



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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

MEETING: **REGULATORY SERVICES COMMITTEE**
TIME: 4.30pm
DATE: 23rd July 2018
VENUE: Council Chamber, Nutholt Lane, Ely
ENQUIRIES REGARDING THIS AGENDA: Adrian Scaites-Stokes
DIRECT DIAL: (01353) 665555 EMAIL: adrian.scaites-stokes@eastcamb.gov.uk

Membership:

Conservative Members

Cllr Anna Bailey (Chairman)
Cllr Julia Huffer (Vice Chairman)
Cllr Elaine Griffin-Singh
Cllr Neil Hitchin
Cllr Chris Morris

Cllr Hamish Ross
Cllr Carol Sennitt
Cllr Jo Webber

Liberal Democrat Member

Cllr Sue Austen

Substitutes:

Cllr David Ambrose Smith
Cllr Mike Bradley

Cllr Stuart Smith

Substitutes:

Cllr Lorna Dupré
Cllr Christine Whelan

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 meetings of the Committee held on (a) 24th May 2018 and (b) 4th June 2018

5. **Chairman's Announcements**
6. **Energy Company Obligation (ECO) Statement of Intent (SOI)**
7. **Approval of the Draft Health and Safety Enforcement Policy for Consultation**
8. **Environment Strategy**
9. **Results of the Neighbourhood Recycling Centre Provision Consultation**
10. **Quarter 1 Performance Report for the Waste and Street Cleansing Services**
11. **Annual Reports of Representatives on Outside Bodies**
12. **Budget Monitoring Report**
13. **Forward Agenda Plan**

NOTES:

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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

REGULATORY SERVICES COMMITTEE

Minutes of the meeting of the Regulatory Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on Thursday, 24 May 2018 at 6:35pm.

P R E S E N T

Cllr Anna Bailey
Cllr Mike Bradley (as Substitute)
Cllr Lorna Dupré (as Substitute)
Cllr Elaine Griffin-Singh
Cllr Julia Huffer
Cllr Chris Morris
Cllr Hamish Ross
Cllr Carol Sennitt
Cllr Jo Webber

APOLOGIES

Cllr Sue Austen
Cllr Neil Hitchin

OFFICERS

John Hill – Chief Executive
Maggie Camp – Legal Services Manager and Monitoring Officer
Jo Brooks – Director Operations
Emma Grima – Director Commercial
Adrian Scaites-Stokes – Democratic Services Officer

1. **ELECTION OF CHAIRMAN**

Councillor Anna Bailey was nominated by Councillor Julia Huffer and seconded by Councillor Carol Sennitt. There being no other nominations:

It was resolved:

That Councillor Anna Bailey be elected as Chairman of the Regulatory Services Committee for the ensuing municipal year.

2. **APPOINTMENT OF VICE-CHAIRMAN**

Councillor Julia Huffer was nominated by Councillor Jo Webber and seconded by Councillor Anna Bailey. There being no other nominations:

It was resolved:

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

3. **APPOINTMENT OF MEMBER SERVICE DELIVERY CHAMPIONS**

It was resolved:

That Member Service Delivery Champions be appointed for 2018/19 to the following Service areas:

Building Control – Councillor Neil Hitchin
Environmental Services – Councillor Carol Sennitt
Housing – Councillor Mike Rouse
Licensing – Councillor Sue Austen
Planning – Councillor Lis Every
Waste – Councillor Julia Huffer

The meeting concluded at 6:37pm.



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

AGENDA ITEM NO. 4(b)
REGULATORY SERVICES COMMITTEE

Minutes of the meeting of the Regulatory Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on 4 June 2018 at 4.30 p.m.

P R E S E N T

Cllr Anna Bailey (Chairman)
Cllr Mike Bradley (as a Substitute)
Cllr Lorna Dupre (as a Substitute)
Cllr Elaine Griffin-Singh
Cllr Neil Hitchin
Cllr Julia Huffer
Cllr Chris Morris
Cllr Stuart Smith (as a Substitute)
Cllr Jo Webber

ALSO PRESENT

Cllr Mike Rouse
Jo Brooks – Director Operations
Julia Atkins – Senior Environmental Health Officer (Domestic)
Liz Knox – Environmental Services Manager
Andrew Lamb – Travellers Liaison Officer
Adrian Scaites-Stokes – Democratic Services Officer
Jenny Winslet – Senior Environmental Health Officer
Members of the public and press - 2

4. **PUBLIC QUESTION TIME**

There were no public questions.

5. **APOLOGIES AND SUBSTITUTIONS**

Apologies were received from Councillors Sue Austen, Hamish Ross and Carol Sennitt.

Councillors Mike Bradley, Lorna Dupre and Stuart Smith attended as Substitute Members.

6. **DECLARATIONS OF INTEREST**

There were no declaration of interest.

7. **MINUTES**

It was resolved:

That the minutes of the Regulatory Services Committee meeting held on 19th March 2018 be confirmed as a correct record and be signed by the Chairman.

Councillor Lorna Dupre noted that there were instances recorded in the minutes where officers were to have reported back, specifically relating to the definition of poverty and Section 106 contributions for education, and asked whether this had been done.

The Director Operations had no updates at that time but would report back to the next meeting.

The Chairman asked that any similar actions required in the future be highlighted within the minutes.

8. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman did not make any announcements.

9. **PUBLIC SPACE PROTECTION ORDER (PSPO) FOR DOG FOULING**

The Committee considered a report, reference T10, previously circulated, that outlined the powers given to local authorities to introduce PSPOs to control a range of issues linked to anti-social behaviour, including dog fouling.

The Senior Environmental Health Officer (Domestic) advised the Committee that the Council had an Order in place but it only covered certain areas throughout the district and was difficult to enforce. A new Act of Parliament allowed the Council to introduce a Protection Order for the whole of East Cambridgeshire with all areas covered and simpler opportunities for enforcement. A consultation period of 4 weeks was suggested so the matter could return to Committee in July, with adoption by the end of August. In line with the new powers, it was recommended that the Fixed Penalty Notice charge be increased to £80 to show that the Council had a zero tolerance of dog fouling and to ensure the area was clean. Publicity would be carried out to inform residents.

Councillor Mike Bradley questioned why, as it was currently difficult to enforce the existing scheme, it would be any easier. What should the public do if they see any examples of dog fouling? The Committee was informed that the current regime did not cover some lands or roads where the speed limit was over 40mph. The new Order would make it simpler for officers and the public to understand. Ideally the public would provide sufficient evidence to enable action to be taken, usually via a Fixed Penalty Notice.

Councillor Lorna Dupre hoped that parish councils would be included in the consultation. Current protocols suggested a 6 week period for the consultation and this would help engage those councils as this would fit in with their meetings cycle. So it would be better to engage them in this.

In relation to enforcement, some other local authorities had started 'green dog walker' schemes where responsible dog walkers had been identified to lead by example and carry spare bags to give out. They also reported instances of dog fouling, so this acted like a community mentoring support scheme. This could be something to consider, as it was a positive approach to the problem.

Fenland District Council had introduced such a scheme only a couple of months ago.

Councillor Jo Webber knew that these schemes ran in several areas and Wimblington even used an interactive map to highlight areas where dog fouling was a problem. The Council should support parish councils in their endeavours to tackle this issue.

Councillor Stuart Smith sought guidance on what constituted a public area, as some country areas could not be covered by enforcement, such as woodlands or farmland. The Senior Environmental Health Officer stated that, although these areas could also be covered under a different Act, they would be covered by this Order.

In response to Councillor Anna Bailey's question, on clarification on the number of 'hotspots' that could not be enforced, it was revealed that there were relatively few that could not be covered. The Order would explicitly explain the areas that would be covered.

Councillor Bailey thought the suggested consultation period would make it difficult for parish councils to be involved. The Director Operations then recommended a 6 week period, but would not want to prolong it further. The Democratic Services Officer reminded the Committee that there was a 'call in' period after the decision list for this meeting was published, to allow Members to ask for the decision to be reviewed.

Therefore it was proposed that the second recommendation (paragraph 2.1, part 2 in the report) be amended to read "That a consultation period of 6 weeks commencing 6 working days after the publication of the decision list providing there is no 'call in' be agreed". The recommendations, as revised, were then proposed and agreed.

It was resolved:

- (i) That the principles and content of a proposed new PSPO covering the control of dog fouling; be approved
- (ii) That a consultation period of 6 weeks commencing 6 working days after the publication of the decision list providing there is no 'call in' be agreed;
- (iii) That the Fixed Penalty Notice charge for breaches of dog fouling rules under the PSPO be set at £80.

10. **FOOD AND SAFETY SERVICE PLAN**

The Committee considered a report, reference T11, previously circulated, that updated the service plan for both food and safety to satisfy the requirements of the Health & Safety Executive (HSE) and Food Standards Agency (FSA).

The Senior Environmental Health Officer advised the Committee that the Service Plan was required by the HSE and FSA annually. The Plan incorporated both the food safety and health and safety requirements. It set out

the type of work required, including advisory visits by officers or recording instances of infectious diseases, which varied year-on-year. There were no major changes to the Plan from the previous version.

Councillor Lorna Dupre asked how the 'broadly compliant' standard compared to neighbouring authorities and why there appeared a large rise in the number of inspections for Category B businesses. Why had the number of reported food poisonings dropped off and the number of investigations had changed? Did the promotional work include for non-statutory tasks? If that was the case, then the team should promote the non-use of single-use plastics.

The Senior Environmental Health Officer acknowledged that it was a challenge to compare its standards with that of neighbouring councils. However, **this would be looked into and reported back**. Category A businesses were the worst and Category B businesses might be poorer premises or if dealing with vulnerable people. There had been a rash of new businesses so time had been spent with them. The way that food poisonings were recorded had not changed, so the changes in numbers was probably down to a cluster of cases. The numbers were expected to have peaks and troughs. There were also variations in the number of investigations. These could change again as new guidance was anticipated, though no major amendments were expected. The service could promote other issues besides statutory ones and it would be an exciting opportunity to get involved with promotions around recycling plastics, and officers also checked on health and safety matters when completing food health inspections.

Councillor Mike Bradley queried how standards were applied for businesses in the market compared to those which used premises. Fixed businesses had to pay rates but when would a 'pop up' business become 'fixed'? The Committee was informed that the law was weaker when it came to mobile businesses. Officers provided advice and encouragement to all types of business.

Councillor Chris Morris questioned how and why there was a prediction about the number of expected food complaints for 2018/19. It was revealed that the FSA expected predictions to be made, so they had been included although the numbers may be considered pessimistic.

It was resolved:

- (i) That the East Cambridgeshire District Council Food and Health and Safety Service Plan at Appendix 1 be approved.

11. **TRAVELLER SITES REVIEW INCLUDING SERVICE CHARGES**

The Committee considered a report, reference T12, previously circulated, that reviewed Traveller sites.

The Chairman advised the Committee that a revised set of recommendations had been tabled and had been circulated to the Committee.

The Traveller Liaison Officer advised the Committee that, following the review, the rents and service charges would remain at the existing levels as, compared to other local authorities, the levels were the highest in the area. This had

resulted in a surplus which could be used to maintain both traveller sites in the district. This could also include refurbishment of those sites. Short term spending aided the residents in taking more responsibility for their sites and this had already resulted in some clearing up of those locations. The district was one of the most densely populated Gypsy, Roma, Traveller (GRT) communities in the country and it had seen a rise in private sites. The overall number of pitches needed to be determined, though this would take time to complete.

Work was ongoing with that community on relevant projects, including community centres. Work had already begun on the Earith site for youngsters, with support and interest from other outside agencies. This would help integrate that community. This had been paid for by the Community Safety Partnership and gave an opportunity for this Council to apply for additional funding.

Councillor Anna Bailey commended the Officer on the enormous amount of work done. She asked for clarification about whether the maintenance costs were covered within the Housing budget and whether the surplus charges would cover them.

Councillor Mike Bradley acknowledged that the district had to look after this community and thought that the rental income should also be used to address their cultural needs as well. He also stated that the community would not use the site at Burwell. A lot of the traveller community liked to stick together and he asked whether they would use spaces on private or public sites. The Committee was told that they would use both types of site.

Councillor Lorna Dupre was impressed with the work done and that there was some work being taken forward at Earith. She supported the recommendation that the surplus be retained for that community to get things done. It was noted that both travellers' sites were owed by the County Council and that they were expected to be handed over to this Council, but when was that likely? If they were passed over would there be an effect on the Local Plan? If the Burwell site would not be used then where else would be?

The Traveller Liaison Officer reminded the Committee that the Burwell site had temporarily closed in 2016 and had 8 pitches at that time. An additional 8 pitches would be needed by 2036, some of which could be on private land. This issue would be looked at in depth so that the targets were hit.

Councillor Anna Bailey highlighted the additional need for pitches as the children grew up and asked if this was in the Local Plan. This could mean that the Earith and Wentworth sites would have to expand. The Housing & Community Manager stated that if there was an identified need for extra accommodation then anywhere in East Cambridgeshire could be considered. The two sites were well settled and the residents would not want to use the Burwell site. The handing over of the 2 sites was close to completion, as there were just a few last issues to sort out.

Councillor Bailey then asked whether there was a limited time on getting the immediate maintenance issues sorted out and whether there would be a

maintenance review of those sites. The Committee could review the whole situation in a year's time.

The Director Operations suggested that the surplus money could be put into a reserve account for use in the future.

It was resolved:

- (i) That the contents of the report be noted;
- (ii) That the rents and service charges remain at their existing level;
- (iii) That any surplus service charges may be used to cover immediate maintenance issues on the sites;
- (iv) That the rental income be utilised to cover refurbishment requests for the sites;
- (v) That the Traveller Liaison Officer be authorised to determine the level of need of the travelling community within the district and to report on his findings at a later committee.

12. **HOUSING UPDATE**

The Committee considered a report, reference T13, previously circulated, that provided Members with an update on the Housing Service.

The Housing & Community Safety Manager advised the Committee that this would be an interesting year, following the introduction of the Homeless Reduction Act 2017. The Act focussed on addressing the homelessness issue through early intervention, which was crucial and something the department excelled at. As a consequence, other local authorities were asking for our help to tackling their problems. The department had received additional funding, some of which had been spent on re-structuring the Housing team to provide a more holistic service.

The team had dealt with a massive increase in mental health clients, which had been addressed by obtaining more resources. All clients were assessed and set a housing plan. The Ely community hub was going from strength to strength and this project would be rolled out to Littleport, Soham, Bottisham and Sutton.

A 'life skills' programme had been developed and would be rolled out to schools. Work was ongoing with the migrant community and this work was funded externally. The Rosmini Centre was helping to support this initiative and this helped to avoid using bed-and-breakfast accommodation.

Clients had been identified for assistance in preparation for the introduction of Universal Credit, so their budgets could be worked out. 106 homelessness applications had been made, but only 94 had been accepted. Work with 8 Houses in Multiple Occupation had been undertaken to ensure the proper health and safety standards, with an additional 3 outside of the district. Support

had also been secured for properties suitable for people with learning disabilities.

There had been an issue with rough beggars, none of whom were homeless. The team had worked with the Police to tackle this, though if any were genuinely homeless then they would be offered help. The team was also looking to aid the reduction in domestic violence. The Community Eyes and Ears programme would be re-launched to help identify vulnerable people in the district.

Overall the team was working towards the Gold Standard in Housing Advice and Prevention Services, having achieved the Bronze Standard last year. Thanks were given for the support received from the Members.

Councillor Mike Rouse, Housing Service Champion, noted that the team covered a lot of ground and the key to its success had been working alongside other agencies. The Rosmini Centre was a case in point, where a Syrian family had escaped from Aleppo and had been given support for re-housing and was now flourishing. The report was commended as it showed how the team gave people hope, direction and real support.

Councillor Elaine Griffin-Singh suggested that Centre E in Ely could be used for a youth hub and it would welcome any approach from the Council.

Councillor Mike Bradley thought the team deserved a 'platinum' standard award for the work they had done. He was concerned that there were 4 vacancies within the team and questioned how this affected the service. Would the team have the resources to successfully complete its work? The Housing & Community Safety Manager stated that one of the vacancies had been incorporated into the duties of one other officer. The Housing Practitioner was just a host post and was not part of the Council's team. The intention was to bring in trainees to help fill vacancies, though a more experienced officer may be sought later.

Councillor Anna Bailey thought the team was 'ahead of the curve' and could identify vulnerable families quickly. The school programme looked fantastic and getting some 2 bedroom properties into Band C showed that the team was on top of the homelessness problem.

It was resolved:

That the update in the report be noted.

13. **FORWARD AGENDA PLAN**

The Committee noted its forward agenda plan with the moving of the Public Space Protection Order report to the September 2018 meeting.

The meeting concluded at 5:44 p.m.

REGULATORY SERVICES COMMITTEE

Lead Officer: Jo Brooks, Director, Operations

FORWARD AGENDA PLAN

Democratic Services Officer: Adrian Scaites-Stokes

10 th September 2018 4:30pm		5 th November 2018 4:30pm		21 st January 2019 4:30pm	
Agenda Planning Meeting #	20 th August 2018	Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed
Report Deadline:	29 th August 2018	Report Deadline:	24 th October 2018	Report Deadline:	24 th October 2018
Revised Housing Enforcement Policy and Houses in Multiple Occupation	Karen See/Julia Atkins SEHO (Domestic)	Six Monthly Service Plans Update	Hetty Thornton Performance Management Officer	Quarterly Update Waste Services	Jo Brooks Director, Operations
Tree Strategy	Rebecca Saunt Planning Manager	Budget Monitoring	Ian Smith Finance Manager	Budget Monitoring	Ian Smith Finance Manager
Final Health & Safety Enforcement Policy (Consultation Responses)	Jenny Winslet SEHO (Commercial)	Quarterly Update Waste Services	Jo Brooks Director, Operations		
Public Space Protection Order – Consultation Responses & Final Proposals	Karen See/Julia Atkins SEHO (Domestic)				
Countywide Adaptations Policy	Liz Knox Environmental Services Manager				
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

These meetings are not open to the public.

APPENDIX 1

DATED

MEMORANDUM OF UNDERSTANDING

FOR THE

CAMBRIDGESHIRE ENERGY PARTNERSHIP

between

CAMBRIDGE CITY COUNCIL

CAMBRIDGESHIRE COUNTY COUNCIL

EAST CAMBRIDGESHIRE DISTRICT COUNCIL

FENLAND DISTRICT COUNCIL

HUNTINGDONSHIRE DISTRICT COUNCIL

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

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THIS AGREEMENT is dated [DATE]

THE “PARTIES”

- (1) The parties to this memorandum of understanding **MoU** are:
- (2) **Cambridge City Council** – The Guildhall, Market Square, CAMBRIDGE, CB2 3QJ, United Kingdom (**Cambridge CC**)
- (3) **Cambridgeshire County Council** – Shire Hall, CAMBRIDGE, CB3 0AP, United Kingdom (**Cambridgeshire CC**)
- (4) **East Cambridgeshire District Council** – The Grange, Nutholt Lane, ELY, CB7 4EE, United Kingdom (**ECDC**)
- (5) **Fenland District Council** – Fenland Hall, County Road, MARCH, PE15 8NQ, United Kingdom (**FDC**)
- (6) **Huntingdonshire District Council** – Pathfinder House, St Mary’s Street, HUNTINGDON, PE29 3TN, United Kingdom (**HDC**)
- (7) **South Cambridgeshire District Council** – South Cambridgeshire Hall, Cambourne, CAMBRIDGE, CB23 6EA, United Kingdom (**SCDC**)

1. BACKGROUND

- 1.1 The Home Energy Conservation Act (HECA) 1995 places a requirement on Local Authorities (LA’s) to issue reports to national government on the status of their plans to implement energy efficiency measures in the residential housing sector. The request is made in the context of the roll-out of national efficiency measures, such as the Energy Company Obligation (ECO), where local authorities are encouraged to take a formative role to deliver local investment and jobs, lower fuel bills and reduce emissions.
- 1.2 The Cambridgeshire Green Deal Partnership is a collective of Cambridgeshire LA’s that work together for mutual benefit in delivering energy efficiency projects that address issues such as fuel poverty and climate change.
- 1.3 The Cambridgeshire Green Deal Partnership was created in March 2013 as a response to the introduction of the Green Deal. A Memorandum of Understanding (MoU) was agreed by all parties to formalise the partnership going forward. In light of changes to national policy, and specifically the withdrawal of Green Deal, there is a requirement to update the MoU to ensure it reflects current and future energy activity carried out by the partnership.

- 1.4 This MoU seeks to renew the Cambridgeshire Green Deal Partnership into a “Project” named the Cambridgeshire Energy Partnership. This Project will provide the partners with a base in which to work in partnership to deliver multiple energy efficiency projects that are agreed by the Parties.
- 1.5 Working in partnership provides greater opportunities for the LA’s in Cambridgeshire in terms of attracting funding, partnership opportunities and developing projects, while also allowing LA’s to tailor projects to meet the specific demands and priorities of their area.
- 1.6 In March 2014 the Cambridgeshire Green Deal Partnership, working under the Action on Energy Cambridgeshire scheme, were able to secure Green Deal Communities funding and in turn demonstrate what can be achieved through effective partnership work across different sectors, and the key role local authorities can play in increasing uptake of home energy measures.
- 1.7 Key outcomes from the 2014-17 Green Deal Communities fund of £7,857,400 include supporting 1200 households with 1093 solid walled installations and 1292 energy efficiency measures overall. This demonstrates the success of partnership approach for Cambridgeshire residents and the value of a renewed Memorandum of Understanding (MoU).
- 1.8 The Parties wish to record the basis on which they intend to collaborate with each other on the Project. This MoU sets out:
- (a) the “**Key Objectives**” of the Project;
 - (b) the “**Principles**” of collaboration;
 - (c) the “**Governance Structure**” the parties will put in place; and
 - (d) the respective “**Roles and Responsibilities**” the parties will have during the Project.

2. **KEY OBJECTIVES FOR THE PROJECT**

- 2.1 The Parties shall undertake the Project to achieve the Key Objectives set out below:
- (a) Develop energy efficiency projects to improve the building stock of all Cambridgeshire with the aim of reducing fuel poverty and carbon emissions;
 - (b) Ensuring good value, high quality energy efficiency installations with outstanding quality of work and customer care;
 - (c) Boosting the local economy (employment, skills and learning, expansion and development of the energy efficiency and renewable sector);

- (d) Supporting local community groups and voluntary sector organisations working on sustainable energy-related issues;
- (e) Establishing an energy efficiency programme which can provide a revenue stream the LA's can use to re-invest into the project or to cover the cost of officer time.

2.2 It is recognised that the parties each have different levels of resource to allocate at any particular time but this in no way undermines or detracts from the collaborative work covered by this MoU.

3. PRINCIPLES OF COLLABORATION

The parties agree to adopt each of the following Principles when carrying out the Project:

- (a) To collaborate and co-operate. To establish and adhere to the Governance Structure set out in this MoU to ensure that activities are delivered and actions taken as required;
- (b) To be accountable. To take on, manage and account to each other for performance of the respective roles and responsibilities set out in this MoU;
- (c) To be open. To communicate openly about major concerns, issues or opportunities relating to the Project;
- (d) To learn, develop and seek to achieve full potential. To share information, experience, materials and skills and to learn from each other and develop effective working practices, to work collaboratively to identify solutions, to eliminate duplication of effort, to mitigate risk and reduce cost;
- (e) To adopt a positive outlook. To behave in a positive, proactive manner;
- (f) To adhere to statutory requirements and best practice. Comply with applicable laws and standards including procurement rules, data protection and freedom of information legislation. In particular the parties agree to comply with the requirements of the “**Data Sharing Agreement**” in section 12;
- (g) To act in a timely manner. To recognise and respond accordingly to requests for support;
- (h) To manage stakeholders effectively. To provide feedback where necessary and recognise the value of a positive working relationship;
- (i) To deploy appropriate resources acknowledging that resource levels of the parties will be different. To ensure sufficient and appropriately qualified resources are available and authorised to fulfil the responsibilities set out in this MoU; and

- (j) To act in good faith to support achievement of the Key Objectives and compliance with these Principles.

4. PROJECT GOVERNANCE

4.1 Overview

The Governance Structure defined below provides a structure for the development and delivery of the Project. The Project's governance will:

- (a) provide strategic oversight and direction;
- (b) be based on clearly defined roles and responsibilities at organisation, group and, where necessary, individual level;
- (c) align decision-making authority with the criticality of the decisions required;
- (d) be aligned with Project scope and each Project stage where applicable (and may therefore require changes over time);
- (e) leverage existing organisational, group and user interfaces;
- (f) provide coherent, timely and efficient decision-making; and
- (g) correspond with the key features of the Project governance arrangements set out in this MoU.

4.2 **Lead Sponsor**

Commented [SB1]: To be decided by group if necessary

- (a) The “**Lead Sponsor**” will provide a project champion who will act as a named contact to the Public Service Board and who will circulate progress reports submitted by the “**Project Board**”.
- (b) The Lead Sponsor is Name, Title, LA.

4.3 **Sponsors' board**

- (a) The “**Sponsors' Board**” provides overall strategic oversight and direction to the Project. This group will consist of:

Cambridge CC: Name, Job Title

Cambridgeshire CC: Name, Job Title

ECDC: Name, Job Title

FDC: Name, Job Title

HDC: Name, Job Title

SCDC: Name, Job Title

The Sponsors' Board shall:

- (i) Review the progress and work of the Project Board
- (ii) Approve progress reports prepared by the Project Board
- (iii) Approve any significant changes to the content of the Project

4.4 **Project Board**

- (a) The Project Board will provide strategic management at Project and work stream level. It will provide assurance to the Sponsors' Board that the Key Objectives are being met and that the Project is performing within the boundaries set by the Sponsors' Board.
- (b) The Project Board consists of representatives from each of the Parties. The Project Board will manage the Project planning and draw in technical, commercial, legal and communications resources as appropriate. The core Project Board members are:

Cambridge CC: Name, Job Title

Cambridgeshire CC: Name, Job Title

ECDC: Name, Job Title

FDC: Name, Job Title

HDC: Name, Job Title

SCDC: Name, Job Title

The Project Board shall meet quarterly, or more frequently based on project demands.

- (c) Each Party shall name an alternative member who can attend Project Board meetings in the absence of their core member.
- (d) In order to avoid indecision the Project Board will operate under a qualified majority voting system, where each core Party member has an equal vote with four votes required to pass a proposal.
- (e) A minimum of five separate core Party members in attendance is required to hold a Project Board meeting.
- (f) Commercial partners, while able to attend in an advisory capacity, are forbidden from making Project Board decisions.
- (g) The Project Board shall be accountable to the Sponsors Board and then to the relevant committees/portfolio holders/executive Councillors.

4.5 Reporting

Project reporting shall be undertaken at three levels:

- (a) **Project Board:** Minutes and actions will be recorded for each Project Board meeting. Any additional reporting requirement shall be at the discretion of the Project Board.
- (b) **Sponsors' Board:** Reporting shall be quarterly following Project Board meetings. Reports shall be based on the minutes from the Project Board highlighting:
 - (i) Progress during the previous monthly or quarterly period (as appropriate);
 - (ii) issues being managed;
 - (iii) issues requiring escalation to the Sponsors' Board;
 - (iv) progress planned for the next monthly or quarterly period (as appropriate) and/or aligned with the frequency of the Sponsors' Board meetings.;
 - (v) Reports will be required at specific milestones as requested by the Sponsors Board.
- (c) **Organisational:** the Project Board members shall be responsible for drafting reports into their respective sponsoring organisation as required for review by the Project Board before being issued.

5. ROLES AND RESPONSIBILITIES

5.1 The parties shall undertake the following “**Roles and Responsibilities**” to deliver the Project:

- (a) Provide sufficient commitment and resource to deliver the objectives of the project.
- (b) Ensure The Project outcomes align with the strategic fit of their respective LA, and that the key priorities of their LA are identified accounted for.
- (c) Provide project management and oversight to The Project to ensure the project meets agreed objectives and is delivered to agreed cost, time and quality.
- (d) To have equal ownership in The Project, and to be responsible for managing and mitigating any project risks or issues that may arise.
- (e) Any issues or concerns that could be a risk to delivery of The Project are raised with the Project Board in a timely manner.
- (f) To maintain project records as required and provide all such records in an agreed timescale.
- (g) A Project Lead is to be established with the agreement of the Project Board, where appropriate, to effectively manage the delivery of specific projects or work streams.
- (h) Where a Project Lead is established they will maintain regular communication with all project partners and undertake further required management responsibilities, including any reasonable Project management decisions in its discretion. This will be subject to reasonable consultation with the Project Board.
- (i) The Parties shall at all times act in good faith in all their dealings with the other Parties and all non-parties and promote the common interests of the Parties in pursuit of the Project. It is recognised by the Parties that the achievement of the Project’s objectives and fulfilment of a Party’s obligations will often depend on the other Parties performing their obligations and supporting and co-operating with each other as envisaged by this Agreement.

5.2 The Lead Authority for any aspect of the Project shall develop a “**Delivery Plan**” which shall identify the following:

- (a) the key milestones for the delivery the Key Objectives;
- (b) which employees (other than employees identified in this MoU) will be required to work on the project;
- (c) whether any staff will need to be seconded from one party to another;
- (d) which staff will require access to the premises of another party;

Each Delivery Plan must be approved by the Project Board prior to being implemented.

6. ESCALATION

6.1 If any party has any issues, concerns or complaints about the Project, or any matter in this MoU, that party shall notify the Parties and the Parties shall then seek to resolve the issue by a process of consultation. If the issue cannot be resolved within a reasonable period of time, the matter shall be escalated to the Project Board, which shall decide on the appropriate course of action to take. If the matter cannot be resolved by the Project Board within 28 days, the matter may be escalated to the Sponsors' Board for resolution.

6.2 If any party receives any formal inquiry, complaint, claim or threat of action from a third party (including, but not limited to, claims made by a supplier or requests for information made under the Freedom of Information Act 2000) in relation to the Project, the matter shall be promptly referred to the Project Board (or its nominated representatives). No action shall be taken in response to any such inquiry, complaint, claim or action, to the extent that such response would adversely affect the Project, without the prior approval of the Project Board (or its nominated representatives).

7. INTELLECTUAL PROPERTY

7.1 The parties intend that notwithstanding any secondment any intellectual property rights created in the course of the Project shall vest in the party whose employee created them (or in the case of any intellectual property rights created jointly by employees of all/any parties in the party that is Lead Authority noted in clause 5 above for the part of the Project that the intellectual property right relates to).

7.2 Where any intellectual property right vests in any party in accordance with the intention set out in clause 7.1 above, that party shall grant an irrevocable licence to the other parties to use that intellectual property for the purposes of the Project.

8. TERM AND TERMINATION

8.1 This MoU shall commence on the date of signature by all parties, and subject to clause 8.2, shall expire on completion of the Project.

8.2 Any party may terminate this MoU by giving at least three months' notice in writing to the other parties at any time.

9. VARIATION

This MoU, including any Annexes, may only be varied by written agreement of the Sponsor's Board.

10. CHARGES AND LIABILITIES

10.1 Except as otherwise provided, the Parties shall each bear their own costs and expenses incurred in complying with their obligations under this MoU.

10.2 All parties shall remain liable for any losses or liabilities incurred due to their own or their employee's actions. All parties intend that the other parties shall be liable for any loss they suffer as a result of this MoU.

11. STATUS

11.1 This MoU is not intended to be legally binding, and no legal obligations or legal rights shall arise between the Parties from this MoU. The Parties enter into the MoU intending to honour all their obligations.

11.2 Nothing in this MoU is intended to, or shall be deemed to, establish any partnership or joint venture between the Parties, constitute any party as the agent of another party, nor authorise any of the Parties to make or enter into any commitments for or on behalf of the Parties.

12. DATA PROTECTION

12.1 The Parties confirm that they understand their respective obligations under Data Protection Law as data controllers and agree to only process personal data relating to The Project:

(a) fairly and lawfully and in accordance with the data protection principles set out in Data Protection Law;

(b) where there are lawful grounds for doing so; and

(c) in accordance with Data Protection Law and best practice guidance (including the Data Sharing Code issued by the Information Commissioner's Office and updated from time to time).

12.2 Data Sharing agreements and Privacy notices will be developed to suit the requirements of the projects and work streams being delivered and must comply with the latest data protection regulations.

13. GOVERNING LAW AND JURISDICTION

This MoU shall be governed by and construed in accordance with English law.

Signed for and on behalf of
Cambridge City Council
Signature:
Name:
Position:
Date:

Signed for and on behalf of
Cambridgeshire County Council
Signature:
Name:
Position:
Date:

Signed for and on behalf of
East Cambridgeshire District Council
Signature:
Name:
Position:
Date:

Signed for and on behalf of
Fenland District Council
Signature:
Name:
Position:
Date:

Signed for and on behalf of
Huntingdonshire District Council
Signature:
Name:
Position:
Date:

Signed for and on behalf of
South Cambridgeshire District Council
Signature:
Name:
Position:
Date:

CONTACT POINTS

Cambridge City Council

Name:

Office address:

.....

Tel No:

E-mail Address:

Cambridgeshire County Council

Name:

Office address:

.....

Tel No:

E-mail Address:

East Cambridgeshire District Council

Name:

Office address:

.....

Tel No:

E-mail Address:

Fenland District Council

Name:

Office address:

.....

Tel No:

E-mail Address:

Huntingdonshire District Council

Name:

Office Address:

.....

Tel No:

E-mail Address:

South Cambridgeshire District Council

Name:

Office Address:

.....

Tel No:

E-mail Address:

Energy Company Obligation: Help to Heat
Local Authority Flexible Eligibility Statement of Intent

On behalf of Action on Energy Cambridgeshire including:

Cambridge City Council, East Cambridgeshire District Council, Fenland District Council, Huntingdonshire District Council and South Cambridgeshire District Council.

Date of publication: **TBC**

Version: 1.4

URL: [insert webpage SOI has been published on]

1) Introduction

- 1.1. Fuel poverty in England is measured using the Low Income High Costs (LIHC) indicator, which considers a household to be fuel poor if: they have required fuel costs that are above average (the national median level); and were they to spend that amount, they would be left with a residual income below the official poverty line.¹
- 1.2. Nationally the 2015 figures for England estimate that 2.5 million households suffer from fuel poverty, 11% the total.² Living in a cold home doubles the risk of respiratory problems in children; increases the risk of minor illnesses; exacerbates existing conditions such as arthritis and is associated with 3 times the level of excess winter deaths as the warmest homes.³
- 1.3. Action on Energy Cambridgeshire is a collective of the city and district councils that work together for mutual benefit in addressing fuel poverty. We welcome the introduction of Flexible Eligibility as part of the Energy Company Obligation (ECO) as it will allow us to support additional vulnerable households under broader criteria.
- 1.4. Fuel Poverty is a serious concern in our county and affects over 19,000 households⁴ contributing to more than 800 Excess Winter Deaths on average each year.⁵ Although our collective actions helped reduce fuel poverty across the county by an estimated 1468 households from 2013-2015 however there is still more to be done.

¹ BEIS, Annual Fuel Poverty Statistics Report 2017, (2017) p.3

² Ibid

³ Marmot Review Team, The Health Impacts of Cold Homes and Fuel Poverty, (2011) p.9

⁴ <https://www.gov.uk/government/collections/fuel-poverty-sub-regional-statistics>

⁵ <http://fingertipsreports.phe.org.uk/health-profiles/2017/e10000003.pdf>

- 1.5. Each Local Authority within Cambridgeshire may have a specific area of concern; therefore our guidance must be broad enough to meet a range of priorities while maintaining focus on the fuel poor. For example, Cambridge City housing is characterised by large numbers of solid walled terraced units with a high percentage of younger people living in the Private Rented Sector.⁶
- 1.6. Action on Energy Cambridgeshire built a referral network and a range of contactors to procure from during our recent £7,857,400 Green Deal Communities project. We will expand this network in delivering ECO Flexible Eligibility and offer the highest quality at the best value we can to our residents.
- 1.7. Meeting the flexible eligibility criteria does not guarantee the installation of measures. The final decision will depend on:
- i. survey carried out by contractors and installation costs calculated;
 - ii. the energy savings that can be achieved for a property;
 - iii. Whether suppliers have achieved their targets or require further measures to meet their ECO targets.

2) How we intend to identify eligible households

2a) ECO Flexible criteria eligibility

Eligible private sector households will need to meet one of the **Low Income criteria (A)**

AND

either one from **High Costs (B)** OR one from **Vulnerable to Cold (C)**

(A) Low Income:

- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Income Support (IS)
- Pension Credit (PC – all types)
- Universal Credit (UC – no income cap)
- Child Tax Credit (CTC – no income cap)
- Working Tax Credit (WTC – no income cap)
- Housing Benefit (HB)
- Council Tax Reduction (CTR - not where only 25% single occupant reduction applies)

Or a net annual household income of less than £20,000 for a single person, £30,000 for a couple and savings of less than £20,000.

⁶ ONS, 2011 Census: Key Statistics for England and Wales, Section 12: Accommodation and tenure

(Benefit letters must be provided as evidence; or 3 months bank statement(s) plus your latest tax return if self-employed. All pieces of evidence must be dated within 18 months before the completion of the measure. We require a copy of the evidence)

(B) High Cost:

- The property has an Energy Performance Certificate (EPC) rating of E, F or G dated with 10 years of the initial inspection *(EPC provided as evidence)*

OR (where EPC does not exist)

- The property reaches a total score of 20 or above through the below methodology;

Question	Response	Score
How many bedrooms are there in the home?	1	0
	2	10
	3	18
	4	25
	5 or more	32
What type of property is it?	Semi-detached	0
	Detached	6
	Mid terrace	-5
	End terrace	-2
	Flat / Maisonette	-20
When was your house built?	Flat unheated space below	-5
	Before 1930	22
	1930 - 1964	14
	1965 - 1981	6
	1982 or later	0
Does the home have central heating? (i.e. radiators and a boiler)	Yes	-10
	No	10
How is your main heating system powered?	Mains gas	-5
	Electric	18
	Oil	8
	LPG (bulk/bottle gas)	10
	Solid Fuel	12
What type of walls does your property primarily have?	Low carbon e.g. heat pump / biomass boiler	-20
	Solid brick/stone	15
	Cavity wall (insulated)	0
	Cavity wall (not insulated)	4
	Other (e.g. system build, concrete block, cob, park home)	15

(Photos must be provided as evidence of the above)

(C) Vulnerable to Cold:

Eligible if:

- Receipt of Disability Living Allowance (DLA), Personal Independence Payment (PIP) or Attendance Allowance (AA) *(Benefit letters required as evidence)*

OR

- Where a resident is vulnerable if:
 - Pregnant *(Mat B1 letter)*
 - Children aged under 5 *(child's birth certificate / child benefit letter)*
 - Aged over 65 *(driving licence / passport / birth certificate)*

OR

- Has a health condition that can be exacerbated by the cold including:
 - Hospital admission due to a fall
 - Cardiovascular conditions (e.g. angina, stroke)
 - Respiratory conditions (e.g. COPD and asthma)
 - Musculoskeletal conditions (e.g. osteoarthritis, rheumatoid arthritis)
 - Neurological conditions (e.g. ME, fibromyalgia, dementia, multiple sclerosis)
 - Autoimmune and immunodeficiency diseases (e.g. lupus, MS, diabetes, HIV)
 - Mental health conditions (e.g. depression, schizophrenia, bipolar disorder)
 - Disabilities (e.g. impaired mobility)
 - Terminal illness
 - Learning disabilities (e.g. downs syndrome)
 - Cancer
 - Haemoglobinopathies (e.g. sickle cell disease, thalassaemia)

(A letter from a medical professional - such as a report, care or treatment plan – will be required as evidence. Other cold related health conditions may be considered with a related medical letter. Please where possible only send copies of information you already have, and do not pay for new information)

2b) Solid Wall Insulation (SWI) “in-fill”

To increase the economies of scale of SWI projects, solid wall homes (i.e. brick or stone without a cavity) which are not ‘fuel poor’ can be classified as eligible for measures under the ECO Flexible funding where they are co-located with a minimum percentage of households assessed to be fuel poor (as per the above Low Income and High Cost (A+B), or Low Income and Vulnerable to Cold (A+C) criteria). The in-fill criteria will be:

- Semi-detached houses/bungalows and buildings with 2 premises – at least 50% of properties must meet the fuel poor criteria (A+B or A+C)
- Same terrace – at least 66% of properties in an SWI project must meet fuel poor criteria (A+B or A+C)
- Same building – at least 66% of properties in an SWI project must meet fuel poor criteria (A+B or A+C)
- Adjacent properties - at least 66% of properties in an SWI project must meet fuel poor criteria (A+B or A+C)

(Photos must be provided as evidence)

3) Acting on behalf of another Local Authority:

In general practise it is the responsibility of the Local Authority where the applicant property resides to sign “Local Authority Declarations”.

However, when required, one of the Local Authorities may issue a declaration on behalf of another of the above named Local Authorities. In this case the declaration will include the name of the Local Authority upon which the decision is being made on behalf of.

4) Joint statement of intent

The Councils named below have all agreed to the same criteria as defined above. Cambridge City Council is acting as lead behalf of the Local Authorities including:

- Cambridge City Council
- South Cambridgeshire District Council
- East Cambridgeshire District Council
- Fenland District Council
- Huntingdonshire District Council

5) Governance

The below named representatives will have authority to sign-off Local Authority declarations on behalf of Action on Energy Cambridgeshire within their respective districts.

Declarations will also be signed by the officer who dealt with the application, and they will hold responsibility for obtaining the evidence requirement.

Local Authority	Authorised Signatory: Name / Position	Signature
Cambridge City Council	Justin Smith, Energy Projects Team Leader	
South Cambridgeshire District Council	Beverly Agass,	

	Chief Executive Officer	
East Cambridgeshire District Council	Elizabeth Knox, Environmental Services Manager	
Fenland District Council		
Huntingdonshire District Council		

These representatives were designated at the time of the declaration.

6) Referrals

Action on Energy Cambridgeshire will receive referrals via established pathways from Local Authority officers, contractors and other frontline staff. This includes health and social care sectors, the voluntary sector and other agencies. Residents may also find compliant installers via the National Insulation Association website <http://www.nia-uk.org/consumer/>.

Targeting Referrals

Action on Energy Cambridgeshire may identify households using:

- EPC data
- Benefits data
- Index of Multiple Deprivation data
- GP referrals
- Non gas data
- Stay Well Group and other agency meetings
- Landlords association meetings

Referrals will also be encouraged through the Winter Warmth Campaign.

General Referrals

- Editorial in the Council's *Open Door and Cambridge Matters* magazines
- Articles in local newsletters
- Messaging via social media
- Contractors leafleting properties
- Community events and staff training

Other avenues for referrals may be used by Action on Energy Cambridgeshire as they become available.

7) Evidence, Monitoring and Reporting

- a) The following data will be collected and the mechanisms in place for monitoring the effective targeting of relevant households;
- Referral date
 - Reference number
 - Contractor
 - Name of resident
 - Address
 - Tenure
 - Survey date
 - Benefits
 - Income (where benefits unavailable)
 - EPC rating
 - Home survey score (where EPC unavailable)
 - Health condition
 - Measure
 - Grant
 - Full cost
 - Contribution amount
 - Contribution from
 - Installation date
 - Lifetime cost saving
 - Lifetime carbon saving

Records will be kept of all referrals and who receive a measure, and evidence must be provided by the households.

Progress will be part of the key performance indicators of the respective Councils Home Energy Conservation Act reporting among other requirements.

- b) Reporting will be based on the criteria outlined above with summary analyses and accompanying data.
- c) District reports are to be delivered quarterly at Action on Energy Cambridgeshire meetings.
- d) The respective Councils reserve the right to see survey details and perform quality assurance checks
- e) Eligibility will require a paper trail of documentation, for example benefits letters, quotations, invoices and photographic survey evidence.

Data Protection

The contractor(s) and Action on Energy Cambridgeshire will abide by the data protection act 1998. This will be set out in the Memorandum of Understanding or Service Level Agreement.

This Act requires the parties to respect principles of fair processing when handling personal information. The Act also guarantees individuals certain rights in relation to the processing of their data, including the right of access to personal records.

In May 2016, the UK government agreed to implement the new General Data Protection Regulation (GDPR). This will replace the existing Data Protection Act 1998 in May 2018, and the Local Authorities will then abide by GDPR.

Data will be stored for a minimum 6 year period by the respective Local Authorities in line with Ofgem guidance.

8) Signatures

TITLE: ENERGY COMPANY OBLIGATION (ECO) STATEMENT OF INTENT (SOI)

Committee: Regulatory Services Committee

Date: 23 July 2018

Author: Nick Wyatt, Sustainability Officer

[T52]

1.0 ISSUE

1.1 To inform Members of the criteria agreed by the Cambridgeshire Energy Partnership for the Statement of Intent relating to Energy Company Obligation.

1.2 Update Members on the progress of the Warmer Homes Bid.

2.0 RECOMMENDATION(S)

2.1 Members to:

2.1.2 Agree to the Memorandum of Understanding (MoU);

2.1.3 Note the Energy Company Obligation Statement of Intent (ECO Flex);

2.1.4 Endorse the submission for the Warm Homes Bid.

3.0 BACKGROUND/OPTIONS

3.1 The Home Energy Conservation Act (HECA) 1995 places a requirement on Local Authorities to issue reports to national Government on the status of their plans to implement energy efficiency measures in the residential housing sector. The measures are made in the context of the roll-out of national efficiency measures, such as the Energy Company Obligation (ECO), where Local Authorities (LAs) are encouraged to take a role to deliver lower fuel bills and reduce greenhouse gas emissions.

3.2 East Cambridgeshire are part of a countywide energy partnership. The partnership comprises East Cambs, Fenland, Hunts, and South Cambs District Councils and Cambridge City Council. It was originally formed to deliver the Government's Green Deal Programme 2012-15. The partnership successfully delivered £7.8m Green Deal Communities funded project to install solid wall insulation and other home energy improvements to 944 properties in Cambridgeshire (2014-16).

3.3 Working in partnership provides greater opportunities in terms of attracting funding and developing projects, while also allowing LA's to tailor projects to

meet the specific demands and priorities of their area. A draft Memorandum of Understanding (MOU), which sets out agreed objectives and principles of collaboration for all partners is attached (Appendix 1).

- 3.4 ECO is a government programme designed to reduce fuel poverty and carbon emissions. Under the programme, large energy companies are obligated to help households, especially those with low incomes, to improve their energy efficiency. The second and current phase of the programme includes a 'flexible eligibility' mechanism (ECO Flex) by which obligated energy suppliers can fulfil some of their obligations by installing energy saving measures in premises that have been declared eligible by LAs.
- 3.5 LA's participating in ECO Flex have to publish a Statement of Intent (SOI) in which they set out the eligibility criteria they intend to use to identify households that may benefit from the scheme.
- 3.6 A joint SOI (appendix 2) has been developed by the Cambridgeshire Energy Partnership. The SOI specifies that to be eligible for support, households would need to meet one of the low income criteria listed, plus either one of the criteria for high heating costs or one of the criteria for vulnerability to cold.
- 3.7 Using the flexibility available, the Cambridgeshire Energy Partnership is recommending a relatively generous threshold under which households are eligible under the low income criteria (net annual household income of less than £20,000 for a single person, £30,000 for a couple and savings of less than £20,000). This has been suggested to take into account the high cost of housing in Cambridge and the surrounding area.
- 3.8 Using the discretion available, the Cambridgeshire Energy Partnership has included health conditions based on the National Institute for Health and Care Excellence (NICE) guidelines on the criteria for vulnerability to cold. It is anticipated that as a result of the participation of the Council in the ECO Flex scheme a number of additional households would be supported to have home energy improvements that usually fall through the gaps in benefits led schemes.
- 3.9 Earlier this year a £150m fund from the National Grid administered by a Community Interest Company, Affordable Warmth Solutions, designed to address fuel poverty by incentivising the installation of affordable heating solutions in fuel-poor households who do not use mains gas as their primary heating fuel or have a central heating system installed, was launched called The Warmer Homes Fund.
- 3.10 Proposals have been developed by the partnership to submit a bid for the Warm Home Funding. The proposals would allow more vulnerable households in Cambridgeshire to have energy efficiency measures installed at low or no cost. Installation of energy efficiency measures brings benefits to households in terms of both improving winter warmth, and as a consequence, improving health and wellbeing, and also reducing heating expenditure. Furthermore it brings wider benefits in terms of reducing greenhouse gas emissions.

- 3.11 The funding obtained via the ECO flex programme will be used to support the partnerships Warm Homes Fund application in September 2018.
- 3.12 The partnership is working up a bid with the intention of submitting it before the Round 2a deadline on 28 September 2018. This bid will be for an 18 month project running from November 2018 to April 2020, installing first time central heating systems in households in both social and privately owned housing. The bid value will be between 1.5 and 2 million.
- 3.13 Sanctuary Housing are also working with the Partnership to include around 100 to 150 social housing sector homes across the county targeting fuel poor residents. Using a combination of ECO and WHF funding it is intended that installations for private sector housing will be 100% funded

4.0 ARGUMENTS/CONCLUSIONS

- 4.1 East Cambridgeshire District Council are required, through the Home Energy Conservation Act to facilitate improvements of energy efficiency in their residential housing sector.
- 4.2 The Council recognise the benefits of working in partnership to access funding. Cambridgeshire Energy Partnership have a successful track record, as demonstrated through the Green Deal Communities funded project.
- 4.3 To ensure that access to funding through the Energy Company obligation reflect local need it has been necessary to agree a statement of intent. The funding obtained via the ECO flex programme will be used to support the Partnership's Warm Home Fund application to be submitted September 2018

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 5.1 No additional financial Implications
- 5.2 Equality Impact Assessment (INRA) not required

6.0 APPENDICES

- 6.1 Appendix 1 Draft MoU Memorandum of Understanding
- 6.2 Appendix 2 Draft SOI Statement of Intent

Background Documents

Location

The Grange
Nutholt Lane
Ely

Contact Officer

Nick Wyatt
Sustainability Officer
(01353) 665555
E-mail:
Nick.Wyatt@eastcambs.gov.uk

East Cambridgeshire District Council

HEALTH AND SAFETY ENFORCEMENT POLICY

DRAFT FOR CONSULTATION 2018

2018

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East Cambridgeshire District Council

HEALTH AND SAFETY ENFORCEMENT POLICY

1.0 Introduction

- 1.1 East Cambridgeshire District Council (“the Council”) is responsible for regulating health and safety law across a range of work activities and workplaces. Its aim, in the district, is to protect the health, safety and welfare of people at work and to safeguard others, including the public, who may be affected by work activities.
- 1.2 The Enforcement of Health and Safety is divided between the Health and Safety Executive (HSE) and the Council, depending on the main work activity and according to The Health and Safety (Enforcing Authority) Regulations 1998 (1).
- 1.3 As a regulator, the Council uses a variety of methods to support business to manage health and safety risks in a sensible and proportionate way and secure compliance with the law. As part of this, the Council will have regard to economic growth and the impact that its actions are likely to have on businesses.
- 1.4 The Council’s officers are required to follow both the Council’s Corporate Enforcement Policy and the Health and Safety Executive’s Health and Safety Policy Statement (2). This Policy reflects that of the HSE.
- 1.5 This Enforcement Policy Statement is made in accordance with the Legislative and Regulatory Reform Act 2006 (3), the Regulators’ Code 2014 (4) and the Deregulation Act 2015 (5). The Legislative and Regulatory Reform Act 2006 requires regulators to have regard to the Code when developing the policies and principles that guide their regulatory activities.
- 1.6 The Health and Safety policy statement is the Council’s approach to enforcement that is, where its officers take action to enforce the law when issues of non-compliance, hazard or serious risk have been identified.
- 1.7 This policy is designed to set out the arrangements by which the principles of proportionality, consistency, transparency, accountability and targeting of resources will be incorporated into actions.
- 1.8 The officers who carry out the enforcement of health and safety legislation are Council staff or contractors who are authorised in writing to enforce specific tasks and duties in accordance with the Council’s scheme of delegation. In some instances, external consultants may be authorised to enforce such powers and duties on behalf of the Council. All authorised officers are to be appropriately trained and experienced for the duties that they are asked to perform. Promotion of consistency and competency of staff is to be ensured through continual monitoring and review including annual review of performance and appraisals and the implementation of recognised training needs.

(1) See <http://www.legislation.gov.uk/uksi/1998/494/made>

(2) See <http://www.hse.gov.uk/pubns/hse41.pdf>

(3) See <http://www.legislation.gov.uk/ukpga/2006/51/contents>

(4) See <https://www.gov.uk/government/publications/regulators-code>

2.0 Statement of intent

2.1 It is the Council's policy to strive to ensure that the risks to peoples' health and safety from work activities (for which it is the enforcing authority) within the Council's District are properly controlled and managed, in order to reduce risks associated with work to the lowest level which is reasonable practicable.

2.2 Interventions will be risk –based. When considering the appropriate course of action to be taken following an intervention, this Policy must be read in conjunction with relevant guidance from the HSE, and relevant guidance from other bodies such as Public Health England (PHE).

2.3 All officers, when making enforcement decisions, must follow this Policy. They must also have regard to, and follow as appropriate, relevant HSE guidance and Standard Operating Procedures (SOPs).

2.4 In addition to providing verbal advice, the enforcement methods the Council can use include:

- providing written information regarding breaches of law;
- requiring improvements in the way risks are managed;
- stopping certain activities where they create serious risks; and
- recommending and bringing, prosecutions where there has been a serious breach of law.

2.5 In the first instance, officers will usually adopt an educative approach to those responsible for securing compliance with relevant health and safety legislation (the duty holders). Officers will provide clear information and advice from the HSE, recognised trade associations and other professional organisations.

2.6 It is expected that departures from these policy guidelines will be rare and only following consideration by the Environmental Services Manager in consultation with the service Director. Where appropriate, liaison will take place with other enforcement agencies where there may be a common interest and/or to clarify enforcement responsibility or interpretation.

2.7 In enforcing health and safety legislation, the Council will strive to fulfil the relevant HSE enforcement objectives and priority programmes to reduce risks to health and to protect people.

3.0 Principles of Enforcement

3.1 The Legislative and Regulatory Reform Act 2006 sets out the Code and good principles of regulation that must be followed by the Council. This means that it must have regard, in carrying out all of its regulatory activities, to the need to do so in a way that is transparent, accountable, proportionate, consistent and targeted only at cases in which action is needed.

3.2 Further, under section 18(4) of the Health and Safety at Work etc Act 1974, a duty is placed on the Council to make adequate arrangements for the enforcement of health and safety. These “arrangements” are set out in The National Local Authority Enforcement Code (5).

4.0 East Cambridgeshire District Council Health and Safety

Policy Statement

- 4.1 The Council believes in firm, but fair, enforcement of the law. It is its policy that all enforcement action should be proportionate to the health and safety risks and to the seriousness of any breach of law.
- 4.2 The Council considers that appropriate use of enforcement powers is important, both to secure compliance with health and safety law and to ensure that those who have a legal duty (duty holders) are held to account for significant failures.
- 4.3 The following sections describe:
- the purpose of enforcement;
 - the principles of enforcement;
 - the enforcement methods available to its officers; and
 - how its enforcement principles relate to investigations and prosecutions.

5.0 The purpose of enforcement

- 5.1 Officers take enforcement action to prevent harm by requiring duty holders to manage and control risks effectively. This includes:
- ensuring action is taken immediately to deal with serious risks;
 - promoting and maintaining sustained compliance with the law; and
 - ensuring that those who breach the law, including individuals who fail in their responsibilities, may be held to account (this includes bringing alleged offenders before the courts).

6.0 The principles of enforcement

- 6.1 The Council applies the following principles when conducting its enforcement activities:
- proportionality in how it applies the law and secure compliance;
 - targeting of its enforcement action;
 - consistency of its approach;
 - transparency about how it operates and what you can expect, and
 - accountability for its actions.
- 6.2 These principles apply both to enforcement in particular cases and to the Council’s management of enforcement activities as a whole. They are not applied in isolation, but are informed by an understanding of the business environment. They allow for effective enforcement, without stifling economic growth, by requiring its officers to be proportionate in their decision-making and mindful in keeping the burden on business productivity to a minimum. The Council must follow the principles found in the National Local Authority Enforcement Code. (5)
- (5)See <http://www.hse.gov.uk/lau/national-la-code.pdf>

7.0 Proportionality

- 7.1 The Council adopts a proportionate approach to enforcing the law across different industries and sectors, recognising the importance of supporting businesses to comply and grow.
- 7.2 In its dealings with duty holders, the Council will ensure that its enforcement action is proportionate to the health and safety risks* and to the seriousness of any breach of the law. This includes any actual or potential harm arising from any breach, and the economic impact of the action taken.
- 7.3 The Council expects that duty holders, in turn, will adopt a sensible and proportionate approach to managing health and safety, focussing on significant risks i.e. those with the potential to cause real harm.
- 7.4 Applying the principle of proportionality means that its officers should take particular account of how far duty holders have fallen short of what the law requires and the extent of the risks created.
- 7.5 Some health and safety duties are specific and absolute. Others require action “so far as is reasonably practicable”. Council officers will apply the principle of proportionality in relation to both.
- 7.6 Deciding what is reasonably practicable to control risk involves the exercise of judgement. Officers, when considering the adequacy of the protective measures taken, will balance the degree of risk against the money, time or trouble needed to avert that risk. Unless it can be shown that there is a gross disproportion between these factors and that the risk is insignificant in relation to the cost, duty holders must take measures and incur costs to reduce the risk and comply with the law.
- 7.7 The Council can also adopt a proportionate approach to enforcing the law during the Initial phase of an emergency response, so that duty holders, and others, can in turn manage risks effectively and proportionately.

*** In this policy, ‘risk’ (where the term is used alone) is defined broadly to include a source of possible harm, the likelihood of that harm occurring, and the severity of its outcome.**

8.0 Targeting

- 8.1 The Council uses a risk-based approach when deciding which duty holders to proactively inspect having regard to the latest revision of HSE Local Authority Circular (LAC) 67 (2) taking into account factors such as size, type of activities, industry sector, and the associated death, injury and ill-health rates.
- 8.3 The Council uses proportionate and outcome-based criteria when deciding which complaints and, which incidents, diseases and dangerous occurrences, reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), have to be investigated. It does this by following the HSE guidance on Incident Selection Criteria (6).

(6) See <http://www.hse.gov.uk/enforce/when-how-investigate.htm>

- 8.4 This means that the Council targets its inspection and investigation resources primarily on those activities, industries and sectors giving rise to the most serious risks, where and when the hazards are least well controlled, or where competence to manage health and safety is in doubt. Low risk activities will not, in general, be subject to enforcement unless actual harm has occurred.
- 8.5 The Council focuses its enforcement activity on the most serious risks and on those who are responsible for and best placed to control these risks whether employers, employees, or the self-employed.
- 8.6 The Council recognises that it is neither possible nor necessary to consider all issues of non-compliance which may come to light during an inspection or investigation. Its officers will, therefore, target their enforcement action to deal with the most serious risks.
- 8.7 Where several duty holders have responsibilities, the Council may take action against more than one, when it is appropriate to do so in accordance with this policy.

9.0 Consistency

- 9.1 The Council adopts a consistent approach to enforcement of the law across different industries and workplaces, recognising the importance of fair treatment to all in promoting and sustaining economic growth.
- 9.2 Consistency of approach does not mean uniformity. It means taking a similar approach in similar circumstances to achieve compliance with the law.
- 9.3 The Council understands that people managing similar risks in similar industries expect a consistent approach from its officers when taking enforcement action. However, consistency is not a simple matter. Every situation is different by virtue of the industry, workplace, its risks, management systems etc. As a result, its officers are faced with many variables in addition to the degree of risk and the seriousness of any breach, including the attitude and competence of management, incident history and any previous enforcement action.
- 9.4 Any enforcement decision therefore requires the appropriate exercise of individual discretion and professional judgement.
- 9.5 The Council aims to ensure, through the application of the HSE enforcement decision-making framework, the Enforcement Management Model (EMM) (7) and through peer review, that its enforcement decisions are consistent.
- 9.6 Where enforcement action conflicts with the requirements of other regulators, the Council will work with them to resolve the differences.

10.0 Transparency

- 10.1 The Council's enforcement action should clearly outline to duty holders not only what they have to do but, where relevant, what they don't.
- 10.2 Where non-compliance has been identified, its officers will clearly and promptly explain the decision taken, their reasons, and the actions required to achieve compliance. They
- (7) See <http://www.hse.gov.uk/enforce/enforcement-management-model.htm>

will discuss reasonable timescales with the duty holder and explain what will happen if they fail.

10.3 Additionally, its officers will differentiate between the actions required to comply with the law, and advice given to achieve good practice or inform of upcoming changes to legal requirements. This will ensure that unnecessary economic burdens are not imposed on businesses.

10.4 Transparency also involves keeping employees, employee representatives, injured persons and their families informed of relevant enforcement action. However, this is subject to legal constraints on disclosure.

11.0 Accountability

11.1 As a regulator, the Council is accountable to all and its enforcement actions can be judged against the principles and standards set out in this policy. Whilst not diminishing the responsibility of duty holders to comply with the law, this includes its duty to have regard to economic growth in our regulatory activities to comply. Further, the Council has its own complaints procedure.

11.2 Businesses, employees, their representatives and others need to know what to expect when our officers visit and how to raise any complaints they may have.

11.3 Officers will provide a copy of the leaflet “When a health and safety inspector calls” (8) to those who have not been visited before. In addition to outlining basic expectations, this leaflet outlines procedures for dealing with comments and handling complaints.

11.4 In particular, it:

- describes the procedure to complain about enforcement decisions made by officers, or if procedures have not been followed; and,
- explains about the right of appeal to an Employment Tribunal in cases where statutory notices have been issued.

12.0 The methods of enforcement

12.1 The Council has a range of enforcement methods to secure compliance with the law and to ensure a proportionate response to any breaches.

12.2 Officers may provide written information and advice regarding breaches of the law following an inspection or investigation. This may include warning the duty holder that, in the opinion of the officer, they are failing to comply with the law. Where appropriate, officers may also serve improvement and prohibition notices, issue simple cautions and prosecute.

12.3 In determining what level of enforcement action is appropriate, officers exercise discretion and professional judgement according to the circumstances found. They are guided in this process by the EMM, which provides a framework for consistent enforcement decision making and takes account of the business context on a case by case basis. It also considers aspects of economic gain that could undermine other businesses.

12.4 A prohibition notice can be served when an officer is of the opinion that there is a risk of serious personal injury associated with a particular work activity or process or, if a

(8) See <http://www.hse.gov.uk/pubns/hsc14.pdf>

serious deficiency in measures is identified, to prevent or mitigate the effects of major hazards. There does not need to be a breach of the law. Such a notice can take immediate effect or be deferred for safety reasons.

12.5 An improvement notice can be served when an officer is of the opinion that there is a breach of the law which needs to be remedied within a certain period of time.

12.6 Failure to comply with either type of notice is a criminal offence and can result in prosecution.

12.7 Both prosecution and, where appropriate, cautions, are important ways to hold those responsible to account for breaches of the law. Where it is appropriate to do so in accordance with this policy, these measures can be taken in addition to issuing an improvement or prohibition notice.

12.8 Where officers have choices about how they exercise their functions, they will:

- consider how they might carry out their activities to minimise likely negative economic impact: and,
- adapt their activities to maximise any likely positive economic impact.

12.9 The Council will consider making public, any conviction which could serve to draw attention to the need to comply with health and safety requirements, or deter anyone tempted to disregard their duties under health and safety law.

13.0 Investigation

13.1 The Council uses the HSE guidance when deciding whether to investigate incidents. It is recognised that it is neither possible nor necessary for the purposes of the Health and Safety at Work etc Act 1974 to investigate all issues of non-compliance with the law. When making such decisions, including the level of resource to be used, it will take the following factors into account:

- the scale of potential or actual harm;
- the seriousness of any potential breach of the law;
- enforcement priorities;
- the practicality of achieving results;
- the wider relevance of the event, including serious public concern.

13.2 The Council will undertake investigations in order to:

- gather information and establish the facts
- identify the immediate and underlying causes and the lessons to be learnt
- prevent recurrence
- identify breaches of health and safety law
- take appropriate action, including the service of notices and prosecution.

13.3 The Council will devote most resources to investigating incidents involving the more serious circumstances, including the investigation of work related-deaths.

14.0 Investigation of work- related deaths

- 14.1 Where there has been a breach of law leading to a work- related death, consideration needs to be given to whether or not the circumstances of the case might justify a charge of manslaughter or corporate manslaughter.
- 14.2 To ensure decisions on investigation and prosecution are closely co-ordinated following a work-related death, The Council, together with other regulators, has jointly agreed and published Work- related deaths. A protocol for liaison (9). Further, more detailed guidance can be found in the associated publication Work-related Deaths Protocol: Practical Guide.
- 14.3 The police are responsible for deciding whether or not to pursue a manslaughter or corporate manslaughter investigation and whether or not to refer a case to the CPS to consider possible manslaughter charges. The Council investigate possible health and safety offences. If, during the course of its investigation, it finds evidence suggesting manslaughter or corporate manslaughter, it will refer it to the police. If the police or CPS decide not to pursue a manslaughter or corporate manslaughter case, the Council will consider whether or not to bring a health and safety prosecution in accordance with this policy.

15.0 Prosecution

- 15.1 Prosecution is an essential part of enforcement, ensuring that where there has been a serious breach of the law, duty holders (including individuals) are held to account. This includes bringing alleged offenders before the courts.
- 15.2 The Council decides whether or not to proceed with health and safety prosecutions and will use discretion when making this decision. It takes account of the evidential stage and the relevant public interest factors set down by the Director of Public Prosecutions in The Code for Crown Prosecutors (11). No prosecution will go ahead unless there is sufficient evidence to provide a realistic prospect of conviction and that prosecution is in the public interest.
- 15.3 Where sufficient evidence has been collected and it is considered in the public interest to prosecute, the Council would consider that prosecution should go ahead.
- 15.4 The Code for Crown Prosecutors requires the decision to prosecute to be kept under continuous review, so that any new facts or circumstances, in support of or undermining our case, are taken into account in our decision to continue or terminate the proceedings.

16.0 Public Interest

- 16.1 In the public interest, the Council should normally prosecute or recommend prosecution, where, following an investigation or other regulatory contact, one or more of the following circumstances in the (non-exhaustive) list apply:
- death was a result of a breach of the legislation;
 - the gravity of an alleged offence, taken together with the seriousness of any actual or potential harm, or the general record and approach of the offender warrants it;

(9) See <http://www.hse.gov.uk/scotland/workreldeaths.pdf>

(10) See <http://www.hse.gov.uk/enforce/wrdp/>

(11) See http://www.cps.gov.uk/publications/code_for_crown_prosecutors/

- there has been reckless disregard of health and safety requirements;
- there have been repeated breaches which give rise to significant risk, or persistent and significant poor compliance;
- a duty holder's standard of managing health and safety is found to be far below what is required by health and safety law and to be giving rise to significant risk;
- there has been a failure to comply with an improvement or prohibition notice; or there has been a repetition of a breach that was subject to a simple caution;
- false information has been supplied wilfully, or there has been an intent to deceive, in relation to a matter which gives rise to significant risk;
- officers have been intentionally obstructed in the lawful course of their duties.

16.2 The Council also expects that, in the public interest, it should consider prosecution, or consider recommending prosecution, where following an investigation or other regulatory contact, one or more of the following circumstances apply:

- it is appropriate in the circumstances as a way to draw general attention to the need for compliance with the law and the maintenance of standards required by law, and conviction may deter others from similar failures to comply with the law;
- a breach which gives rise to significant risk has continued despite relevant warnings from employees, or their representatives, or from others affected by a work activity.

16.3 The Council may seek to raise the courts' awareness of the gravity of health and safety offences to the full extent of their powers whilst recognising that it is for the courts to decide whether or not someone is guilty or not and what penalty to impose on conviction.

17.0 Prosecution of individuals

17.1 Subject to the above, the Council will identify and prosecute individuals, or recommend prosecution, where it considers this is warranted. It will consider the management arrangements and the role played by individual directors and managers and will consider taking action against them where the inspection or investigation reveals that the offence was committed with their consent or connivance or was attributable to their neglect and where it would be appropriate to do so in accordance with this policy.

18:0 DATA PROTECTION

18.1 In line with the General Data Protection Regulation 2018 and the Data Protection Act 2018, East Cambridgeshire District Council is fully committed to protect the privacy of our constituents, staff and members. We ensure the safe processing of personal data through strict guidelines for collection, storage and retention of information. Where appropriate, data sharing protocols are entered into and robust security measures are in place. The Council maintains its Public Services Network (PSN) compliance, demonstrating its on-going commitment to supporting best practice in the maintenance and handling of data.

For further information contact: The Data Protection Officer, East Cambridgeshire District Council, The Grange, Nutholt Lane, Ely, Cambridgeshire CB7 4EE.

Email: dataprotection@eastcamb.gov.uk

APPENDIX A - GLOSSARY

ACOP	Approved Codes of Practice which are designed to maintain and improve standards of health and safety carrying greater authority because they have been formally approved.
CPS	Crown Prosecution Service
Duty holder	That person on whom the law places a duty or obligation.
EMM	Enforcement Management Module
HASWA	The Health and Safety at Work etc. Act 1974.
HELA	Health and Safety Executive Local Authority Liaison unit.
HSE	The Health and Safety Executive
PHE	Public Health England
Improvement Notice	A notice under Section 21 of HASWA which is served requiring specified improvements to be carried out within prescribed period of time.
Primary Authority	A statutory scheme, established by the Regulatory Enforcement and Sanctions Act 2008 (the RES Act). It allows an eligible business to form a legally recognised partnership with a single local authority in relation to regulatory compliance.
Prohibition Notice	A notice under Section 22 of HASWA served by officers when they are of the opinion that a person is carrying on or likely to carry on activities that involve a risk of serious personal injury
RIDDOR	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

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:	Draft Health and Safety enforcement policy
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:	12 April 2018

(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?

East Cambridgeshire District Council authorises officers to carry out statutory functions in certain premises in the Council’s district. Officers enforce health and safety legislation in premises for which the Local Authority is the enforcing authority only (reference Health and Safety (Enforcing Authority) Regulations 1998).

The draft health and safety policy is required by the Health and Safety Executive to support the statutory functions of the Commercial Team of Environmental Services.

The draft is being submitted to the Regulatory Services Committee on 23 July 2018.

(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. The Health and Safety Executive requires the Council to have an enforcement policy.

The draft 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 policy may impact on groups as follows:

Age

Health and safety laws apply to the safety of young persons who are working and, to those in a work place, whose health and safety must be protected, such as a children in a nursery.

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 special support or, need to have the interview conducted at another premises and not the Council Offices.

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?
- (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
NO
NO
NO
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: _____ **Date:** _____

Head of Service: _____ **Date:** _____

APPROVAL OF THE DRAFT HEALTH AND SAFETY ENFORCEMENT POLICY FOR CONSULTATION

Committee: Regulatory Services Committee

Date: 23 July 2018

Author: Senior Environmental Health Officer

[T53]

1.0 **ISSUE**

The Council needs to update its Health and Safety Enforcement Policy in line with the Health and Safety Executive's enforcement policy statement and other minor changes to the Executive's guidance.

2.0 **RECOMMENDATION(S)**

2.1 The Committee is requested to:

2.1.2 Consider the draft East Cambridgeshire District Council Health and Safety Enforcement Policy at Appendix 1;

2.1.2 Delegate the authority for agreeing the Policy to the Environmental Services Manager in consultation with Chair of Regulatory Services if no comments are received during the 6 week consultation period

3.0 **BACKGROUND/OPTIONS**

3.1 Officers authorised by East Cambridgeshire District Council carry out statutory functions according to health and safety laws.

3.2 The Health and Safety Executive requires East Cambridgeshire District Council to have an enforcement policy that is in line with its own enforcement policy statement.

3.3 This draft policy is aligned with the Council's Corporate Enforcement Protocol, it also includes a general statement in compliance with the General Data Protection Regulations that came into force this year.

3.4 The policy was last updated in 2015, no responses were received during the 12 week consultation period. As the amendment to the revised policy are minor it is suggested that a 6 week consultation period with relevant stakeholders and the general public will provide sufficient time for comment.

If the Council receive no comments/responses during the consultation period it is requested that delegated authority be passed to Environmental Services Manager in conjunction with the Chair of Regulatory Services to agree the Health and Safety enforcement Policy for publication.

4.0 **ARGUMENTS/CONCLUSIONS**

The draft enforcement policy allows the Council to satisfy the requirements of the Health and Safety Executive to have an enforcement policy in line with its own enforcement policy statement.

5.0 **FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT**

5.1 The cost of officer time spent collating and circulating the documents and that of reviewing the responses before submitting responses/ amendments to the committee.

5.2 Equality Impact Assessment IST completed and attached.

6.0 **APPENDICES**

6.1. Draft Health and Safety Enforcement Policy 2018

Background Documents

Health and Safety Enforcement Policy Statement

<http://www.hse.gov.uk/pubns/hse41.pdf>

Health and Safety Executive National Local Authority (LA) Enforcement Code

<http://www.hse.gov.uk/lau/national-la-code.pdf>

Location

Room:

SF202

The

Grange,

Ely

Contact Officer

Name: **Jenny Winslet**

Position: **Senior Environmental Health Officer**

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East Cambridgeshire Environment Strategy 2018



ENVIRONMENT STRATEGY

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Purpose of this Strategy

East Cambridgeshire is one of five districts within Cambridgeshire. It covers approximately 65,000 hectares of the eastern part of the County, south of Fenland and northeast of South Cambridgeshire districts. East Cambridgeshire shares boundaries with Norfolk County in the northeast and Suffolk County in the southeast. Its main urban centres are the market towns of Ely, Littleport and Soham. Ely is the largest of these, acting as a retail, service and administrative centre.¹

East Cambridgeshire is a place rich in history and environmental assets. Historically, Ely and the surrounding villages are especially prominent. The name Ely means 'the island of the eels' and is so called because, until the 17th century when the Fens were drained, it was an island surrounded by water and marshes. Ely is famous for its magnificent medieval cathedral. Overall, there are more than 900 Listed Buildings (buildings designated as being of special architectural or historic interest) in the District (Source: English Heritage).

Geographically, East Cambridgeshire is part fen and part upland. Its western limits are defined by waterways: the Bedford levels, the River Ouse and the River Cam. The northern area, centred on Ely and also containing the smaller towns of Littleport and Soham, is a continuation of the peat fens north of the Bedford levels. The fen edge runs north and east from Lode, passing north of Newmarket. It provides the countryside with many of its more interesting rural features. Wildfowl and flora are among East Cambridgeshire's internationally important environmental assets. Sites of special scientific interest (SSSI) include the Devils Dyke (Ditch), Wicken Fen, and the Hundred Foot Washes (on the boundary with Fenland and Norfolk).

East Cambridgeshire is well connected via transport routes, with the A10 running north-to-south, and the A142 providing access to London and other parts of the country via the A14, A10 and M11. The District is well served by railway, with Ely acting as the main junction linking with Cambridge, King's Lynn, Peterborough and Norwich. East Cambridgeshire also has good access to Stansted Airport.

Economically, East Cambridgeshire is closely linked with Fenland and Cambridge, particularly the latter. Economic changes in the sub-region stimulated by the expansion of Cambridge have had a profound effect. Once an agricultural focused area, East Cambridgeshire is now a favoured business location in its own right. Ely is at the heart of local economic growth, providing both an affordable and accessible place for business, and a skilled workforce.

The Council wants to work in partnership to make sure East Cambridgeshire is a great place to live in, with clean water and air, beautiful countryside to enjoy and urban areas that are prosperous, vibrant and welcoming. The council wants an environment that is good for our wellbeing and good for our economy.

The overarching Environment Strategy sets out what the Council is doing to ensure it provides opportunities for residents, businesses and visitors to contribute to improving our environment and reducing the amount of waste we produce across the District.

This strategy lays down how the Council will convert its aims and objectives into action we will report back on progress against

- A litter free environment
- Waste minimisation
- Reducing the use of single use plastics
- Enforcement relating to fly-tipping, dog fouling and littering

It is recognised that education and enforcement are needed to achieve our aims and objectives therefore communication is a key feature to its successful implementation.

EAST CAMBRIDGESHIRE LITTER AND STREET CLEANSING SERVICES

The Litter Strategy for England was published in April 2017. The strategy sets clear ambitions:

To be the first generation to leave the natural environment of England in a better state than it found it. We are clear that we must act now to clean up the country and change our culture so that it is no longer acceptable to drop litter...

Our Strategy is to apply best practice in education, enforcement and infrastructure, to deliver a substantial reduction in litter and littering behaviour.

The national strategy sets out what will be done between now and 2020 and is summarised below.

1. Sending a clear message

We will:

- *Work with others to run a national anti-litter campaign*
- *Help people to clear up litter in their local areas*
- *Encourage young people to care about their local area*
- *Make sure that schools have what they need to teach about litter*
- *Encourage businesses to work with others to deal with local litter problems*
- *Ask businesses to think about designing their products and packaging in ways which will reduce litter*
- *Look for new ways to encourage more recycling and reducing litter*

2. Cleaning up the country

We will:

- *Work to reduce litter on the country's major roads*
- *Make it as easy as possible for people to get rid of their rubbish properly*
- *Work with organisations to make sure they have the right facilities to get rid of litter*
- *Help councils in deciding where bins should be placed, what types to use and how many are needed*
- *Make sure the code of practice for litter and refuse is clear and up to date*
- *Support and encourage people sharing their experience of what works to reduce littering*

3. Improving enforcement

We will:

- Ask people if we should increase the fines for dropping litter (and for similar crimes like graffiti and putting up posters illegally)
- Give local councils powers to fine vehicle owners if litter is thrown from it
- Provide guidance to local authorities on using these powers appropriately

The National Picture

The facts concerning litter speak for themselves:

- Street cleaning cost local government £778m in 2015/16. A significant portion of this will have been avoidable litter clear-up and the money could have been better spent on vital public services
- The National Crime Survey has found that 28-30% of people perceive “litter and rubbish lying around” to be a problem in their area
- 81% of people are angry and frustrated by the amount of litter lying all over the country
- In the 2016 Great British Beach Clean 802 litter items were collected per 100 metres of beach in England
- Last year the RSPCA received over 5,000 phone calls about litter-related incidents affecting animals

East Cambridgeshire

It is recognised that tackling these issues can only be done in partnership, involving central and local government, volunteers, campaigners and businesses. We want East Cambridgeshire to be a great place to live in, with clean water and air, beautiful countryside to enjoy and urban areas that are prosperous, vibrant and welcoming. A littered environment is bad for our well-being and bad for the economy.

This plan sets out how the Council intends to deliver a cleaner, more environmentally friendly environment for us all to enjoy through:

- Education
- The provision of infrastructure

The Council wants to make it easy for people to get rid of their litter by providing the right infrastructure in the right place, such as litter and dog waste bins, and ensuring that they are emptied at regular intervals. We will be developing and implementing a communication/education plan to inform residents, businesses and visitors of the law relating to littering and fly tipping, including associated fines if caught.

East Cambridgeshire Street Scene has recently taken over the delivery of waste collection and street cleansing services for East Cambridgeshire DC. The transfer of services from Veolia provides greater control on driving improvement of the services and a more coordinated approach with the Environmental Services Department.

What are East Cambridgeshire DC already doing

1. Fly tipping

The Council has set clear goals for dealing with Environmental Crime. Within the Service Delivery plan for Environmental Services performance targets have been set, which relate specifically to Environmental Crime and fly tipping:

1. Undertake a targeted environmental crime promotional/educational campaign aimed at reducing the incidence of fly tipping, littering and dog fouling by December 2018 (this is planned for May/June)
2. Issue 100% of fixed penalty notices in cases where the evidence is sufficient to do so.

The Council recognises the importance keeping the district as clean as possible. A littered environment is bad for our wellbeing, and bad for the economy. This is reflected in the corporate priorities:

- We aim to have fly tips on public land removed within 2 full working days from it being reported.

The responsibility for the removal of fly tipping lies with East Cambridgeshire Street scene (ECSS). The Memorandum of understanding between ECSS and the Council sets out expected performance response times depending on the nature of the material that has been fly tipped:

- Fly tips of up to 3m³ found by ECSS during Scheduled Cleansing shall be removed by ECSS to an approved Disposal Site, ensuring that items of Waste Electrical and Electronic Equipment (WEEE) are separated from other Waste collected.
- ECSS will remove all hazardous Fly Tips from streets and other locations throughout the District within 1 full working day of being notified of such an incident of fly tipping. Asbestos removal is undertaken by Fenland DC on behalf of the Council.
- ECSS will remove all non-hazardous Fly Tips from streets and other locations throughout the District within 2 full working days of being notified of such an incident of fly tipping.

The impact of the transfer of responsibilities to ECSS was demonstrated within the first weeks of the transfer. A backlog of fly tipping incidents that had been reported to the Council were cleared. The clear up cost over £3000 with 50 tonnes of fly tipped material being removed and disposed of. Where evidence is found, for example names and addresses, the Council's Enforcement Officers will investigate and take the most appropriate action.

Procedures have been put in place to improve response and clean up times for fly tipping on Public land. Flow diagrams can be found below showing how the Council will deal with reports of fly tipping on both public and private land.

Note – it is the landowner's responsibility to protect and clear their land from fly tipping. As part of future plans, ECSS will be providing clearance services for private land owners.

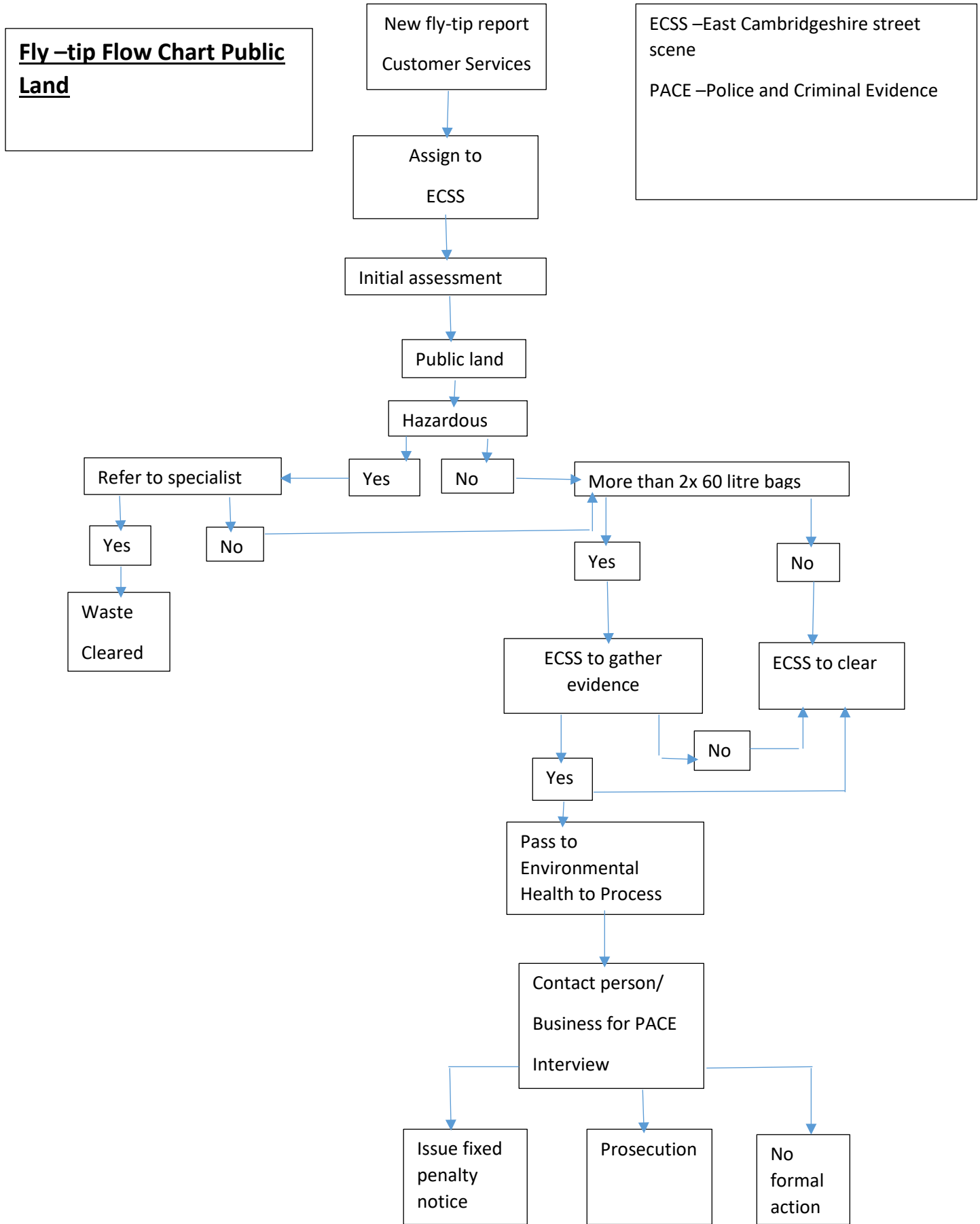
Below is a picture of Fountain Lane Car Park Soham before and after the clear up



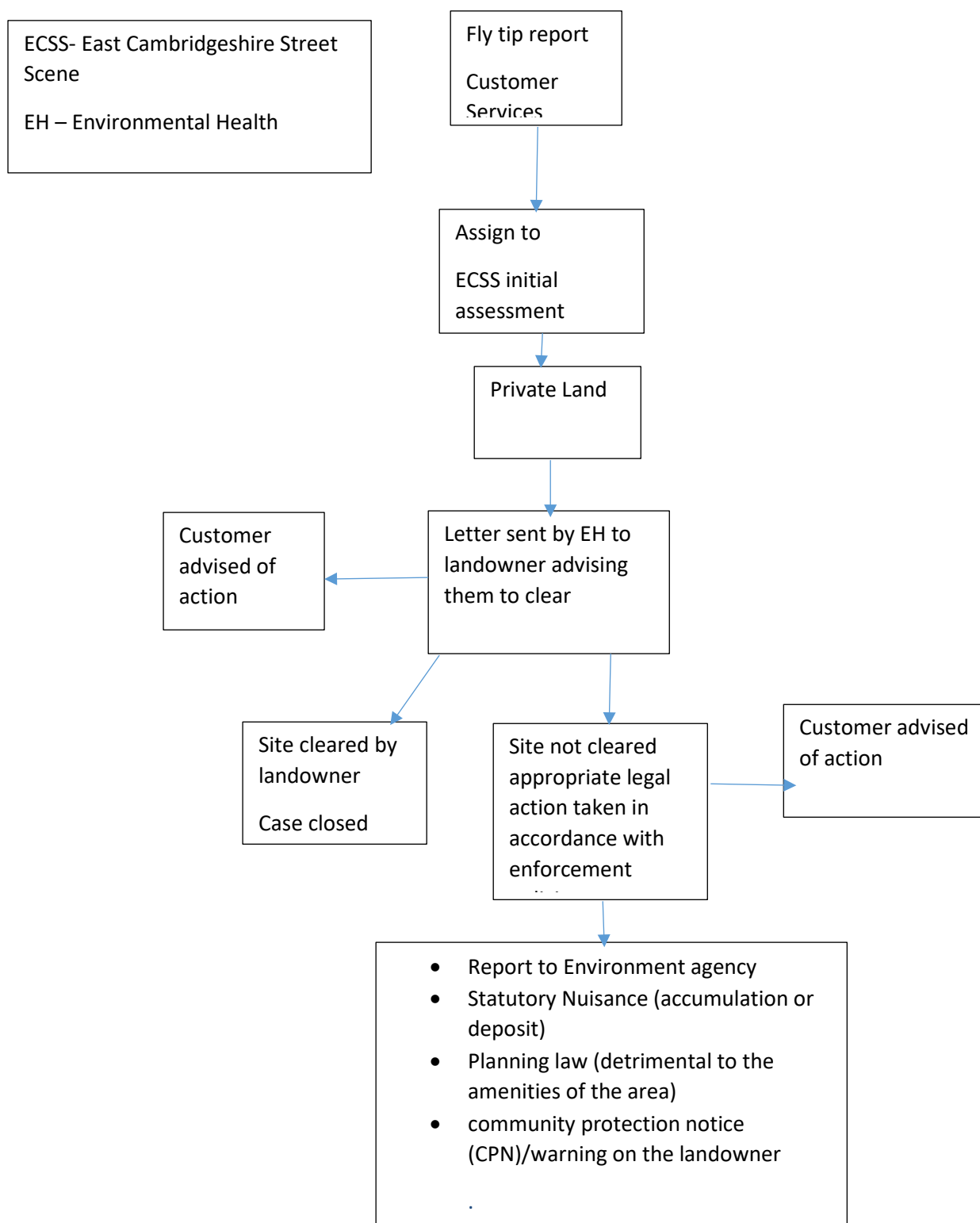
Cock Pen Road Fordham



Fly –tip Flow Chart Public Land



Fly tip flow chart Private land



The Council offer a bulky waste collection service, at a cost, to all residential households. When used it guarantees that the waste collected will be disposed of in an appropriate manner, <http://www.eastcambs.gov.uk/waste/bulky-household-items>. The County Council also provide Household waste recycling Centres in Cambridgeshire where residents can dispose of all of household waste, this link provides opening times, location and a list of waste accepted <https://www.cambridgeshire.gov.uk/residents/waste-and-recycling/household-recycling-centres/>

2. Street Cleansing, Litter Bin and Dog waste Bin Emptying

The Council will be implementing a structured framework for street cleansing services, this will include the emptying of both litter and dog waste bins. A memorandum of agreement between East Cambridgeshire DC and ECSS for the provision of the street cleansing operational service includes a full service specification for street cleansing that is consistent with the requirements of the Environmental Protection Act (EPA). This service specification includes the classification of all the land the Council is responsible for cleansing into the following cleansing zones:

- On all **Zone 1** sites, the complete site including grass areas, hedges, base of hedges, shrub beds, rose beds, hard areas, and paths etc., shall be cleansed of all litter and debris including that trapped or hanging within the foliage, together with items resting on the bed surface shall be cleansed by 10.00am daily. This includes the emptying of litter and dog bins.
- On all **Zone 2** sites, the complete site including grass areas, hedges, base of hedge, shrub beds, rose beds, hard areas, and paths etc., shall be cleansed of all litter and debris including that trapped or hanging within the foliage, together with items resting on the bed surface shall be cleansed by 10.00am three times a week on Monday, Wednesday, and Friday. This includes the emptying of all litter and dog bins.
- On all **Zone 3** sites, the complete site including grass areas, hedges, base of hedge, shrub beds, rose beds, hard areas, and paths etc., shall be cleansed of all litter and debris including that trapped or hanging within the foliage, together with items resting on the bed surface shall be cleansed once a week on an approved day. This includes the emptying of all litter and dog bins.
- On all **Zone 4** sites, the complete site including grass areas, hedges, base of hedge, shrub beds, rose beds, hard areas, and paths etc., shall be cleansed of all litter and debris including that trapped or hanging within the foliage, together with items resting on the bed surface shall be cleansed once every 6 weeks on an approved day. **However, the emptying of all litter and dog bins will be done weekly.**

Bin Emptying

It is essential that litter and dog waste bins are emptied as frequently as necessary to avoid/reduce littering issues within the district.

Litter bin emptying in Zones 1, 2 and 3 will be emptied as part of scheduled cleansing activities for each of the zones by dedicated street cleansing staff. These staff will now also begin to examine side waste left by litter bins and report any incidents of trade waste being left to Environmental Health for potential enforcement action. For litter bin emptying in Zone 4 locations the weekly emptying of bins will continue to be by the weekly domestic refuse crews because this is most cost effective means to empty the bins weekly. All litter bins will be emptied weekly as a minimum with higher frequencies of emptying in Zones 1 to 3 to reflect the heavier use of the bins.

A resource from the dedicated street cleansing resource will be deployed two days each week to empty the dog bins across the district.

Dog Fouling Cleansing

East Cambridgeshire Street Scene shall ensure that dog fouling, is removed at every street cleanse or when requested within 24 hours response time when requested as a service request by a resident.

Link to street cleansing and litter bin emptying zone plan on web-site

Baseline figures

It is important to be able to measure and monitor performance. Below are figures of the number of incidents we have had reported to us through the Council's contact centre during 2016/17 and 2017/18. It is hoped by the implementation of this delivery plan that there will be a marked improvement with the number of reports reducing.

Local Statistics 2016/17

	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total 16/17
Dog Fouling Report	12	5	4	3	2	14	19	25	21	37	22	18	182
Fly Tip Report	38	33	31	32	73	65	40	55	26	65	34	71	563
Full Bin Report	23	15	30	65	67	9	28	23	25	25	30	32	372
Litter Report	4	4	3	6	10	4	2	5	4	7	4	5	58
	77	57	68	106	152	92	89	108	76	134	90	126	1175

2017/18

	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Total 17/18
Dog Fouling Report	9	2	7	6	3	4	10	9	3	15	20	9	97
Fly Tip Report	60	34	34	34	45	41	63	55	26	59	51	90	592
Full Bin Report	62	46	56	47	37	66	31	73	29	51	88	109	695
Litter Report	0	11	7	3	2	3	3	3	1	7	8	18	66
	131	93	104	90	87	114	107	140	59	132	167	226	1450

Performance targets set for ECSS

Street Cleansing - Key Performance Indicators	2018/19	2019/20	2020/21	2021/22	2022/23
Street cleansing works to standard.	70%	74%	80%	85%	90%
NI195 results for street cleansing, (graded A-B).	80%	85%	90%	92%	94%
Street cleansing service requests resolved in 5 working days, (excludes service requests for trunk routes)	80%	82%	86%	88%	90%
Removal of offensive graffiti within 1 full working day of being reported.	95%	96%	97%	98%	98%
Removal of non-offensive graffiti within 2 full working days of being reported.	90%	92%	93%	94%	95%
Removal of hazardous fly-tipping within the timeframe agreed with Environmental Health.	95%	96%	97%	98%	98%
Removal of non-hazardous fly-tipping within 2 full working days of being reported for clearance.	85%	86%	87%	90%	92%
Residents satisfied with street cleansing services.	60%	64%	68%	72%	75

ENVIRONMENTAL CRIME ENFORCEMENT

National Picture

Littering and associated environmental offences such as dog fouling blight our communities and impose avoidable cost on the public purse, drawing away from other priority areas. Education and awareness measures will help to embed a culture which views littering as an undesirable act which creates an avoidable problem. In order to change behaviour

effectively we also need to back up this social message with appropriate and proportionate enforcement.

As a result of The Litter Strategy for England 2017 there have been a number of changes, which will help towards improved enforcement:

- Increased fines for fixed penalties for littering (and related offences)
- Regulate to allow English councils to fine the keepers of a vehicle from which litter is thrown
- Support councils in using new powers to issue fixed penalties for small-scale fly-tipping offences
- Promote the use of Community Protection Notices to deal with businesses or individuals whose behaviour is having a detrimental effect on the quality of life of those in a locality

It is essential that residents, businesses and visitors to East Cambridgeshire are made aware of the enforcement powers available to the Council for littering. The Council needs to adopt and implement a proportionate and responsible approach to enforcement against littering and other related environmental offences, so that it operates as an effective deterrent and retains support of the wider public. Enforcement should be used in conjunction with education.

Local Picture

Through the Council's Environmental Enforcement Policy the Council has adopted best practice based on Government guidance and will take a balanced approach of education, encouragement and enforcement to help achieve our aims (Appendix1)

- Improved quality of the natural and built environment;
- A more pleasant place to live, visit and work;
- Reduce fear of crime;
- Greater awareness of Local Environmental Quality issues across the district;
- Improved understanding by residents and businesses of their responsibilities in relation to the waste that they produce, and the offences that they might commit.
- How East Cambridgeshire District Council will deal with individuals if they offend, and;
- The establishment of well-considered and appropriate policies and practices to achieve the above objectives.

The table below shows the offences covered under the Environmental Enforcement Policy and the fixed penalty charge that will be made if sufficient evidence is gathered to issue one.

Offence	Fixed penalty charge
Littering	£150
Graffiti	£150
Fly-posting	£150
Alarm noise	£80
Nuisance Parking	£100
Abandoning a vehicle	£200
Unauthorised distribution of free literature on designated land	£150
Dog Fouling	£80
Fly tipping	£400

As indicated within the Enforcement policy there needs to be a balance between education and enforcement. The Council will be using a variety of communication methods to make the public aware of the offences and the penalties associated with the crimes.



Dog fouling enforcement

Dog fouling is a nuisance – it is unsightly, unhygienic and can also be a health hazard, particularly to young children, as it can lead to serious illnesses such as Toxocariasis. It particularly causes problems to users of parks, play areas and sports grounds. Whilst the majority of dog owners are responsible and pick up after their dogs, a small minority do not, and this affects the amenity of the area for other users.

Under the Dogs (Fouling of Land) Act 1996 it is an offence not to clear up after your dog and could result in a fixed penalty notice or court action. Being unaware your dog has fouled or not having a suitable bag is not a reasonable excuse. Bagging up the mess and leaving it is just as bad as not bagging it, and will be dealt with in the same way. However catching people in the act is very difficult.

East Cambridgeshire District Council is currently working towards implementing a dog fouling Public Spaces Protection Order to cover the whole district. Enforcement officers will undertake spot checks of areas known to experience a problem with dog fouling and will take enforcement action against anyone who is witnessed not clearing up after their dog. Under the PSPO, if it goes ahead, the fine will be £80.00 or prosecution. A public campaign will be launched to make the public aware of the new order, and once it has been implemented new signage will be erected around the district.



General Littering

Litter may not always be at the forefront of people's minds in our busy modern world, however statistics – and sometimes a quick glance at the area around you – show that we really do need to take action on this growing problem in the UK. Whilst it is suggested by Keep Britain Tidy that 57% of people in our country believe that litter *is a problem* in their area, it is people who **cause** the problem in the first place. And what a big problem it has become.

Clearing up the litter dropped in the streets and green spaces in England alone is **costing the UK taxpayer £1 billion a year.**



There are not just *direct* costs involved with the dropping of litter, but indirect ones too, such as: damage made to vehicle tyres, harm to animals, drain blockages causing floods and an increase in rat populations. This is of course just a few random examples; the scope for danger caused by litter is large.

Keep Britain Tidy's 2013 litter survey listed mental health and wellbeing, crime rates, damage by vermin and road traffic accidents as examples of important things that litter can have a negative effect on. There are far too many to list here.

The RSPCA receives around 7000 calls a year regarding animals that have been injured by litter; this includes pets as well as wildlife.

Our nation has turned in to a mass of litterbugs; 62% of people in England drop litter, although only 28% will admit to it. The problem is that, with so much money being pumped in to keeping our streets clean, some areas are indeed very clean, meaning nobody sees the problem. Out of sight, out of mind.

Other areas, however, end up neglected, and with a limit on local funds they simply fill with litter. Even with the amount of money currently being spent on cleaning up the UK, there is still litter on the streets. Something needs to change – we need to stop dropping litter.

Throwing rubbish from a vehicle is just as unacceptable as dropping it in the street and the council will tackle this antisocial behaviour by issuing fixed penalty notices


These new fines will make sure the perpetrators, not the local community, bear the cost of keeping our streets and roads clean.

For the first time, local authorities will also be able to apply these penalties for littering to vehicle owners if it can be proved litter was thrown from their car - even if it was discarded by somebody else.



Discarding Cigarettes and related litter

122 TONS
of smoking related
litter is dropped
EACH DAY



Did you know? (Keep Scotland Beautiful; City Of Liverpool)

- In the UK, 122 tonnes of cigarette related litter are discarded on our streets every day
- Cigarettes account for over 40 per cent of street litter
- Cigarette filters can take up to 12 years to degrade
- If you litter with cigarette butts you

can face a £75 fixed penalty fine.

- Approximately 4.5 trillion cigarette butts are littered worldwide each year
- Cigarette butts leak toxins that contaminate water and harm marine life and the environment
- Every day UK smokers throw away about 200 million butts
- Cigarette filters have been found in the stomachs of fish, birds, whales and other marine creatures, who mistake them for food

The Council's enforcement officers will work closely with ECSS to ensure that our streets are clean. The Council will work with Parish councils, businesses, residents and the voluntary sector to tackle this anti-social behaviour and reduce the amount of litter, dog fouling, fly tipping and other environmental crime that is evident within the district. We all need to take responsibility for the environment we live in.

Working in Partnership

To deal effectively with environmental crime we need help from our residents and businesses. Not only do we need them to report incidents of littering, fly tipping and dog fouling we also need them to be prepared to be witnesses and provide the Council with statements. The Council has made it easy to report incidents on-line:

Fly tipping

https://eastcambs-self.achieveservice.com/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-79ff53f4-08c6-48cd-abaf-36355452d581/AF-Stage-3c1bccaf-66f0-4875-8b5f-287a39bea1a3/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen

Dog Fouling

https://eastcambs-self.achieveservice.com/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-1fe2a6ef-fcce-45e9-a22c-ec39f416bbfe/AF-Stage-11215228-dad1-4b81-9da9-5b7436976b0b/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen

Actions

Strategy Areas	How	who	when	target
Education Litter/flytipping/Dog fouling	Develop a communications Plan named Litter free East Cambs. To cover Fly tipping Littering Dog Fouling	Environmental Services/Prominent/ Sustainability Officer	By August 2018	
	Engage with schools, target secondary schools to become Litter Champions	Sustainability Officer	June –on going	Enlist 2 schools
	Engage with businesses to be responsible for litter generated from their premises. Introduce a "litter prevention code"	Sustainability officer/ other officers visiting premises	June- on going	5 businesses to sign up
	Support Clean up days and litter picks	East Cambridgeshire Street Scene/Environmental Health/ Sanctuary Housing/Police/Fire Parish/Town councils		Litter picks x10 Clean up days x2
	Prepare and encourage bids for Litter Innovation Fund	EH/Sustainability Officer/businesses/ Parish/Town Councils/Voluntary sector	Need to find out timetable for next round of bids	4 bids across the district
	Review information on website	EH/Sustainability officer	August-March 2019	
	Use social media to target message	Prominent		
	Take part in National Anti-litter campaign	Work with Prominence/Keep Britain Tidy	As and when	1 campaign
	Implement new fly tipping procedure	EH/ECSS	April 2018	

Enforcement Litter/fly tipping/dog Fouling	Issue Fixed penalty notices/Prosecution	Enforcement officers to carry out proactive /reactive investigations of reported incidents	On going	100% when sufficient evidence
	Consult on Public space order for implementation	Dog warden, SEHO	June- August	To be in place by September 2018
	Implement new fly tipping procedure	EH/ECSS	April 2018	
	Work with private landowners to clear fly tipped on their land	Land owners/NFU/EH/ECSS	June 2018	
	Audit Signage in the district	EH/ECSS/Parish/Town Councils		
	Consider contract with Kingdom proactive enforcement fixed penalty	Environmental Services Manger	November 2018	

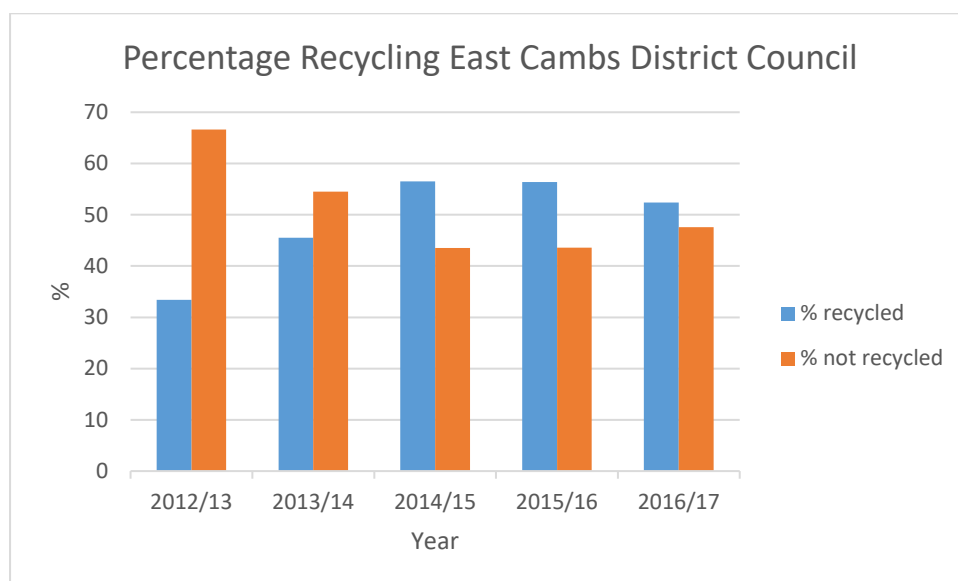
EAST CAMBRIDGESHIRE WASTE MINIMISATION

We generate about 177 million tonnes of waste every year in England alone. This is a poor use of resources and costs businesses and households money. It also causes environmental damage – for example, waste sent to landfill produces methane, a powerful greenhouse gas.

The government wants to move towards a “zero waste economy”. This doesn’t mean that no waste exists – it’s a society where resources are fully valued, financially and environmentally. It means we reduce, reuse and recycle all we can, and throw things away only as a last resort.

East Cambridgeshire has over recent years seen a sharp increase in the amount of waste recycled. The introduction in wheeled bins for recycling and green waste has made it easier for residents to recycle more decreasing the amount of waste East Cambridgeshire is sending to landfill. The Council has set itself a target of 60% for recycling of kerbside collected waste. Our recycling performance for 17/18 was 56%. We will continue to work with residents through education via the Michael Recycle brand and the provision of improved collection services to reach the target we have set ourselves.

East Cambridgeshire Waste Statistics <https://www.letsrecycle.com/councils/league-tables/>



About 75% of waste could be recycled through recycling collections in East Cambridgeshire. East Cambridgeshire households produce an average of 820kg/year, equivalent to 16 bags of sugar per week. We need to work towards reducing the amount that can be recycled or reused before it is put into a black sack.

Since introducing wheeled bin recycling collections in 2013, East Cambridgeshire has:

- Increased the percentage of waste recycled from 34% to 56%; This has exceeded the 60% target set by the Council during certain months of the year
- Improved from 257th of 320 English councils for recycling performance to 26th, and;
- Been 3rd most improved English council for recycling for 2013/14 and 2014/15.

During 2013 dry recycling collections changed from paper, glass and cans collected separately using a single recycling box to a comingled wheeled bin service. The change enabled expansion of the range of materials collected to include: cardboard, plastic bottles, pots, tubs & trays, and cartons.

At the same time, food & garden waste collections were changed from paper sack to wheeled bins. Refuse collections remain unchanged with a weekly black sack service.

Recycling performance increased significantly following introduction of service changes. In 2013/14 & 2014/15 East Cambridgeshire was 3rd most improved English council for recycling performance, moving from 257th of 320 councils responsible for recycling collections.

A comprehensive communications campaign is believed to have significantly contributed to the smooth introduction of service changes. Recycling rate projections were surpassed.



Principle aims:

- Increased participation of recycling collections;
- Increased capture rate of acceptable materials, and;
- Reduced contamination levels of material collected.

Participants

Bin hanger, saying:

- Thank you for recycling;
- You have been entered into this month's prize draw, and;

- Are you recycling everything that you can?

Participants were entered into a monthly prize draw, with a first prize of £250, 3 second prizes of £100, and 50 prizes of £10. All prizes were in High Street Shopping Vouchers, which were expected to be spent in local shops & restaurants to help support the local economy.

Non-participants

Leaflet, saying:

- If you had recycled, you would have been entered into the prize draw;
- Put your bin out next time, and you will be included;
- What can be recycled, and;
- Let us know if anything is stopping you recycling.

Contaminated bins

Return visit to explain problems and where possible arrange emptying of bin.

Promotion

A communications campaign included:

To Public

- Monthly press advertisements, including scheme details & location of previous month's winners;
- Milestone media releases;
- Radio advertisements;
- Literature:
 - Bin hangers for participants
 - Leaflets for non-participants
 - Promotional leaflet for household distribution, events & static displays
- Roadshows:
 - Activities & giveaways available to encourage engagement
- Displays at Council offices & public meetings;
- Web information;
- Collection vehicle display panels.

Schools

A themed art competition was held in autumn 2015 for local schools.

Partner organisations

- Parish councils -
 - Each month parishes were e-mailed that month's press ad, including the location of competition winners. Campaign updates & details of events where the scheme will be promoted was also provided for inclusion in parish magazines.
- Other Cambridgeshire districts and Cambridgeshire County Council -

- Updates were provided at liaison meetings.
- Other local authorities and interested parties –
 - This campaign update was intended to be made available to interested parties. It has been made available to the Waste Network Chairs group monitoring progress of schemes funded through DCLG's 'Recycling Reward Scheme' fund.



Further progress requires that promotional activity is maintained and refreshed. The campaign aimed to incentivise residents to recycle, increase consciousness of waste issues, and knowledge of waste collection schemes, as well as creating good will towards the service.

The "It pays to recycle" scheme has now been superseded by the "Michael Recycle" Scheme.

Michael Recycle

Meet Michael - the superhero set to help East Cambridgeshire District Council to boost recycling rates.

Michael was designed by Brooke Smith, a year four pupil at Littleport Community Primary School.

The nine-year-old was among hundreds of schoolchildren across the region invited to use their imagination and creativity to design a recycling champion for the district.

The winning design was picked to front the “Be Like Michael, Recycle” campaign in January 2017 and a professional illustrator worked with Brooke’s drawing so he could be used across marketing materials.

Michael appears on recycling lorries across East Cambridgeshire. He has his own [Twitter account @MikeLRecycle](#).



Second Blue Bin (additional Blue Bin)

From 1st February 2018 residents in East Cambridgeshire could request a second blue bin for a one-off administration fee of £25 - with no additional cost for it to be emptied. Collections started in April, and additional blue bins are collected within normal blue bin collection rounds.

Residents of East Cambridgeshire are encouraged to take up the offer of the second blue bin to help the council achieve its 60% recycling rate target. To date, 582 second blue bins have been purchased across the district

Targets are set for both the % of household waste sent to landfill and household waste recycled and composted. The overall aim is to reduce the tonnage of waste collected. To do this a further communication plan has been developed and is shown below



Annual Communications Plan for Waste Minimisation 2018/19

Section 1: Purpose of the Plan

- 1.1 The purpose of this document is to set out the annual activities that will support the operational delivery of waste minimisation activities and waste collection services provided by East Cambs Street Scene Ltd (ECSS) and to improve the effectiveness of the communication with residents. It will also allow the Council to budget, plan and focus communications effectively. The communications work is currently undertaken by the Waste Minimisation Team of the Council (WMT), ECSS and Prominent (the Council's retained PR Advisors).
- 1.2 In doing so it is intended to address the following issues:
- a) Targeting promotional activity to decision makers in households.
 - b) Identifying of the need for any other languages.
 - c) Mapping of incidents of contamination to enable proactive action to reduce contamination.
 - d) Confirming the percentage of residents participating in low performing areas to enable targeted intervention with non-participants.

- e) Joint review by ECSS and the WMT of customer feedback with customer services (on a quarterly basis to enable remedial and improvement actions to enhance the quality of service provided).
- f) Obtaining a greater understanding of the impact of social /economic factors on participation in recycling.

Section 2: Aims and Objectives

2.1 The aim of the Communications Plan is to ensure:

‘Effective promotion of waste minimisation and recycling to residents, motivating and educating residents to take responsibility for managing their waste in a sustainable way’.

2.2 The key objectives for the Communication Plan are detailed below:

- a) To increase recycling and composting rates to 60%.
- b) To decrease waste sent to landfill to 43%.
- c) To decrease contamination of recyclates collected to less than 8%.
- d) To increase residents satisfied with waste collection services to 80%.
- e) To produce an annual communication plan to deliver the targets.

Section 3: Key Principles and Measures

3.1 The means by which messages are communicated to the key stakeholders, residents, businesses, Elected Members both District and Parish Councils, Customer Services of the Council and staff in ECSS and the WMT will be undertaken in such a way to ensure that they are accurate and accessible to everyone, by using a range of media and languages that is appropriate to the target audience. It is intended that the Communications Plan will maximise the engagement and involvement of stakeholders and thereby enabling them to provide feedback when necessary.

3.2 It is intended that the following communication principles be adopted:

- a) **Messages will be open and honest:** which will help in developing transparency and respect between stakeholders and ECSS/WMT.
- b) **Messages will be clear and to the point:** including what we want people to consider, sense, say or do as a result of the communication. The messages will not include unnecessary jargon, technical terms or abbreviations.
- c) **Messages will be tailored to audience needs:** this is to reflect that different groups have different needs in respect of communication. The messages about waste minimisation and collection services will be tailored to specific audiences.
- d) **Multiple communication channels will be used:** a variety of channels, participating and non-participating, will be used where appropriate to ensure maximum receptivity for messages. These will include:

- **Internal communication channels (aimed at Elected Members and staff of ECDC and ECSS):** ECDC Intranet, toolbox talks, team briefings, Member briefings, the Connect Newsletter, Committee reports and ECSS Board reports.
 - **External communication channels:** ECDC Website, social media, Parish newsletters, road shows, community events, displays in public buildings, adverts/editorials and school visits.
- e) **Communicating regularly:** the primary approach will be that communication will be proactive and frequent.
- f) **Opportunities will be provided for feedback:** giving stakeholders the opportunity to provide feedback is essential to improving credibility, understanding and buy-in in the services provided.
- g) **Messages will be timely, consistent and coordinated:** to ensure stakeholders are receptive and can appreciate the messages relevance. Consistency will be maintained by messages being editorially controlled by the Sustainability Officer with support from Prominent.
- h) **The right person will deliver the message:** for messages to be well received it is important that they are delivered by the appropriate person. The Sustainability Officer and Prominent will accordingly consider the following:
- **Authority:** who has the appropriate level of authority to deliver the message?
 - **Stakeholder perception:** who would people normally expect to hear the message from?
 - **Credibility:** who is considered to be a credible and trusted source to deliver the message?

Section 4: Responsibilities and Governance Arrangements

- 4.1 Oversight of the delivery of the Communications Plan will rest with the Waste and Street Cleansing Performance Monitoring Board (based on quarterly progress reports); with delivery of the Communications Plan being with the Waste and Street Cleansing Leadership Team, with the Sustainability Officer acting as the project manager for the delivery of the Communications Plan. Accordingly, the following governance arrangements will be adopted:
- a) The Waste and Street Cleansing Performance Monitoring Board shall be responsible for:
- Approving the annual Communications Plan and major communication initiatives thereafter.
 - Oversight of the delivery of the Communications Plan including managing any issues of non-compliance with the Communication Plan.

- b) The Waste and Street Cleansing Leadership Team, with the Sustainability Officer acting as the project manager shall be responsible for:
- Development of the annual Communications Plan that meets the stakeholders' requirements.
 - Reporting communications issues to the Performance Monitoring Board.
 - On-going management of the Communications Plan, including development of internal communication media; development and distribution of newsletters, briefing notes, e-mails etc.; and development of feedback mechanisms.
 - Management of stakeholder expectations.
 - Escalation of any communication issues emanating from the Leadership Team to Performance Monitoring Board.
 - Matching the Communications Plan to the operational delivery arrangements to ensure achievement of key communications milestones.

Section 5: Methods of Communication

- 5.1 Detailed overleaf in Table 1 are the types of communications to be utilised and timescales in which the information needs to be disseminated.

Activities	Resources	Duration	Success/Criteria
Member Briefing	Director.	Quarterly (TBC by JB).	<ul style="list-style-type: none"> • Members committed and engaged. • Members understanding the issues of the services and constraints.
Operational staff briefings	ECSS Management Team with support from the Waste Minimisation Team (WMT).	Monthly	<ul style="list-style-type: none"> • Operational staff understand and connect to the issues and objectives of the service. • Operational delivery against individual service targets/ • Service requests and complaints.
Connect Newsletter	Sustainability Officer, WMT & Prominent.	Monthly	<ul style="list-style-type: none"> • Improved recycling levels.
Waste & Street Cleansing Leadership Team meetings	Director.	Monthly	<ul style="list-style-type: none"> • Management team committed and engaged.
Waste Champion/Leader/Deputy Leader and ECSS board briefings	Director & Leadership Team.	Monthly	<ul style="list-style-type: none"> • Committed and engaged
Customer Services meetings	Sustainability Officer/Waste Minimisation & Fleet Manager.	Monthly	<ul style="list-style-type: none"> • Integrated working with Customer Services – embedding first time fixes for service requests.
Articles/press releases.	Sustainability Officer, WMT & Prominent.	When required	<ul style="list-style-type: none"> • Improved recycling levels in low performing areas.
Customer Satisfaction Surveys	Sustainability Officer & WMT.	Annual	<ul style="list-style-type: none"> • Improved recycling levels. • Residents having the opportunity to give feedback.

<p>Publicity Material:</p> <ul style="list-style-type: none"> • Michael Recycle Leaflets to promote recycling general (to be extended to include waste minimisation). • Christmas/Easter Collection leaflets. • Materials Display Boards. 	<p>Sustainability Officer, WMT & Prominent.</p> <p>Sustainability Officer, WMT & Prominent</p> <p>Sustainability Officer.</p>	<p>When required</p> <p>When required</p> <p>When required & special events</p>	<ul style="list-style-type: none"> • Continual supply of planned information and updates to the public (hitting frequencies for activities). • Wider public awareness of waste minimisation. Public awareness of special collection arrangements. • General awareness of recycling and waste minimisation for staff.
<p>Events:</p> <ul style="list-style-type: none"> • Road Shows; • Community; Engagement. 	<p>Sustainability Officer & WMT.</p>	<p>Set annual targets</p>	<ul style="list-style-type: none"> • Achievement of recycling targets. • Achievement of waste to landfill target.
<p>Social Media:</p> <ul style="list-style-type: none"> • Council Intranet; • Council Website; • Facebook; • Twitter. 	<p>Sustainability Officer & WMT.</p>	<p>On going</p>	<ul style="list-style-type: none"> • Improved recycling levels in low performing areas. • Up to date on the website/intranet. • Residents having the opportunity to give feedback.

Sections 6: The Annual Action

The deliver of the annul Communications Plan shall be through an annual action plan, and the version of the action plan for 2018/19 is attached overleaf:

Action Plan (Version 1 – 21 May 18)

Key Objective: To achieve an overall recycling rate of 60% and less than 43 % of household waste going to landfill by March 2019

Stakeholder Category	Activity	Who	Performance Indicator	Cost	Start Date	Finish Date	Projected Finish Date	RAG Rating	Output
Residents	Promotional Plan: Produce and implement an annual promotional plan detailing monthly activity for the key communication channels, focusing on waste minimisation and recycling initiatives to include press releases, social media updates and advertorials culminating in the issue of the annual calendar.	Waste Minim Team. (WMT)	Production of the plan for approval. Submission of quarterly performance reports against the plan.	Cost of producing the plan included in current budgets. Promotions budget of £x0,000.	April 2018	May 2019	May 2019		Project document updates
Residents (Recyclers)	Web Site: 1. Ensure all the information on the website is timely and accurate. 2. Develop a web page that summarises frequent complaints and measures that have been taken to rectify the cause of the complaints. 3. Develop a web page that publicises recycling performance by area on a quarterly basis.	Sustainability Officer, WMT & Prominent WMT and CS WMT & CS Sustainability Officer, WMT &	Web site up to Date Web page on line Web page on line	Existing budget Existing budget Existing budget	May 2018 May 2018 July 2018 Dec 2018	On going August 2018 Sept 2018 Feb 2019	June 2018 August 2018 Sept 2018 Feb 2019		Performance reports

	4. Develop a 'You Tube' video that focuses on the collection and processing of recyclates, to address concerns of waste going to landfill	Prominent Sustainability Officer, WMT & Prominent	Video on line	Est. £2000					Performance reports
Stakeholder Category	Activity	Who	Performance Indicator	Cost	Start Date	Finish Date	Projected Finish Date	RAG Rating	Output
Residents (Non-recyclers)	With Prominent develop a social media campaign for households in low performing areas.	WMT & Prom	Campaign running	Possibly existing budget	Sept 18	Dec 18	Dec 18		Project document updates
Residents (Non-recyclers)	Identify schools in low performing areas and develop proposals in conjunction with Headteachers to develop a 'Whole School' approach to promoting waste minimisation and recycling linked to the national curriculum and a school incentive scheme.	WMT	Programme running	Existing budget	Sept 18 (term time)	March 19	March 18		Performance reports
Residents	Produce posters quarterly to report recycling performance to be displayed in public buildings.	Sustainability Officer & WMT.	Posters Produced	Existing budget	Sept 18	May 19	May 19		Performance reports
Members	Produce a quarterly electronic newsletter for Members to report the performance of ECSS.	WMT	Newsletter produced	Existing budget	Sept 18	May 19	May 19		Performance reports

Customer Services Staff	Undertake quarterly meetings with Customer Services to ensure recycling is being promoted within the adopted business rules/workflows.	WMT	Meetings taking place	Existing budget	Sept 18	On going	May 19		Performance reports
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Stakeholder Category	Activity	Who	Performance Indicator	Cost	Start Date	Finish Date	Projected Finish Date	RAG Rating	Output
ECSS Staff	Undertake a monthly toolbox talk to report performance and reinforce waste and cleansing service standards	F M WMT	Meetings taking pace	Existing budget	June 18	On going	On going		Communication Plan
Waste Management Team	Undertake monthly meetings to monitor performance against set recycling targets and to ensure compliance with waste policies.	F M	Meetings taking pace	Existing budget	June 18	On going	On going		Performance reports
ECSS Frontline Staff	Produce quarterly newsletter on recycling performance.	WMT	Quarterly report produced	£2,000	Sept 18	On going	On going		Performance reports Communication Plan

Key Objective: To reduce and maintain levels of contamination of household dry recyclates below 8% by March 2019

Stakeholder Category	Activity	Who	Performance Indicator	Cost	Start Date	Finish Date	Projected Finish Date	RAG Rating	Output
Residents (Non-recyclers)	Policy: Reinforce current contamination policy to residents through the agreed communications channels.	WMT	Decrease in contamination rates	Existing budget	May 2018	May 2019	May 2019		Project document updates Performance reports
Residents (non-recyclers)	Addressing Contamination: <ul style="list-style-type: none"> Collection crews to identify households not conforming to the guidance received on correct use of the recycling wheelbin. Identify barriers to participation (e.g. language barriers, multi-occupancy properties, etc.) Develop bespoke plans to rectify householder behaviour, using WRAP guidance, liaising with Parish Councils and Prominent. In conjunction with Parish Councils identify local Community Champions to reinforce the policy on recycling and to provide feedback form residents 	WMT	Reduction in contamination rates. Increase in recycling rates.	Existing budget	May 2018	May 2019	May 2019		Performance reports
		WMT	Reduction in contamination rates.	Existing budget	May 2018	May 2019	May 2019		
		WMT	Increase in recycling rates.	£2000	May 2018	May 2019	May 2019		
		WMT	Reduction in contamination rates. Increase in recycling rates.	Existing budget	May 2018	May 2019	May 2019		

Stakeholder Category	Activity	Who	Performance Indicator	Cost	Start Date	Finish Date	Projected Finish Date	RAG Rating	Output
Frontline Staff	Monitoring contaminated recyclates: <ul style="list-style-type: none"> Provide toolbox talks to ensure collection crews understand the criteria for contaminated recyclates and the action to be taken in recording any incidents. Provide feedback at monthly toolbox talks on recycling performance on contamination levels. 	WMT	Reduction in contamination rates	Existing budget	May 2018	May 2019	May 2019		Performance reports
		WMT	Reduction in contamination rates	Existing budget	May 2018	May 2019	May 2019		Performance reports

Key Objective: To achieve a customer satisfaction rate for waste collection services of 80% by March 2019

Stakeholder Category	Activity	Who	Performance Indicator	Cost	Start Date	Finish Date	Projected Finish Date	RAG Rating	Output
Residents	Community Consultation: <ul style="list-style-type: none"> Attend as a minimum, each of the Parish Councils annually to promote waste minimisation and the services provided by ECDC/ECSS. Produce an annual programme of 	Sustainability Officer & WMT.	Increase in recycling rates and reduction in contamination rates	Existing budget	May 2018	May 2019	May 2019		Communication Plan
						May	May		

	engagement visits, primarily targeted at community associations, schools and events in the District.	Sustainability Officer & WMT.	Increase in recycling rates and reduction in contamination rates	Existing budget	May 2018	2019	2019		Communication Plan
Residents	Customer Satisfaction Surveys: <ul style="list-style-type: none"> Undertake an annual customer satisfaction of households to determine satisfaction levels with waste collection services. Identify areas of dissatisfaction and produce remedial action plans to address the concerns of residents. Promote with the support of Prominent the remedial action that has been taken to address residents' concerns on the Website. 	Sustainability Officer & WMT.	Increase in recycling rates.	£1000	May 2018	May 2019	May 2019		Performance reports
			Increase in customer satisfaction.	Existing budget	May 2018	May 2019	May 2019		Performance report
		Sustainability Officer & WMT.	Increase in recycling rates.	Existing budget	May 2018	May 2019	May 2019		Performance report
			Increase in customer satisfaction.						
			Decrease in customer complaints						

Stakeholder Category	Activity	Who	Performance Indicator	Cost	Start Date	Finish Date	Projected Finish Date	RAG Rating	Output
Residents	Social Media: Link with ECDC's social media strategy and use social media to provide responses to common enquiries and updates on recycling performance.	Sustainability Officer, WMT & Prominent.	Increase in recycling rates. Increase in customer satisfaction. Decrease in customer complaints	Existing budget	May 2018	May 2019	May 2019		Performance reports
Frontline Staff	<ul style="list-style-type: none"> Undertake monthly toolbox talks to reinforce performance standards required of collection and street cleansing crews. Quarterly staff newsletter to include details of complaints and compliments received. 	WMT Sustainability Officer, WMT & Prominent.	Recycling rates Increase in customer satisfaction. Decrease in customer complaints	Existing budget £500	May 2018 May 2018	May 2019 May 2019	May 2019 May 2019		Communication Plan Newsletter produced

Purge on Plastics – Delivering the Council’s Commitment

National Picture

Single use plastic is generally considered to be defined as; *Single-use plastics, or disposable plastics, are used only once before they are thrown away or recycled. These items are things like plastic bags, straws, coffee stirrers, soda and water bottles and most food packaging (plastic free challenge).*

About 300 million tons of plastic is produced globally each year. Only 10% of that is recycled. Of the plastic that is simply thrown away 79% has ended up in landfills or the natural environment, an estimated seven million tons ends up in the sea each year.

50% of the plastic we use, we use just use once and throw away. Enough plastic is thrown away each year to circle the earth four times.

As a result of the increased public awareness of the issue from The Blue Planet programme, commitments are being made from high street retailers to reduce their use of single use plastics.

In May 2018 a report was produced in reply to the Chancellor of the Exchequer’s call for evidence on single use packaging “Tackling the issue of single use plastic and plastic pollution.” This round table discussion comprised leading experts drawn from solid waste management fields (private and public sectors) both domestically and internationally. The driving themes of the discussions were focused around legislation, supportive measures and global responsibilities (and opportunities) the UK has in tackling the problem.

The report recognises that single use plastic is not a single topic issue. There are many functions of Solid Waste Management that influence consumer attitudes and behaviours as well as impact on the ability of people to take positive, sustainable action.

The report concludes that there has rarely, if ever before been the opportunity to bring about what has the potential to be, a hugely substantial shift in developing a more sustainable approach to packaging pollution.

The report considers the following points as a focus of attention to help the government to shape its thinking and policies

1. Education

It is vital that the energy and enthusiasm that abounds in children on sustainability be properly harnessed. Waste related subjects need to be applied more widely across curriculums, especially primary schools

2. Simplicity

Efforts need to be made to simplify current recycling systems and information provided to enable positive consumer choice and action. As a nation, it will be difficult to move forward when too many people remain confused about the status quo

3. Cost-share

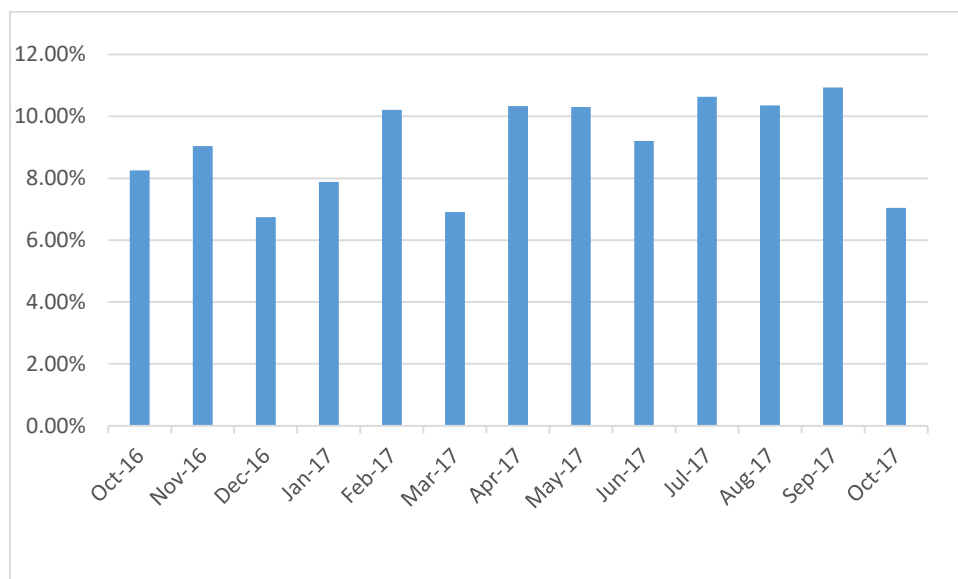
There needs to be greater fairness in the disposal of the costs for dealing with waste. The current system provides little if any choice to consumers; in many cases they have purchased products so it is only right the providers of the packaging contribute to the cost of dealing with it when it becomes waste. At the same time, mechanisms are needed to financially incentivise change

Tackling Single issue of single use plastic and plastic pollution –A reply to the Chancellor of the Exchequer's Call for Evidence on Single Use Packaging – Summary report 18th May 2018

Local Picture

In East Cambridgeshire residents are encouraged to recycle plastics through the dry – recycling collection service.

The Chart below provides information on the amount of plastics collected and recycled through the dry recycling collection at the Materials Recycling Facility.



It is recognised by the Council that we need to encourage residents and businesses to consider the use and disposal of all plastic products. Increased awareness and wider public interest in single use plastic and associated topics has led to a highly encouraging movement amongst innovators and inventors coming forth with all manner of solutions, most of which are excellent in their thinking and intent. For these technical solutions to be fully realised, they need to be developed and ultimately exist within clear government policies.

East Cambridgeshire District Council (ECDC) wants to lead by example and unanimously passed a motion committing to reduce single use plastics and to encourage others in the district to do the same.

At the Full Council meeting held on the 19th April), the Council agreed to endorse the Government's initiative "A Green Future: Our 25 Year Plan to Improve the Environment" as

well as committing to a number of pledges including reducing the reliance on single use plastics across the district.

Through the motion, the Council acknowledges it has an important part to play in meeting the ambitious targets set out in the Government report by acting as an example to public, private, voluntary bodies and individual members of the community.

As a result of the motion, ECDC and its trading companies will initially focus on plastic packaging and will aim to:

- Eliminate within the Council unnecessary and problematic single-use plastic packaging.
- Make sure within the Council that all plastic packaging is reusable, recyclable or compostable.
- Continue to increase the ease of collection and recycling of plastic packaging within East Cambridgeshire.
- Encourage businesses in East Cambridgeshire to increase recycled content in plastic packaging to drive demand for recycled material.
- Impassion and enable residents and businesses in East Cambridgeshire to play their part in reducing plastic packaging waste and litter.

As a result of this commitment, three workstreams have been developed with the aim of focussing the whole Council on changing its culture and habits. The aim is to reach a point in the Council, amongst all staff and members, where we do things in a way that avoids the use of single use plastics, where we help to create the right infrastructure to make this easy and we encourage others with whom we interact to do the same. Council Commitment: The Council is fundamentally committed to getting everyone in East Cambridgeshire to engage and act to reduce the use of single use plastics.

Work stream 1: Eliminate within the Council unnecessary and problematic single-use plastic packaging, including making sure within the Council that all plastic packaging is reusable, recyclable or compostable.

Work stream 2: Continue to increase the ease of collection and recycling of plastic packaging within East Cambridgeshire, including impassioning and enabling residents in East Cambridgeshire to play their part in reducing plastic packaging waste and litter.

Work stream 3: Encourage businesses in East Cambridgeshire to increase recycled content in plastic packaging to drive demand for recycled material. Including Impassioning and enabling businesses in East Cambridgeshire to play their part in reducing plastic packaging waste and litter.

Report on Activity to Reduce Single Use Plastics

Ely Markets

Ely Markets are encouraging both traders and shoppers to think more about how they can reduce the use of plastic in their everyday shopping and enjoyment of Ely Markets.



- Beginning with our traders, we have asked them to let us know what they are doing to use more eco-friendly wrapping, utensils, etc., and to provide us with information on their good practice and sourcing of eco-friendly products.
- We are sharing this good practice across all our market traders, with information and advice on how to move to more eco-friendly (or even no) materials. If there is sufficient demand amongst traders, we may create a purchasing group in order to bulk buy products that in smaller quantities may be more expensive for traders to usually consider using.
- We are creating a series of interviews and tips to go on our website and social media to inspire both traders and shoppers to consider using more eco-friendly alternatives to plastic. Initial discussions with traders have revealed quite a few useful hints and the fact that many shoppers are keen to use their own bags.
- Michael Recycle joined us at the launch of our Mini-Markets on 4 April on our special promotion around “Ditch the plastic” and “Bring your own” designed to encourage shoppers to bring their own bags, containers, cups and even cutlery when shopping.
- We are promoting this across all our markets as an ongoing campaign designed to influence the behaviour of both traders and shoppers. A prize draw is offered with a chance to win an Ely Markets “BringYourOwn” pack which comprises:

Jute bag

Cloth shopping bag

Re-usable bamboo drinks mug

Collapsible re-usable container

Re-usable handy size cutlery set

- We are encouraging shoppers to bring their pack with them when shopping to (obviously) carry their shopping but also to proffer their re-usable mug if having a drink or re-usable container to carry their slice of cake (or whatever). We are working with traders to see if they can offer a discount if shoppers bring their own containers.

We see this as an ongoing campaign embedded across all our markets and in all that we do. We are looking at our own recycling and waste collection as part of this.

- The #PlasticFreeFriday and #DitchThePlastic hashtags are gaining use and popularity on social media and we are using these to reach as many people as possible to spread the word. Ely Markets is leading the way in taking a more thoughtful approach to shopping - making a few small changes can make a big difference. We hope, and will be working towards, this spreading to local shops and businesses.



Environmental Health (Commercial Section)

Officers for the Environmental Health Commercial section undertake visits and provide advice to food premises within the district. As a result of the Council's commitment to reduce the use of single use plastics officers have developed a leaflet "**Reducing single-use plastics in catering premises**" that will be left with businesses at the end of the inspection.

Reducing single-use plastics in catering premises



Plastic litters our streets, chokes our seas and endangers wildlife. What can you do as a caterer to reduce the use of single-use plastic and plastic generally?

Please consider where you use plastic in your business and think how you can make simple changes. You may find you can not only help the environment, but save money too. Here are some examples:

- Stop offering straws (if you **must** offer them, compostable ones are available).
- Buy vegetables and fruit that are loose and not wrapped in plastic.
- Avoid the use of plastic film.
- Offer takeaway food in paper bags, rather than plastic.
- Give one, rather than a handful of napkins.
- Use compostable takeaway containers.
- Use wood or bamboo rather than plastic spoons, forks and knives.
- Sell drinks in glass rather than plastic bottles.
- Refill the customer's own drinking cup. Consider joining Anglian Water's Campaign to fill water bottles for free, see <https://media.anglianwater.co.uk/new-national-drinking-water-scheme-by-water-companies-to-cut-plastic-bottle-use-by-millions/>
- Stop adding recyclable waste to your general waste. Make sure you recycle all the waste that you can.
- Recycle clean items by rinsing them and removing as much food as you can.

For more information please see:

Love food hate waste https://www.lovefoodhatewaste.com/article/unite-food-waste-fight?gclid=EAlaIqObChMlo_i3j8bu2wIVjrXtCh1Seg7zEAAYASAAEgLwDPD_BwE

Wrap UK – Hospitality and Food Service work <http://www.wrap.org.uk/content/hospitality-and-food-service-wraps-work-0>

Global Citizen <https://www.globalcitizen.org/en/gb/>

Friends of the Earth <https://friendsoftheearth.uk/plastics/9-really-good-alternatives-plastic>

ENVIRONMENT STRATEGY

Committee: Regulatory Services Committee

Date: 23 July 2018

Author: Environmental Services Manager

[T54]

1.0 **ISSUE**

1.1 To note and approve the Draft Environment Strategy.

2.0 **RECOMMENDATION**

2.1 Members are requested to approve the draft Environment Strategy and associated action plan.

3.0 **BACKGROUND/OPTIONS**

3.1 East Cambridgeshire is a great place to live, with clean water and air, beautiful countryside to enjoy and urban areas that are prosperous, vibrant and welcoming. The Council wants an environment that is good for our wellbeing and good for our economy.

3.2 The Environment Strategy sets out what the Council is doing to ensure it provides opportunities for residents, businesses and visitors to contribute to improving our environment and reducing the amount of waste we produce across the district

3.3 The strategy lays down how the Council will convert its aims and objectives into actions. Areas covered by the strategy are:

- A litter free environment
- Waste minimisation
- Reducing the use of single use plastics
- Enforcement relating to fly-tipping, dog fouling and littering

3.4 The Council recognises that education, communication and enforcement are needed to achieve our aims and objectives, as well as working in partnership with key stakeholders such as East Cambridgeshire Street Scene, Parish Councils, residents and businesses.

3.5 The Council is proud of the achievements made over recent years that have had a positive impact on our environment. Since introducing the wheeled bin recycling collections the percentage of waste recycled has risen from 34% to 56%, at times this has exceeded 60%. This improved performance moved the council from 257th of 320 English councils to 26th

- 3.6 In April 2018 waste collection and Street Cleansing Services were transferred to East Cambridgeshire Street Scene. In the first few weeks of transfer a backlog of fly-tipping incidents were cleared. Procedures have been reviewed and implemented to ensure improved response and clean up times for fly-tipping on public land.
- 3.7 The Strategy also provides an opportunity for the Council to lead by example, with its commitment to reduce the use of single use plastic and encourage others in the district to do the same.
- 3.8 The commitments set out how the Council will implement and move the plan forward. Progress against the commitments will be reported back to committee on an annual basis.

4.0 **ARGUMENTS/CONCLUSIONS**

- 4.1 The Environment Strategy sets out what the Council is doing to ensure it provides opportunities for residents businesses and visitors to contribute to improving the environment and reducing the amount of waste we produce across the district.
- 4.2 The Council recognises that education and communication are key to ensuring aims and objectives set within the strategy are achieved. It also accepts that in some cases enforcement will need to be used.
- 4.3 Successful implementation will be achieved by continuing to work in partnership with residents, businesses, Parish Councils and with East Cambridgeshire Street Scene.

5.0 **FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT**

- 5.1 It is not anticipated that the approval of this strategy will require additional funding. However if necessary, individual business cases will be presented to committee for approval.
- 5.2 Equality Impact Assessment (INRA) not required.

6.0 **APPENDIX**

- 6.1 Appendix 1 Draft Environment Strategy

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
Litter Strategy for England	The Grange Nutholt Lane Ely	Liz Knox Environmental Services Manager (01353) 616313 E-mail: Liz.Knox@ eastcambs.gov.uk

AGENDA ITEM NO. 9

TITLE: RESULTS OF THE NEIGHBOURHOOD RECYCLING CENTRE PROVISION CONSULTATION

Committee: Regulatory Services

Date: 23rd July 2018

Author: Nick Wyatt, Sustainability Officer

[T55]

1.0 ISSUE

1.1 To determine the future provision of neighbourhood recycling centres in the light of a full kerbside recycling service being offered in the District, including additional wheelbins for dry recyclates.

2.0 RECOMMENDATION(S)

2.1 Members are requested to:
(i) Note the results of the consultation;
(ii) Determine which option is most suitable, and;
(iii) Authorise Officers to implement the chosen option.

3.0 BACKGROUND/OPTIONS

3.1 The Committee were previously informed that two of the three contractors that provide the bring bank services would not be renewing their contract as of April 2018 because it was uneconomic for them to continue to provide the service. Currently the contractors are still providing a limited service, but the Council has been given notice that this will soon cease.

3.2 The current cost to the Council for this service equates to £15,398.48 per year, (including recycling credits net of recycling credits paid by CCC) as detailed in the Table 1 below.

2016/17 annual costs

3.3	Number of Bring Banks Sites	35
	a) Current annual cost to Council without recycling credits	£24,799
	b) Recycling credit value received by the Council	£9,400
	c) Annual cost to the Council (a) – b)	£15,399

Following the introduction across the District of the kerbside recycling service as in many local authorities the tonnage of recyclates being recovered from bring banks has fallen substantially as detailed overleaf.

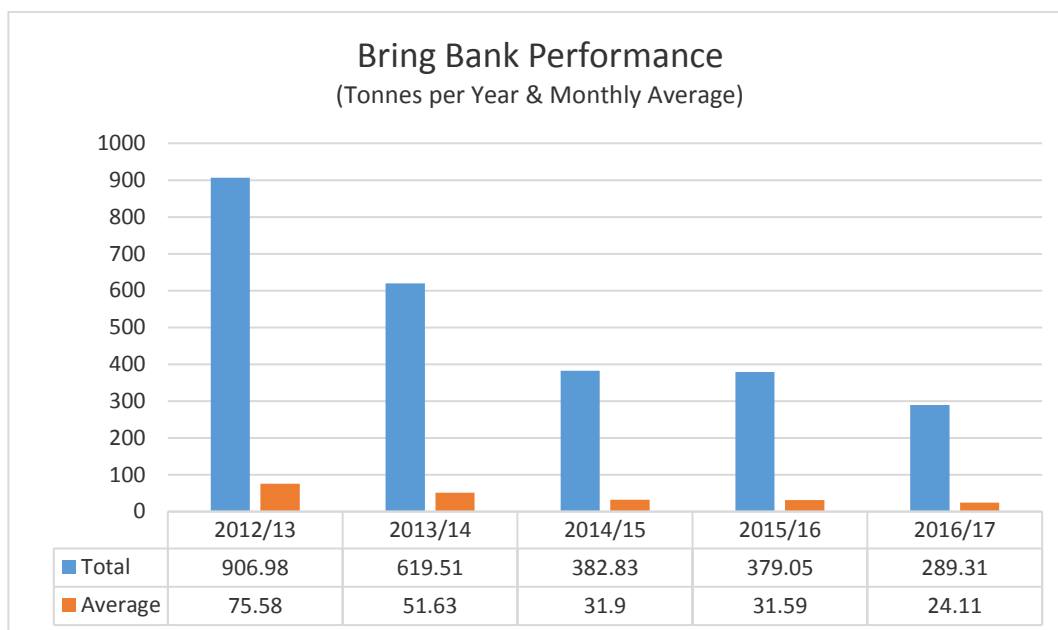


Chart 3.2.1

3.4 The cost per tonne for recyclates for recyclates collected from the bring sites can to be calculated based on the costs of the service in 2016/17 to have risen from £16.98 in 2012/13 to £53.28 in 2016/17. This can be challenged as not providing value for money against other forms of recycling.

3.5 The original contract for bring bank provision and emptying was intended to be offset by the value of material collected as follows:

- Paper price per tonne during contract: £42.69;
- Glass price per tonne during contract: £17.50;
- Mixed Cans and Plastic bottles price per tonne during contract: £30.

Subsequently, over the past five years the prices for recyclates have differed considerably and currently the market value for recyclable material is at an all-time low. Therefore, none of the three contractors are now prepared to take this commercial risk and to offer any rebate for materials collected.

3.6 To determine the future of the bring banks Members requested an options appraisal regarding the future provision of the facilities to be undertaken including a consultation exercise with residents

3.7 The consultation was widely advertised and remained open from 25th April to 20th June. The consultation asked three questions:

- a) Option 1: Should the Council remove all bring banks except textiles at the earliest opportunity?
- b) Option 2: Should the Council provide an in-house combined service to a limited number of sites using ECDC banks and vehicles?
- c) Option 3: Should the Council provide an in-house combined service at all sites using ECDC banks and vehicles?

- 3.8 The consultees were also asked if option 2 or 3 was selected would the consultee be prepared to contribute to the increased cost of providing the service in house?
- 3.9 In all options the textile recycling banks would be retained because textile recycling is not part of the kerbside collection service and still provides an income, whereas all other options would now be a cost to the authority.
- 3.10 The outcome of the consultation is summarised below:
- a) There was a total of 114 responses online and by e-mail.
 - b) Of the 114 responses, 37 respondents agreed with Option 1; 75 respondents agreed with Option 2; and 29 respondents agreed with Option 3. It should be noted that the majority of consultees agreed to more than one question, presenting a more confused picture.
 - c) Of the 9 Parish Councils that responded, 1 Parish Council agreed with Option 1; 4 Parish Councils agreed with Option 2; and 4 Parish Councils agreed with Option 3. Out of the nine Parish Councils that responded seven Parish Councils also confirmed they were not prepared to commit funds to retaining a bring bank.
 - d) Littleport Parish Council have requested that irrespective of the consultation outcome that all bring banks in Littleport be removed.

4.0 ARGUMENTS

- 4.1 Table 2 details the benefits and disbenefits of each option in the context of the consultation results

	Advantages	Disadvantages
Option 1: Remove all the bring banks except textiles at the earliest opportunity.	<ul style="list-style-type: none"> • Annual cost savings to the council of £15,399. • Savings in Officer time to monitor/report on full sites. • Cleansing crew time spent removing fly-tips could be used to clean streets. • Less complaints about unsightliness. • Removing the bring banks would require us to widely publicise, this could be incorporated into the Michael Recycle awareness campaign. 	<ul style="list-style-type: none"> • Lack of service to a limited number of residents.

<p>Option 2: Provide an in-house combined service to a limited number of sites using ECDC owned bring banks and vehicles.</p>	<ul style="list-style-type: none"> • Retain the 5 most used sites for residents who are unable to dispose of recycling. • No contractor costs. • Supplies a service to residents. 	<ul style="list-style-type: none"> • Set up cost to the Council of £10,000 to purchase bins, plus replacement/repairs to bins (est. £1,000 per year). • This option would only yield an annual income of £1,000 to offset the costs of providing the service. • Unseen contamination in bring banks may reduce Council's overall recycling rate because of contamination.
<p>Option 3: Provide an in-house combined service at all sites using ECDC owned bring banks and vehicles.</p>	<ul style="list-style-type: none"> • Reactive service to empty the bring banks. • No external contractor costs to empty the bring banks. • Supplies a service to residents. 	<ul style="list-style-type: none"> • Set-up costs of £27,000 plus on-going servicing costs, replacement bins, and cost for the removal of fly-tipping.

4.2 In addition the following support would be required from East Cambs Street Scene Ltd relating to the individual options:

- a) Option 1: Putting up signage warning against fly tipping. Write to all those households who did not originally accept the offer of a blue bin when originally introduced. Continuing to promote second blue bin opportunity. Continue to actively promote recycling. Free up £15,399 to be used on activities such as fly tipping removal within the District and supporting the Michael Recycle Campaign.
- b) Option 2: Actively promote the remaining sites. Continue to promote recycling, for example, second blue bin opportunity.
- c) Option 3: Promoting the use of the sites and increase awareness on the cost of clearing fly tipping.

5. Conclusion

5.1 Whilst the bring banks had previously offered value for money the introduction of the kerbside dry recycling service in 2013 has resulted in a substantial reduction of material being left at the banks (68 % reduction); and also, the reduction in the value of recycling has resulted in the cost of the service increasing to more than the value of the materials collected and given the expected budget shortfall in 2020 the value of this service compared to the cost is questionable.

6.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 6.1 Option 1, would generate a saving of £15,399 per annum to the Council
- 6.2 Option 2, would include set up costs of £10,000 for the Council and then the on-going costs of providing the service of circa £2,200 per annum.
- 6.3 Option 3, would include set up costs of £27,000 for the Council and then the on-going costs of providing the service of circa £16,000 per annum.
- 6.4 Equality Impact Assessment (INRA) is not required this point.

6.0 APPENDICES

None

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
(Neighbourhood Recycling Centre Provision, Regulatory Services, 22 January 2018)	Room (Location: i.e. The Grange,) Ely	(Name Nick Wyatt (Position: e.g. Sustainability Officer (01353) 616221 E-mail: nick.wyatt@eastcambs.gov.uk)

TITLE: QUARTER 1 PERFORMANCE REPORT FOR THE WASTE AND STREET CLEANSING SERVICES

Committee: Regulatory Services Committee

Date: 23rd July 2018

Author: Director, Operations and Strategic Advisor to East Cambs Street Scene Ltd

[T56]

1.0 ISSUE

1.1 To provide the Quarter 1 (April to June 2018) performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS) after the insourcing of the services on 1 April 2018.

2.0 RECOMMENDATION(S)

2.1 Members are requested to note the progress made to date consolidate and begin to improve the services being delivered; and the enhanced management arrangements put in place by the Director – Operations to accelerate the improvement progress within ECSS.

3.0 BACKGROUND/OPTIONS

3.1 **The Current Issues and Challenges:** Over the last three months since the insourcing of the waste and street cleansing services it has been a period of consolidation and incremental improvement to address the following issues and challenges that are the key drivers of the current performance of the services.

3.2 **Staffing Shortfalls:** The Veolia commercial approach in the last year of the contract appeared to involve operating the contract on an under resourced basis with circa five vacant posts at any one time. In combination with annual leave requirements for the staff and sickness absence this led to staff being consistently deployed off street cleansing activities on to waste collection rounds. It has been necessary to progress the recruitment against these vacant posts to first stabilise and then improve the services being delivered.

3.3 **Daily Round Sheets for Waste Collections:** There were no comprehensive daily round sheets for waste collections that included on one sheet all the activities to be completed on a round daily, e.g. assisted collections, litter bin emptying etc. New comprehensive daily round sheets are being introduced to better structure the collection services.

3.4 **Detailed Work Regimes for Street Cleansing:** There were no detailed work regimes and record sheets for street cleansing resulting in unstructured cleansing activities against Environmental Protection Act requirements.

Combined with the consistent redeployment of street cleansing staff on to waste collection rounds this led to inconsistent and often poor cleansing standards. Comprehensive new street cleansing regimes will incrementally be introduced in late July 2018 with a workforce of 14 frontline staff ring-fenced to the street cleansing service. These staff will undergo induction training on their work requirements and regimes and the work sheets they will be required to complete daily to confirm completion of their work requirements.

- 3.5 **Working on the Highways Training:** The working on the Highways qualification required for cleansing of the main trunk roads was allowed to lapse, meaning little cleansing activities on the trunk roads. This training is being schedule for completion by the end of August 2018 to account for the recruitment of frontline staff against the vacant posts.
- 3.6 **Operator's Licence Compliance:** The policies, procedures and control documents for compliance with the Operator's Licence for the waste and street cleansing fleet have had to be reviewed and improved to ensure tighter compliance with the Operator's Licence's requirements.
- 3.7 **Customer Services:** No customers service standards and performance targets existed or training against such standards had taken place. A customer service statement for ECSS, service standards, response times for service requests, and stretch targets for customer services have been developed but now need to be embedded with the Operational Management Team and frontline staff.
- 3.8 **Performance Management:** There had been no performance management framework for the Operational Management Team to work within and to be held accountable against. The performance framework has been developed and now needs to be embedded with the Operational Management Team and frontline staff.
- 3.9 **Staff and Trade Union Engagement:** There had been no arrangements in place for structured engagement between the Operational Management Team and frontline staff. This has led to outstanding issues and grievances that have had to be resolved in respect to standard operating practices and health and safety arrangements. A union facilities agreement has been developed and is being finalised though discussions with the trade unions and the monthly Staff Forum introduced to support the insourcing of the services is continuing to take place.
- 3.10 **Sickness Absence:** No monitoring and reporting arrangements were in place for sickness absence. A monthly report for sickness absence has been introduced for review by the Director – Operations to oversee sickness absence cases are being proactively dealt with.
- 3.11 The speed at which the improvement in these areas can be made reflects the capabilities and capacity of the Operational Management Team that transferred across from Veolia and this in turn reflects the previous training

and development that the Operational Management Team had received with Veolia.

3.12 During this period the Council has had to recruit a new Waste Minimisation and Fleet Manager following the resignation of the previous postholder. However, this has enabled the recruitment of an experienced waste and environmental maintenance professional with substantial private sector experience to help accelerate the improvement process with the waste and street cleansing services.

4. PERFORMANCE OVERVIEW (1 April 2018 to 30 June 2018)

4.1 Detailed in Table 1 overleaf is a summary of ECSS's performance against the set standards and the annual stretch target for resolving to service requests which is a fundamental performance measure for the efficiency and customer focus of the services. Appendix 1 contains the full performance detail by activity within each workstream, refuse collections, recycling collections, garden waste collections, bulky and clinical waste collections, and street cleansing.

Table 1: Summary of ECSS's Performance Against the Annual Stretch Target for Resolving Service Requests

Performance Summary – June 2018	Monthly				Cumulative			Trend
	Number of Service Requests Received	Number of Service Requests Closed	Number of Service Requests Closed off within the Specified Response Time	Performance against Annual Stretch Target (80%)	Number of Service Requests Received	Number of 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%	▲

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%	▲
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	28.2%	490	126	25.71%	▲
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%	▼
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%	▲

- 4.2 Detailed in Table 2 below is an overview of the outstanding service requests by category of service request. This data needs to be considered in the context of the current state of the waste and street cleansing services outlined in Section 3 of this report because it is these issues that are driving the current performance. The fundamental cause of the current level of outstanding service requests is the inconsistency of the Operational Management Team in ECSS to close of the service requests when action has actually been taken to resolve a service requests. Circa 69.8% of service requests are generate by the customer telephoning Customer Services and their service request being assigned in the CRM System for ECSS to directly resolve. Following action to resolve the service request it is for the Operational Management Team to close off the service request in the CRM System.
- 4.3 The remaining service requests, circa 30.2% are generated by customers using the available self-service function on the Council's website or by calling Customer Service. It is for the customer to close off the service request submitted by the self-service function (either by the website or by phone) by going back into the Council's website to confirm the required action has been taken. Customers do not always do this, so the service requests remain on the CRM System for 10 days until they are automatically deleted. The current level of outstanding service requests cannot be attributed to self-service requests not being closed off by the customer and the closing off of service requests is a fundamental area for improved performance by the Operations Management Team.

Table 2: Overview of Outstanding Service Requests – 3/7/2018

Category of Service Request	Number of Outstanding Services Request by Category
Additional wheeled bin requests	179
Black bags not left	5
Brown bags not left	16
Bulky waste collections (CSA)	22
Bulky waste collections (Self)	34
Bulky waste missed collections	3
Clear sacks request	26
Clinical waste collections	3
Dead animal on highway	20

Dog fouling report	8
Drug paraphernalia report	1
Fly tip report	107
Full bins (litter & dog)	137
Hazardous spillage	1
Inappropriate operative behaviour complaint	32
Litter report	6
Missed collections	44
New customer (current form version)	25
New resident (old form version)	25
Recycling centre problem	2
Waste collection spillage	10
ECSS Waste enquiries	250
Wheeled bin return issue	1
Lost/Broken wheeled bins	82
Graffiti	22
Old Veolia Fly Tip reports still outstanding (pre - 01.04.2018)	20
Total Outstanding Service Requests	1,081

4.4 **Remedial Action Initiated:** To address the key drivers of current performance the Director – Operations has initiated the following remedial action:

- a) To accelerate the required improvement evidenced by the above performance data enhanced leadership and direction has been provided in Street Scene by the Waste Minimisation and Fleet Manager taking on the line management responsibility for the Operations Manager (Street Scene). The focus will be on driving forward the improved operational performance of the services through direct operational responsibility for the waste and street cleansing services being with one senior manager.

This will allow the direct application of the Waste Minimisation and Fleet Manager's experience and skill set to addressing the areas for improvement with the Operational Management Team.

- b) The Waste Minimisation and Fleet Manager will review and revise the resourcing arrangements for the delivery of additional bins, bulky collections, clear sacks, and replacement letter wheelbins to optimise the productivity of the resources being deployed and to reduce the number of repeat calls to resolve the service requests in respect of these service delivery activities.
- c) The Waste Minimisation and Fleet Manager will lead the introduction of the new round sheets for waste collections and an improvement in the number of missed collections that are occurring and requiring residents to make service requests.
- d) The Waste Minimisation and Fleet Manager will lead the implementation of the new street cleansing regimes and performance management arrangements. This will include standards and frequencies for litter and dog bin emptying.
- e) The Waste Minimisation and Fleet Manager will embed new arrangements for clearing flytipping and graffiti.
- f) The Waste Minimisation and Fleet Manager will lead the engagement with frontline staff and their trade union representatives to build more productive relationships.
- g) The Customer Services Manager will continue to provide on-going support to the Operational Management Team of ECSS to help them manage the interface with customers, including further refinements of the CRM System to provide performance management data for the services for the Operational Management Team to proactively use. The initial priority will be to iron out the issues that exist with the Operational Management Team in closing off service requests.
- h) All outstanding CRMs have been reviewed, and where applicable, closed off.

4.5 **Sickness Absence:** Over 50% of the costs of the waste and street cleansing services are staffing related costs and the failure to control and properly managing particularly the frontline staff has a fundamental impact on productivity, performance against service standards and management with the budgets set for the services. Consequently, a key measure of the services is the levels of sickness absence and the proactive and effective management of sickness absence when it occurs. Outlined in Table 3 below are the targets for sickness absence set for the waste and street cleansing services. The 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 work. These targets reflect the targets set in high performing waste and street cleansing service delivery organisations. Detailed in Table 4 overleaf is an overview of sickness absence against the targets set for the waste and street cleansing services.

Table 3: 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)
Driver/Team Leaders (Waste)	18	9	6
Loaders (Waste)	28	9	6
Class 2 Drivers (Street Cleansing)	4	9	6
Driver/Operatives (Street Cleansing)	6	9	6
Ops Management & Admin (Street Cleansing)	5	9	6
Waste Management Team (Street Cleansing)	4	5	3

4.6 The summary sickness report overleaf does confirm that for the first three months sickness absence is being managed within these targets, with in most case an improving trend in the levels of sickness absence occurring.

Table 4: 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 = hours	Target = 168 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 36 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 15 hours Actual = Hours	Target = 15 hours Actual = Hours
August	Target = 108 hours	Target = 168 hours	Target = 24 hours	Target = 36 hours	Target = 24 hours	Target = 15 hours	Target = 15 hours

	Actual = hours	Actual = Hours	Actual = Hours	Actual = Hours	Actual = Hours	Actual = Hours	Actual = Hours
September	Target = 108 hours Actual = hours	Target = 168 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 36 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 15 hours Actual = Hours	Target = 15 hours Actual = Hours
October	Target = 108 hours Actual = hours	Target = 168 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 36 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 15 hours Actual = Hours	Target = 15 hours Actual = Hours
November	Target = 108 hours Actual = hours	Target = 168 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 36 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 15 hours Actual = Hours	Target = 15 hours Actual = Hours
December	Target = 108 hours Actual = hours	Target = 168 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 36 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 15 hours Actual = Hours	Target = 15 hours Actual = Hours
January	Target = 108 hours Actual = hours	Target = 168 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 36 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 15 hours Actual = Hours	Target = 15 hours Actual = Hours
February	Target = 108 hours Actual = hours	Target = 168 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 36 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 15 hours Actual = Hours	Target = 15 hours Actual = Hours

March	Target = 108 hours Actual = hours	Target = 168 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 36 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 15 hours Actual = Hours	Target = 15 hours Actual = Hours
Cumulative Performance – June 2018 <ul style="list-style-type: none"> Cumulative Target = number of months x the monthly target; Cumulative Actual = the totalling of each months actual. 	Cumulative Target = 324 Hours Cumulative Actual = 258 Hours	Cumulative Target = 504 Hours Cumulative Actual = 474 Hours	Cumulative Target = 72 Hours Cumulative Actual = 0 Hours	Cumulative Target = 108 Hours Cumulative Actual = 78 Hours	Cumulative Target = 72 Hours Cumulative Actual = 6 Hours	Cumulative Target = 15 Hours Cumulative Actual = 0 Hours	Cumulative Target = 15 Hours Cumulative Actual = 0 Hours
Trend (RAG Rating): <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 that the Cumulative Target. 	▲	▼	▲	▲	▲	▲	▲

- 4.7 The performance report for Quarter 2 (July to September 2018) will be extended to include the following:
- a) The impact of the remedial action taken by the Director – Operations.
 - b) The total waste collected.
 - c) The collected waste recycled.
 - d) The recycled waste as a % of the total waste collected.
 - e) Reportable accidents in the waste and street cleansing services.
 - f) A summary of financial performance of the services.

5.0 ARGUMENTS/CONCLUSIONS

- 5.1 The Quarter 1 Performance Report highlights the state of the waste and street scene services following their insourcing to ECSS and the work that needs to be done following the consolidation of the services to accelerate their improvement to meet the expectations of Members and the customers of the services delivered.

6.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 6.1 The waste and street cleansing services are being delivered within the Council's revenue budget for the services but a further revision of the Base Case for the waste and street cleansing services is being undertaken to ensure that the improvements required will be fundable within the base budget for the services.
- 6.2 In Quarter 4 (January to March 2019) it is planned that an equalities impact assessment for the waste and street cleansing services will be undertaken to reflect the improvements that have been made in the delivery of the services over the previous three quarters.

6.0 APPENDICES

Appendix 1: Waste & Street Cleansing Service: Monthly Performance Report: June 2018 - Service Requests through the Call Centre and Website.

Appendix 1: Waste & Street Cleansing Service: Monthly Performance Report: June 2018 - Service Requests through the Call Centre and Website

Domestic Collection Service:	Monthly				Cumulative		
	Service and Specified Response Times	Number of Service Requests Received	Number of Service Requests Closed	Number of Service Requests Closed off within the Specified Response Time	Performance against Annual Stretch Target (80%)	Number of Service Requests Received	Number of Service Requests Closed off within the Specified Response Time
• Missed collections.	115	123	56	48.7%	357	123	34.45%
• Missed assisted collections.	21	21	12	57.14%	91	36	39.56%
• Black Bags Not Left – Annual Delivery.	3	6	0	0%	17	4	23.53%
• Spillages.	3	5	0	0%	27	2	7.4%
• Operative behaviour.	1	2	0	0%	15	0	0%
• Refuse collection vehicle incidents.	2	2	0	0%	5	0	0%
Total:	145	159	68	42.77%	512	165	32.23%

Recycling Collection Service:	Monthly				Cumulative		
	Service and Specified Response Times	Number of Service Requests Received	Number of Service Requests Closed	Number of Service Requests Closed off within the Specified Response Time	Performance against Annual Stretch Target (80%)	Number of Service Requests Received	Number of Service Requests Closed off within the Specified Response Time
Missed collections.	64	61	26	42.62%	192	52	27.08%
Missed assisted collections.	12	12	5	41.66%	25	10	40%
Bins not returned to property.	3	1	0	0%	8	5	62.5%
Operative behaviour.	1	1	0	0%	6	0	0%
Refuse collection vehicle incidents.	0	0	0	N/A	1	0	0%
Replacement bin requests.	10	18	1	5.55%	29	1	3.45%
Additional blue bin requests for recycling collections.	39	50	2	4%	257	4	1.56%

Additional clear sacks request for recycling collections.	23	22	2	9.1%	58	13	22.41%
Total:	153	166	36	21.69%	578	86	14.88%

Garden Waste Collection Service: Service and Specified Response Times	Monthly				Cumulative		
	Number of Service Requests Received	Number of Service Requests Closed	Number of Service Requests Closed off within the Specified Response Time	Performance against Annual Stretch Target (80%)	Number of Service Requests Received	Number of Service Requests Closed off within the Specified Response Time	Performance against Stretch Target (80%)
Missed collections.	67	70	23	32.86%	256	77	30.08%
Missed assisted collections.	15	15	7	46.66%	43	19	44.19%
Bins not returned to property.	0	1	1	100%	4	4	100%
Brown bags not left for garden waste collections.	17	21	8	38.09%	57	18	31.58%
Spillages.	0	1	0	0%	2	0	0%
Operative behaviour.	0	0	0	N/A	1	0	0%
Refuse collection vehicle incidents.	0	0	0	N/A	2	0	0%
Replacement bin requests.	14	21	3	21.43%	52	4	7.69%
Second brown bin requests.	27	27	2	7.41%	73	4	5.48%
Total:	140	156	44	28.2%	490	126	25.71%

Bulky Item and Clinical Waste Collections:	Monthly				Cumulative		
	Service and Specified Response Times	Number of Service Requests Received	Number of Service Requests Closed	Number of Service Requests Closed off within the Specified Response Time	Performance against Annual Stretch Target (80%)	Number of Service Requests Received	Number of Service Requests Closed off within the Specified Response Time
Service requests for bulky items.	103	87	25	28.73%	324	122	37.65%
Service requests for clinical collections.	17	19	16	84.21%	53	42	79.24%
Missed collection for bulky items.	5	7	1	14.28%	18	6	33.33%
Missed collection for clinical waste.	0	0	0	N/A	0	0	N/A
Total:	125	113	42	37.17%	395	170	43.04%

Street Cleansing Service: Monthly Performance Report: June 2018 - Service Requests through the Call Centre and Website

Street Cleansing Service	Monthly				Cumulative		
	Number of Service Requests Received	Number of Service Requests Closed	Number of Service Requests Closed off within the Specified Response Time	Performance against Annual Stretch Target (80%)	Number of Service Requests Received	Number of Service Requests Closed off within the Specified Response Time	Performance against Stretch Target (80%)
Litter picking and manual sweeping.	2	3	0	0%	13	0	0%
Mechanical Sweeping.	0	0	0	N/A	0	0	N/A
Emptying Litterbins.	70	69	0	0%	194	0	0%
Emptying Dog waste bins.	13	13	0	0%	50	0	0%
Removal of Dead Animals and Birds.	4	3	0	0%	43	0	0%
Removal of Dog waste.	6	6	1	16.66%	25	2	8%
Hazardous Flytip Removal: (including	0	0	0	N/A	3	0	0%

Hazardous Spillages).							
Non-hazardous Flytip Removal.	51	40	24	60%	168	55	32.74%
Offensive Graffiti Removal.	0	0	0	N/A	1	0	0%
Non-offensive Graffiti Removal.	11	12	0	0%	21	0	0%
Autumn Leafing Clearance.	0	0	0	N/A	0	0	N/A
Drug Paraphernalia clearance.	1	1	0	0%	7	2	28.57%
New and replacement litterbins.	1	2	0	0%	3	0	0%
New and replacement dog waste bins.	0	0	0	N/A	3	0	0%
Other.	0	0	0	0%	0	0	0%
Total:	159	152	25	16.45%	532	59	11.09%

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: ANNUAL REPORTS OF REPRESENTATIVES ON OUTSIDE BODIES

Committee: Regulatory Services Committee

Date: 23 July 2018

Author: Democratic Services Officer

[T57]

1.0 ISSUE

1.1 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 Regulatory Services Committee.

2.0 RECOMMENDATION

2.1 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 Regulatory 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 a re-structured committee system from May 2017, 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 Regulatory 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 the Regulatory 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.

3.4 Members are asked to receive the Annual Reports from Councillors, and to note the list of Outside Bodies allocated to the Regulatory Services Committee.

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 Regulatory Services Committee.

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

Background Documents

Location

Contact Officer

None

Room 214B
The Grange
Ely

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

REGULATORY SERVICES COMMITTEE

ORGANISATION	REPRESENTATIVES 2015/16	CONTACT OFFICER
RECAP Board	Julia Huffer	Environmental Services Manager: Liz Knox
Sanctuary Housing Services Ltd, East Cambridgeshire Management Committee	Elaine Griffin-Singh Chris Morris	Housing Options Manager: Angela Parmenter

APPENDIX 2

RECAP BOARD
Aims & Activities <ul style="list-style-type: none">• 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 2017/18
1	Environmental Services Manager: Liz Knox	Councillor Julia Huffer

Report from representative for 2017/18:

Cllr Huffer:

RECAP's work fits in with East Cambridgeshire District Council's 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.

RECAP has recently employed a project manager who will help steer the Board forward and give it more focus.

Continued representation is worthwhile as all areas of cost saving must be explored and this Board may well be of benefit.

Representative(s) for 2018/19
Councillor Julia Huffer

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 2017/18
1	Housing & Community Safety Manager: Angela Parmenter	Councillor Elaine Griffin Singh Councillor Chris Morris

Report from representatives for 2017/18:

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, particularly, as an example, the turnaround decision to remove wardens completely from some elderly housing areas. It is also very useful to hear first-hand experiences from the few residents that sit on the Board.

The above said however, I feel ECDC representatives require more information, statistics, and insight, to be provided by the Council so that the Council's perspective can be better represented and any issues raised more directly. Sanctuary Housing provides very useful statistics and detailed information at each meeting against a variety of delivery targets but we have no knowledge base from which to respond.

In the past committee representatives have been made aware of issues being experienced by individual tenants and/or matters being handled by Council Members – this allowed for the issues to be directed to specific contacts at Sanctuary for speedy resolution and to develop a knowledge base. This system seems to have ceased of late and needs to be reinstated or, as an alternative, detailed statistics and information supplied.

Cllr Morris:

Everything is covered in an agenda every quarter. Topics considered/discussed have included By-Election results in September, the Local Plan being approved at the ECDC Council meeting in October, subject to final consultation for 6 weeks during November and December 2017. Cllr Griffin Singh mentioned people sitting and begging on the streets in Ely; we had been updated that there were no homeless people in Ely.

Continued representation is worthwhile; discussions include the operational overview, performance reports, community investment and any future developments.

As I am in the Chair, East Cambs DC, with the other District Councillor, is in total control of the running of the meetings.

Representative(s) for 2018/19
Councillor Elaine Griffin Singh
Councillor Chris Morris

TITLE: BUDGET MONITORING REPORT

Committee: Regulatory Services Committee

Date: 23rd July 2018

Author: Finance Manager

[T58]

1. ISSUE

- 1.1 This report provides Members with budget monitoring information for services under the Regulatory Services Committee.

2. RECOMMENDATION (S)

- 2.1 Members are requested to note that this Committee has a projected revenue underspend of £60,000 compared to its approved budget of £3,536,687.
- 2.2 Members are also requested to note that this Committee has a projected capital programme outturn of £2,530,799, which is in line with its capital budget for the year.

3. BACKGROUND/OPTIONS

- 3.1 Under Financial Regulations each policy committee is required to consider projections of financial performance against both its revenue and capital budget on a quarterly basis.
- 3.2 This is the first report for the 2018-19 financial year and details actual expenditure incurred as at 30th June 2018 and projections as to the yearend position at this time. (Because it is the first report of the year, there are no comparison figures with previous reports, this information will be reintroduced in the next round of reports.)
- 3.3 The revenue budget for each service that falls under the stewardship of this Committee has been reviewed with appendix 1 detailing the variance to-date and forecast outturn figure for each service line.
- 3.4 Explanations for the forecast outturn variances reported are detailed in the table on the following page.

Service	Variance £	Explanation
Land Charges	(10,000)	Income for Land Charges were in excess of the budget for the first three months of the year. No allowance has been made for this continuing for the remainder of the year, but it is expected that this “one-off” excess of income will result in an overall excess at yearend.
Planning	(50,000)	Additional fee income earned during the first three months of the year partly as a consequence of new Government legislation increasing Planning fees by 20% from the 17 th January 2018. We, at this point, are taking a prudent view and not expecting this to continue over the coming year, although now that the Council has lost its 5-year land supply it is probable that the number of planning applications will increase.
Total	(60,000)	

3.5 The significant variances of actual spend compared to profiled budgeted spend at the end of June 2018 are listed on the following page:

Service	Explanation
Building Regulation	Additional fee income earned during the first three months of the year. It is however unclear if demand will remain at the current level, so it is felt too early to reflect this as a yearend forecast.
Waste Collection Waste Recycling Street Cleansing	We are currently withholding payment of the final invoice from Veolia while we dispute their performance during 2017-18 and therefore what should be paid. The current underspend is not therefore expected to carry forward to yearend.
Homelessness	The Council carried forward a significant amount of Homelessness Support Grant from 2017-18, which is already shown within the accounts. This is expected to be used in 2018-19 as we undertake projects and embed enhancements to the service we provide in this area. For this reason, no underspend is forecast at yearend.

4. ARGUMENTS/CONCLUSIONS

- 4.1 The projected net revenue expenditure for this Committee, as detailed in appendix 1, is £3,476,687, this is £60,000 less than the total budget of the Committee which is £3,536,687.
- 4.2 The revised capital budget for this Committee, now that slippage from 2017-18 has been added, is £2,530,799. At this early stage in the year, we are forecasting that expenditure will be in line with budget.

5. FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 5.1 There is a saving of £60,000 compared to this Committee's approved revenue budget.
- 5.2 Equality Impact Assessment (INRA) not required.

6. APPENDICES

- 6.1 Appendix 1 – Regulatory Services Committee Budget Monitoring Report – 30th June 2018.

Background Documents

Council Budget as approved by
Council 22nd February 2018

Location

Room 104
The Grange
Ely

Contact Officer

Ian Smith
Finance Manager
Tel: (01353) 616470
E-mail: ian.smith@eastcambs.gov.uk

REGULATORY SERVICES COMMITTEE BUDGET MONITORING REPORT - JUNE 2018

	Total Budget 2018-19	Profiled Budget to 30 June 2018	Actual to 30 June 2018	Variance to date	Projected Outturn	Variance between Total Budget & Projected Outturn
Revenue	£	£	£	£	£	£
Regulatory Services						
Building Regulations Non Fee Earning	100,809	25,202	24,654	(548)	100,809	--
Building Regulations	(83,241)	(20,808)	(42,041)	(21,233)	(83,241)	--
Civic Amenities Act	10,481	2,620	1,811	(809)	10,481	--
Con. Areas & Listed Buildings	58,754	14,689	9,470	(5,219)	58,754	--
Dog Warden Scheme	39,408	10,567	5,900	(4,667)	39,408	--
Health - Admin. & Misc.	339,346	85,121	88,949	3,828	339,346	--
Environmental Issues	83,143	21,652	16,462	(5,190)	83,143	--
Land Charges Admin.	(44,212)	(6,867)	(27,951)	(21,084)	(54,212)	(10,000)
Licensing	(10,902)	(2,448)	(1,327)	1,121	(10,902)	--
Nuisance Investigation	58,001	14,538	13,052	(1,486)	58,001	--
Pest Control	9,098	2,274	3,185	911	9,098	--
Planning	(114,002)	(26,918)	(76,930)	(50,012)	(164,002)	(50,000)
Refuse Recycling	803,493	292,058	168,574	(123,484)	803,493	--
Refuse Collection	1,174,270	133,499	(37,580)	(171,079)	1,174,270	--
Street Cleansing	586,158	148,078	75,551	(72,527)	586,158	--
Street Naming & Numbering	3,371	843	(539)	(1,382)	3,371	--
Tree Preservation	99,131	24,595	21,811	(2,784)	99,131	--
Travellers Sites	(20,000)	15,253	23,399	8,146	(20,000)	--
Health & Safety (Work)	28,713	7,178	22	(7,156)	28,713	--
Homelessness	363,641	(84,481)	(244,302)	(159,821)	363,641	--
National Practitioners Support Programme	--	31,008	54,867	23,859	--	--
Community Land Trusts	20,000	5,000	--	(5,000)	20,000	--
Renovation Grants	31,227	7,807	7,701	(106)	31,227	--
Total	3,536,687	700,460	84,738	(615,722)	3,476,687	(60,000)

	Published Budget 2018-19	Slippage from 2017-18	Approved Additions	Revised Budget 2018-19	Actual to 30 June 2018	Forecast Outturn	Variance between Revised Budget & Forecast Outturn
Capital	£	£	£	£	£	£	£
Recycling and Organics Collection	10,000	--		10,000		10,000	--
Conservation Area Schemes - 2nd round	--	27,506		27,506		27,506	--
Refuse Vehicles	340,000	153,981		493,981	172,508	493,981	--
Depot	845,950			845,950	68,794	845,950	--
Mandatory Disabled Facilities Grants	847,299	194,283		1,041,582	127,093	1,041,582	--
Empty Properties, Discretionary DFGs, Minor Works, Home Repair Asst.	75,000	36,780		111,780	4,965	111,780	--
Total	2,118,249	412,550	--	2,530,799	373,360	2,530,799	--

REGULATORY SERVICES COMMITTEE – 23rd July 2018
DECISION LIST

6	T52	Energy Company Obligation (ECO) Statement of Intent (SOI)	<p>1) To inform Members of the criteria agreed by the Cambridgeshire Energy Partnership for the Statement of Intent relating to Energy Company Obligation;</p> <p>2) To update Members on the Warmer Homes Bid.</p>	<p>It was resolved unanimously:</p> <p>1) To agree to the Memorandum of Understanding (MoU);</p> <p>2) To note the Energy Company Obligation Statement of Intent (ECO Flex);</p> <p>3) To endorse the submission for the Warm Homes Bid</p>	Nick Wyatt, Sustainability Officer
7	T53	Approval of the Draft Health & Safety Enforcement Policy for Consultation	The Council needs to update its Health & Safety enforcement policy statement and other minor changes to the Executive's guidance.	<p>It was resolved unanimously:</p> <p>That the Environmental Services Manager be given delegated authority, in consultation with the Chairman and Vice Chairman of the Regulatory Services Committee, to agree the Health & Safety Enforcement Policy after the 6 week consultation period.</p>	Jenny Winslet, Senior Environmental Health Officer Liz Knox, Environmental Services Manager
8.	T54	Environment Strategy	To note and approve the Draft Environment Strategy	<p>It was resolved:</p> <p>That the draft Environment Strategy and associated action plan be approved.</p>	Liz Knox, Environmental Services Manager
9.	T55	Results of the Neighbourhood	To determine the future provision of neighbourhood recycling	It was resolved:	

		Recycling Centre Provision Consultation	centres in the light of a full kerbside recycling service being offered in the District, including wheelbins for dry recyclates	<ol style="list-style-type: none"> 1) That the results of the consultation be noted; 2) That the Sustainability Officer consult further with the Parish Councils who responded to the consultation and that a further report is brought to the September meeting of the Regulatory Services Committee 	Nick Wyatt, Sustainability Officer
10.	T56	Quarter 1 Performance Report for the Waste & Street Cleansing Services	To provide the Quarter 1 (April to June 2018) performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS) after the insourcing of the services on 1 April 2018	<p>It was resolved:</p> <p>That the progress made to date to consolidate and begin to improve the services being delivered; and the enhanced management arrangements put in place by the Director – Operations to accelerate the improvement progress within ECSS, be noted.</p>	Jo Brooks, Director, Operations and Strategic Advisor to East Cambs Street Scene Ltd
11.	T57	Annual Reports of Representatives on Outside Bodies	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 Regulatory Services Committee	<p>It was resolved:</p> <p>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 Regulatory Services Committee, be noted.</p>	Janis Murfet, Democratic Services Officer
12.	T58	Budget Monitoring Report	To provide Members with budget monitoring information for services under the Regulatory Services Committee	<p>It was resolved:</p> <ol style="list-style-type: none"> 1) To note that this Committee has a projected revenue underspend of £60,000 compared to its approved budget of £3,536,687; 2) To note that this Committee has a projected capital programme outturn of £2,530,799, which is in line with its capital budget for the year. 	Ian Smith, Finance Manager

13.	-	Forward Agenda Plan	To note the Regulatory Services Committee Forward Agenda Plan.	It was resolved; That the Forward Agenda Plan, and the comments made thereon, be noted.	Janis Mufet, Democratic Services Officer
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Please Note: These decisions will come into effect on **6th August 2018** 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 **30th July 2018**.



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

REGULATORY SERVICES COMMITTEE

Minutes of the meeting of the Regulatory Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on 23 July 2018 at 4.30 p.m.

P R E S E N T

Cllr Anna Bailey (Chairman)
Cllr David Ambrose Smith (as a Substitute)
Cllr Elaine Griffin-Singh
Cllr Carol Sennitt
Cllr Stuart Smith (as a Substitute)
Cllr Jo Webber
Cllr Christine Whelan (as a Substitute)

ALSO PRESENT

Jo Brooks – Director Operations
James Khan – ECSS Waste Minimisation & Fleet Manager
Liz Knox – Environmental Services Manager
Alistair Merrick – Waste Consultant
Janis Murfet – Democratic Services Officer
John Steel – Management Accountant
Jenny Winslet – Senior Environmental Health Officer
Nick Wyatt – Sustainability Officer

14. **PUBLIC QUESTION TIME**

There were no public questions.

15. **APOLOGIES AND SUBSTITUTIONS**

Apologies were received from Councillors Sue Austen, Julia Huffer and Chris Morris.

Councillors David Ambrose Smith, Stuart Smith and Christine Whelan attended as Substitute Members.

16. **DECLARATIONS OF INTEREST**

Councillor Anna Bailey declared an interest in the following Agenda Items: No 8 (Environmental Strategy), No 9 (Results of the Neighbourhood Recycling Centre Provision Consultation) and No 10 (Quarter 1 Performance Report for the Waste & Street Cleansing Services), being a Director of East Cambs Street Scene Ltd. She said that she would leave the Chamber prior to consideration of these items.

17. **MINUTES**

Further to the Minutes of the meeting held on 4th June 2018, Agenda Item 12 (Housing Update), page 9, the Chairman requested that the final sentence be amended to read:

‘... The school programme looked fantastic and the fact that some social housing was **going to people in** Band C of the housing register showed that the team was on top of the homelessness problem.’ Whereupon,

It was resolved:

That the minutes of the Regulatory Services Committee meetings held on 24th May and 4th June 2018 be confirmed as a correct record and be signed by the Chairman.

18. **CHAIRMAN’S ANNOUNCEMENTS**

Members’ attention was drawn to a copy of a flyer ‘Reducing single-use plastics in catering premises.’ Following a suggestion made at the last meeting of Committee, the flyer had been produced and would go out to all relevant businesses in the District.

19. **ENERGY COMPANY OBLIGATION (ECO) STATEMENT OF INTENT (SOI)**

The Committee considered a report, reference T52, previously circulated, which informed Members of the criteria agreed by the Cambridgeshire Energy Partnership for the Statement of Intent relating to Energy Company Obligation.

The Sustainability Officer reminded Members that East Cambridgeshire was part of a countywide energy partnership which was originally formed to deliver the Government’s Green Deal programme. The partnership had now been regenerated to provide greater opportunities in terms of attracting funding and developing projects, while allowing the Authorities to tailor projects to meet the specific demands and priorities in their area. A draft Memorandum of Understanding (MOU) setting out agreed objectives and principles of collaboration for all partners was attached as Appendix 1 to the report.

The ECO government programme was designed to reduce fuel poverty and carbon emissions and the current phase included a ‘flexible eligibility’ mechanism (ECO Flex) by which obligated energy suppliers could fulfil some of their obligations by installing energy saving measures in premises that had been declared eligible by local authorities.

Those local authorities participating in ECO Flex were required to publish a Statement of Intent (SOI), setting out the eligibility criteria they intended to use to identify households that might benefit from the scheme. It was noted that a joint SOI (attached as Appendix 2 to the report) had been developed by the Cambridgeshire Energy Partnership. It specified that to be eligible for support, households would need to meet one of the low income criteria listed, plus either one of the criteria for high heating costs or one for vulnerability to cold.

Proposals had been developed by the Partnership to submit a bid for Warm Home Funding (WHF); this would allow more vulnerable households in Cambridgeshire to have energy efficiency measures installed at low or no cost. The funding obtained via the ECO Flex programme would be used to support the Partnership's application and it was intended to submit the bid before the Round 2a deadline on 28th September 2018. The bid would be for an 18 month project running from November 2018 to April 2020, installing first time central heating systems in households in both social and privately owned housing.

It was further noted that Sanctuary Housing was also working with the Partnership to include 100 – 150 social housing sector homes across the county, targeting fuel poor residents. Using a combination of ECO Flex and WHF, it was intended that installations for private sector housing would be 100% funded.

Councillor Ambrose Smith asked if charity properties would be included in the scheme and the Sustainability Officer replied that they would not. The Chairman then asked if individual tenants could apply and was advised that they could, if they qualified.

Councillor Webber enquired whether Sanctuary would be allocated a pot of funding for their homes and the Sustainability Officer replied that they had been invited to submit a list which would go forward to Warm Homes Funding. Sanctuary would manage the project but any tenants could contact the Council and they would be taken through the process.

It was resolved unanimously:

- 1) To agree to the Memorandum of Understanding (MoU);
- 2) To note the Energy Company Obligation Statement of Intent (ECO Flex);
- 3) To endorse the submission for the Warm Homes Bid

20. **APPROVAL OF THE DRAFT HEALTH & SAFETY ENFORCEMENT POLICY FOR CONSULTATION**

The Committee considered a report, reference T53, previously circulated, that informed Members of the need for the Council to update its Health & Safety Policy in line with the Health & Safety Executive's enforcement policy statement and other minor changes to the Executive's guidance.

The Senior Environmental Health Officer reiterated that the Health & Safety Executive required the Council to have an enforcement policy that was in line with its own enforcement policy statement.

The policy was last updated in 2015 and no responses were received during the 12 week consultation period. As the amendments to this revised policy were of a minor nature, it was therefore suggested that a 6 week consultation period with relevant stakeholders and the general public would provide sufficient time for comment.

The Chairman thought it would be useful to have the tracked changes left in the document so that all could see them and she added that at the County Council, amendments were underlined and new additions to a document were highlighted in bold type. As these amendments were of a very minor nature, she felt that unless any fundamental changes were required, it would be overly bureaucratic to bring the Enforcement Policy to come back to Committee again.

The Chairman duly proposed and the Committee agreed that paragraph 2.1.2 be amended to read:

‘Delegate the authority for agreeing the Policy to the Environmental Services Manager in consultation with the Chairman **and Vice Chairman** of the Regulatory Services Committee **after** the 6 week consultation period.’

It was resolved unanimously:

That the Environmental Services Manager be given delegated authority, in consultation with the Chairman and Vice Chairman of the Regulatory Services Committee, to agree the Health & Safety Enforcement Policy after the 6 week consultation period.

At this point, the Chairman stated that as she was leaving the Chamber before consideration of Agenda Items 8, 9 and 10 and the Vice Chairman was not present, it would be necessary to elect a Chairman for the duration of these items.

It was duly proposed, seconded and agreed that Councillor David Ambrose Smith should assume the Chair in her absence.

Councillor Bailey left the Chamber and Councillor Ambrose Smith assumed the Chair.

21. **ENVIRONMENT STRATEGY**

The Committee considered a report, reference T54, previously circulated, from which Members were asked to note and approve the Draft Environment Strategy.

The Environmental Services Manager introduced her report by reminding Members that the Strategy was a public facing document which set out what the Council was doing to ensure it provided opportunities for residents, businesses and visitors to contribute to improving the environment and reducing the amount of waste produced across the District.

Successful implementation would be achieved by continuing to work in partnership with residents, businesses, Parish Councils and with East Cambs Street Scene Ltd.

The Council was proud of its achievements over recent years that had had a positive impact on the environment. Following the introduction of the wheeled bin recycling collections, the percentage of waste recycled had risen and as a

result, the Council had moved from 257th out of 320 English Councils to 26th position.

In April 2018 waste collection and Street Cleansing Services were transferred to East Cambridgeshire Street Scene Ltd and in the first few weeks of transfer, a backlog of fly tipping incidents were cleared. Procedures had been reviewed and implemented to ensure an improved response and clean up times for fly tipping on public land.

Members noted that links to the Council's website were still to be added to pages 11 and 13 of the Strategy document; the percentages in paragraph 2.2 on page 26 required correction, and the formatting on page 42 was to be changed.

Councillor Whelan thanked the Environmental Services Officer for all her work on the document, but said that it seemed to her to be more like a plastics strategy. She asked whether there were any plans to include the conservation of resources or to add in flooding, as the latter was particularly important to this area. The Environmental Services Manager replied that the Strategy was a first draft and could be added to; the points raised could be examined and included on an 'as and when' basis.

Councillor Smith expressed his appreciation that the Strategy contained references to dog fouling and fly tipping, saying that these two issues were a particular problem in Haddenham.

In response to a question from Councillor Webber about how zoning was calculated, the Waste Consultant explained that it went back to the Environmental Protection Act. The more populated areas of the District, such as Ely, Soham and Burwell would be in Zone 1; Zone 2 would include some parts of Ely, and the smaller villages would fall within Zone 3. Parish Councils would also have a role to play in the process.

Councillor Whelan enquired about the numbers of households requesting a second blue bin. The Sustainability Officer replied that 582 requests had been received since April 2018. Given that there were approximately 34,000 – 36,000 households in the District, this did not appear to be a very high number, but the initiative was still in its very early stages.

Councillor Ambrose Smith commented that while the indication was that second blue bins were going to the higher performing areas such as Burwell and Ely, the lower priority areas should be encouraged to participate in the scheme. The Director, Operations added that it was being promoted as much as possible; she believed it would gather momentum and she was very pleased with the results.

Councillor Smith asked about the numbers of bins being kept in stock and the Director assured Members that there were plenty because between 10 and 15 requests were being received each day.

It was resolved unanimously:

That the draft Environment Strategy and associated action plan be approved.

22. **RESULTS OF THE NEIGHBOURHOOD RECYCLING CENTRE PROVISION CONSULTATION**

The Committee considered a report, reference T55, previously circulated, regarding the future provision of neighbourhood recycling centres in the light of a full kerbside recycling service being offered in the District, including additional wheelbins for dry recyclates.

The Sustainability Officer reminded Members of the background to the issue, saying that the contractors providing the bring bank services wished to pull out because it was uneconomic for them to continue. A limited service was still being provided but the Council had been given notice that it would soon cease.

It was noted that the current cost to the Council for this service was £15,398.48 per annum, and following the introduction across the District of kerbside recycling, the tonnage of recyclates being recovered from bring banks had fallen substantially.

Members had therefore requested an options appraisal regarding future provision, including a consultation exercise with residents. Paragraph 3.7 of the report set out the three questions:

- Option 1 – Should the Council remove all bring banks except textiles at the earliest opportunity?
- Option 2 – Should the Council provide an in-house combined service to a limited number of sites using ECDC banks and vehicles?
- Option 3 – Should the Council provide an in-house combined service at all sites using ECDC banks and vehicles?

Consultees were also asked if they would be prepared to contribute to the increased cost of providing the service in house, if Option 2 or 3 was selected.

The outcome of the consultation showed that the majority of consultees agreed with more than one option and of the nine Parish Councils that responded, seven confirmed that they were not prepared to commit funds to retaining a bring bank. Littleport Parish Council had requested that irrespective of the consultation outcome, all bring banks in Littleport be removed.

The Director, Operations said she was unsure about the right questions having been asked as the responses received presented a somewhat confusing picture. She suggested that the Sustainability Officer should undertake another piece of work and approach the Parish Councils who had responded to ascertain whether they wanted to retain the bring banks and were willing to pay for them.

Councillor Ambrose Smith concurred, adding that if Ward Members could also be consulted everyone would have an appreciation of the costs. Officers could then bring another report to Committee which would help Members to make an informed decision.

It was resolved unanimously:

- 1) That the results of the consultation be noted;
- 2) That the Sustainability Officer consult further with the Parish Councils who responded to the consultation and that a further report is brought to the September meeting of the Regulatory Services Committee.

23. **QUARTER 1 PERFORMANCE REPORT FOR THE WASTE AND STREET CLEANSING SERVICES**

The Committee considered a report, reference T56, previously circulated, which provided the Quarter 1 (April to June 2018) performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS) after the insourcing of the services on 1st April 2018.

The Director, Operations said that while some inroads had been made into improving the service, the first quarter provided an opportunity to review the team, policies and procedures. It also gave the crew a voice to make known their views before new and better ways of working were implemented.

She had inherited an under resourced and demoralised crew with very few records, policies or procedures, and those that were in place were mainly inaccurate. However, she saw this as a positive because it meant that she had a clean sheet from which to introduce, implement and monitor best practice with ambitious stretch targets that were far higher than those required by Veolia.

A supplementary note setting out an updated overview of outstanding service requests as at 20th July 2018 was tabled at the meeting.

The Director continued, saying that she was as disappointed as Members that the figures were woefully inadequate. However, things were already improving and small but significant differences were starting to show. Underlying issues were now being addressed and new and better ways of working were being introduced to improve the service to residents and make the District beautiful once more.

This first quarter was disappointing but not unsurprising, and she hoped to be nearer the ambitious stretch targets she had set the services for the second quarter.

Councillor Ambrose Smith asked if the operatives were reporting the functions that other partners were not fulfilling and if this was communicated upwards. The Director replied that the crews reported directly to the Assistant Manager; they had daily round sheets and there was provision for such detail to be included on them. Both she, the ECSS Waste Minimisation & Fleet Manager and the Assistant Manager would have no hesitation in highlighting any issues.

The Waste Consultant reminded the Committee that it would take a bit of time to put right the current unstructured work process, but it would be achieved.

Councillor Whelan was pleased to see that issues had been identified and were being addressed and she asked how ECSS compared with other waste services. The Waste Consultant said that each company had its own methods but the high performing companies tended to base their stretch targets on the same criteria.

Councillor Whelan next raised the issue of working practices, saying that pre-7.00am, some crews were blocking roads when collecting the waste, and this was causing problems for people setting off for work etc. The Waste Consultant replied that the workforce would need to be re-educated regarding their relationship with customers; The Waste Minimisation & Fleet Manager was very experienced in handling such matters and he would be happy to hear of any issues. Councillor Webber added that she thought the service was 100% better and that the crews did make an effort to let people come past their vehicles. The public should be encouraged to report any problems, but via the self-service system rather than phoning in.

Councillor Griffin Singh wished to know who was now dealing with the removal of graffiti and the Director said she was looking at which service it should go to. At the moment it fell within the remit of Waste, but it was an issue of antisocial behaviour and links had been built with the Police. She wondered whether Housing should co-ordinate it under the Community Safety umbrella, with the Depot removing the graffiti, as Community Payback Teams, who currently dealt with it, were not always the most reliable.

The Chairman thanked the Director for putting the document together, and there being no further comments or questions,

It was resolved:

That the progress made to date to consolidate and begin to improve the services being delivered; and the enhanced management arrangements put in place by the Director – Operations to accelerate the improvement progress within ECSS, be noted.

At this point, Councillor Bailey returned to the Chamber and resumed the Chair for the remainder of the meeting.

24. ANNUAL REPORTS OF REPRESENTATIVES ON OUTSIDE BODIES

The Committee considered a report, reference T57, previously circulated, regarding 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 Regulatory Services Committee.

Councillor Whelan enquired about the issues encountered by RECAP. In the absence of Councillor Huffer (the Council's representative on the RECAP Board), the Director stated that the local authorities had pooled their resources to ensure that waste was disposed of as cost effectively as possible. There had been some problems with AmeyCespa in connection with contaminated recycling.

Councillor Whelan next asked how other Members knew what was happening with the outside bodies. The Democratic Services Officer explained that now the annual review had been completed, the Outside Bodies Booklet would be published on the Council's website and the link circulated to all Members and Service Leads.

It was resolved:

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 Regulatory Services Committee, be noted.

25. **BUDGET MONITORING REPORT**

The Committee considered a report, reference T58, previously circulated, which provided Members with budget monitoring information for services under the Regulatory Services Committee.

The Management Accountant drew Members' attention to paragraph 3.4 of the report which showed a projected underspend of £60,000 on the net revenue expenditure of £3,476,687 for the Committee.

With slippage from 2017/18 having been added to the revised capital budget, it was anticipated that expenditure would be in line with the budget.

It was resolved:

- 1) To note that this Committee has a projected revenue underspend of £60,000 compared to its approved budget of £3,536,687;
- 2) To note that this Committee has a projected capital programme outturn of £2,530,799, which is in line with its capital budget for the year.

26. **FORWARD AGENDA PLAN**

The Committee noted the forward agenda plan and that a further report on the Neighbourhood Recycling Centre Provision Consultation would come to the September 2018 meeting.

It was resolved;

That the Forward Agenda Plan, and the comments made thereon, be noted.

The meeting concluded at 5:32pm.