



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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

MEETING: **OPERATIONAL SERVICES COMMITTEE**

TIME: 4.30pm

DATE: 20th July 2020

VENUE: **PLEASE NOTE:** Due to the introduction of restrictions on gatherings of people by the Government due to the Covid-19 outbreak, this meeting will be conducted remotely facilitated using the Zoom video conferencing system. There will be no access to the meeting at the Council Offices, but there will be Public Question Time at the commencement of the meeting in accordance with the Council's Public Question Time Scheme, as modified for remote meetings. Details of the public viewing arrangements for this meeting are detailed in the Notes box at the end of the Agenda.

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 Christine Ambrose Smith
Cllr Lis Every
Cllr Jo Webber

Liberal Democrat Members

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

Independent Member

Cllr Paola Trimarco

Substitutes:

Cllr Anna Bailey
Cllr Dan Schumann
Cllr Lisa Stubbs

Substitutes:

Cllr Simon Harries
Cllr John Trapp
Cllr Alison Whelan

Substitute:

Cllr Sue Austen

Lead Officers:

Jo Brooks, Director Operations

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 8th June 2020.
- 5. Chairman's Announcements**
- 6. Presentation – Community Safety Partnership**
Verbal Presentation
- 7. Quarter 1, 2020 Performance Report for the Waste and Street Cleansing Services**
- 8. Final Outturn Report**
Year End Report for 2019/20
- 9. Forward Agenda Plan**
- 10. EXCLUSION OF THE PUBLIC INCLUDING REPRESENTATIVES OF THE PRESS**

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(s) there would be disclosure to them of exempt information of Categories 1, 2 and 3 of Part I Schedule 12A to the Local Government Act 1972 (as amended).
- 11. East Cambs Street Scene Budget Monitoring Report**
Year End Report for 2019/20

NOTES:

1. Since the introduction of restrictions on gatherings of people by the Government in March 2020, it has not been possible to hold standard face to face public meetings at the Council Offices. This led to a temporary suspension of meetings. The Coronavirus Act 2020 now has been implemented, however, and in Regulations made under Section 78 it gives local authorities the power to hold meetings without it being necessary for any of the participants or audience to be present together in the same room.
The Council has a scheme to allow Public Question Time at the start of the meeting using the Zoom video conferencing system. If you wish to ask a question or make a statement, please contact Adrian Scaites-Stokes, Democratic Services Officer adrian.scaites-stokes@eastcambs.gov.uk by 5pm on Wednesday, 15th July 2020. If you are not able to access the meeting remotely, or do not wish to speak via a remote link, your question/statement can be read out on your behalf at the Committee meeting.
2. A live stream of the meeting will be available on YouTube at www.eastcambs.gov.uk/meetings/council-20072020 for public viewing.
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 item no(s). X because it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the item(s) there would be disclosure to them of exempt information of Category X of Part I Schedule 12A to the Local Government Act 1972 (as amended)."



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

AGENDA ITEM NO. 4

Minutes of a meeting of the Operational Services Committee facilitated via the Zoom Video Conferencing System at The Grange, Nutholt Lane, Ely on Monday 8th June 2020.

PRESENT

Cllr David Ambrose Smith (Chairman)
Cllr Christine Ambrose Smith
Cllr Victoria Charlesworth
Cllr Lis Every
Cllr Julia Huffer
Cllr Mark Inskip
Cllr Paola Trimarco
Cllr Jo Webber
Cllr Christine Whelan

OFFICERS

Jo Brooks – Director Operations
Maggie Camp – Monitoring Officer
Richard Kay – Strategic Planning Manager
James Khan – Head of Street Scene
Angela Parmenter – Housing & Community Advice Manager
Adrian Scaites-Stokes – Democratic Services Officer

OTHERS PRESENT

Paul Remington – Chairman of East Cambs Street Scene
John Hill - Managing Director, East Cambs Street Scene

3. PUBLIC QUESTION TIME

A personal statement had been submitted Mr Rod Hart and was read on his behalf. It stated:

This document is so far behind the times it beggars belief, it reads like something from the 20th century, not the 21st-century when the world is facing imminent climate catastrophe.

This strategy lacks ambition, leadership, foresight, sense of urgency and vision.

This strategy contains no quantifiable targets and fails to demonstrate any clear understanding of climate science. It refers to things that do not exist (Carbon capture and storage) and contains statements that are untrue (there is an SPD on climate change).

Constant references to the date of 2050 to achieve carbon zero is 20 years too late and every single one of the world's climate scientists will tell you that.

This strategy as written clearly demonstrates that ECDC has no desire to make real commitment to climate change mitigation.

Were I reviewing this document 30 years ago my comment would be, "not a bad start but still some way to go", reviewing the document today I would say

that a total rewrite is necessary, there is a great deal of expertise within the district who I'm sure would be very willing to assist ECDC in the rewriting of a meaningful Climate Change strategy, personally I would be ashamed to put my name on a document like this in the 21st-century.

Recently a cross-party committee of MPs has reported on a green recovery strategy post Covid -19 here is the link to an article on this subject:

https://www.theguardian.com/world/2020/may/27/uk-green-recovery-covid-19-mps-climate-nature?CMP=Share_iOSApp_Other

On behalf of the Chairman, the Strategic Planning Manager responded:

Whilst Mr Hart's comments are noted, we must recognise that this plan is just a first stepping stone, not the solution.

The plan commits to working with all experts and non-experts on a separate district wide plan, in line with what Mr Hart suggests.

We hope, and would welcome, Mr Hart contributing further ideas and contributing to that district wide strategy.

On one specific point, the 2050 net zero target is based both on UK Law, and the UN Climate Action Summit of July 2019 which reinforced the global understanding (such as that agreed in the Paris Agreement of 2016) that 1.5°C is the socially, economically, politically and scientifically safe limit to global warming by the end of this century, and to achieve this, the world needs to work to achieve net zero emissions by 2050.

A question was submitted by Kim Ashton and was read on her behalf. It said:

Will the council host a citizen's assembly to democratically agree on how best to achieve zero carbon as soon as possible?

On behalf of the Chairman, the Strategic Planning Manager responded:

The Council has not presently committed to a citizen's assembly, but is monitoring the introduction of such climate change assemblies elsewhere in the country. It is fair to say that the results elsewhere to date have been mixed, and to do it properly can easily cost upwards of £100k pa. Even within the environment lobbying sector, there are mixed views on the value of such assemblies to tackle the climate emergency. That said, the Council has not closed the door on such an option, should experience demonstrate their value.

A question was read out by Jethro Gauld on behalf of East Cambs Climate Action (CAN) Network:

CAN welcomes the climate action plan as a starting point, however, we feel the document lacks teeth. Will the council bring forward plans for the next 12 months to promote a green recovery from Covid and then build in interim targets, annual reviews of those targets and specific actions to achieve them to lay out the pathway to zero carbon locally?

On behalf of the Chairman, the Strategic Planning Manager responded:

As the Leader, Anna Bailey, states in the foreword of the Plan, recovering from Covid should very much be a green one, one which makes lasting positive change to our environment. The Plan presented today is the first of annual ones, and targets and actions will be reviewed and updated each year, with the aim of achieving zero carbon locally. Each year, we intend to give the plan more and more teeth.

A statement and question was read by Susan Bussell from East Cambs Climate Action (CAN) Network:

Eastcamb's Climate Action Network-CAN, comprises a group of concerned residents brought together to find practical solutions in the district to what David Attenborough refers to as 'the moment of crisis'.

One of our members, Professor Julian Allwood, is the leading author of the Absolute Zero Report published in November 2019. This report is extremely important as it is firmly rooted in science but it is also governed by a practical approach by responding to the huge challenge of decarbonisation by using current available technology's and lifestyle changes. The report explains and concludes that we cannot obey the Climate Change Act to reduce carbon emissions to net zero by 2050 by waiting to use breakthrough technologies.

Whilst Eastcamb's CAN appreciates the district council's report is the 'year one plan', time is not on our side and robust and effective measures to transition to carbon zero needs to begin within year one.

Will the council agree to consider this very important and highly influential report, copy attached with the executive summary and look at reviewing the draft plan ongoing within year one, to incorporate practical changes advised in the Absolute Zero report that applies to the council's remit, both within the council's operations and in the wider district. Eastcamb's CAN also offers whatever help and information they can give to the council in working to achieve this common goal.

On behalf of the Chairman, the Strategic Planning Manager responded:

Yes, we certainly will look at the report you circulated, and thank you for that. More generally we look forward to working with CAN to help deliver the year 1 actions, and helping us to develop new and more ambitious targets for year 2.

The Chairman had noted that a document, entitled Absolute Zero, had been attached to the question and requested that a copy be sent to Members.

A statement had been received from Margherita Cesca Nelder-Haynes, EastCambs CAN, and was read on her behalf. It stated:

As the District Council is aware, many residents are increasingly concerned about the threat to biodiversity. In support of the ethos of the Council's environmental draft plan, would the Council please agree to earmarking plots of land, whatever size, within existing green areas, for local environmental groups such as Eastcambs CAN, ECOELY and Ely XR to plant in nectar rich plants and also trees to provide shelter and habitat to bees, insects and birds and ongoing to enjoy maintenance of these plots. This would be doubly beneficial in supporting biodiversity but also serve to be therapeutic to concerned residents especially coming out of the trauma from covid.

On the provision that a rota of work would be managed to ensure social distancing. Possible locations could be on wide verges, a plot opposite Cineworld or near the Paradise Centre. Once the location/site has been identified, adequate plants/shrubs will be considered in order to provide a better restoration of the landscape and community engagement.

On behalf of the Chairman, the Strategic Planning Manager responded:

The Council very much welcomes this suggestion, and it aligns somewhat to our 11th action point which states that the council will "Undertake a thorough appraisal of the Council's land assets, and determine whether a programme of tree planting and/or meadow planting can take place on any of it. If so, commence that programme during the 2020/21 winter and spring planting season". In progressing that action, we can explore whether local environment groups can take responsibility for looking after certain plots of land, as suggested by Margherita, where it is safe and suitable for them to do so.

The Chairman thank the public for their questions and understood that the District Council would be seeking help from outside organisations and people to help achieve the Action Plan.

4. **APOLOGIES AND SUBSTITUTIONS**

There were apologies nor substitutions.

5. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

6. **MINUTES**

It was resolved:

That the minutes of the meetings held on 20th January 2020 and 21st May 2020 be confirmed as correct records and be signed by the Chairman.

7. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman thanked all Council staff for rising to the challenges caused by COVID-19. A full range of services had continued, even though difficulties were being faced. This would also impact services in the future, but the Council would benefit from the lessons learned during this time.

8. **ECDC ENVIRONMENT AND CLIMATE CHANGE STRATEGY AND ACTION PLAN**

The Committee considered a report, V12 previously circulated, that detailed the Council's first Environment and Climate Change Strategy and Action Plan.

The Strategic Planning Manager advised the Committee that this first Environment Plan had been prepared over the last few months, following the decision at Full Council on 17th October 2019. A large focus of the work had been to establish the impact that the Council was already having. It had already set up a public Ideas Forum and continued to receive contributions. This first Plan was a start to achieve net zero carbon and to boosting the natural environment.

The Committee thought this was a welcome first step and the responsibility of the Council to plan and deliver. A national report in 2016 stated that strong, early action was crucial and should outweigh any costs. The Council had to be aware that buildings contributed half of carbon emissions, so the Council had an important role in controlling that. Developers had not improved their standards, so negotiations had to deliver development schemes that were sustainable in design.

The Strategic Planning Manager acknowledged that new developments had to make contributions, but the planning system would not be the solution for old building stock. The Action Plan would commit to a new Supplementary Planning Document to address that issue. This would come to the Committee as a draft for approval and would give the Council more control in negotiating with developers. The Local Plan 2015 had included the BREEAM standards and they were enforced. Energy and sustainability were also another policy in the Local Plan, seeking contributions to renewable energy. This was drafted six to seven years ago but the new Supplementary Planning Document would update it to national policy and current thinking. This would make buildings more energy efficient.

The Committee considered the twenty action points proposed for the year to be a good start. They requested regular updates be brought to the committee every 4 months. The updates would include problems, issues and when the initiatives had been completed. These interim reports should include reasonable targets to gauge progress. There was no reference in the report to the impact of COVID-19, so a summary should also be included in the interim reports

This report was welcomed and it had been very encouraging to receive over 200 ideas from the public. Officers should provide details to the Committee within six months of what had happened to these ideas, whether they were already in

place, those being considered for implementation and those ideas which had been rejected and why. There was great enthusiasm in the local community in taking this issue seriously. The Committee requested that Officers report to the Committee with targets for 2025 and 2030. This should help ensure the overall targets were met in 2050 or before.

The Committee was warned that the infrastructure in East Cambridgeshire was very fragile, with a lot of land under threat of flooding due to rising sea levels. This could result in climate refugees in East Cambridgeshire.

A Citizens Assembly had been mentioned as an option, so officers should explore the possibility of this and explain to Members what this would involve.

In response the Committee was informed that the production of regular reports on progress had already been considered and the Committee would receive updates every 4 months. The Council's website would be updated to provide more information on this topic for the public. Any targets had to be meaningful, so they could provide relevant information. The document itself had been broadly drafted before the COVID-19 pandemic, but this could give an opportunity to strengthen the document. The Council was already reviewing what working practices had been successful during COVID-19 and whether they should continue post COVID-19. Currently most staff were working from home, though the Council would be moving into a recovery phase.

It was resolved:

- That the Council's first Environment and Climate Change Strategy and Action Plan be approved;
- That the Operational Services Committee act as champions for the Plan, helping to communicate its key messages and facilitate its delivery;
- That it seeks updates on progress with delivering the actions in the Plan, including a thorough update report approximately one year hence;
- That officers report back to the Committee in June 2021 with targets set for 2025 and 2030;
- That officers explore the possibility of using Citizens Assemblies and report back to the Committee;
- That officers report back to the Committee with details of the ideas submitted through the public Ideas Forum.

It was resolved to RECOMMEND TO FINANCE AND ASSETS COMMITTEE:

- That consideration be given to the actions outlined in the Plan, in terms of how they may be suitably resourced.

9. **DRAFT HOMELESSNESS & ROUGH SLEEPER STRATEGY 2020-2025**

The Committee considered a report, V13 previously circulated, that set out the Council's Homelessness And Rough Sleeper Strategy 2020-2025.

The Housing & Community Advice Manager advised the Committee that the Strategy had incorporated a Rough Sleeper strategy in line with Government requirements and also included the community advice service. As a result of this additional work, the team had been restructured to ensure a holistic approach was provided. The Council continued to lead on homelessness prevention and the new advice service had launched on 1st April. The team had 'hit the ground running' and, as part of the service, had been assisting people with their settled status.

The Strategy was considered a good document and Members commended the Department for continuing to provide its services during the COVID-19 situation. This had hit people hard in a number of areas, with people who had received a mortgage 'holiday' from March having to face its end during September. By the end of October the ban on re-possession would end, so there could be a big uptake of services at that time. The ban on evictions from rented property would end on 23rd August and, with people still being furloughed or self-employed, a huge increase in service demand could be anticipated. Had the Department considered this and could it report back to the Committee at a future meeting?

The Committee was informed that the Department was already considering the recovery phase and did expect a huge impact on services. It was hoped that people would approach the Council for help early on, as this would help all parties. The Council's communications team would help promote this. Government funding to accommodate rough sleepers had been received but had not yet been needed.

The Committee offered congratulations to the Department for its achievements concerning the community hubs and its work with the County Council and parish councils. The proposed Strategy was excellent and would be supported. The Committee had enormous confidence with the Housing Team, due to the fantastic work it was doing, and it knew nobody would be left rough sleeping on the streets of the district. Lots of other authorities were spending a lot of money tackling the homelessness/rough sleeper issue but this Council was doing it for no extra cost. The new advice service was well ahead of the game.

It was resolved:

That the Draft Homelessness and Rough Sleeper Strategy 2020-2025 as set out in Appendix 1 be approved.

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

The Committee considered a report, V14 previously circulated, that requested the confirmation of the appointment of Councillor Alan Sharp as a deputy representative on Citizens Advice West Suffolk and provided the annual reports

of Council representatives on Outside Bodies within the remit of the Operational Services Committee.

The Democratic Services Manager reminded the Committee that it had made its appointments last year, for a four-year term to ensure a period of continuity. The only change related to a new position of Deputy Representative on Citizens Advice West Suffolk, with Councillor Alan Sharp being nominated. Any issues raised by Council representatives were reported back to the relevant Outside Body.

In response to the Committee's query, the Democratic Services Manager thought that Councillor Starkey had been attending some meetings of Citizens Advice West Suffolk, but was finding it difficult to attend all. No report had been received from the Councillor but a response would be obtained and circulated.

In reply to a further question, it was revealed that not all Outside Bodies required substitute representatives and that was a matter for the individual organisation. Some preferred to see a regular representative to provide some continuity.

The Chairman then asked the Committee to confirm the new appointment and note the annual reports.

It was resolved:

- (i) That the appointment of Councillor Alan Sharp as the Council's deputy representative on Citizens Advice West Suffolk 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 Director Operations proposed to supply the Committee with regular four-monthly update on progress against the Environment Plan. Apologies were offered for the delay in getting the Youth Strategy ready, as this had been significantly delayed due to officers having to deal with the impacts of the COVID pandemic. Unfortunately it may be delayed further. A report on the impact of the COVID issue on housing would be presented to Committee at its September meeting with further updates every 4 months as required. There was some question over the preparation of the six-monthly service plan updates and this situation would be checked. The Committee was also reminded that a report on the investigation of a possible Citizens Assembly would be considered at its November meeting.

The Chairman requested that reports on the impacts of COVID and updates on the Idea Forum be brought every four months, which could be included in the Environment updates.

It was resolved:

That the forward agenda plan, as amended to include additional items*, be noted.

12. **EAST CAMBS STEEET SCENE BUSINESS PLAN**

The Committee considered a report, V15 previously circulated, that detailed the East Cambs Street Scene Business Plan for 2020/21.

The Head of Street Scene advised the Committee that all employees should be commended for their work in continuing to deliver services during the pandemic. This was the third Business Plan and a lot had been achieved, with many service improvements being made during the last year. This included additional improvements for both customers and staff. Some deeply rooted issues had been corrected, which would lead to more improvements.

Next year's work related to communications and education, maintaining standards and setting realistic targets. All rounds would be re-configured to ensure as efficient service as possible and the delivery of employees training would continue. Another aim was to harness the standards used, to provide a domestic service, to explore commercial opportunities. Customer care would remain a top priority.

The Committee was advised that the introduction of a commercial trade waste, which was to be piloted in Ely and Littleport this year, had been delayed because of COVID-19. Members asked if this had an impact on ECSS's finance and were advised not. Waste vehicles contributed to the carbon footprint, so more work would go into investigating other vehicular options, such as hydrogen or solar powered vehicles, and whether it would work with the Greater Cambridgeshire partnership. It was recognised that electric vehicles were very expensive, so hydrogen powered vehicles might be a better fit. Any purchase of such vehicles had to be made when fully understanding the options. The Company was very interested at looking at alternative types of vehicle. Shared Services Cambridgeshire had purchased an electric vehicle but it was limited in endurance. There were also constraints on what was actually available, as the vehicles would need to meet local demands. In the current climate, an electric one would have to fit the service required and most alternative vehicles were suited to inner-urban areas. There was a lot of demand on the supply chain, so it was hoped that this could be tapped into. Hydrogen powered vehicles might be better than electric ones and the demand was there for them. The Government was changing its waste strategy, so the Company had to be cautious about purchasing new vehicles, as they need to match the new strategy.

It was resolved:

That the East Cambs Street Scene Business Plan 2020/21 be noted.

The meeting concluded at 6:03pm.

TITLE: Quarter 1, 2020 Performance Report for the Waste and Street Cleansing Services

Date: 20th July 2020

Author: James Khan, Head of Street Scene

[V34]

1.0 ISSUE

1.1 To provide the Committee with the Quarter 1, April - June 2020, performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS).

2.0 RECOMMENDATION(S)

2.1 Members are requested to note the performance of service delivery, for the first quarter.

3.0 BACKGROUND

3.1 The first quarter of this financial year has been heavily affected by the impact COVID-19.

3.2 Many of our employees have had to be absent from work and shield, due to the increase in risk to their, and their families health. This loss of staff added increased pressure to the service and a contingency plan was put in place. The plans highlighted that, if ECSS were to experience a severe loss in staffing numbers, services would be negatively affected, something we wanted to avoid at all costs. Despite a high loss in staffing numbers, with the hard work, dedication and commitment of all employees, we have been able to provide a full complement of services.

3.3 The contingency plan included office employees working remotely from home, where possible, to reduce the spread of the virus. This process has operated successfully, with the outstanding support of the ICT department, and is likely to affect the way in which we work as an organisation, in the future.

3.4 With lockdown enforced, all face to face communication, education and promotion activities have been stopped. This has been very unfortunate as we had planned to continue the successful campaigns and school visits we completed last year, using all the positive experience to grow it further, engaging and providing more information to all residents.

3.5 With face to face contact restricted, we have used this time to focus on all other areas of communication. This has included using valuable data gathered from a waste survey completed last year, to design and create new and thought provoking vehicle banners, social media posts and website information. This ensures that, even with reduced face to face contact, we continue to educate and inform our residents. Utilising these methods of communication continues to ensure that as an organisation, ECSS reaches as many residents as possible.

- 3.6 ECSS has continued to grow its relationship with ECTC, ensuring that as a partnership, we ensure that the District continues to be a place residents are proud of and visitors want to visit.
ECSS and ECTC have been working tirelessly to ensure that open spaces and communal areas are clean and tidy for when residents were participating in their daily exercise, as well as ensuring our high streets and shopping areas remained litter free for when commercial activities resumed.
- 3.7 Unfortunately, the presence of coronavirus has seen many of ECSS's aspirations for this financial year put on hold. This includes the deployment of a dedicated trade waste collection. It remains our intention, after the negative effects of coronavirus have ended, to re-evaluate and review this service, to ensure we can provide a cost effective, successful trade waste collection, to the businesses of the District. Our passion remains to provide an effective and highly performing commercial collection service to the business of this District.
- 3.8 The continued development and improvement of our policies and procedures is imperative in ensuring ECSS remains compliant and its employees remain safe. Our risk assessments and codes of practice have been reviewed, with the intention to re-induct all of our employees as soon as we can. This process is necessary, and is likely to occur annually, and will ensure that all of ECSS's employees remain safe while at work. It also ensures that employees are aware of their responsibilities and that they collectively operate to a high standard, producing consistent levels of performance.
- 3.9 Aside from all of the negative issues we have experienced through this first quarter, overall performance has remained high with all service areas achieving their respective targets. This further evidences the continued hard work and dedication of all of ECSS's employees. Details of performance figures can be found in section 4 of the report.
- 3.10 Throughout this first quarter we have experienced monumental support from the residents of the District. This has included residents creating and hanging banners and posters in their windows and even sending in gifts to the depot for the staff to enjoy.

4. PERFORMANCE UPDATE

- 4.1 Detailed in Table 1 is an update on ECSS's performance in relation to the management and resolution of service requests against a performance target of 80% completion set within the service level agreement (SLA).

5. PERFORMANCE UPDATE

- 4.1 Detailed in Table 1 is an update on ECSS's performance in relation to the management and resolution of service requests against a performance target of 80% completion set within the service level agreement (SLA).

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

Service	Apr			May			Jun		
	Month (%)	Cum (%)	Trend	Month (%)	Cum (%)	Trend	Month (%)	Cum (%)	Trend
Refuse	99	99	-	99	99	-			
Recycling	98	98	-	99	99	▲			
Green	99	99	-	98	99	-			
Bulk & Clinical	100	100	-	97	98	▼			
Street Cleansing	93	93	-	95	94	▲			

Note: The RAG rating relates to the month on month cumulative performance trend.
 Green indicating achievement of the performance target set.
 Yellow indicating performance is within 15% of target set.
 Red indicating performance is below 15% of target set.

- 4.2 Unfortunately, the figures for June were unavailable at the time of writing the report.
- 4.3 Although this quarter has been plagued with additional challenges, all service areas have over achieved against the performance targets set.
- 4.4 ECSS will continue to push itself and a further review of progressive targets will be implemented, this financial year (subject to approval).
- 4.5 The review of services, processes and relationships achieved within the first two years of operating, has provided a concrete platform to be able to continue to deliver high standards of service, even under these additional pressures.

The continued monitoring of all service areas, further ensures that resources and schedules are optimised, to provide the best possible service, at the most efficient cost in future years to come.

5.0 **Sickness Absence:**

Outlined in Table 2 below are the targets for sickness absence set for the waste and street cleansing services. They 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 (Hours)	Annual Sickness Target (Working Days)	Monthly Sickness Absence Target (Hours)	Monthly Sickness Absence Target (Working Days)
HGV Drivers (Waste)	16	672	96	56	8
Driver/Operative (Waste)	3	126	18	10.5	1.5
Operatives (Waste)	29	1,218	174	101.5	14.5
HGV Drivers (Street Cleansing)	3	126	18	10.5	1.5
Driver/Operatives (Street Cleansing)	3	126	18	10.5	1.5
Operatives (Street Cleansing)	7	294	42	24.5	3.5
Ops Management & Admin	5	210	30	17.5	2.5
Waste Management Team	3	126	18	10.5	1.5

5.1 The sickness report contained in Table 3 below highlights the first quarter's overall sickness rates against the targets set, highlighted above. One day sickness absence is equivalent to 7 hours.

The table below includes a RAG rating with the following explanation:

Green rating = Actual is less or equal to the Cumulative Target

Amber rating = Actual is up to 12 hours greater than the Cumulative Target

Red rating = Actual is in excess of 12 hours of the Cumulative Target

Sickness absence levels across all service areas have remained positive through the quarter, with only three occasions of not meeting the target.

The cumulative figure for the quarter, for all but Driver/Operatives (Street Cleansing), have met their respective target.

All sickness cases do not take into consideration any absence related to employees shielding, due to coronavirus related guidance.

HGV Drivers (Waste)

One employee was absent from work in early April for 12 days and another off for 5 days both due to general sickness.

Operatives (Waste)

One employee has been absent since the 8th of June due to a substantial back injury and another has been absent since the 17th June due to stress, following the death of a parent.

Driver/Operative (Street Cleansing)

One employee was absent in April, following a decline in health. This employee has now left the company, due to the deterioration of their health.

Table 3: Monthly Sickness Absence Report for the Waste and Street Scene Services – 2019/20

Staff Category	HGV Drivers (Waste)	Driver/ Operatives (Waste)	Operatives (Waste)	HGV Drivers (SC)	Driver/ Operatives (SC)	Operatives (SC)	Ops Mgmt. & Admin Staff	Waste Mgmt. Team
Number of Staff/Target Hours	16 Target Hours - 56	3 Target Hours - 10.5	29 Target Hours - 101.5	3 Target Hours - 10.5	3 Target Hours - 10.5	7 Target Hours - 24.5	5 Target Hours - 17.5	3 Target Hours - 10.5
April	Actual = 105 Hours	Actual = 0 Hours	Actual = 7 Hours	Actual = 0 Hours	Actual = 49 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 0 Hours
May	Actual = 0 Hours	Actual = 0 Hours	Actual = 7 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 0 Hours
June	Actual = 14 Hours	Actual = 0 Hours	Actual = 266 Hours	Actual = 0 Hours	Actual = 7 Hours	Actual = 7 Hours	Actual = 0 Hours	Actual = 0 Hours
Cumulative Performance for the Quarter	Target = 168 Hours Actual = 119 Hours	Target = 31.5 Hours Actual = 0 Hours	Target = 304.5 Hours Actual = 280 Hours	Target = 31.5 Hours Actual = 0 Hours	Target = 31.5 Hours Actual = 56 Hours	Target = 73.5 Hours Actual = 7 Hours	Target = 52.5 Hours Actual = 0 Hours	Target = 31.5 Hours Actual = 0 Hours
RAG Rating								

5.2 Table 4 is a summary of the total tonnage of waste collected and the recycling rate for the first quarter of 2020/21. The recycling target for this year is 59%.

Month	Tonnage All Waste Collected	Tonnage All Waste Recycled (Recyclates + Garden Waste)	% of Waste Recycled	Trend (Target = 59% of Waste being Recycled) - RAG
April	3307	1962	59	
May	3271	1958	60	
June				
July				
August				
September				
October				
November				
December				
January				
February				
March				
Total	6578	3920	59.5	

5.3 The recycling rate for the financial year is set at 59%. This is an increase of 1% from the last financial year.

5.4 Data for June is not included as there is always a delay on releasing reports, as they tend to be released a month in arrears.

5.5 The introduction of lockdown arrangements following the outbreak of COVID-19 saw a dramatic increase in residents staying at home and therefore, increasing the quantity of waste presented for kerbside collection.

5.6 Throughout April, all collection streams witnessed an increase in collected waste with domestic tonnage increasing by 125 tonnes, recycling tonnage increasing by 102 tonnes and green waste increasing by 196 tonnes, compared to the same period in 2019.

The increase in domestic waste was countered by the increase in green waste, ensuring the recycling rate remained on target.

5.7 Due to the decrease in footfall, owing to the lockdown guidance, street cleansing waste witnessed a decrease in tonnage by 10 tonnes, for the month of April.

5.8 Due to the restrictions imposed by the lockdown and the removal of face to face contact, the focus on education and promotion has shifted to other platforms. We have been working on utilising valuable waste data and creating provoking vehicle banners and social media posts to ensure residents remain committed and informed of our recycling and waste reduction targets.

6.0 CONCLUSIONS

6.1 The first quarter has been heavily effected by coronavirus however overall performance of ECSS has remained positive and all employees have continued to deliver outstanding service provision. Although the company has experienced staffing losses due to restrictions, our close, positive relationship with local agency providers has resulted in ECSS being able to provide all services throughout the first quarter, ensuring residents receive the services they deserve.

6.2 The restrictions of Covid-19 has allowed us to consider different ways of working, including improved working from home arrangements. This has ensured that all our employees have been able to continue to work, whilst staying safe in their own homes.

The new infrastructure will continue to be in place after necessary working from home has concluded to enable flexible working. Additionally, all meetings have been conducted over platforms such as Zoom, resulting in a substantial reduction of work related travel and therefore, a carbon output reduction. This option is likely to continue post lockdown to further benefit from carbon reductions.

6.3 Increased focus during this quarter has been given to investigating alternative ways in which we can communicate with our residents. Communication will always play a pivotal role in delivering effective services and reaching our goals, especially our recycling targets. The development team have been constantly gathering information and testimonials from other local authorities, commercial businesses and national charities to assist in developing our local communications channels. This work will ensure that, as an organisation, we are doing everything we can to ensure our residents are aware and educated.

6.4 Discussions around the Governments Waste and Resource Strategy have remained quiet during this quarter, due to Covid-19. However, ECSS, working in partnership with ECDC and the RECAP organisation, has continued to stay in contact and share any and all relative information, to make sure we remain prepared to continue these discussions, as soon as practicably possible.

7.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

7.1 As highlighted in the report to Council on the 16th July and detailed in paragraph 3.2 above, in order to maintain services while a significant number of staff were either shielding or self-isolating, ECSS has employed additional agency staff, which has added costs to the business. A request has been made to Council to recover these costs, but at the time of writing, Council had not decided on whether to provide this additional funding.

8.0 APPENDICES

Appendix 1: Summary of ECSS's Performance against the Annual Stretch Target for Resolving Service Requests: April to June 2020 (Service Requests through the Call Centre and Website Closed off (80%) within the Specified Response Time).

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
None	The Grange, Ely	James Khan Head of Street Scene E-mail: james.khan@eastcambs.gov.uk

Appendix 1: Summary of ECSS's Performance against the Target for Resolving Service Requests: April, May and June 2020 (Service Requests through the Call Centre and Website Closed off (80%) within the Service Level Agreement (SLA).

Performance Summary – October to December 2019	Monthly			Cumulative			Trend
	Service Requests Due to be Closed	Service Requests Completed within the SLA	Performance against the Target (80%)	Service Requests Received	Service Requests Closed and Completed within the SLA	Performance against the Target (80%)	Positive or Negative Cumulative Trend against previous month
Domestic Collections							
April	179	180	99%	179	180	99%	-
May	104	105	99%	283	285	99%	-
June							
Recycling Collections							
April	154	157	98%	154	157	98%	-
May	182	184	99%	336	341	99%	▲
June							
Garden Collections							
April	177	178	99%	177	178	99%	-
May	155	158	98%	332	336	99%	-
June							
Bulky and Clinical Collections							
April	70	70	100%	70	70	100%	-
May	113	116	97%	183	186	98%	▼
June							
Street Cleansing							
April	114	122	93%	114	122	93%	-
May	80	84	95%	194	206	94%	▲
June							

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 Flytip 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 Flytip 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: FINAL OUTTURN REPORT

Committee: Operational Services Committee

Date: 20th July 2020

Author: Finance Manager

[V35]

1. ISSUE

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

2. RECOMMENDATION (S)

- 2.1 Members are requested to note that this Committee has ended the year with net expenditure of £5,394,350 an underspend of £122,421 when compared to its approved budget.
- 2.2 Members are further requested to note that the Committee has a capital programme expenditure of £1,053,610.

3. BACKGROUND/OPTIONS

- 3.1 Under Financial Regulations each policy committee is required to consider financial performance against both its revenue and capital budget on a quarterly basis.
- 3.2 This is the final outturn report for the 2019/20 financial year and details actual expenditure incurred and income earned as at year end 31st March 2020.
- 3.3 The revenue budget for each service that falls under the stewardship of this Committee has been reviewed with appendix 1 detailing the outturn position for each service line.
- 3.4 The net revenue expenditure for this Committee at yearend is £5,394,350 This reflects an under spend of £122,421 when compared to the approved budget (£5,516,770) Explanations for the yearend variances, which make up this balance, are detailed in the table on the following page:

Service	Variance £	Explanation
IT	(£39,920)	This is due to delays in both staff recruitment and the implementation of some IT system upgrades.
Community Projects & Grants	(£36,542)	Despite two campaigns for applications for Facility Improvement Grants, there was only a limited number of successful applicants in 2019/20. A review of the grant allocation criteria will be undertaken during 2020/21.
Customer Services	£45,881	Following the implementation of the pay review and changes to pay scales to reflect the increase in the minimum wage, staff costs within Customer Services have increased. A provision was made for this within the F&A Committee budget, which is now showing an underspend.
Licencing	(£22,949)	A number of taxi operators purchased new vehicles during 2019/20 which saw income growth for both vehicles and drivers. Due to new regulations dog breeding income appears high, but this is as a result of the introduction of new licences. The income in Animal welfare will level out over the next few years.
Community Safety	£13,770	This has been caused by the implementation of the pay review in 2019/20 – see note on Customer Services above.
Environment	£17,518	This has been caused by the implementation of the pay review in 2019/20 – see note on Customer Services above. However, this cost has been netted off to some extent by some staff being seconded and charged to South Cambridgeshire District Council between January and March.

Refuse Collection / Recycling	(£54,073)	A contingency amount was built into the 2019/20 budget in case the Council needed to absorb additional costs in relation to the MFR contract with Amey, in the end these costs did not come through in year and so the funding was not needed.
Street naming and renumbers	(£17,258)	There was a saving on staff costs due to post being vacant for much of the year. In addition, increased levels of new development across the district has resulted in an increased amount of income this year.
Planning	£16,978	Due to the volume and type of applications being received, and indeed vacancies within the team, two agency workers were employed over the past financial year to ensure the level of customer service continued and the target deadlines for dealing with applications and any subsequent appeals were achieved. However, the past three months have shown an increase in income, which has meant the forecast of £50,000 overspend has reduced to £17,000 at the end of the year.
Total Underspend	(£122,421)	

3.5 The revised capital budget for this Committee stands at £2,210,190; including £538,543 of slippage brought forward from 2018/19 and approved additions of £15,278.

3.6 Total Capital spend for the year is £1,053,610, resulting in a Committee underspend of £1,156,580.

Project	Variance £	Explanation
Depot	(£845,950)	Depot improvements continue to be delayed as further costings are obtained to ensure best value for money is achieved.

4. FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 4.1 The final position for the Committee's net revenue expenditure is an underspend of £122,421 when compared to the approved budget.
- 4.2 Equality Impact Assessment (INRA) is not required.
- 4.3 Carbon Impact Assessment (CIA) is not required.

5. APPENDICES

- 5.1 Appendix 1 – Revenue Outturn Report – 31st March 2020.
Appendix 2 – Capital Outturn Report – 31st March 2020

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
Budget Monitoring Report Preparation Documents	Room 104 The Grange Ely	Ian Smith Finance Manager Tel: (01353) 616470 E-mail: ian.smith@eastcambs.gov.uk

OPERATIONAL SERVICES COMMITTEE BUDGET MONITORING REPORT**31st March 2020**

	Budget 2019-20	Actual to 31st March 2020	Variance	Variance between Budget & Projected Outturn previous quarter
Revenue	£	£	£	£
Building Regulations	18,280	23,082	4,802	--
Civic Amenities Act	11,102	8,803	(2,299)	--
Community Projects & Grants	221,424	184,882	(36,542)	--
Community Safety	46,346	60,116	13,770	--
Cons. Area & Listed Buildings	59,701	59,625	(76)	--
Customer Services	359,094	404,975	45,881	45,000
Dog Warden Scheme	40,317	31,835	(8,482)	--
Ely Markets	(0)	(0)	0	--
Emergency Planning	27,808	25,943	(1,865)	--
Environmental Issues	85,609	86,769	1,160	--
Health - Admin. & Misc.	379,249	395,607	16,358	--
Homelessness	337,757	331,938	(5,819)	(51,000)
IT	833,281	793,361	(39,920)	--
Licencing	1,848	(21,101)	(22,949)	--
Marketing & Grants	66,119	68,558	2,439	--
Parish Conferences	2,000	869	(1,131)	--
Nuisance Investigation	65,201	69,786	4,585	--
Performance Management	56,486	26,522	(29,964)	(34,000)
Pest Control	8,055	8,706	651	--
Planning	(80,821)	(63,843)	16,978	50,000
Public Relations	74,435	72,786	(1,649)	--
Refuge Recycling	840,750	832,058	(8,692)	--
Refuse Collection	1,370,393	1,325,012	(45,381)	--
Renovation Grants	1,300	133	(1,167)	--
Street Cleansing	609,548	606,866	(2,683)	--
Street Naming & Numbering	3,062	(14,196)	(17,258)	(11,000)
Town Centres	--	406	406	--
Travellers Sites	(20,000)	(20,000)	--	--
Tree Preservation	98,426	94,851	(3,575)	--
Revenue Total	5,516,770	5,394,350	(122,421)	(1,000)

OPERATIONAL SERVICES CAPITAL OUTTURN 2019/20

Capital	Published Budget 2019-20 £	Slippage from 2018-19 £	Approved Additions £	Revised Budget 2019-20 £	Actual £	Variance between Revised Budget & Actual £
Conservation Area Schemes - 2nd round		27,506		27,506		(27,506)
Refuse & Cleansing Vehicles	52,450			52,450		(52,450)
Depot	795,950	50,000		845,950		(845,950)
Mandatory Disabled Facilities Grants	697,299	368,231	15,278	1,080,808	986,391	(94,417)
Empty Properties, Discretionary DFGs, Minor Works, Home Repair Asst.	75,000	3,619		78,619	53,824	(24,795)
Vehicle Etc. Replacements	29,000	89,187		118,187		(118,187)
Waste - Wheeled Bins					13,395	13,395
Ely Country Park	6,670			6,670		(6,670)
Total	1,656,369	538,543	15,278	2,210,190	1,053,610	(1,156,580)

SOURCES OF FINANCING	Published Budget 2019-20 £	Slippage from 2018-19 £	Approved Additions £	Revised Budget 2019-20 £	Variations £	Outturn £
Operational Services						
Grants / Contributions (DFG)	511,299		15,278	526,577		526,577
Revenue Contribution		89,187		89,187	(75,792)	13,395
Capital Receipts	261,000	371,850		632,850	(119,212)	513,638
Borrowing - Waste	848,400	50,000		898,400	(898,400)	0
Borrowing - Leisure Centre					(1,832,441)	-1,832,441
Section 106 / CIL	35,670	27,506		63,176	1,769,265	1,832,441
Capital Funding Total	1,656,369	538,543	15,278	2,210,190	(1,156,580)	1,053,610

OPERATIONAL SERVICES COMMITTEE

Lead Officer: Jo Brooks, Director, Operations

FORWARD AGENDA PLAN

Democratic Services Officer: Adrian Scaites-Stokes

14th September 2020 4:30pm		16th November 2020 4:30pm		18th January 2021 4:30pm	
Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed
Report Deadline:	2 nd September 2020	Report Deadline:	4 th November 2020	Report Deadline:	4 th November 2020
6 Month Service Delivery Performance Updates ❖	Jo Brooks (Director, Operations)	Quarter 2 Waste Performance	James Khan (Street Scene Manager)	Environment & Climate Change Action Plan Update	Richard Kay (Strategic Planning Manager)
Ideas Forum Information Report	Richard Kay (Strategic Planning Manager), Annette Wade (Customer Services Manager)	Citizens Assembly Options Appraisal for Environment & Climate change	Richard Kay (Strategic Planning Manager)	Quarter 3 Waste Performance	James Khan (Street Scene Manager)
Youth Strategy	Lewis Bage (Communities & Partnership Manager); Liz Knox & Angela Parmenter			Effects of COVID-19 on Housing & Community Services	Angela Parmenter (Housing & Community Advice Manager)
Environment & Climate Change Action Plan Update	Richard Kay (Strategic Planning Manager)				
Effects of COVID-19 on Housing & Community Services	Angela Parmenter (Housing & Community Advice Manager)				
Community Safety Partnership					
Budget Monitoring Report	Anne Wareham (Senior Accountant)				
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

- ❖ Licensing
- ❖ 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

22nd March 2021 4:30pm		To Be Agreed 4:30pm		To Be Agreed 4:30pm	
Agenda Planning Meeting #	TBA	Agenda Planning Meeting #	TBA	Agenda Planning Meeting #	TBA
Report Deadline:	10 th March 2021	Report Deadline:	TBC	Report Deadline:	TBC
		Environment & Climate Change Action Plan Update	Richard Kay (Strategic Planning Manager)		
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. xx

Minutes of a meeting of the Operational Services Committee facilitated via the Zoom Video Conferencing System at The Grange, Nutholt Lane, Ely on Monday 20th July 2020.

PRESENT

Cllr David Ambrose Smith (Chairman)
Cllr Christine Ambrose Smith
Cllr Lis Every
Cllr Julia Huffer
Cllr Mark Inskip
Cllr John Trapp (as Substitute)
Cllr Paola Trimarco
Cllr Jo Webber
Cllr Christine Whelan

OFFICERS

Jo Brooks – Director Operations
James Khan – Head of Street Scene
Shona McKenzie – Community Safety Officer
Adrian Scaites-Stokes – Democratic Services Officer
Anne Wareham – Senior Accountant

13. **PUBLIC QUESTION TIME**

There were no public questions.

14. **APOLOGIES AND SUBSTITUTIONS**

Apologies had been received from Councillor Victoria Charlesworth.
Councillor John Trapp substituted for her for this meeting.

15. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

16. **MINUTES**

It was resolved:

That the minutes of the meeting held on 8th June 2020 be confirmed as a correct record and be signed by the Chairman.

17. **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

18. **COMMUNITY SAFETY PARTNERSHIP**

The Committee received a presentation about the East Cambridgeshire Community Safety Partnership.

The Community Safety Officer explained that the Partnership consisted of representatives from the five responsible authorities, being the Police, the Fire Service, the Probation Service, the Health Services as well as councils. The Partnership had statutory duties, for example homicide reviews. The Partnership usually met twice a year and commissioned relevant work, such as the Research Group. It looked at crime rates, homicides and domestic violence and set performance standards.

Within the Partnership were two additional Groups. The Delivery Group, which met bi-monthly, agreed actions and managed the budget. The Problem Solving Group, which met monthly, managed cases and identified areas of concern. This Group included representatives from schools and was a confidential platform to report issues.

Partnership working was key in helping prevent and solve issues, which would help alleviate the pressure on other services. A lot of work had gone into encouraging as many groups as possible to join the Partnership, as this aided its early intervention aims.

Over the last twelve months a lot of initiatives had been undertaken:

- Neighbourhood office training and key contacts;
- Work on scams and frauds;
- Hate crime reporting centres, with the aim of providing one in each parish;
- 'Eyes and Ears' training, which would be rolled out across the area;
- Two community meetings had been held to draw up community plans, to encourage reporting and identify where support would be needed;
- Presentational work with schools, funded via proceeds of crime;
- Building rapport with the public;
- Dealing with cases of modern day slavery
- Obtaining funding from the Crime Commissioner.

Training for Councillors, both Parish and District, was encouraged and a toolkit was available that gave a good understanding of the issues. It was hoped that as many people as possible would become involved with the 'Eyes and Ears' initiative, which aimed to increase the reporting of crime. A 'Little Eyes and Ears' programme was also being used to engage with Year 5 pupils.

In response to the Committee's questions the Community Safety Officer stated that she was keen to work with parish councils to set up reporting hubs over the forthcoming year. If more people came forward then centres could be set up so people could report issues and be given some advice, and the information would be passed to the Police. 'Stop and Search' had started about five years ago and further information would be available after the meeting relating to the possible disproportionate effect on the Black and Minority Ethnic community. Training

could be escalated to parish Members, as they could offer advice about how to report crimes. Not much 'hate' crime was being reported, but people needed to know how this should be reported.

The Director Operations thought the work done by the Partnership was phenomenal and getting schools on board was incredible. Awareness training for all Members and parish councils would be vital and Members were asked to speak to their parish councils to encourage their participation. Although this would be about reporting crime it was also about preventing it beforehand and supporting the residents in their communities.

The Committee expressed its support for the Partnership as it was invaluable to communities and made a significant difference.

19. **QUARTER 1, 2020 PERFORMANCE REPORT FOR THE WASTE AND STREET CLEANSING SERVICES**

The Committee considered a report, V34 previously circulated, that provided the performance report for the delivery of the waste and street cleansing service during Quarter 1, April to June 2020.

The Head of Street Scene advised the Committee that the last three months had been unusual and very challenging. However, the service had continued to deliver an excellent and full service and had received amazing support from the residents of the district. Each service had over-achieved its targets. July's figures had not been available but would be circulated after the meeting. There had also been a substantial reduction in sickness absence. The Company's communication plan had been amended and new banners had been put on the vehicles and the media platform had been updated.

In reply to the Committee's queries, the Head of Street Scene acknowledged that it was a shame that the education plan for schools had been interrupted by the COVID pandemic. Consequently alternative methods had been considered including sending educational packs to schools and using online materials would also be considered. School tours of the Amey site had also stopped but virtual tours instead were being looked at. There had been increased numbers of reports of fly-tipping but a number of these were multiple reports for the same incident, so overall numbers had not increased.

Two years ago nobody could have predicted how well the service would have done. The service constantly wished to push itself and a review of the current targets to make them more challenging, re-purposing those targets or introducing different targets would aim to improve the service further. 17 employees had been lost for a time due to the pandemic, as they had to shield themselves. A fair number of these had been drivers, so drivers from other businesses had been employed to cover the shortfall. The last employee had returned last week so there was now a full compliment.

The Company was working closer with the Council's Trading Company mainly in relation to open spaces. Each Company's employees shared information

identifying and reporting any issues as they did their normal rounds. In the future other needs within the district would be looked at.

The Committee were very appreciative of the efforts of the service and what it had achieved. It was encouraged that fly-tipping had not increased, in part due to the continuation of the service during the pandemic.

It was resolved:

That the performance of service delivery for the first quarter be noted.

20. **FINAL OUTTURN REPORT**

The Committee considered a report, V35 previously circulated, which set out details of the financial position for services under the Operational Services Committee.

The Senior Accountant advised the Committee that its end-of-year report showed an underspend of £122,421 mainly due to savings achieved through recruitment issues and no system upgrade being undertaken in the IT Department, a limit on grants made, an increase in licence fees and the contingency fund for refuse collections not being used. There had been increased spending following the Customer Services pay review and use of agency staff in the Planning Department.

The Capital underspend was due to delays in improvements to the Depot.

In response to the Committee's enquiries the Director Operations stated that the grants process would be reviewed, as there were concerns it was not easy to apply under the current system. The existing IT team had taken on the Street Naming & Numbering work until a new staff member had been recruited. Two agency staff had been employed by the Planning Department, one until September and one until January. Two posts had been advertised for permanent staff. The IT upgrades had been delayed due to recruitment problems and work was ongoing to ensure value-for-money on the depot improvements.

A Member commented that the savings from unfilled staff posts was a false economy if agency staff had been employed to cover the gaps. Those posts should be reviewed to see if they were needed.

It was resolved:

- (i) That it be noted that this Committee had ended the year with net expenditure of £5,394,350 an underspend of £122,421 when compared to its approved budget;
- (ii) That it be noted that the Committee had a capital programme expenditure of £1,053,610.

21. **FORWARD AGENDA PLAN**

The Committee received a copy of its forward agenda plan.

The Director, Operations highlighted that the reports requested by the Committee at its last meeting had been incorporated into the agenda plan. In addition there would be a service presentation in future meetings with one about the Licensing Department in September, ICT in November, Planning in January and Building Control in March.

The Youth Strategy report due for September could be delayed, due to the report officers being involved in other work related to the pandemic. The Chairman requested that the Committee be kept informed.

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

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(s) there would be disclosure to them of exempt information of Categories 1, 2 and 3 of Part I Schedule 12A to the Local Government Act 1972 (as amended).

23. **EAST CAMBS STREET SCENE BUDGET MONITORING REPORT**

The Committee considered a report, V36 previously circulated, that detailed the year end financial report for the East Cambs Street Scene Business Plan for 2019-20.

The Senior Accountant advised the Committee about the actual expenditure incurred and income earned during the year. Staffing expenses were over budget, as the amount had been set two years ago and had not been updated, and staff vacancies had been covered. The vehicles insurance figures were lower this second year compared to the previous year.

The Committee asked a number of questions and replies were given in relation to other income, which covered a number of additional work undertake, such as toilet cleaning and emptying dog litter bins and the sale of wheelie bins. Only a small proportion of staff cost increases was due to the pandemic during the 2019-20 year, but it was expected to be more significant this year.

It was resolved:

That the East Cambs Street Scene budget monitoring report be noted.

The meeting concluded at 5:50pm.

Date of Publication of Decision List: 21st July 2020



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

OPERATIONAL SERVICES COMMITTEE – 20th JULY 2020

DECISION LIST

ITEM NO.	Ref.	Item	ISSUE	DECISION	ACTION BY
7.	V34	Quarter 1, 2020 Performance Report for the Waste and Street Cleansing Services	To consider the performance between April and June 2020 of the waste and street cleansing service	It was resolved: That the performance of service delivery, for the first quarter, be noted.	James Khan Head of Street Scene
8.	V35	Final Outturn Report	To consider the yearend financial position for services under the Operational Services Committee	It was resolved: (i) That this Committee had ended the year with net expenditure of £5,394,350, an underspend of £122,421 when compared to its approved budget, be noted; (ii) That the Committee had a capital programme expenditure of £1,053,610 be noted.	Anne Wareham Senior Accountant
11.	V36	East Cambs Street Scene Budget Monitoring Report EXEMPT REPORT	To consider the final report for the 2019-20 financial year for East Cambs Street Scene	It was resolved: That the contents of the report be noted.	Anne Wareham Senior Accountant