised at the time of inspections. To date, no business has applied for paid coaching.

3.6. External Factors

The FSA has a number of roles that can directly influence the operation of the Team. As well as developing and implementing the national guidance and codes of practice for all food authorities, they may also identify and direct reactive work.

Such unplanned, reactive work can impact on the work of the Team. Examples of this include enforcing new laws with FSA guidance, data cleansing and hygiene rating consistency exercises.

3.7. Access to the Team

Inspections typically take place during weekday, office hours; but evening and weekend inspections and advisory visits are made where the business does not open at other times. In accordance with the FSA Food Law Code of Practice, inspections are without prior warning. However, inspections may be made by appointment where a business does not open at set times or officers need to meet with a particular person.

Where a food business is based in residential premises, officers must give 24 hours' notice of entry. The Team does not have a safety enforcement responsibility in dwellings.

Access for service users	Details
Office address: The Grange Nutholt Lane Ely Cambridgeshire CB7 4EE	Opening Hours 08:45 - 17.00 Monday to Thursday 08.45 - 16.30 on Fridays
Day time telephone number	01353 665555
Email	foodandsafety@eastcambs.gov.uk
Council website	www.eastcambs.gov.uk
Out of hours contact	07710 978 900

4. SERVICE DELIVERY

4.1. Review of the Commercial Team Intervention Programme 2018-19

The aims of the Team are to ensure safe food for members of the public, whether for sale inside or distributed outside ECDC. The Team achieves this with an inspection programme and interventions according to the FSA Food Law Code of Practice and Guidance.

The results of all inspections are confirmed in writing and those premises included in the Hygiene Rating Scheme are sent information about their rating. Whilst all businesses are invited to contact the officer about the inspection there is an established procedure for them to contact the senior officer if they are not satisfied.

After a programmed inspection, the business is rated and if it fails to reach a “broadly compliant” standard, it is re-inspected. Currently, 90% of the food business in the district meet the “broadly compliant” definition [If a premises in the Scheme is not broadly compliant, it will achieve a rating of between 0 and 2.]

4.2. Trends in the inspections by the Commercial Team

Category	2016/2017	2017/2018	2018/2019	Inspections Due 2019/2020
A High Risk visit at least every 6 months	3	3	0	2
B High Risk visit at least every 12 months	27	48	32	31
C Medium Risk visit at least every 18 months	85	72	90	100
D Low Risk visit at least every 24 months	76	113	146	136
E Very Low risk visit every 60 months or use alternative enforcement strategy	96	102	113	100
Total	287	338	381	368
Number of re visits undertaken	37	52	30	

4.3. Food Complaints

The Team has a standard operating procedure for the receipt of food complaints. The Team contacts all customers making food complaints (unless anonymous) and will tailor the subsequent investigation using a risk- based approach.

It is considered that Team resources are adequate to effectively deal with complaints with extra funds made available were specialist analytical skills needed.

Food complaints and requests for service are combined and the numbers received and predicted is as below:

Period	2016/2017	2017/2018	2018/2019	Predicted 2019/2020
Number of food complaints	449	365	784	530

There is a marked increase in the number of Requests for Service in the Council's year 2018/19. This is in part due to a change in the method by which Requests are captured and then inputted onto the Council's system

4.4. Primary Authority Scheme and Home Authority Principle

The Primary Authority Scheme is managed by Central Government through the Department for Business, Energy and Industrial Strategy. The Primary Authority scheme enables businesses to form a legal partnership with one local authority, which then provides assured and tailored advice on complying with environmental health, trading standards or fire safety regulations that other local regulators must respect. The Team supports the Primary Authority Scheme but does not have a partnership with any business in the District.

Officers have access to the Primary Authority website to discover, before they approach any business, if it has a Primary Authority partnership. If it has, the officer must use any published inspection plans and have due regard to any qualified guidance agreed under the scheme. The officer must then communicate their findings, for an inspection or complaint, to both the relevant Primary Authority and company contacts.

Primary Authority (PA) partnerships are suitable for businesses with multiple sites ensuring consistency of enforcement across the country. Due to the nature of ECDC's largely small, independent businesses culture, it is not predicted that the Team will form a Primary Authority partnership with a business in the foreseeable future.

If no Primary Authority arrangement has been established, Multi-site Businesses are able to build up a relationship with, and receive advice and information from one particular local authority. This is usually the local authority where the business is based and that authority is referred to as the 'Home Authority'. No inspection plan is published under this scheme and any guidance issued is not given the same weight as through the Primary Authority but should still be followed. The Team fully endorses the Home Authority principle but has no such arrangements in place.

The Team acts as the Originating Authority for Approved Establishments or business supplying food outside the district. At the request of another regulatory authority, the Team will give appropriate information and assistance.

4.5. Advice to Businesses

The district has a high proportion of small, independent businesses that do not have the technical support usually associated with big companies. Therefore, and in keeping with the Council's "open for business" ethos and business growth policy, the emphasis of the Team is to work with businesses and develop positive working relationships. Officers are willing to invest significant time on advice and guidance to both support enterprise and maintain compliance; and so avoid the need for future formal action.

Special emphasis continues to be placed on disseminating the FSA guidance on preventing E coli 0157 in local food businesses, both before businesses open and at the time of inspection. Advice packs are sent out to new businesses and businesses are signposted to the Council's webpages with links to the FSA site.

4.6. Food Sampling

The Team has a sampling policy that commits it to participate in both national and regional sampling programmes of food, food environments and food packaging. Sampling may also be undertaken following complaints such as allegations of food poisoning or of contaminated foods.

Where the results of samples are classed as borderline or unsatisfactory samples, an officer will visit the premises to give advice and carry out further investigation, following this up in writing. Further sampling maybe undertaken where the results of any sampling are not satisfactory.

The numbers of samples taken and predicted to be taken are as follows:

Type of sample	Nos taken 2017/2018	Nos Taken 2018/2019	Predicted 2019/20
Complaint microbiological (e.g. as a result of food poisoning outbreak or allegation)	0	8	4
Survey microbiological	33	52	52
Compositional (e.g. contaminated imported food)	0	0	0

Microbiological samples are sent to Public Health England's laboratory at Colindale, whilst compositional sampling is carried out by the appointed Public Analyst (Public Analyst Scientific Services Ltd).

The predicted number of samples will include sampling of local businesses with Approved establishment status, but total numbers may be reduced with the

cessation of the national programme led by the Food Standards Agency and the reduction in the PHE, monthly sampling allocation. Taking formal samples for contaminants is unusual and is likely only as a result of a specific incident. The laboratory makes no restrictions on the number of samples needed in the event of an outbreak and does not charge for allocated numbers of samples.

4.7. **Control of Investigation of Outbreaks and Food Related Infectious Disease**

The Team investigates allegations of food poisoning using a risk-based approach having regard to the history of the premises, intelligence and the willingness of the complainants to provide stool specimens. The Team works in partnership with PHE and the Health Protection Agency in the event of any outbreak or investigation into food borne pathogens/other contaminants including using regional guidance.

There has been a drop in the number of food poisonings reported to the Team because PHE no longer report cases of Campylobacter. As a result of this all cases of reported food poisoning are now investigated to some degree. The majority of food poisonings come to the Team by way of a service request.

The numbers of notified food poisonings are as follows:

Year	2015/16	2016/17	2017/18	2018/19
Number of PHE notified food poisonings	78	30	26	26

4.8. **Food Safety Incidents**

The Team responds to national food safety incidents and alerts as directed by the FSA Code of Practice/Guidance using a standard operating procedure. Based on the small number of food alerts in recent years the number of predicted incidents for the forthcoming year is 2.

The Team would notify the FSA of any local incident.

4.9. **Food Safety Promotional Work and Non-official Controls**

In line with the Cambridgeshire Health and Wellbeing Strategy, Officers promote the Healthier Options project⁵ at food businesses that meet the scheme's criteria. The aim is to work with small businesses and help them to offer healthier choices in their menus.

The Team has introduced a Poor Performers project to directly target a business identified to have a rating of 2 or below. This project represents an investment by both Officers and the Food Business Operator, working with together to improve compliance, reduce the risk of food poisoning and reduce the risk of time consuming legal action.

The team disseminates information to businesses and customers on site, in the post and via its website. On a day to day basis, information is provided mainly in the form of leaflets and web-links during routine correspondence. Information packs are sent out to newly registered businesses and prospective businesses.

⁵ <http://www.healthier-options.org.uk/>

5. RESOURCES

5.1. **Financial Allocation** The budgets for the Commercial Team are shown below.

AREA	2014/15	2015/2016	2016/2017	2017/2018	2018/19
Food (EH003)					
General	122,829	155,724	168,599	151,142.86	163,195.00
Central charges	31,316	45,994	37,135	36,855	32,372.00
Income	3735	6520	4134	5778.50	5377.00
Total	150,440	195,198	201,600	193,776.36	190,190.00
H&S (EH004)					
General	39,896	18,255	15,424	14,939.40	20,408.00
Central charges	18,860	21,041	18,222	17,981	15,491.00
Income					2751.00
Total	58,756	39,295	33,646	32,920.40	33,148.00

Office accommodation, IT and basic equipment such as torches; temperature probes printing etc are included in overheads. Samples are submitted to Public Health England without charge within the Authority's allocation.

Funds would need to be allocated for

- non-routine, microbiological; compositional or other analytical samples.
- any documents that require translation or where interpreting skills are needed.
- any legal proceedings, the costs are met from within the wider Departmental budget.

Any such draw would be met from the wider departmental budgets.

This year it has been possible to isolate the money that the Council receives for the registration of Skin Piercers and Skin Piercing Premises and allocate that to the Health and Safety Budget Code.

5.2. Staffing Allocation

The work of the Team is carried out by the officers and a part-time administrator, supported as needed by the Council's Legal, Reprographics, General Office, Customer and ICT Services.

All officers carrying out enforcement duties are registered with the Chartered Institute of Environmental Health itself or its Registration Board (EHRB). Each enforcement officer is authorised in accordance with the standards and requirements of the respective legislation, the minutes of the Council and FSA Food Law Code of Practice.

The Team consists of an SEHO, who is full time, 1.8 Full time equivalent (FTE) EHOs and a Food Safety Officer. They are supported by 0.5 FTE administrative support. The Team have previously employed contractors to cover vacancies and maternity leave, and in the case of an extreme event or outbreak, the Team can seek additional resources from officers in the Environmental Services' Domestic Team.

5.3. Staff Development Plan

All officers are appropriately qualified according to the Food Standards Agency Food Law Code of Practice and maintain their competencies. The officers also undertake the Regulatory Needs Development Analysis (RDNA) for both food and health and safety. Officers undertake personal study. There is a culture of sharing knowledge and "buddying" colleagues at interventions both for food and for health and safety within the Team. Maintaining competencies in Approved establishments is not only by "buddying" in the district but is also being sought via neighbouring authorities.

Each officer is responsible for the maintenance of their personal Continual Professional Development (CPD) records, subject to the requirements of the Chartered Institute of Environmental Health.

Staff development for the service includes:

- The employment of competent enforcement officers capable of performing their role within the Team with qualifications meeting the requirements of the FSA Code of Practice.
- Maintenance and evidence of formal qualification and CPD. Undertaking in-house or external competency-based training. This includes webinars and other on-line training.
- Officers undertaking external training are required to feed this back to the team members after the event.
- The undertaking of "buddying" or mentoring with qualified or officer with different experience in food or health and safety.

6. QUALITY ASSESSMENT

- 6.1. Quality Assessment & Internal Monitoring** To maintain the quality of the work undertaken, the Team has a series of standard operating procedures which are reviewed periodically. The quality and consistency of each enforcement officer's site interventions is periodically reviewed by way of joint visits, and reviews of data entry and paperwork. All Notices are reviewed before service.

The Team undertakes monthly meetings to discuss procedures, changes in guidance from regulators and other technical matters. The agenda is open to the whole Team. This supports consistency particularly in issuing Food Hygiene Ratings to businesses. Team colleagues are encouraged to discuss ratings or contentious technical matters.

Bite-size training sessions follow the monthly Team meetings and these target identified training needs. This is in addition to personal learning, one to ones, and annual reviews.

The Team contributes to wider peer review exercises in conjunction with the Cambridgeshire Food and Safety Group and the FSA.

7. SERVICE PLAN REVIEW

7.1. Review Against the Service Plan This service plan mirrors the Environmental Service delivery plan which sets out targets for complaint/service request investigation, interventions at the different categories of commercial premises inspected (including health and safety interventions and A-E premises for food activities); approved establishments and new businesses. This service plan is designed to satisfy the requirements of both FSA and HSE annual returns.

There are quarterly and annual reviews of performance targets against the service plan which is reported to the relevant committee. In the intervening period, monthly targets are reviewed by the SEHO with the Environmental Services Manager at one to ones. Officers have regular one to one meetings with the SEHO.

Annual Criteria	Target
Programmed Inspections	
A and B-rated food businesses due an inspection	100%
C and D- rated food businesses due an inspection and E rated by alternative questionnaire	90%
Approved establishments due an inspection	100%
Contact FBOs within 7 days of sampling result received from the laboratory	100%
Complaint Investigations/Service request/ health and safety service request customer contacted within 3 day of receipt	90%
Infectious Disease Investigations within 3 days of receipt	100%

7.2. Identification of any variation from the Service Plan

Variations to this Services Plan may be due to internal issues, such as long term staff absence, or external issues, such as complex investigations or demands from regulators such as the Food Standards Agency or Health and Safety Executive. When variations have been identified this will be discussed between the SEHO and Service Manager, and at monthly meetings.

8. HEALTH AND SAFETY

8.1. Overview

Whilst the responsibility for managing health and safety risks lies with the individual business, ECDC has a statutory responsibility for safeguarding the health, safety and welfare of employees and the public, in many businesses located within the District.

Under section 18(4) of the Health and Safety at Work etc Act 1974, a duty is placed on ECDC to make “adequate arrangements” for the enforcement of health and safety. These “arrangements” are set out in The National Local Authority Enforcement Code 2013. The Code is a framework ensuring LA regulators adopt a consistent and proportionate approach to enforcement and directs that business operating in comparatively lower risk premises should not be subject to proactive, unannounced inspections, unless there is real and proportionate reason to suspect poor performance (“no inspection without a reason”).

A business can make a complaint to the Council and to the Independent Regulatory Panel if it believes that the Code has not been followed. This has reduced the number of proactive inspections.

Enforcement of health and safety in businesses is divided between the Health and Safety Executive (HSE) and local authorities under The Health and Safety (Enforcing Authority) Regulations 1998 and examples of these are as follows:

LA enforcement	HSE enforcement
Offices (not LA or government)	Factories
Shops and retail premises	Farms
Hotels, restaurants, pubs, clubs	Construction sites
Leisure premises	Nursing homes, hospitals
Care homes, sheltered accommodation	Schools and places of education
Nurseries and playgroups	Garages undertaking repairs/ MOTs
Skin piercers and beauty sector	Gas, electricity and water service providers
Storage warehouses	Warehouses (mainly distribution)
Zoos	Offshore installations
Churches and places of worship	Government / LA undertakings

8.2. Review of the Team’s Health and Safety Work

Local businesses may come to the Team’s attention through complaints, reports, referrals, and national intelligence. In addition the HSE issues Local Authority

Circulars (LAC) on topic areas considered suitable for Local Authority proactive and project work. The current document is LAC 67(2) revision 7.

Accidents may be reported to the Council through service requests or formally under The Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013 (as amended). Any accidents are investigated according to the HSE LAC 22/13: Incident selection criteria.

The Team reacts to referrals from engineers reporting unsafe lifting equipment.

Officers attend the regular Safety Advisory Group meetings (SAG) supporting event organisers and businesses with advice, before, during and after the meetings. Officers also attend the regional Food and Health and Safety Group meetings, share information with the group and use it to undertake peer reviews.

The Team disseminates information about health and safety as a result of alerts from the HSE Advice is given any business seeking support.

The Team will refer any matters of potential national significance to the HSE and reports its activities to the HSE annually.

8.3. Primary and Home Authority

As with Section 3.4 above, the principles of Primary and Home Authority relate to Health and Safety Enforcement as well as Food Safety. For the same reasons as above ECDC does not have a primary authority agreement with a business but Officers will use primary authority plans where they exist.

8.4. Targeting inspections

The Team uses LAC 67(2) as its framework for its daily activities and work plans. Notified incidents and complaints are investigated as stated above. Sources to help target the work of the team come from working relationships with other regulators such as fire, ambulance, police; building control, licensing etc. allowing intelligence to be shared at SAG meetings and at other times. The Team receives alerts from the fire service and HSE. In this small, local authority, officers liaise with colleagues directly in areas such as building control and licensing.

Other sources of work and intelligence include; officers hazard spotting at food inspections, regional meetings with other LAs and the HSE local principal inspector, Social media, local press, and on-line resources.

In 2019/2020, the Team will:

- Investigate all fatalities and major accidents where ECDC is the enforcing authority.
- Investigate other accidents reported under RIDDOR* having regard to the HSE incident selection criteria.
- Investigate allegations of poor health and safety standards/complaints, having regard to the HSE incident selection guidance.
- Continue to raise health and safety standards in businesses as part of other inspections and visits such as food hygiene inspections. As part of this continue to include issues of "Gas safety in commercial catering premises" and "Beverage gases in the hospitality industry".
- Investigate adverse lift reports sent in by engineers.

- Offer advisory visits to skin piercing premises in relation to the maintenance of autoclaves and management of infection control. This is in addition to the routine offer of support and guidance to skin piercing establishments at the time of registration applications.
- Update the Council's Health and Safety web pages.
- Host a relevant training course for ECDC and external LA officers using an external trainer.
- Continue to attend SAG, the Council's internal health and safety committee meetings and the Cambridgeshire Food Health and Safety Group.
- Build links with Enterprise East Cambridgeshire to help raise awareness of the "Helping Britain Work Well" strategy and HSE website resources
- Refer emerging safety issues to the HSE.

8.5. Competencies and procedures

Officers are responsible for maintaining their competency using the Regulatory Needs Development Analysis by way of personal study, taking part in on line training and webinars. Where external training is undertaken officers share this with other Team members, normally at monthly team meetings.

Officers "buddy" during accident and complaint investigations, where necessary, to help maintain knowledge and practical skills. Officers have targets for maintaining competencies that are reviewed at regular one to ones and at 6 monthly and annual appraisals.

Health and safety Notices are issued having regard to the Enforcement Policy and for health and safety, the HSE Enforcement Management Model (EMM). Health and safety and food safety Notices are reviewed by the SEHO before service.

EQUALITY IMPACT ASSESSMENT – INITIAL SCREENING TEMPLATE (IST)

Initial screening needs to take place for all new/revised Council policies. 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. This stage must be completed at the earliest opportunity to determine whether it is necessary to undertake an EIA for this activity.

Name of Policy:	Food and Safety Service Plan
Lead Officer (responsible for assessment):	Senior Environmental Health Officer
Department:	Environmental Services
Others Involved in the Assessment (i.e. peer review, external challenge):	Environmental Services Manager
Date Initial Screening Completed:	5 th June 2019

(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?

Both the Food Standards Agency and Health and Safety Executive require East Cambridgeshire District Council to have arrangements in place to ensure that certain statutory functions are carried out in the Council’s district.

The statutory functions include the enforcement of food safety legislation within food businesses and health and safety legislation in premises for which the Local Authority is the enforcing authority (Health and Safety (Enforcing Authority) Regulations 1998).

The Food Standards Agency has a framework for how these arrangements are documented and the Service plan is written in line with this, to which the Health and Safety functions added.

The Council authorises officers to undertake the functions of the Service plan.

The Service plan is being submitted to the Regulatory Services Committee on 17th June 2019.

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

Existing and proposed businesses.
 Note that the Council is the enforcing authority for health and safety in only some businesses.

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

The Council must conform to statutory functions. Both the Food Standards Agency and Health and Safety Executive require the Council to have Service plans.

The Service plan has been prepared having regard to East Cambridgeshire Equality framework.

(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):

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

These are updated documents. There is no evidence that there is higher or lower take up by particular groups; changes in demographics or local trends. The policies may impact on groups as follows:

Age

There are specific laws in health and safety applying to the safety of young persons. Laws require the ability of an individual to be considered. For example, authorised Council officers may need to enforce requirements for specific risk assessments that are required for young persons or a person who, by virtue of their age, is less familiar with the potential dangers of work places.

Disability

Legislation dictates that some applications must be made in writing: An applicant may be visually impaired and therefore unable to complete the application forms his/herself.

A physically or mentally disabled person may have special needs in health and safety legislation, for example, in risk assessments for the auditory impaired; ensuring that a work place has safe access and egress for the physically disabled; persons with mental health problems is not faced with unnecessary stress in their working environment.

Where a person with a disability is invited to attend a recorded interview under the rules of PACE (Police and Criminal Evidence Act 1984), they may need “signing” support or to have the interview conducted at another premises and not the Council Offices. The Council must also consider the need for an “Appropriate Adult” to be present

Ethnicity

Where English is not be the first language of the worker or person running a business, translation services may be required and can be provided. Local knowledge will often identify premises more likely to be where English is a second language.

Religion and Belief

Authorised officers understand religious holidays and practices. For example, officers would be aware of the regular time for prayer when workers may attend their place of worship; to allow time during a long intervention for workers to pray and to avoid, where possible, interventions at some premises on dates of religious festivals or during fasting periods. Local knowledge will often identify premises at which workers and business operators are more likely to support religious customs such as Ramadan.

(e) Does the policy affect service users or the wider community?

NO
NO
NO
NO

(f) Does the policy have a significant effect on how services are delivered?

(g) Will it have a significant effect on how other organisations operate?

(h) Does it involve a significant commitment of resources?

(i) Does it relate to an area where there are known inequalities, e.g. disabled people’s access to public transport etc?

NO

If you have answered **YES** to any of the questions above, then it is necessary to proceed with a full equality impact assessment (EIA). If the answer is **NO**, then this judgement and your response to the above questions will need to be countersigned by your Head of Service and then referred to the Council’s Equal Opportunities Working Group (EOWG) for scrutiny and verification. Please forward completed and signed forms to the Principal HR Officer.

Signatures:

Completing Officer: Richard Garnett **Date:** 29th May 2019

Head of Service: Liz Knox **Date:** _____

TITLE: END OF YEAR PERFORMANCE REPORT FOR WASTE AND STREET CLEANSING SERVICES

Date: 17th June 2019

Author: James Khan, Head of Street Scene

[U20]

1.0 ISSUE

1.1 To provide the Committee with an end of year update performance report for the Waste and Street Cleansing Services (ECSS).

2.0 RECOMMENDATION(S)

2.1 Councillors are requested to note the end of year performance and the improvements made.

3.0 BACKGROUND

3.1 The end of year report highlights the improvements made to the waste and street cleansing services over the past 12 months. It confirms the positive effect the enhanced management arrangements have made on the service and underpins the improvements made.

This report will evidence the substantial performance improvements that have been achieved since April 2018, increasing the level of service we are providing to the residents of the district and ensuring that East Cambridgeshire is a sought after place to live, work and visit.

In line with ongoing service improvements, the actions highlighted below have confirmed the future development of the overall service:

- a) To underpin the improvements that were made within the first 6 months of service a restructure of the waste and street cleansing service was commissioned. This has resulted in employing skilled, qualified and experienced staff able to drive performance and develop the service always striving to provide the best possible service to the residents of the district.
- b) A valued workforce forms a pivotal part of delivering success and improvements. Because of this, the last 12 months have seen a comprehensive pay review be undertaken with results ensuring that our operational employees are paid a fair rate for the work they do. On average, this has seen an annual increase of an HGV driver's wage by £2200, an operative by £2800 and a driver/operative by £3800.
- c) To support future development of employees, annual performance appraisals have been introduced with incremental rewards. These are linked to both individual performance and overall Company performance. This is set to drive employees towards excellence and continued growth of the service.
- d) Having the "right tool for the job" is the very basics of achieving success. Due to this considerable investment was made in the street cleansing operations. Two new high spec 18 tonne road sweepers were procured, in company colours.

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These new vehicles, heavily supported by new schedules has and will ensure we keep our streets clean and have the best tools for the right job.

- e) Promoting waste reduction and recycling is crucial to not only increasing the recycling rate within the district but doing our part to provide a sustainable environment to live in. Below is a photo of when the waste team visited a local school which saw the pupils create sea creature out of recycled material.
- f) Michael Recycle continues to support the waste team and is dedicated in spreading information surrounding waste and waste reduction. His social media presence across multiple platforms has ensured that valuable information is shared far and wide. Michael has been an integral resource and tool and he has been able to endorse everything East Cambs is striving to achieve.



- g) The Council's commitment to purge on plastic has seen waste collection points for both crisp packets and coffee pods, due to the fact that they currently cannot be recycled within the kerb side collection, introduced in the Council office foyer. We are committed to providing services to our residents that promote sustainability and will continue to seek new ways to reduce the waste we send to landfill.
- h) East Cambs has a thriving, well utilised and economical bulky waste collection. Providing this service to residents aids in the reduction of fly tipped waste spoiling and harming the district. To further support this service and harness its potential, last year we were able to double the frequency of collections.
- i) The implementation of a dedicated collection round dealing with litter and dog waste bins has allowed for an increase in service excellence. This implementation has seen an approx. reduction in recorded reports of litter bins requiring collection by 74% (figures taken from May 18 and April 19).
- j) Growing our own has and will continue to be a critical part of our success and development. The first 12 months saw an employee successfully pass his HGV driving test and has now become a valued HGV driver amongst the team. Next year will see two more candidates start their training.

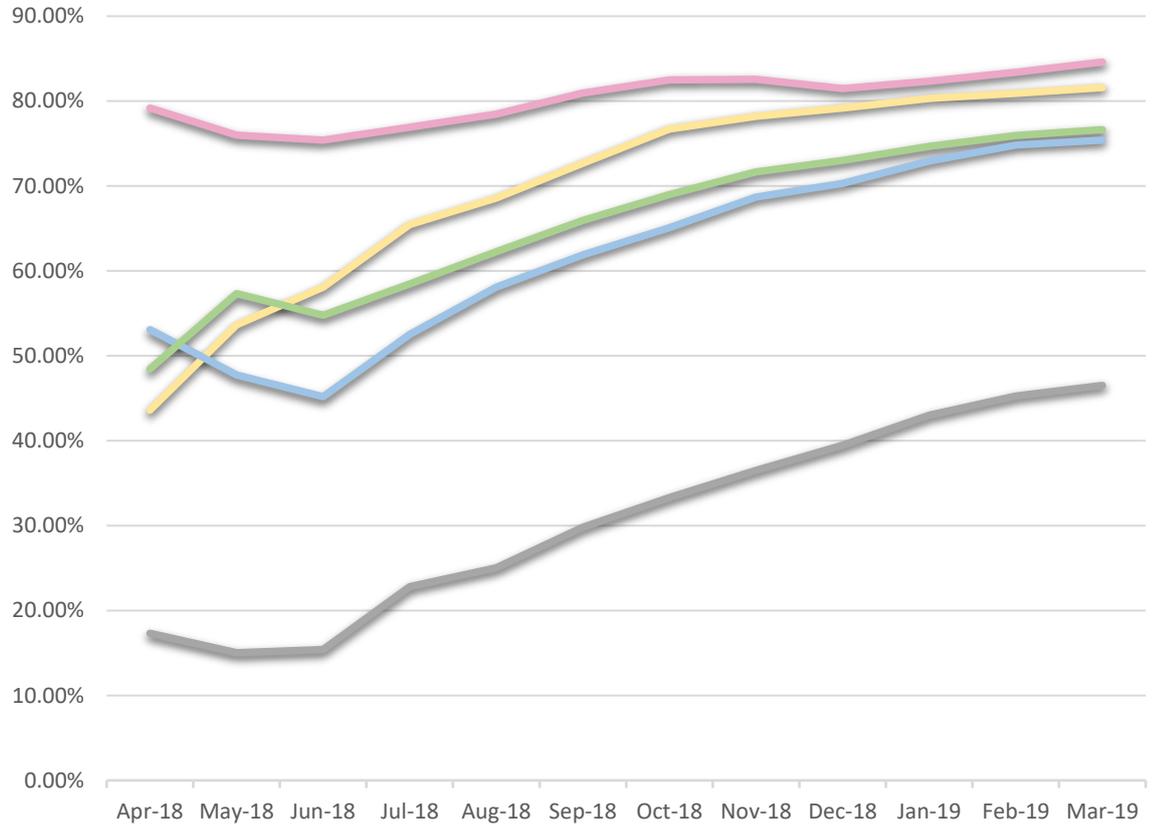
- k) What we do have an abundance of in East Cambridgeshire is dedicated, committed and willing residents. Many of these residents join together in both small and large groups and in partnership with the Parish Councils, in efforts to rid the district of litter. In order to support both Parish Councils and locally organised groups in their community, we have procured additional cleansing equipment which is readily available for them to borrow at the Council offices to assist with their efforts.
- l) In our efforts to continue the fight against fly tipping throughout the district, additional resource has been employed in Environmental Health. This has resulted in an increased focus and commitment in tackling this issue. In the last 6 months ECDC has awarded four Fixed Penalty Notices in relation to fly tipping, four FPNs in relation to littering offences and one successful prosecution from the court on multiple fly tipping offences. These successful outcomes will act as a deterrent to future offenders that East Cambridgeshire does not tolerate fly tipping and we will act accordingly.
- m) On 12th September 2018, after a positive public consultation with 95% of the respondents in support, the East Cambridgeshire District Council Public Space Protection Order Dog Fouling 2018 came into effect. The PSPO is valid for 3 years, after which it will be reviewed and potentially extended. The Order makes it an offence to allow a dog to foul on public land and not clear up after. Breach of the Order is a criminal offence and will result in a fixed penalty notice of £80.00, or upon summary conviction, a fine of £1000. The PSPO applies to all public places within the East Cambridgeshire District, and includes areas previously not covered by the Dog Fouling of Land Act, including common land and roadside verges. New signage has been created and installed in popular dog walking areas and problem hotspots around the district, to remind dog owners of their responsibility, especially in open green spaces, recreation grounds and sport pitches, parks and common land.
- n) Forming and developing good working relationships with external authorities has allowed us to provide our services to other areas of the district. This has included working with the Environment Agency in removing fly tipped waste from their land.
- o) As part of a degree, the waste team have had a student working within the team continuing the efforts on the purple plastics. This has involved in depth waste audits of Council services highlighting inefficiencies and advising ways they can reduce the amount of plastic used and thrown away.
- p) Listening to our employees and residents has been an imperative part of our success. Over the last year we have upgraded the quality and capacity of a large proportion of the dog waste bins around the district ensuring that they are fit for the job. We have also procured high quality litter bins to replace old and worn out bins ensuring both visual and practical aspects are achieved.

3.2 The following sections of this report confirm the positive increase in service performance.

4. PERFORMANCE UPDATE

4.1 Detailed below in Table 1 is an update on ECSS's performance in relation to the management and resolution of service requests.

ECSS Cumulative Stretch Targets



	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Domestic Collection Service	43.60%	53.67%	58.09%	65.46%	68.59%	72.67%	76.69%	78.21%	79.18%	80.31%	80.91%	81.59%
Recycling Collection Service	53.10%	47.74%	45.19%	52.53%	58.10%	61.90%	65.08%	68.68%	70.31%	72.96%	74.81%	75.40%
Garden Waste Collection Service	48.45%	57.32%	54.79%	58.45%	62.27%	65.94%	68.99%	71.66%	73.01%	74.66%	75.94%	76.64%
Bulky & Clinical Collections	79.17%	76.00%	75.41%	76.92%	78.46%	80.95%	82.49%	82.58%	81.47%	82.36%	83.39%	84.60%
Street Cleansing Service	17.34%	15.04%	15.43%	22.83%	25.03%	29.80%	33.33%	36.52%	39.48%	43.03%	45.28%	46.52%

— Domestic Collection Service
 — Recycling Collection Service
 — Garden Waste Collection Service
— Bulky & Clinical Collections
 — Street Cleansing Service

Table 1: Update on ECSS Performance in Relation to the Management and Resolution of Service Requests within the Time Specified Resolution (as a %)

Service	April			May			June			July			Aug			Sep		
	Month	Month	Cum	Trend														
Refuse	46	63	54	▲	68	58	▲	87	66	▲	82	69	▲	85	73	▲		
Recycling	53	44	48	▼	40	45	▼	75	53	▲	82	58	▲	85	62	▲		
Garden	49	61	57	▲	50	55	▼	74	58	▲	81	62	▲	88	66	▲		
Bulk & Clinical	79	74	76	▼	74	75	▼	82	77	▲	84	79	▲	92	81	▲		
Street Cleansing	17	13	15	▼	16	15	▼	42	23	▲	33	25	-	55	30	▲		

Service	Oct			Nov			Dec			Jan			Feb			Mar		
	Month	Cum	Trend															
Refuse	92	76	▲	98	77	▲	95	78	▲	94	80	▲	93	81	▲	96	82	▲
Recycling	87	65	▲	98	69	▲	93	70	▲	95	73	▲	96	75	▲	88	75	-
Green	91	69	▲	97	72	▲	97	73	▲	98	75	▲	99	76	▲	86	77	▲
Bulk & Clinical	92	82	▲	83	83	▲	89	81	▼	97	82	▲	95	83	▲	98	85	▲
Street Cleansing	59	33	▲	72	37	▲	79	39	▲	72	43	▲	69	45	▲	61	47	▲

Note: The RAG rating relates to the month on month cumulative performance trend.

- 4.2 Throughout the year significant improvement has been achieved across all services with the majority of the services achieving performance levels into the high 90% within the second six months of the year. With the performance figures set to continue to increase by the end of the first quarter of year two. To ensure we continue to improve the level of service provided to the residents, throughout the next year we will be aiming to sustain the high levels of performance as well as looking to reduce the total number of reports recorded evidencing the overall increase in customer satisfaction.
- 4.3 Appendix 1 contains a summary of ECSS’s performance against the set standards and the annual stretch target for resolving service requests which is a fundamental performance measure for the efficiency and customer focus of the services provided.

4.4 Sickness Absence:

Sickness absence has been one of the biggest hindrances to service delivery. In order to adequately manage absenteeism a refresh of the process and associated forms has taken place. This has ensured that all relevant information is taken at the appropriate time in order to assist in managing individuals' absenteeism.

In order to continue to effectively manage sickness absence, ECSS will be reviewing and updating the policy this year.

Outlined in Table 2 below are the targets for sickness absence set for the waste and street cleansing services. Targets that have been set for the different categories of staff and these reflect that the majority of staff work outside in all weathers carrying out physically arduous tasks.

These targets reflect similar targets set in other high performing waste and street cleansing service delivery organisations.

Table 2: Sickness Absence Targets Set for the Waste and Street Cleansing Services

Staffing Category	Number of Staff	Annual Sickness Target (Days)	Monthly Sickness Absence Target (Hours)
HGV Drivers (Waste)	18	9	6
Loaders (Waste)	28	9	6
HGV Drivers (Street Cleansing)	4	9	6
Driver/Operatives (Street Cleansing)	6	9	6
Operatives (Street Cleansing)	4	9	6
Ops Management & Admin	4	9	6
Waste Management Team	4	5	3

- 4.5 The sickness report contained in Table 3 below highlights the levels of sickness absence across the waste and street services for 2018/19.
- a) An increase in sickness absence within the Ops management team was down to one member of staff suffering from flair ups of a pre-existing health condition.
 - b) The months indicating above target levels of sickness for Waste management were due to one member of staff being involved in a serious car accident.
 - c) High levels of sickness within the Waste operatives has largely been down to an increase in short term sickness absence. With the introduction of an attendance related target with the annual performance appraisals and the fact that they are directly linked to incremental pay, will have a positive impact on the management of these types of sickness absence.
 - d) The review of the sickness triggers within the policy will also assist in the efficient management of sickness absence and increase overall service delivery.

Table 3: Monthly Sickness Absence Report for the Waste and Street Scene Services – 2018/19

Staff Category & Monthly Target (Hrs)	Driver/ Team Leaders (6 hrs per employee)	Loaders (6 hrs per employee)	Class 2 Drivers (SC) (6 hrs per employee)	Driver/ Operatives (SC) (6 hrs per employee)	Operatives (SC) (6 hrs per employee)	Ops Mgmt. & Admin Staff (3 hrs per employee)	Waste Mgmt. Team (3 hrs per employee)
Number of Staff	18	28	4	6	4	5	4
April	Target = 108 hours Actual =66 hours	Target = 168 hours Actual =162 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual =54 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 0 Hours	Target = 15 hours Actual =0 Hours
May	Target = 108 hours Actual = 138 hours	Target = 168 hours Actual =108 Hours	Target = 24 hours Actual =0 Hours	Target = 36 hours Actual =24 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 0 Hours	Target = 15 hours Actual =0 Hours
June	Target = 108 hours Actual = 54 hours	Target = 168 hours Actual = 204 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 0 Hours	Target = 24 hours Actual = 6 Hours	Target = 15 hours Actual = 0 Hours	Target = 15 hours Actual = 0 Hours
July	Target = 108 hours Actual = 24 hours	Target = 168 hours Actual = 318 Hours	Target = 24 hours Actual =30 Hours	Target = 36 hours Actual =0 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 54 Hours	Target = 15 hours Actual = 0 Hours
August	Target = 108 hours Actual = 24 hours	Target = 168 hours Actual = 372 Hours	Target = 24 hours Actual = 18 Hours	Target = 36 hours Actual = 0 Hours	Target = 24 hours Actual = 24 Hours	Target = 15 hours Actual = 69 Hours	Target = 15 hours Actual = 0 Hours

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September	Target = 108 hours Actual =66 hours	Target = 168 hours Actual =276 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 6 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual =48 Hours	Target = 15 hours Actual =21 Hours
October	Target = 108 hours Actual = 216 hours	Target = 168 hours Actual = 324 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual =6 Hours	Target = 24 hours Actual =0 Hours	Target = 15 hours Actual =0 Hours	Target = 15 hours Actual =60 Hours
November	Target = 108 hours Actual = 192 hours	Target = 168 hours Actual =516 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual =12 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 0 Hours	Target = 15 hours Actual =0 Hours
December	Target = 108 hours Actual =156 hours	Target = 168 hours Actual = 390 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 24 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual =0 Hours	Target = 15 hours Actual =0 Hours
January	Target = 108 hours Actual = 126 hours	Target = 168 hours Actual = 252 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 36 Hours	Target = 24 hours Actual = 12 Hours	Target = 15 hours Actual = 51 Hours	Target = 15 hours Actual = 0 Hours
February	Target = 108 hours Actual = 102 hours	Target = 168 hours Actual = 234 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 6 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 87 Hours	Target = 15 hours Actual = 39 Hours
March	Target = 108 hours Actual = 132 hours	Target = 168 hours Actual = 66 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 0 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 75 Hours	Target = 15 hours Actual = 0 Hours
Cumulative Performance – March 2019	Cumulative Target = 1,296 Hours	Cumulative Target = 2,016 Hours	Cumulative Target = 288 Hours	Cumulative Target = 432 Hours	Cumulative Target = 288 Hours	Cumulative Target = 180 Hours	Cumulative Target = 180 Hours

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<ul style="list-style-type: none"> • Cumulative Target = number of months x the monthly target; • Cumulative Actual = the totalling of each months actual. 	Cumulative Actual = 1,296 Hours	Cumulative Actual = 3,224 Hours	Cumulative Actual = 48 Hours	Cumulative Actual = 168 Hours	Cumulative Actual = 42 Hours	Cumulative Actual = 384 Hours	Cumulative Actual = 120 Hours
<p>Trend (RAG Rating):</p> <ul style="list-style-type: none"> • Green rating = Actual is less the Cumulative Target; • Amber rating = Actual is up to 2 days greater than the Cumulative Target; • Red rating = Actual is 3+ days greater than the Cumulative Target. 	▲	▼	▲	▲	▲	▼	▲

4.6 Due to delays in receiving the information from County detailed below in Table 4 is a summary of the total tonnage of waste collected for 2018/19.

Month	Tonnage All Waste Collected	Tonnage All Waste Recycled (Recyclates + Garden Waste)	% of Waste Recycled	Trend (Target = 57% of Waste being Recycled) - RAG
April	2,739	1,602	58.47%	
May	3,140	2,016	64.21%	
June	2,919	1,822	62.44%	
July	2,380	1,328	55.80%	
August	2,627	1,529	58.21%	
September	2,677	1,604	59.92%	
October	2,785	1,594	57.21%	
November	2,575	1,409	54.73%	
December	2,163	1,050	48.52%	
January	2,592	1,279	49.33%	
February	2,048	1,031	50.33%	
March	2,192	1,160	52.92%	
Total	30,837	17,424	56.01%	

4.7 Waste tonnage and recycling figures fluctuate throughout the year. During the summer months it is typical to see an increase in the recycling rate due to the increase in organic waste being produced. The proposals set out within the Governments Waste and Resource Strategy look to bring a clear, precise and consistent approach to waste collection across the UK. This will assist with educating residents surrounding waste and recycling and support the push for waste reduction and the importance of correctly recycling waste. ECDC have commissioned a waste survey to take place this year to gather further information highlighting waste that residents are presenting as part of their household waste collection that could have been recycled. This will then enable us to tailor future education campaigns to target this type of behaviour and increase the overall recycling rate.

5.0 CONCLUSIONS

5.1 The End of Year Performance Report provides evidence in support of the improvements made throughout the company with the majority of services excelling against the Performance target set of 80%.

5.2 The re-structure and pay review ensure that the company has both highly skilled and valued employees underpinning its future success.

5.3 Interactive and visual educational tools have enabled us to effectively teach the younger generation surrounding the importance of recycling and reducing the impact we have on the environment. Furthering education in schools will aid in increasing our recycling rate paired with the many local events the waste team attend promoting the service and providing residents with valuable information to assist them in appropriately dealing with their waste ensuring we continue to have committed and determined residents.

- 5.4 Substantial improvements and efficiencies of service delivery have ensured we provide a high valued service as well as allowing for growth of the business to be able to look to develop as a commercial entity.

The focus for the coming year will be on the following:

- Improving communication and educational programmes
- Reviewing the sickness absence policy
- Defining street cleansing activities to consistently achieve performance target
- Carry out first annual performance appraisals
- Carry out first stage of round reconfiguration

6.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 6.1 The waste and street cleansing services are being delivered within the contract value.

6.0 APPENDICES

Appendix 1: Summary of ECSS's Performance against the Annual Stretch Target for Resolving Service Requests: April 2018 to March 2019 (Service Requests through the Call Centre and Website Closed off (80%) within the Specified Response Time).

Appendix 1: Summary of ECSS’s Performance against the Annual Stretch Target for Resolving Service Requests: October - December 2018 (Service Requests through the Call Centre and Website Closed off (80%) within the Specified Response Time).

Performance Summary – April 2018 to March 2019	Monthly				Cumulative			Trend
	Service Requests Received	Service Requests Closed	Service Requests Closed off within the Specified Response Time	Performance against Annual Stretch Target (80%)	Service Requests Received	Service Requests Closed off within the Specified Response Time	Performance against Stretch Target (80%)	
April Total Service Requests for the Domestic Collection Service.	187	159	49	30.82%				
May Total Service Requests for the Domestic Collection Service.	180	178	48	26.97%	367	97	26.43%	▼
June Total Service Requests for the Domestic Collection Service.	145	159	68	42.77%	512	165	32.23%	▲
July Total Service Requests for the Domestic Collection Service.	185	179	159	86.59%	692	453	65.46%	▲
August Total Service Requests for the Domestic Collection Service.	213	158	130	82.27%	850	583	68.58%	▲
September Total Service Requests for the Domestic Collection Service.	331	288	244	84.72%	1,138	827	72.67%	▲
October Total Service Requests for the Domestic Collection Service.	222	308	282	91.55%	1432	1083	75.62%	▲

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November Total Service Requests for the Domestic Collection Service.	102	110	108	98.18%	1542	1191	77.23%	▲
December Total Service Requests for the Domestic Collection Service.	93	96	91	94.79%	1638	1282	78.26%	▲
January Total Service Requests for the Domestic Collection Service.	137	141	132	93.62%	1793	1440	80.31%	▲
February Total Service Requests for the Domestic Collection Service.	87	88	82	93.18%	1881	1522	80.91%	▲
March Total Service Requests for the Domestic Collection Service.	101	91	87	95.60%	1972	1609	81.59%	▲
April Total Service Requests for Recycling Collection Services.	212	141	18	12.76%				
May Total Service Requests for Recycling Collection Services.	191	208	32	15.38%	403	50	12.41%	▲
June Total Service Requests for Recycling Collection Services.	153	166	36	21.69%	578	86	14.88%	▲
July Total Service Requests for Recycling Collection Services.	167	173	129	74.56%	693	364	52.52%	▲
August Total Service Requests for Recycling Collection Services.	173	159	131	82.38%	852	495	58.09%	▲
September Total Service Requests for Recycling Collection Services.	145	140	119	85.00%	992	614	61.89%	▲
October Total Service Requests for Recycling Collection Services.	107	145	126	86.89%	1283	953	74.27%	▲

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November Total Service Requests for Recycling Collection Services.	153	140	137	97.85%	1277	877	68.67%	▼
December Total Service Requests for Recycling Collection Services.	102	94	87	92.55%	1371	963	70.24%	▲
January Total Service Requests for Recycling Collection Services.	151	164	156	95.12%	1535	1120	72.96%	▲
February Total Service Requests for Recycling Collection Services.	126	132	127	96.21%	1667	1247	74.81%	▲
March Total Service Requests for Recycling Collection Services.	101	81	71	87.65%	1748	1318	75.40%	▲
April Total Service Requests for Garden Waste Collections.	124	90	28	31.11%				
May Total Service Requests for Garden Waste Collections.	226	218	54	24.77%	350	82	23.43%	
June Total Service Requests for Garden Waste Collections.	140	156	44	28.20%	490	126	25.71%	▲
July Total Service Requests for Garden Waste Collections.	116	112	83	74.10%	402	297	73.88%	▲
August Total Service Requests for Garden Waste Collections.	111	121	98	80.99%	713	444	62.27%	▼
September Total Service Requests for Garden Waste Collections.	122	118	104	88.13%	831	548	65.94%	▲
October Total Service Requests for Garden Waste Collections.	113	117	106	90.59%	1109	720	64.93%	▼

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November Total Service Requests for Garden Waste Collections.	91	100	97	97%	1048	751	71.66%	▲
December Total Service Requests for Garden Waste Collections.	56	60	58	96.66%	1108	809	73.01%	▲
January Total Service Requests for Garden Waste Collections.	78	80	78	97.50%	1188	887	74.66%	▲
February Total Service Requests for Garden Waste Collections.	74	67	66	98.51%	1255	953	75.94%	▲
March Total Service Requests for Garden Waste Collections.	105	98	84	85.71%	1353	1037	76.64%	▲
April Total Service Requests for Bulky and Clinical Collections.	141	89	56	62.92%				
May Total Service Requests for Bulky and Clinical Collections.	129	147	72	48.98%	270	128	47.41%	▼
June Total Service Requests for Bulky and Clinical Collections.	125	113	42	37.17%	395	170	43.04%	▼
July Total Service Requests for Bulky and Clinical Collections.	151	124	101	81.45%	494	380	76.92%	▲
August Total Service Requests for Bulky and Clinical Collections.	135	142	119	83.80%	639	499	78.45%	▲
September Total Service Requests for Bulky and Clinical Collections.	133	146	134	91.78%	782	633	80.94%	▲
October Total Service Requests for Bulky and Clinical Collections.	127	126	116	92.06%	908	749	82.48%	▲

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November Total Service Requests for Bulky and Clinical Collections.	134	131	109	83.20%	1039	858	82.57%	▲
December Total Service Requests for Bulky and Clinical Collections.	66	73	48	65.75%	1112	906	81.47%	▲
January Total Service Requests for Bulky and Clinical Collections.	84	67	65	97.01%	1178	971	82.36%	▲
February Total Service Requests for Bulky and Clinical Collections.	113	109	103	94.50%	1288	1074	83.39%	▲
March Total Service Requests for Bulky and Clinical Collections.	119	121	118	97.52%	1409	1192	84.60%	▲
April Total Service Requests for Street Cleansing.	6	6	2	33.33%				
May Total Service Requests for Street Cleansing.	188	163	20	12.27%	373	34	9.12%	▼
June Total Service Requests for Street Cleansing.	159	152	25	16.45%	532	59	11.09%	▲
July Total Service Requests for Street Cleansing.	206	192	64	33.33%	919	230	25.02%	▲
August Total Service Requests for Street Cleansing.	206	202	85	42.07%	727	166	22.83%	▼
September Total Service Requests for Street Cleansing.	171	175	96	54.85%	1,094	326	29.79%	▲
October Total Service Requests for Street Cleansing.	139	151	89	58.94%	1245	415	33.33%	▲
November Total Service Requests for Street Cleansing.	121	113	81	71.68%	1348	496	36.79%	▲
December Total Service Requests for Street Cleansing.	96	101	80	79.20%	1459	576	39.47%	▲

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January Total Service Requests for Street Cleansing.	180	177	128	72.32%	1636	704	43.03%	▲
February Total Service Requests for Street Cleansing.	159	155	107	69.03%	1791	811	45.28%	▲
March Total Service Requests for Street Cleansing.	144	148	91	61.49%	1939	902	46.52%	▲

Note: Set Response Times for Services Request:

Waste Collection Services
<ul style="list-style-type: none"> • Missed waste, recycling and garden waste collections: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Missed waste, recycling and garden waste collections assisted collections: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Black Bags Not Left – Annual Delivery: Response time to close of the request is 10 working days.
<ul style="list-style-type: none"> • Spillages all collection services: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Operative behaviour - collection services: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none"> • Refuse collection vehicle incidents: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none"> • Bins not returned to property – recycling and garden waste collections: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Replacement bin requests for recycling and garden waste services: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none"> • Additional blue bin requests: Response time to close of the request is ten working days from receipt of the request.
<ul style="list-style-type: none"> • Additional clear sacks request for recycling collections: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none"> • Brown bags not left garden waste collections: Response time to close of the request is 5 working days
<ul style="list-style-type: none"> • Second brown bin requests: Response time to close of the request is ten working days from receipt of the request.
<ul style="list-style-type: none"> • Service requests for bulky items: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none"> • Service requests for clinical collections: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none"> • Missed collection for bulky items: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Missed collection for clinical waste: Response time to close of the request is 24 hours with requests received on a Friday having to be closed the following Monday.

Street Cleansing
<ul style="list-style-type: none"> • Litter picking and manual sweeping: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Mechanical Sweeping: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Emptying Litterbins: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Emptying Dog waste bins: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Removal of Dead Animals and Birds: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Removal of Dog waste: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Hazardous Fly tip Removal: (including Hazardous Spillages): Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Non-hazardous Fly tip Removal: Response time to close of the request is 48 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Offensive Graffiti Removal: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Non-offensive Graffiti Removal: Response time to close of the request is 48 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Autumn Leafing Clearance: Response time to close of the request is 48 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Drug Paraphernalia clearance: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • New and replacement litterbins: Response time to close of the request is 10 working days from the receipt of the request.
<ul style="list-style-type: none"> • New and replacement dog waste bins: Response time to close of the request is 10 working days from the receipt of the request.
<ul style="list-style-type: none"> • Other: Response time to close of the request is 5 working days from the receipt of the request.

TITLE: APPOINTMENT OF REPRESENTATIVES ON OUTSIDE BODIES & ANNUAL REPORTS

Committee: Operational Services Committee

Date: 17 June 2019

Author: Democratic Services Officer

[U21]

1.0 ISSUE

- 1.1 To confirm the appointment of the proposed nominated representatives to those outside bodies which fall within the remit of the Operational Services Committee, as set out in Appendix 1 of this report.
- 1.2 To receive the Annual Reports from appointed Council representatives on the activities and manner in which funding is spent by the outside bodies within the responsibility of the Operational Services Committee.

2.0 RECOMMENDATION

- 2.1 That the appointment of the proposed nominated representatives to those outside bodies which fall within the remit of the Operational Services Committee, as set out in Appendix 1 of the report, be confirmed.
- 2.2 That the Annual Reports from appointed Council representatives on the activities and manner in which funding is spent by the outside bodies within the responsibility of the Operational Services Committee, be noted.

3.0 BACKGROUND/OPTIONS

- 3.1 As part of the amendments to the Constitution approved at Council on 22nd May 2012, the Terms of Reference of all relevant Committees were revised in order to give them the authority to appoint to outside bodies within their remit, from the wider membership of the Council, for a period of up to 4 years. This means that representation will normally only be reviewed within the 4 year period between elections where there is a change of circumstances/status, a Member resigns, or there is a vacancy on a body.
- 3.2 With the introduction of the re-structured committee system from May 2019, the list of Outside Bodies was reviewed and the Bodies allocated to reflect the areas of service delivery. Attached at Appendix 1 is the list of Outside Bodies currently within the remit of the Operational Services Committee.

3.3 Attached at Appendix 2 are copies of the information pages from the Outside Bodies Booklet, giving details of the aims and activities of the individual Outside Bodies within the remit of Operational Services Committee, together with a copy of the Annual Report submitted by the Councillor representative(s) on that Body. Of particular note in the Councillors' Annual Reports, will be the comments that they have made as to how the work of the Outside Body supports the Corporate objectives of the Council and whether continued representation on the Body is worthwhile.

3.5 Members are asked to confirm the appointment of the proposed nominated representatives and to receive the Annual Reports from Councillors.

4.0 ARGUMENTS/CONCLUSIONS

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

5.0 APPENDICES

5.1 Appendix 1 – List of Outside Bodies currently within remit of Operational Services Committee, and proposed nominated representatives.

Appendix 2 – Information pages from Outside Bodies Booklet, giving details of aims and activities of individual Outside Bodies within remit of Commercial Committee, together with copies of Annual Reports submitted by Councillor representatives on the Bodies.

Background Documents

Location

Contact Officer

None

The Grange
Ely

Janis Murfet
Democratic Services Officer
(01353) 616457
E-mail:
janis.murfet@eastcambs.gov.uk

OPERATIONAL SERVICES COMMITTEE

ORGANISATION	NOMINATED REPRESENTATIVES FOR 2019/20	ECDC CONTACT OFFICER
Cambridgeshire County Council Health Committee	TBC (Member) TBC (Substitute)	Environmental Services Manager: Liz Knox
Cambridgeshire Police & Crime Panel	Alan Sharp (Lead Member) Julia Huffer(Substitute)	Director, Operations: Jo Brooks
Citizens Advice Bureau, Newmarket (Management Committee)	Julia Huffer	Communities & Partnerships Manager: Lewis Bage
Community Safety Partnership	Lis Every (Lead Member) Christine Ambrose Smith Jo Webber Alan Sharp	Neighbourhood Support Officer: Shona McKenzie
Health & Wellbeing Board	Julia Huffer	Environmental Services Manager: Liz Knox
Historic England – Heritage Champion	Lis Every	Planning Manager: Rebecca Saunt
RECAP Board	Julia Huffer	Environmental Services Manager: Liz Knox
Sanctuary Housing Services Ltd, East Cambridgeshire Management Committee	Jo Webber Christine Ambrose Smith	Housing & Community Safety Manager: Angela Parmenter

CAMBRIDGESHIRE COUNTY COUNCIL HEALTH COMMITTEE
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Aims & Activities:

- The County Council's public health duty including health improvement, individual and community wellbeing, and reduction of health inequalities;
- To respond as appropriate to central government consultation relating to policy or legislation falling within the remit of the Committee;
- The review and scrutiny of any matter relating to the planning, provision and operation of the health services in Cambridgeshire;
- To report to the Secretary of State for Health on any proposals for substantial change to any part of the NHS's services within Cambridgeshire,

Representation	Meetings per year	Expenses paid by Organisation
One Member(and substitute)	6	No

Status of Member	Insurance Provision
ECDC Representative	No

Category of Officer Support	Contact Officer	Representative for 2018/19
1	Environmental Services Manager: Liz Knox	Cllr Carol Sennitt

Cllr Carol Sennitt:

Looks at health matters, trends, etc of the residents of East Cambridgeshire. This is a non-voting post.

Representative for 2019/20

CAMBRIDGESHIRE POLICE & CRIME PANEL

Aims & Activities

- To hold the Police & Crime Commissioner (P&CC) to account on behalf of the public;
- To review the draft Police & Crime Plan;
- To publicly scrutinise the Commissioner's Annual Report;
- To review and scrutinise decisions and actions by the P&CC;
- To review and veto the Commissioner's proposed precept levels.

Representation	Meetings per year	Expenses paid by Organisation
1 Member (plus substitute)	4	£920 per annum (maximum) from a central fund administered by Peterborough City Council

Status of Member	Insurance Provision
ECDC Representative	No

Category of Officer Support	Contact Officer	Representative(s) for 2018/19
1	Director, Operations: Jo Brooks	Cllr Alan Sharp (Lead Member) Cllr Julia Huffer (Substitute)

Report from representative(s) for 2018/19

Cllr Alan Sharp (Lead Member):

The work of the Panel is there to ensure that the Police & Crime Commissioner's objectives for policing within Cambridgeshire are being met.

The service that the force provides is important to our residents in protecting them and the values that society holds.

Attended the confirmation meeting that considered the PCC's selection of the new Chief Constable replacing the incumbent, who retired in September 2018.

Attended a budget briefing and the public Panel meeting that ratified the budget submitted by the PCC and Cambridgeshire Police.

Being represented on this body is important for the residents of East Cambridgeshire, so that they have a voice on policing issues affecting the District.

Representative(s) for 2019/20

CITIZENS ADVICE, NEWMARKET & DISTRICT: MANAGEMENT COMMITTEE

Aims & Activities

The CA aims to ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the services available; or through an inability to express their needs effectively. Its main activity is the provision of a centre for advice and guidance, but the CA may also: publish reports, leaflets, etc; arrange exhibitions, meetings, lectures and classes; encourage or undertake research and disseminate results.

The Management Committee (Trustee Board) is responsible for the resource management of the CA i.e. employment of staff, utilisation of funds and compliance with NACAB rules. It prepares the annual budget, grant applications, and formulates a rolling programme for the development of the CA.

Representation	Meetings per year	Expenses paid by Organisation
One Member	Approximately every 6 weeks.	No

Status of Member	Insurance Provision
Non Voting Observer	Yes

Category of Officer Support	Contact Officer	Representative for 2018/19
2	Communities & Partnerships Manager: Lewis Bage	Cllr Julia Huffer

Cllr Julia Huffer:

The work of this body fits in with ECDC's Corporate Plan by offering support to local residents in areas closer to Newmarket than Ely.

We contribute funds to this organisation and they are always mindful of reducing/minimising costs wherever possible. The organisation continues to do useful work in this area and provides a lifeline to many low income families who struggle with debt.

Continued representation is worthwhile because it is a vital support for many people who live and work in our District. This is a well-run and efficient organisation which relies on donations to continue to function and it deserves our unqualified support.

With effect from 1st April 2019 the Newmarket branch has been absorbed into the larger West Suffolk branch as far as management is concerned, including financial control. A presence will be maintained in Newmarket for now, but a careful watch needs to be kept on the effect this change will have on this branch.

Representative for 2019/20

COMMUNITY SAFETY PARTNERSHIP

Aims & Activities

- To consider the implications of the Crime and Disorder Act 1998
- To work in partnership with other organisations and groups to implement the Crime and Disorder Strategy
- To monitor and evaluate the effectiveness of the strategy
- To act as an Independent Chair for any Domestic Homicide Review (DHR), as agreed with the Chair of the Community Safety Partnership **

Representation	Meetings per year	Expenses paid by Organisation
2 Members (plus deputies)	2	No

Status of Member	Insurance Provision
Representative of ECDC	No

Category of Officer Support	Contact Officer	Representatives for 2018/19
1	Neighbourhood Support Officer: Shona McKenzie	Cllr Lis Every (Lead Member) Cllr Christine Ambrose Smith Cllr Neil Hitchin Cllr Mark Hugo

Cllr Lis Every:

It supports under the Crime & Disorder Act provisions. East Cambridgeshire Community Safety Partnership is working to reduce threat, risk and harm to victims of crime and anti-social behaviour. It also supports the Vulnerable Persons Policy and is part of the Action Plan.

There are 3 strategic priorities: 1: Vulnerability and Risk – focus on adult safeguarding; 2: Diversion and Intervention – focus on young people at risk of offending; 3: Community Cohesion and Engagement – intelligence on current status of HMOs/gang master businesses/trafficking/illegal immigrants; to determine whether full scale operations are required based on intelligence and overall indicators of community engagement including feedback from minority communities and community leaders.

The Partnership Board comprises the Prevent Project Board, Neighbouring CSPs, Adult Safeguarding Board, Office of the Police and Crime Commissioner and an ECDC Scrutiny Board. The Partnership Project Team comprises representatives of Soham Positive Youth, Ely Positive Youth, Community Cohesion and Vulnerable Adults. It works to a 3 year vision statement through an annual Iterative Action Plan. There is a 3 year resource commitment which supports the requirement to meet emerging challenges and we are now in the last year of this. Commitments are received from Cambridgeshire Constabulary, ECDC, Sanctuary Housing, Cambridgeshire Fire and Rescue, Cambridgeshire County Council (including the Research Group, the Drug and Alcohol Services, Youth Offending Services and locality teams and works closely with Parish Councils via surveys and key Voluntary Sector contacts from VCAEC and Cambridgeshire Acre. The agreed actions are regularly monitored by the Board.

A new Partnership has been formed now which is working very closely with the County Council Community Safety Partnership Team. This is now managed by a new manager and was well attended at its first meeting. Research has informed the priorities for the next 3 years and these will now inform the new Action Plan.

Councillor Hugo was unable to attend any meetings due to prior commitments.

Cllr Ambrose Smith:

East Cambs and its Partner Agencies work to deal with problems in connection with residents to achieve better outcomes and to make East Cambs a better place to live.

Littleport has recognised problems around antisocial behaviour and a drugs culture, which is being addressed. Other towns are suffering also to a lesser extent; this is ongoing work. As I represent Littleport I can constantly highlight these problems and request help by a variety of means. I attended a day long Problem Solving training session, which was of great help in understanding the approach used by Police and other agencies to overcome problems within our communities.

Shona McKenzie is very supportive, knowledgeable and has an excellent relationship with the Police and other partner agencies.

Representatives for 2019/20

HEALTH & WELLBEING BOARD

Aims & Activities

The engagement of parties interested in health, including mental health, and related issues so that they jointly evolve solutions to protect and improve the health and wellbeing of residents in East Cambridgeshire.

Provide local information to the Cambridgeshire Health and Wellbeing board, related to health and wellbeing within East Cambridgeshire and the impact (actual or potential) of any relevant policy changes, service changes, proposals, and/or identified need.

Ensure the delivery and implementation of local health improvement and wellbeing priorities, in partnership, as identified in the Cambridgeshire Health and Wellbeing Strategy and in local action plans.

Representation	Meetings per year	Expenses paid by Organisation
One Member	4-6	No

Status of Member	Insurance Provision
Decision Maker	TBC

Category of Officer Support	Contact Officer	Representative for 2018/19
1	Environmental Services Manager: Liz Knox	Cllr Joshua Schumann

Cllr Schumann:

The Board continues to inform ECDC's Health & Wellbeing Partnership about the health priorities, actions and strategies which underpin the Board's work in ensuring we have healthy communities.

The main impact on ECDC is the submission of the Better Care Fund (BCF) and the funding which is included for the Disabled Facilities Grants (DFG). The Board is also the forum which brings together the lead members behind the Strategic Transformation Programme (STP) which is looking at how we can change working practices in order to operate in a more efficient way. The STP may have direct effects on how services are delivered in East Cambs and it is important that this is monitored.

Continued representation is worthwhile; the Board is still not effectively used to shape the local health agenda but our membership is important.

Brief description for future representative:

1. Arrangements for the HWB are still in transition to create closer working arrangements with the Peterborough HWB, but subject to the agreement of both Councils it is likely that there will be six meetings a year which District Council representatives would need to attend.

2. Members of the Board are expected to be able to authoritatively represent the views and interests of the organisation which has nominated them and to be able, within reason, to commit their organisation to collective courses of actions. It is understood that for elected members they might sometimes need to take decisions back to their own Council for consideration and agreement, but much of the Board's work is focused on fostering collaborative working arrangements and encouraging best practice which those around the table should be able to take a view on.
3. The Cambridgeshire Health and Wellbeing Board (HWB) is established as a committee of the County Council under section 102 of the Local Government Act 1972. Its remit is to work to promote the health and wellbeing of Cambridgeshire's communities and its focus is on securing the best possible health outcomes for all residents. The Board is chaired by a county councillor and its membership includes elected representatives of county, city and district councils, the CCG, NHS providers, the voluntary sector, Healthwatch, the Executive Director for People and Communities (CCC & PCC), the Director Public Health (CCC & PCC) and a representative of the NHS Commissioning Board.

Representative for 2019/20

HISTORIC ENGLAND – HERITAGE CHAMPION

Aims & Activities

The network of Heritage Champions across the country supports the protection of the historic environment at a local level. At a strategic level, Champions can make sure that local plans and strategies capture the contribution that the local historic environment can make to the success of an area. More specifically they can:

- Help local authorities manage the historic environment of their area;
- Promote heritage within the local community, generating enthusiasm for and awareness of the importance of the local historic environment;
- Help ensure that commitment to the proper care of the historic environment is embedded in all relevant activities and plans of the local authority;
- Support the Authority's local historic environment services (both archaeological and historic buildings conservation officers);
- Influence and communicate with others to ensure benefits for the historic environment.

Representation	Meetings per year	Expenses paid by Organisation
One Member	No formal number of meetings	See 'Insurance Provision' below

Status of Member	Insurance Provision
Representative of ECDC	As Historic England acts as a coordinator and supports Champions within their own local authority, insurance and expenses for a councillor should be covered by the relevant authority.

Category of Officer Support	Contact Officer	Representative for 2018/19
1	Planning Manager: Rebecca Saunt	Cllr Lis Every

Cllr Every:

The Heritage Champion entry was added to the Outside Bodies list on 21st November 2018, and there have been no meetings to date.

Representative for 2019/20

RECAP BOARD

Aims & Activities

- Advise on remedial measures (bi or multi lateral)
- Ensure that each Council is sufficiently informed about and consulted on potential measures.
- Advise on the best use of resources including recycling credits, and on the programme of action.
- Explore whether a more formal Joint Waste Management Committee is desirable (for example, as operates in Devon), since this would almost certainly be necessary for the production of a joint municipal waste strategy.

Representation	Meetings per year	Expenses paid by Organisation
One Member	Quarterly	

Status of Member	Insurance Provision
Representative of ECDC	No

Category of Officer Support	Contact Officer	Representative for 2018/19
1	Environmental Services Manager: Liz Knox	Cllr Julia Huffer

Cllr Huffer:

RECAP's work fits in with the ECDC Corporate Plan by making the disposal of waste as cost effective as possible and working with other districts to find more creative ways of increasing recycling rates and effective methods of dealing with fly tipping.

The recently employed RECAP Partnership Manager has helped steer the Board forward and given RECAP more focus. She has guided us through the changes suggested by the consultation being done by Defra.

Continued representation is worthwhile because we feel that we must explore a;; areas of cost saving and this Committee will continue to be of importance.

Representative(s) for 2019/20

SANCTUARY HOUSING SERVICES LTD – EAST CAMBRIDGESHIRE MANAGEMENT COMMITTEE

Aims & Activities

A non-profit-making organisation, to provide affordable homes for rent throughout East Cambridgeshire.

Representation	Meetings per year	Expenses paid by Organisation
Two Members	4	Travelling

Status of Member	Insurance Provision
Limited Decision Making Role	N/A

Category of Officer Support	Contact Officer	Representative(s) for 2018/19
1	Housing & Community Safety Manager: Angela Parmenter	Cllr Elaine Griffin Singh Cllr Chris Morris

Cllr Griffin Singh:

The Sanctuary Housing committee meetings are an essential liaison tool between the Council and our largest housing provider. It has been possible in the past for members to really influence issues or policy change via this forum and it is very useful to hear first-hand experiences from the few residents that sit on the Board.

I have commented before, however, that for the representation to have real value, members require more information in the form of statistics and insight so that the Council's perspective can be better represented and so any issues can be raised more directly. Sanctuary Housing provides very useful statistics and detailed information at each meeting against a variety of delivery targets but attending members are currently provided with no useful information with which to respond or report. I strongly suggest that the Council put in place a reporting structure to the representatives; suggest a quarterly report be produced ahead of the meeting showing ie complaints, issues, responses, response times, Council's views etc.

ECDC representatives have been provided with direct email and telephone lines to senior staff members at Sanctuary which has proved very useful and effective in handling complaints or issues which are not being addressed by the usual processes. I strongly suggest that this continues and that the Council/Councillors are more proactive in using this resource.

Cllr Morris:

Everything is covered in an agenda every quarter. Continued representation is worthwhile; discussions include the operational overview, performance reports, community investment and any future developments.

Representative(s) for 2019/20

OPERATIONAL SERVICES COMMITTEE

Lead Officer: Jo Brooks, Director, Operations

FORWARD AGENDA PLAN

Democratic Services Officer: Adrian Scaites-Stokes

15 th July 2019 4:30pm		9 th September 2019 4:30pm		21 st October 2019 4:30pm	
Agenda Planning Meeting #	Agenda Planning Meeting #	Agenda Planning Meeting #	Agenda Planning Meeting #	Agenda Planning Meeting #	TBC
Report Deadline:	Report Deadline:	Report Deadline:	Report Deadline:	Report Deadline:	28 th August 2019
		Review of Bring Banks	James Khan Head of Street Scene	6 Month Service Delivery Plan Updates ❖	Hetty Thornton Performance Management Officer
		Waste Service – 1 st Quarter Report	James Khan Head of Street Scene	Budget Monitoring Report	Ian Smith/Anne Wareham
Budget Monitoring Report	Ian Smith/Anne Wareham	Private & Unadopted Roads	James Khan Head of Street Scene	Community Grant Review	Lewis Bage/ Angela Parmeneter
				Youth Strategy	Lewis Bage
Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer	Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer	Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer

- ❖ Building Control
- ❖ Communities & Partnerships
- ❖ Customer Services
- ❖ Environmental Services
- ❖ Housing & Community Safety
- ❖ Information Technology
- ❖ Performance Management
- ❖ Planning
- ❖ Public Relations/Communications
- ❖ Waste Services

OPERATIONAL SERVICES COMMITTEE

Lead Officer: Jo Brooks, Director, Operations

FORWARD AGENDA PLAN

Democratic Services Officer: Adrian Scaites-Stokes

18 th November 2019 4:30pm		20 th January 2020 4:30pm		30 th March 2020 4:30pm	
Agenda Planning Meeting #	Agenda Planning Meeting #	Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	TBC
Report Deadline:		Report Deadline:	6 th November 2019	Report Deadline:	18 th March 2020
		Budget Monitoring Report	Ian Smith/Anne Wareham		
Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer	Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer	Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

AGENDA ITEM NO. x

Minutes of a meeting of the Operational Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on Monday 17th June 2019.

PRESENT

Cllr David Ambrose Smith (Chairman)
Cllr Victoria Charlesworth
Cllr Lis Every
Cllr Simon Harries (as a Substitute)
Cllr Julia Huffer
Cllr Mark Inskip
Cllr Amy Starkey
Cllr Jo Webber
Cllr Christine Whelan

APOLOGIES

Cllr Paola Trimarco

OFFICERS

Lewis Bage – Communities & Partnership Manager
Jo Brooks – Director Operations
Richard Garnett – Senior Environmental Health Officer
James Khan – Head of Street Scene
Adrian Scaites-Stokes – Democratic Services Officer

3. **PUBLIC QUESTION TIME**

There were no public questions.

4. **APOLOGIES AND SUBSTITUTIONS**

Apologies were given on behalf of Councillor Paola Trimarco.
Councillor Simon Harries acted as a Substitute Member for this meeting.

5. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

6. **MINUTES**

It was resolved:

That the minutes of the meeting held on 30th May 2019 be confirmed as a correct record and be signed by the Chairman.

7. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman made the following announcements:

Reduce Plastic Pollution

The Council had joined the refill revolution, an award winning campaign designed to help reduce plastic pollution by allowing the public to refill their re-usable water bottles from the Council's reception water station. The refill station would be promoted by the global app and logo on the offices' front doors. This assisted with the Council's purge on plastics.

Tackling Homelessness

The Council had been awarded the Silver Award by the National Practitioners Support Service, given to only 13 other authorities in the country. This confirmed that between 1-9 of the local challenges for the Gold Award had been achieved. The result of the final challenges was being awaited. This Award followed a considerable amount of work by the team.

Local School Waste Promotion

The Council's waste team had organised an event at the Lantern Community Primary School to produce a giant fish out of litter. The Council's recycling hero, Michael Recycle, attended and helped the children create the fish. This was to help teach the youngsters about the importance of recycling.

8. **APPROVAL OF THE 2019/2020 FOOD AND HEALTH AND SAFETY SERVICE PLAN**

The Committee considered a report, U19, that looked to update the Council's food and safety service plans to satisfy the Food Standards Agency and Safety Executive requirements.

The Senior Environmental Health Officer advised the Committee that the Council was required to produce a draft annual plan by the Food Standards Agency. There were two amendments needed to the plan: the reference to the former Regulatory Services Committee should be changed to read Operational Services Committee; there was now no Councillor Champion for the service.

The latest plan was very similar to last year's and set out how the service was organised and how it would develop.

Councillor Lis Every thought it a comprehensive report but queried the support that was given to new businesses, as this was needed. Could this be explained and how they were helped to meet the relevant legislation requirements.

The Senior Environmental Health Officer stated that under the Food Safety Regulations new businesses had to register. This gave an opportunity to meet them, take them through what would be expected from them and help them with advice and guidance. Support would continue as the business grew.

Councillor Mark Inskip queried the date stated in the table under section 3.2. He noted that 44 certificates had been requested, the same number as the previous year, so was this the correct figure? Under section 4.6 a target had been mentioned last year so was there any reason this had been omitted? How was

performance measured to see if it was making a difference? It would be useful to hear the details on that to check whether the measures were being successful. It was noted that there had been big changes in the health and safety budget, so what was the cause of that?

The Committee was advised that the date under 3.2 should read 2019, so this would be corrected. The figures of 44 certificates for both years were correct. The target highlighted related to complaints work and all relevant information would be needed. A recent issue with contaminated results for the laboratories meant that the target had been removed as it was not practical to keep it. The performance measures had been brought in by a member of staff and related to businesses that were rated at 2 Star or whose ratings fluctuated. A couple of visits was normally arranged, with a three month gap, to help those businesses achieve a 4 or 5 Star rating. The legal standard was a 3 Star rating. There were record files for each of the businesses that set out their ratings and this was used to assess whether they were hitting their targets. If not, legal action could be taken. No answer could be given at the meeting about the budget figures, although it was noted that the health and safety role had been significantly reduced by legislation. Officers were asked to provide an explanation of those figures to the Committee.

Councillor Victoria Charlesworth asked how the projected figures for turnover of food businesses had been calculated. The Senior Environmental Health Officer explained that the figures had been work out on averages of previous years' numbers.

It was resolved:

That the East Cambridgeshire District Council Food and Health and Safety Service Plan at Appendix 1, as amended, be approved.

9. **END OF YEAR PERFORMANCE REPORT FOR THE WASTE AND STREET CLEANSING SERVICES**

The Committee considered a report, U20, that looked at the end of year performance for the Waste and Street Cleansing Services.

The Head of Street Scene reminded the Committee that the service had faced a monumental challenge during 2018-19, as it started with very low performance figures. However, the year had been very successful and the service had finished with very high performance figures. Although the service had vastly improved for the district's residents, efforts had been taken to improve things for the staff. Targets had been amended to account for individual and company performance and new investment had been used for new vehicles, equipment and on employees. Community engagement had also been a priority, as this was expected to make a difference to the success of the service. This year the aim was to finesse the work already done.

Councillor David Ambrose Smith noted a few areas where performance had not met the targets and hoped these would be a priority in the coming year.

Councillor Mark Inskip was encouraged to see the improvement in emptying waste bins but was concerned about the litter bins on the market which became filled during the day. How widespread were the 'litter picks'? He also queried Table 1 under paragraph 4.1, as it was not clear what it referred to.

The Committee was informed that the Council was not responsible for the business waste as this service was provided elsewhere. The 'litter picks' were across the district and Ward Members could become involved. Table 1 showed all the key performance indicators between the Council and Street Scene. The targets were set by the Council for each individual service and the stretch targets were measured against the key performance indicators. The graph showed the cumulative targets, whilst the table on page 5 of the report showed the actual performance ratings, measured against the key performance indicators.

Councillor Mark Inskip was not convinced by the replies, as the figures showed the actual performance but not the targets. He asked that the targets and actual performance be provided.

Councillor David Ambrose Smith concurred and asked that those figures be provided in the future. He also recommended that all Members checked the Memorandum of Agreement between the Council and Street Scene, as it was important to understand the Agreement, and it showed the targets set.

Councillor Lis Every thanked the team for achieving what it had during the year. The service had moved light-years away from where it had been, as it was much improved. There had not been much to do with the Ely 'litter pick' as the service's van had been round clearing a lot up. A lot of time had been spent promoting the service and a survey had been commissioned about recycling, but what form would it take and what did it aim to do? It would be useful for Members to see the results.

The Head of Street Scene explained that the survey had begun and related to household waste. The household waste was being checked to see if any of it could have been recycled. After the survey was completed the information would be analysed to highlight any materials or food waste that should have been recycled. This then would be used to tailor the education plans to respond to the issue.

Councillor Christie Whelan questioned whether the 7am collection start time had changed, as bins were often being collected before then. The Head of Street Scene confirmed that 7am was the start time, though this could differ depending where in the district the collections took place, as vehicles would take longer to reach those places. He asked that he be notified of any such issues.

Councillor Jo Webber noted that the service had improved so much and that the staff were polite and returned the bins. However, she thought there should have been a service to remove graffiti on behalf of businesses and asked if this was still being provided, as she would like to inform businesses that this service was available. Could paper bags be sold to the public for them to use for food waste?

The Head of Street Scene confirmed that graffiti removal was part of the service. Any in public places was the responsibility of the Council and Street Scene could

only offer a service for any on private land. Food waste going into household waste was an issue and bags had been considered previously. The bags available at that time had not been compatible with the processes involved but this could be looked at again.

Councillor Simon Harries noted that the litter bins in the city centre were overflowing and there were no recycling bins available in Ely. Were there plans to put them in place? There was a high level of confusion about what could be recycled and what happened to such material as there was a question whether it was being recycled. There were also a number of items that could not be put in the black bags so would not a bin be better.

The Committee was informed that work had been done on looking to install recycling bins but such bins became contaminated with other waste. Due to the increased costs it was not deemed feasible.

Councillor Julia Huffer stated that at the time when the wheelie bins were purchased by the Council it could not afford extra bins. A lot of people also did not have the room to accommodate an extra bin. A tour of the Cespa recycling facility would show Members exactly what happened to the waste collected.

Councillor Victoria Charlesworth added her thanks to the team for the hard work they had put in.

The Director Operations stated that a trip to the waste facility could be organised for any Members. The process involved in dealing with the waste was extraordinary. Members could also go out with the waste crews to see what they did. When the Council was considering purchasing wheelie bins, a bin for household waste was looked at. However, it became apparent that the cost would have been too expensive at the time. The Government was thinking about a new waste strategy and it was hoped that funding could be available to help improve the waste services further. The service was also looking at what it wanted to provide and would check the survey results. This could lead to seeking additional funding for extra bins.

It was resolved:

That end of year performance and the improvements made be noted.

10. **APPOINTMENT OF REPRESENTATIVES ON OUTSIDE BODIES & ANNUAL REPORTS**

The Committee considered a report, U21, that looked to confirm the nominated representatives to the outside bodies which fell within the remit of this Committee and to receive the annual reports from the previous appointed representatives.

Councillor David Ambrose Smith proposed several changes to the nominated Members, which was duly seconded by Councillor Julia Huffer. The nominated Member for the Cambridgeshire County Council Health Committee would be himself with Councillor Julia Huffer as the Substitute Member. Councillor Amy Starkey would be the nominated Member of the Citizens Advice Bureau instead of Councillor Julia Huffer.

It was clarified that Councillors Lis Every and Christine Ambrose Smith would be the Members of the Community Safety Partnership, with Councillors Jo Webber and Alan Sharp as Substitutes.

Councillor Simon Harries did not agree with all the nominations as the Liberal Democrat group would like Members on two of the Outside Bodies. Councillor Mark Inskip concurred, as this would better reflect the political balance of the Council.

It was therefore proposed, and seconded, that Councillor Victoria Charlesworth be a Member of the Community Safety Partnership. On being put to the vote the proposal was declared lost.

It was then proposed, and seconded, that Councillor Mark Inskip be a Member of Sanctuary Housing Services Management Committee. On being put to the vote the proposal was declared lost.

The Committee then considered the amended nominations and on being put to the vote the proposal was declared carried.

The Democratic Services Officer thanked Janis Murfet for her efforts in organising the annual reports, declaring them to be the best set of reports ever.

It was resolved:

- (i) That the appointment of the proposed nominated representatives, to those outside bodies which fall within the remit of the Operational Services Committee, as set out in Appendix 1 to the report, as amended, be confirmed;
- (ii) That the Annual Reports from appointed Council representatives on the activities and manner in which funding is spent by the outside bodies within the responsibility of the Operational Services Committee be noted.

11. **FORWARD AGENDA PLAN**

The Chairman reminded Members that the Committee meeting scheduled for 15th July had been cancelled.

12. **EXCLUSION OF THE PRESS AND PUBLIC**

That the press and public be excluded during the consideration of the remaining item no. 11 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 there would be disclosure to them of exempt information of Categories 1, 2 and 3 Part I Schedule 12A to the Local Government Act 1972 (as Amended).

13. **COMMERCIAL MOORING AT ELY RIVERSIDE**

The Committee considered an exempt report, U22, with reference to awarding a licence at Ely riverside.

The Communities & Partnership Manager advised the Committee about the issue, the actions taken by officers and the outcome. The Committee was reassured that the best outcome and value for the Council and the riverside had been obtained.

It was resolved:

- (i) That awarding of a licence be approved;
- (ii) That officers be instructed to proceed with finalising the licence agreement.

The meeting concluded at 5:29pm.

Date of Publication of Decision List: 19th June 2019



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

OPERATIONAL SERVICES COMMITTEE – 17th June 2019
DECISION LIST

ITEM NO.	Ref.	Item	ISSUE	DECISION	ACTION BY
6.	U19	Approval of the 2019-2020 Food and Health and Safety Service Plan	To consider the service plan for approval.	It was resolved: That the East Cambridgeshire District Council Food and Health and Safety Service Plan at Appendix 1, as amended, be approved.	Richard Garnett Senior Environmental Health Officer
7.	U20	End of Year Performance Report for Waste and Street Cleansing Services	To consider the end of year update on performance for the Waste and Street Cleansing Services.	It was resolved: That end of year performance and the improvements made be noted.	James Khan Head of Street Scene
8.	U21	Appointment of Representatives on Outside Bodies & Annual Reports	To consider the appointment of nominated representatives and to receive annual reports.	It was resolved: (i) That the appointment of the proposed nominated representatives, to those outside bodies which fall within the remit of the Operational Services Committee, as set out in Appendix 1 to the report, as amended, be confirmed; (ii) That the Annual Reports from appointed Council representatives on the activities and manner in which funding is spent by the outside bodies within the responsibility of the Operational Services Committee be noted.	Janis Murfet Democratic Services Officer

11.	U22	Commercial Mooring at Ely Riverside EXEMPT	To consider an issue relating to the mooring at Ely riverside.	It was resolved: (i) That awarding of a licence be approved; (ii) That officers be instructed to proceed with finalising the licence agreement.	Lewis Bage Communities & Partnership Manager
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Please Note: These decisions will come into effect on **28th June 2019** unless any 3 Members object and call-in the decision. The call-in must be in writing to the Chief Executive and be received by **24th June 2019**.