

## **Agenda Item 4(a)**

Minutes of a meeting of the Operational Services Committee  
held in the Council Chamber, The Grange, Nutholt Lane, Ely on  
Monday 21 March 2022 at 4:30pm

### **P R E S E N T**

Cllr David Ambrose Smith (Vice-Chairman in the Chair)  
Cllr Christine Ambrose Smith  
Cllr Anna Bailey (Substitute for Cllr Huffer)  
Cllr Lis Every  
Cllr Mark Inskip  
Cllr Alec Jones  
Cllr Joshua Schumann  
Cllr John Trapp  
Cllr Paola Trimarco  
Cllr Jo Webber  
Cllr Christine Whelan

### **OFFICERS**

Emma Grima – Director, Commercial  
Ian Smith – Finance Manager  
Tracy Couper - Democratic Services Manager  
Stephanie Jones – Communities and Partnerships Support  
Officer  
Richard Kay – Strategic Planning Manager  
James Khan – Head of Street Scene  
Victor Legrand – Senior Leisure Services Officer  
Elizabetha Knox – Environmental Services Manager  
Angela Parmenter – Housing & Community Safety Manager  
Rebecca Saunt – Planning Manager  
Craig Smith – Building Control Manager  
Annette Wade – Customer Services Manager  
Karen Wright – ICT Manager

### **IN ATTENDANCE**

Paul Remington – Chairman, East Cambs Street Scene  
Nigel Ankers – Finance Manager, East Cambs Street Scene

#### **50. PUBLIC QUESTION TIME**

There were no public questions.

#### **51. APOLOGIES AND SUBSTITUTIONS**

Apologies for absence were received from Cllr Julia Huffer and Cllr Anna Bailey was acting as Substitute Member.

## **52. DECLARATIONS OF INTEREST**

Councillors David Ambrose-Smith and Jo Webber declared an interest in agenda item 10, as Trustees of Littleport Leisure Centre, but stated that they would take part in the discussions and voting, as the item related to general grant criteria only.

## **53. MINUTES**

The Minutes of the meeting of the Committee held on 15<sup>th</sup> November 2021 were received. A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes. In response to a further question by a Member, the Director, Commercial provided a copy of the insert in the Council Tax Billing on the Community Advice Bus.

The Chairman highlighted a correction required to the last sentence of paragraph 4 of Minute 40 on the Housing and Community Advice Service – Update on Impact of Covid-19 to read ‘stated’ not ‘started’. A Member referred to a further amendment to the final paragraph of the same item on page 4 to refer to Councillor Christine Ambrose-Smith rather than Councillor Every and herself as representatives on Sanctuary HA.

It was resolved:

That the minutes of the meeting held on 15<sup>th</sup> November 2021 be confirmed as a correct record and be signed by the Chairman, subject to the above amendments.

## **54. CHAIRMAN’S ANNOUNCEMENTS**

The Chairman announced that a Member Seminar on the Model Housing Survey would take place on 28 April 2022 via Zoom. He also announced that Paul Remington and Nigel Ankers were present at the meeting to answer any questions relating to the ECSS Business Plan.

## **55. EAST CAMBS STREET SCENE (ECSS) BUSINESS PLAN 2022/23**

The Committee considered a report, W154 previously circulated, containing the East Cambs Street Scene Ltd (ECSS) Business Plan for 2022/23. The Head of Street Scene reported that the current year had presented many challenges due to Covid-19 and the shortage of HGV drivers, etc, but staff had worked tirelessly to deliver the best service possible in the very difficult circumstances. Whilst dwindling to some extent, a number of these challenges would continue into the forthcoming year. The ECSS Finance Manager then summarised the headlines of the financial strategy for the forthcoming year and stated that active Budget monitoring would take place throughout the year.

The recommendation in the submitted report to approve the Business Plan was proposed and seconded by Councillors David and Christine Ambrose-Smith.

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

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

A number of questions were asked on the training Budget regarding the adequacy of the allocation in the light of the position on HGV driver training, the ability to offer spare training places to neighbouring Councils. The Head of Street Scene confirmed that he considered the funding to be adequate, explained the processes for driver training and agreed to consider the possibility of offering spare training places to neighbouring Councils. A Member highlighted funding for such training available from the Combined Authority.

Questions were asked on Social Media engagement and the ambitiousness of the targets set in relation to this. The Head of Street Scene stated that this was in the early stages of development and what were considered to be realistic targets had been set in the light of this, but these would be reviewed in the light of experience.

With regard to the A to Z tool, a Member commented that it would be useful for Committee Members to receive a quarterly data report.

In response to a question on comparator information on pay grades, the Head of Street Scene confirmed that regular reviews against other authorities were undertaken and ECSS was currently comparable with other authorities within the County.

With regard to the proposal to consider further commercial opportunities, a Member commented that ECSS needed to avoid direct competition with other small providers within the District in areas such as wheeled bin cleaning services. The Head of Street Scene explained that the intention was to consider areas of unmet demand, rather than to compete with services already in existence.

A question was raised on investigations regarding Electric and Hydrogen refuse vehicles in the light of the Council's Climate Change agenda, and the Head of Street Scene reported that this was reviewed on an ongoing basis to look to find an effective solution for a rural district like East Cambridgeshire, including the possibility of interim solutions such as HVO fuel.

Questions were raised regarding the Bulky Waste Collection service which were responded to by the Head of Street Scene. He confirmed that this Council's charges compared favourably with other authorities locally, there was good demand for the service and no evidence of a link to fly-tipping in the district.

A Member queried if there had been changes to the type and volume of waste during the various Covid-lockdown periods and if this had affected operating practices. The Head of Street Scene stated that whilst volumes had increased, resulting in more visits to the tip for some rounds, this had been cancelled out to a large extent by the quieter roads.

In response to a question regarding graffiti removal, the Head of Street Scene explained that no charge was made for the removal of offensive graffiti on privately owned property and was provided at cost to businesses for other types of graffiti. He was not aware of any instances of businesses querying or declining to use the service due to cost.

With regard to the challenges faced by and regarding staff, a Member suggested that some form of staffing turnover data and regular staff feedback/engagement surveys should be undertaken over the next year. In addition, the staffing risks needed to be reflected and quantified in the Risk Assessment.

However, Members of the Committee acknowledged the challenging period over the past year and requested that their recognition be placed on record for the outstanding effort of the ECSS workforce to deliver the best service possible to local residents. The District remained in the top quartile for recycling and ECSS delivered a high quality and excellent value for money service.

It was resolved (unanimously):

That the ECSS Business Plan 2022/23 attached at Appendix 1 to the submitted report be approved.

#### **56. BUDGET MONITORING REPORT**

The Committee considered a report, W155 previously circulated, which provided details of the financial position for services under the remit of the Operational Services Committee.

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

It was resolved:

- i) That the Committee's projected year end underspend of £182,500 when compared to its approved revenue budget of £5,558,994, be noted.
- ii) That the Committee's overall position on Capital as a projected outturn of £666,744, which is £2,654,550 lower than its revised budget, be noted.

#### **57. SERVICE DELIVERY PLANS 2022/23**

The Committee considered a report, W156 previously circulated, containing the Service Delivery Plans for Services within the remit of this Committee.

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

Questions/comments were raised in relation to the individual Service Delivery Plans and responses given as follows:

### Customer Services

Members commended the quality and range of services provided by Customer Services staff, but a Member queried whether the long, recorded preamble at the start of telephone calls to the Council could be shortened/simplified.

A Member queried who was responsible for updating the Covid-related pages on the website and the Customer Services Manager confirmed that this was undertaken by the Webteam and would be updated in the near future.

### ICT

A Member queried whether there was sufficient resourcing in ICT in the light of the increased level of remote working due to Covid and the outcome of the Cyber Security audit. It was reported that this would be reviewed to ensure sufficient capacity.

A Member queried what additional action had been taken in response to the guidance issued by the National Cyber Security Centre to improve resilience with the heightened cyber threat following Russia's attack on Ukraine. The ICT Manager reported that on-line Cyber Security training had been rolled-out to all staff.

A Member commented on the need to test the Disaster Recovery Plan and meet the quarter 1 Plan.

### Communications

In response to a question on the key organisations that the Communications Team interacted with in this age of digital and social media, it was reported that a written response would be provided.

The Chairman commended the return and quality of the Service Delivery Plans. A Member referred to the importance of 6 month review reports.

It was resolved (unanimously):

That the following Service Delivery Plans attached at Appendix 1 to the submitted report be approved:

- i. Building Control
- ii. Communities & Partnerships
- iii. Customer Services
- iv. Environmental Services
- v. Licensing
- vi. Housing & Community Advice
- vii. Information Technology
- viii. Leisure Services

- ix. Planning
- x. Communications
- xi. Waste

**58. ECDC ENVIRONMENT POLICY & 'INVESTORS IN THE ENVIRONMENT' (iiE) PROGRAMME**

The Committee considered a report, W157 previously circulated, to consider whether the Council should adopt an overarching Environment Policy and endorse the new 'Investors in the Environment' programme.

The Strategic Planning Manager explained the nature of the draft Environment Policy, as a high-level mission statement sitting above the Council's Climate Change Action Plan, and the nationally-recognised iiE accreditation programme.

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

Members commended the draft policy and sign-up to the iiE accreditation programme, as providing focus and structure to the Council's Climate Change work. However, the Council needed to make sure it was explicit in what it meant by its target of truly net zero.

Other Members commended the 'location-based' approach of this Council to carbon emissions reporting, rather than market-based (including offsetting) reporting which some authorities use.

It was resolved (unanimously):

That the Committee:

1. Adopts the Environment Policy, as attached at Appendix A to the submitted report.
2. Welcomes the commencement of an 'Investors in the Environment' (iiE) accreditation programme for East Cambridgeshire District Council and asks all Members and Officers to contribute to activities that will help to achieve successful accreditation.

**59. COMMUNITY SPORTS FACILITY GRANTS SCHEME 2022-25**

The Committee considered a report, W158 previously circulated, detailing draft criteria for the Community Sports Facility Grants Scheme 2022-25.

The Senior Leisure Services Officer explained the proposed process and criteria for applications and the award of grants following approval of a £300,000 fund at full Council on 22 February 2022.

A Member highlighted the other grant funding sources available to such sports facilities and asked if this scheme would link-in with these. The Senior Leisure Services Officer confirmed that this would be the case and it was not the intention

for the Council to be the sole funder of projects but for them to evidence other partnership funding.

Members referred to the fact that only facilities open for 30 hours per week or more were eligible for this grant and asked whether it was intended to have a similar fund and scheme for smaller community sports facilities. The Senior Leisure Services Officer stated that this was possible, if requested by the Committee/Council.

The Chairman highlighted the fact that grant applications would be submitted to this Committee for approval.

It was resolved (unanimously):

1. That approval be given to the Community Sports Facility Grants Scheme 2022-25 as set out in Appendix 1 to the submitted report.
2. That the Senior Leisure Services Officer, in consultation with the Chairman of the Committee, be authorised to make minor revisions to the Scheme necessary for clarity of presentation.

*Councillor Trimarco left the meeting at 6pm and did not return.*

## **60. YOUTH ACTION PLAN PROGRESS UPDATE**

The Committee considered a report, W159 previously circulated, detailing progress on the East Cambridgeshire Youth Action Plan 2021-24.

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

A Member queried if efforts were being made to increase and widen the areas represented on the Youth Advisory Board and the Communities and Partnerships Support Officer confirmed that this was the case. It was also reported that work was being undertaken with the Communications Team to signpost the Youth Services webpages on Social Media.

Members commended the progress made to date and encouraged all Members to connect with and support local youth projects/organisations in their Parishes, particularly in the light of the low attendance at a recent Member seminar on the issue.

In response to a question by a Member, the Communities and Partnerships Support Officer explained the current position on the analysis of the responses from the Survey on the impacts of Covid-19 on local young people.

It was resolved:

That progress made against the East Cambridgeshire Youth Action Plan be noted.

**61. QUARTER 3 PERFORMANCE REPORT FOR WASTE & STREET CLEANSING SERVICES**

The Committee considered a report, W160 previously circulated, detailing the quarter 3 Performance for Waste & Street Cleansing Services by ECSS for the period October to December 2021.

Members commended the resilience and determination of staff to address the challenges of Covid, the shortage of HGV drivers, Christmas/New Year period collection changes and collection round re-configuration.

A Member raised questions on arrangements for the emptying of dog waste bins and the provision of reporting stickers on bins, which were responded to by the Head of Street Scene.

In response to a question as to when data on recycling rates would be available, the Head of Street Scene reported that it was hoped that this would be provided by Amey/CCC/Central Government by the end of the current financial year.

A Member queried when it was anticipated that ECSS would be back on track with regard to the various performance indicators, particularly in relation to street cleansing. The Head of Street Scene stated that this was a key area of focus and it was hoped that a position of stability could be reached by the end of quarter 1 in the new year, staffing availability and Covid-permitting.

It was resolved:

That the quarter 3 Performance Report for Waste & Street Cleansing Services by ECSS for the period October to December 2021 be noted.

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

The Committee received a Memorandum on action taken on the grounds of urgency regarding renewal of the Public Space Protection Order (PSPO) for Dog Fouling. The Liberal Democrat Spokesperson on the Committee stated that he had not received notification of the making of the decision in accordance with the Constitution and queried why the urgent action had been required, since the date of expiry of the PSPO was clearly defined.

It was resolved:

That the action taken on the grounds of urgency be noted.

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

It was resolved:

That the Minutes of the ARP Joint Committee meeting held on 7 December 2021 be noted.

**64. FORWARD AGENDA PLAN**

The Committee received its Forward Agenda Plan. The Chairman reported the cancellation of 11 July 2022 Committee meeting.

A Member highlighted the following 2 items for inclusion on the Agenda Plan:

- Environmental Action Plan – June meeting
- 6 month monitoring report on Service Delivery Plans – November meeting

It was resolved:

1. That the Forward Agenda Plan and cancellation of 11 July 2022 Committee meeting be noted.
2. That the Environmental Action Plan be added to the Agenda Plan for the June meeting of the Committee and the Chairman and Lead Officer for the Committee discuss the requirement for a 6 month monitoring report on Service Delivery Plans to be submitted to the November meeting of the Committee.

The meeting concluded at 6:35pm.

Chairman:.....

Date:

**OPERATIONAL SERVICES COMMITTEE  
21 MARCH 2022  
QUESTIONS FROM MEMBERS OF COMMITTEE**

**ITEM 4 – MINUTES OF THE MEETING HELD ON 15 NOVEMBER 2021**

**Questions from Cllr Inskip:**

Page 3, Minute 40: Were the breakdown of the details of the 160 refused applications for discretionary Covid isolation payments circulated to Committee Members?	This information will be shared with Members this week.
Page 4, Minute 40: Has the Sanctuary Members' Seminar been timetabled by officers and when will it take place?	It was discussed that Sanctuary could be invited to form part of the Housing Model Seminar which was due to take place on 10 March 2022. Due to external availability a new seminar date is being sought.
Page 4, Minute 41: What was the outcome of the Director Commercial's discussions regarding the suggestion from a Member to include details of the Community Hub Bus schedules in the Council Tax Bill mailings?	The Community Advice Bus was referenced in the 'Supporting Your Community' leaflet which was an insert in the Council Tax Billing mailings. A link to the timetable was provided.
Page 5, Minute 41: Has the Housing and Community Advice Manager provided Members of the Committee with a summary of the Customer Satisfaction Survey results?	This has now been provided (today 21 March 2022).
Page 5, Minute 42: Should read "The Planning Manager" not "The Planning Manger".	Noted. This will be reflected in the final minutes.
Page 9, Minute 49: Reference is made to a Member Seminar on the Youth Strategy on 10 March. Did this happen as planned, was it cancelled or is it being re-scheduled?	An East Cambs Youth Provision Seminar was facilitated by the CSP's Youth Task and Finish Group on 16 <sup>th</sup> November 2021 which all Members were invited to attend. This is an error in the minutes and should say 'Housing Model Seminar' on 10 March.

## ITEM 6 – ECSS BUSINESS PLAN 2022/23

### Questions from Cllr Inskip:

Appendix 1, page 3: Is the mission statement really to make a profit on services or to deliver value for money?	The service's main priority is to deliver a high-performing, cost-efficient service. By expanding into commercial activities, ECSS seeks to turn a profit.
Appendix 1, page 6: Why has the "Successful completion of bin deliveries within 10 working days" consistently fallen well below the 92% target?	Staff and vehicle shortages and delays in supplier deliveries.
Is the "Increase in social media presence" sufficiently ambitious when there are around 55,000 adult Facebook users and 403 therefore represents 0.73% or 1 in 136?	As ECSS's Facebook page is in its infancy, working towards achievable targets rather than ambitious remain the priority while the page finds its feet.
Does the "Increase in social media presence" rely on organic growth or has paid promotion been included in the strategy?	Specific paid promotion has not been included, with the page relying mainly on organic growth, however, as and where necessary to achieve the desired results, paid promotion will be used.
What data is available on staff turnover and can this be reported on a quarterly basis?	There is currently no suitably reportable staff turnover data to report on, however, this can be included within quarterly reports.
Does ECSS conduct any form of employee engagement survey to measure workforce morale and if yes what are the latest results?	There is currently no live staff survey, however, ECSS is liaising with the Council's Comms Manager to produce something suitable.
Appendix 1, page 7: What data analytics are available for the new A to Z tool and can these be shared?	There is currently no suitably reportable data on the A – Z tool. However, data can be gathered and included within a quarterly report.
Appendix 1, page 7: The statement "we now offer the highest starting salary we can, from day one" implies an upper limit to the starting salary. Why is there a limit? And does this prevent ECSS from offering a rate that is competitive in the market?	All ECSS employees were moved to the top of their pay grades in October 2021, therefore enabling the company to offer the highest salary for any given position from day one of employment. All of ECSS's current rates are comparable to other authority providers within Cambridgeshire and Peterborough area.

<p>Appendix 1, page 8: What remaining COVID-19 restrictions are preventing the development team from attending any local events?</p>	<p>There are no COVID-19 restrictions preventing this. Current staff vacancies are however restricting these operations.</p>
<p>Appendix 1, page 9: Why can employee pay grades not be reviewed in order to allow further increases, if appropriate, based on performance appraisals?</p>	<p>As above, all employees are at the top of their respective grades. Additional work will be required to review and implement any financial reward, linked to performance appraisals.</p>
<p>Appendix 1, page 10: What is the current assessment of the economic situation within the district regarding the viability of introducing commercial collection rounds?</p> <p>What elements of cleansing services are being offered to larger commercial business and land owners?</p> <p>Is there an unmet demand in the market for a wheeled bin cleaning service in the district or would the proposed ECSS service be taking business away from existing small businesses?</p>	<p>Full assessment data is not currently available to determine this.</p> <p>Litter and Dog bin collection, street sweeping, litter picking, weed control.</p> <p>Comments are consistently raised surrounding the condition of bins after use, highlighting a need for a service of this nature. We are not currently aware of any existing businesses; however, this information would be included in any future business plans.</p>
<p>Appendix 1, page 11: What research has been conducted into Zero Emissions vehicles which could replace the current vehicles when the government's waste strategy allows, for example electric and green hydrogen vehicles?</p>	<p>Alternative fuels are constantly reviewed, with ECDC learning from other authorities who have already moved somewhat into these forms.</p> <p>Investigation into alternative fuels (HVO) has also been ongoing in a bid to possibly provide an alternative carbon reduction where electric and hydrogen are not plausible.</p>
<p>Appendix 1, page 12: What financial savings will be made from the reconfiguration of rounds and the reduction in fuel costs in the next financial year?</p>	<p>This is heavily dependent on fuel price fluctuations. Approximate savings based on average 6 months costs is circa £5000.</p>
<p>Appendix 1, page 22: Why is there only a vehicle cost for refuse vehicles but not for vehicles used for recycling or green waste collections?</p>	<p>There is no outstanding dept repayment of the vehicles used for recycling and green waste collections, therefore there is no associated figure.</p>

<p>Why are the fuel costs split equally between refuse, recycling and green collections when there are more rounds for refuse compared to recycling and green collections?</p> <p>Why is there a vehicle depreciation cost? I understand the vehicles were owned by ECDC.</p>	<p>Across an average two-week period, there are equal number of rounds across all service streams, therefore requiring equal fuel usage.</p> <p>The value assigned to “vehicle depreciation” is linked to a vehicle owned by ECSS.</p>
<p>Appendix 1, page 24: Why is there no risk captured for staff turnover or recruitment challenges?</p> <p>Why are risks only classified as ‘Likely’ and ‘Unlikely’ rather than using a probability scale similar to that used by ECDC?</p> <p>Appendix 1, page 31: Under “Weaknesses’ what is meant by “Technologically disadvantaged”?</p>	<p>Recruitment challenges and staff turnover are captured within the SWOT analysis.</p> <p>This is the scale ECSS uses.</p> <p>ECSS, compared to other neighbouring authorities, are not using the same degree technology to assist with services, like in-cab technology.</p>

**Questions/comments from Cllr Trapp:**

<p>Page 4: I suspect there is a misuse of the word 'exponentially' here.</p>	<p>ECSS growth in presence, service delivery and efficiency has increased substantially year on year for the past three years.</p>
<p>Page 6 (and similar for Item 12): Does Quarter 3 include some of the period during which there was a suspension of green waste collection? If so, I am surprised that a performance figure of 99.86% was attained.</p>	<p>The suspension of green waste started on 13 December 2021, three weeks at the end of quarter 3. The performance figure refers to scheduled collections and does not include collections during the time of pre-scheduled suspension.</p>
<p>Page 10: While one applauds ECSS striving for more business, the wheeled bin cleaning service will require more employees and by all accounts they are in short supply. The core business must be waste collecting and street cleansing. Won't the bin cleaning put private companies and individuals who do this now out of business? Don't we want to support private enterprise?</p>	<p>This commercial opportunity is dependent on investigation and legitimacy of success. A Board report will be submitted before any implementation. This report will look at staffing and resource requirements, ensuring it would not add additional strain on existing services with its presence. Additionally, the report will identify any existing small enterprises covering this corner of the market.</p>

<p>Page 22: The split of costs across the four service areas seems totally arbitrary, even pointless. Whilst one could consider the Management and Administrator costs to be shared equally between the four service areas, there are many budget lines where there must be a difference in costs between the four areas, such as Vehicle costs, Fuel, Insurance, Core staffing, etc. Which budget line incorporates the rental of the vehicles from ECDC? It would be preferable if there were a column with the previous year's budget, revised or not, for comparison.</p>	<p>The budget line “Vehicle Debt Repayment” highlights the rental costs ECSS pays to ECDC for the provision of vehicles. No figures are included under recycling and green as the vehicles used on these services have no written down value remaining. Many budget lines are split equally as equal resource and commitment is given to each service. Across a two-week period, the average numbers of vehicles are used for each collection service, bringing fuel, insurance, staffing, vehicle maintenance costs etc in line.</p>
<p>Page 24 ff: Most risk assessment has more gradations than the two given here. For example, A2 is not only 'Unlikely', but 'Impossible' as the management fee will be adjusted ECDC.</p>	<p>“Impossible” risk marks have not been used as consideration needs to be given to many factors before committing any additional funding. It would be unwise to use absolutes in these circumstances.</p>

## ITEM 7 – BUDGET MONITORING REPORT

### Questions from Cllr Inskip:

<p>Page 1, Community Projects &amp; Grants: What reduction has there been in grant applications for facilities improvements compared to the period before COVID-19?</p> <p>What actions have been taken to promote the availability of grants to those organisations that could potentially benefit?</p>	<p>There was a decline in grants awarded in 2020/21 compared to 2019/20 (pre-COVID-19), however in 2021/22, to date, there has been an increase in grants awarded, with some awarded as recently as March 2022.</p> <p>Additional pro-active engagement has taken place e.g. individual parish councillors have been sent details of the grant in addition to sending them to parish clerks.</p>
<p>Page 2, Homelessness: What impact has there been to service level from the redeployment of staff onto COVID-19 projects? And if replacements being recruited what happens to redeployed staff when the COVID-19 projects come to an end?</p>	<p>There is no impact as staff were not redeployed.</p>

## ITEM 8 – SERVICE DELIVERY PLANS 2022/23

### Communities and Partnerships Service Delivery Plan

#### Questions from Cllr Inskip:

When was the last Parish Conference held?	2 March 2020
What consideration has been given to a virtual conference to avoid the impact of COVID-19 restrictions?	A parish conference was planned to take place in November 2021 on the topic of Climate Change however due to COVID-19 risks at that time following a risk assessment, a decision was made to postpone the event. A virtual conference was considered instead however due to the specific aspects of the agenda such as networking and pledge signing, it was agreed that a face to face event would be more impactful.
When will the next Parish Conference be held?	3 May 2022 and soon to be promoted.

### Information and Communication Technology Services Service Delivery Plan

#### Questions from Cllr Inskip:

Will the council continue to maintain an on-premise Exchange server once all email accounts have been moved to Office 365?	Yes, as the Council previously had on-premise exchange server, a hybrid migration was needed, this required the existing server to remain on-premise with its only role being the transport service.
When was the Council's Disaster Recovery Plan last tested?	Due to priorities relating to COVID, a full test has not been done on the new Disaster Recovery Plan, however, elements of it have been tested on an ad hoc basis.
When will the Council's Disaster Recovery Plan next be tested?	A full test will be carried out by the end of the first quarter of 2022/23.
How many actions are still open from the council's cyber-security audit, what are they and when will these be closed?	6 actions remain open and are due to be completed by the end of the first quarter of 2022/23; Monitoring Strategy, Disaster Recovery Plan Test, Cyber

	Essentials, Patch Policy, Instant Management Plan and Password Security (storage) Management.
What steps has the council taken to boost its cyber-security in response to the advice issued by the NCSC on 3 March in following Russia's attack on Ukraine?	Replaced the end point security Maintain daily security checks Monitoring advice from NCSC (and taking action where necessary) Staff reminded about security vigilance

### **Waste Services Service Delivery Plan**

#### **Questions from Cllr Trapp:**

Are there different street cleansing performance targets for different streets? If so, is there any information on what levels are expected in different areas?	There are not separate targets for individual streets or areas. The targets cover all street cleansing services across the district.
Despite Brexit, it is good to read that we are trying to achieve European recycling rates.	Noted. The target continues to match those indicated by Central Government and therefore a target ECSS is aiming to achieve.

### **ITEM 9 – ECDC ENVIRONMENT POLICY AND “INVESTORS IN THE ENVIRONMENT” PROGRAMME**

#### **Questions from Cllr Inskip:**

Appendix 1: When the statement is made that the council's target is to become “a truly net zero organisation by 2040” does this include Scope 1, 2 and 3?	The statement in Appendix 1 is consistent with the statement and definitions as set out in the ECDC Environment Plan 2021 (see in particular page 28 of that Plan). Whilst the statement (and corresponding Environment Plan target) certainly includes Scope 1 and 2 emissions (and, importantly, is location-based rather than market-based reporting of emissions i.e. it avoids the purchasing of offsetting credits), it is the expectation that the statement/target also includes as much scope 3 emissions (i.e. those indirect emissions over which the Council has limited or no present control, such as those arising from procured goods) as is possible to calculate. However, the
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	<p>ability to include scope 3 emissions in their entirety at 2040 will, for any organisation, almost certainly depend on a national mechanism of emission reporting being put in place for all goods and services. In the shorter term, we are aware of the need for the Council to develop its understanding on, and reporting of, scope 3 emissions, and this is something we are looking to do via the iiE programme.</p>
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## ITEM 11 – YOUTH ACTION PLAN PROGRESS UPDATE

### Questions from Cllr C Whelan:

<p>How many officers are working on the analysis and when can we expect the report on this?</p>	<p>The Councils Youth Project team consists of five Officers; Communities &amp; Partnerships Manager, Environmental Services Manager, Housing &amp; Community Advice Manager, Housing Options Team Leader and Communities &amp; Partnerships Support Officer.</p> <p>The Team are working on the analysis and this can be shared with Members mid-April.</p>
<p>How many people are on the Youth Advisory Board?</p>	<p>5 Young people are on the Youth Advisory Board in East Cambs.</p>
<p>Which areas are represented?</p>	<p>The current Youth Advisory Board consists of 2 members from Bottisham and 3 from Soham.</p>
<p>Are there any other means of getting out promotional materials? Most young people look for quick and accessible information and generally do not wade through webpages to get information.</p>	<p>This is noted and Officers will continue to look for the most effective way to communicate promotion materials.</p>

