



# East Cambridgeshire District Council

Minutes of a meeting of the Operational Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on Wednesday 31 January 2024 at 4:30pm

## **PRESENT**

Cllr Julia Huffer (Chairman)  
Cllr Christine Ambrose Smith  
Cllr Christine Colbert  
Cllr Martin Goodearl  
Cllr Mark Inskip  
Cllr Kelli Pettitt  
Cllr Alan Sharp (Vice-Chairman)  
Cllr Kathrin Holtzmann  
Cllr Lucius Vellacott  
Cllr Christine Whelan

## **OFFICERS**

Lewis Bage - Communities & Partnership Manager  
Isabel Edgar – Director, Operations  
Emma Graves - Neighbourhood and Community Safety Team Leader  
Stephanie Jones - Communities and Partnerships Support Officer  
Liz Knox – Head of Environmental Services/Head of Street Scene  
Martin Grey - Leisure & Active Lifestyles Manager  
Hannah Walker – Trainee Democratic Services Officer  
Kerrie Wall - Project Coordinator (Health & Wellbeing)  
Anne Wareham – Senior Accountant  
Jane Webb – Senior Democratic Services Officer  
Karen Wright – ICT Manager

## **IN ATTENDANCE**

Nigel Ankers – Finance Manager, ECSS  
Emma Grima – Director Commercial, ECSS  
John Hill – Managing Director, ECSS  
Dr Zoe Hutchison – Vice Chair of East Cambridgeshire Community Safety Partnership  
Catherine Sutherland – Waste Development and Support Manager, ECSS

## **59. PUBLIC QUESTION TIME**

No public questions were submitted.

**60. APOLOGIES AND SUBSTITUTIONS**

Apologies for absence were received from Cllr Mary Wade.

**61. DECLARATIONS OF INTEREST**

In relation to agenda item 14 Community Sports Facility Grant Application for Littleport Leisure, Cllr Ambrose Smith informed Members that her husband was the Chair of trustees, and Cllr Goodearl declared that he was the Ward Member for Littleport but had no affiliation with Littleport Leisure. Both Members would participate in the debate and vote.

**62. MINUTES**

It was resolved:

That the minutes of the meeting of the Committee held on 13 November 2023 be confirmed as a correct record and be signed by the Chairman.

**63. CHAIRMAN'S ANNOUNCEMENTS**

The following announcements were made by the Chairman:

- Members were reminded of the two upcoming members seminars taking place on the 12 February on the Local Plan (Climate and Nature Chapter) and Hedgehog SPD, and the Drainage Infrastructure in the Fens on the 11 March both via Teams at 6pm.
- The Chair was pleased to announce that East Cambs District Council achieved a silver accreditation of the Investors of the Environment scheme.
- A competition had been launched asking for the public to put forward suggested names for the new fleet of refuse vehicles, over 100 name suggestions had already been received.
- The Liberal Democrat membership had changed for Operational Services Committee, Cllr Lorna Dupré replaced Cllr Chika Akinwale as a Substitute Member
- The Chair welcomed the Managing Director for ECSS John Hill and ECSS Finance Manager Nigel Ankers to the Committee.

**64. East Cambs Street Scene Accounts 2022/23**

The Committee considered a report, Y129 previously circulated, containing the East Cambs Street Scene accounts for 2022/23. The Finance Manager for ECSS presented the report, and highlighted that Price Bailey had confirmed that the statements gave a true and fair view of ECSS's affairs as at 31 March 2023.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes. Members had no follow up questions to the officers.

It was resolved:

That the East Cambs Street Scene Accounts 2022/23 attached at Appendix 1 to the submitted report be noted.

## **65. ECSS FINANCE REPORT**

The Committee considered a report, Y130 previously circulated, providing an update on the current ECSS financial position. The ECSS Director Commercial informed Members that ECSS were projecting a net year end loss in excess of £50,000. In November 2023 the Committee received a formal update on the net projected overspend for 2023/24, a review had since been undertaken to review the company's financial commitments with an aim to reduce the projected loss. However, it was determined that it would not be possible to eliminate the loss as costs, such as agency and vehicle costs, as these were necessary to the company.

There was consideration for other areas of the company to create savings, however the level of savings would not make a material difference. Focus then turned to reducing and mitigating further increases of losses in agency costs, vehicle costs and income. Now that the review had been completed ECSS were confident that costs were under control. The ECSS Finance Manager would therefore be recommending to 20 February 2024 Council to request an increase in the 2023/24 Management Fee of up to £200,000.

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

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

A Member requested clarification whether the overspend would be rolled forward because of the request to increase the Management Fee. The ECSS Director Commercial confirmed that there were elements of the budget for next year that were recurring, and these had been factored in, including the pay award. The ECSS Finance Manager would confirm to Cllr Inskip the expected increase in Management Fee compared to the current year.

In response to a further question from a Member, the ECSS Finance Manager confirmed that ECSS rented the vehicles from the Council, rather like a hire purchase and therefore ECSS retained any additional income for the scrappage of the vehicles. In addition, he was happy to investigate any written agreements that reflected this.

It was resolved:

That the contents in the report be noted.

**66. Quarter 3 2023/24 Performance Report for The Waste and Street Cleansing Services**

The Committee considered a report, Y131 previously circulated, detailing the Quarter 3 Performance for the delivery of the Waste & Street Cleansing Services by ECSS for the period October to December 2023, alongside the project street smart highlight report.

The Waste Development and Support Manager, ECSS, summarised the contents of the report and highlighted from the performance dashboard that:

- the sickness report saw significant improvement in long term sickness decreasing.
- missed collections overall were at their lowest level since ECSS began.
- street cleansing showed a steady improvement.
- no formal complaints relating to the street cleansing service had been received this quarter.
- the recycling rate (60% for East Cambs) was stagnating, following the current national trend.

The highlight report for project street smart indicated that:

- the trial for vehicles using HVO was going well.
- a new Customer Operations and Support Administrator was in place.
- the depot refurbishment was nearing completion.
- Communication within the team had improved and continues to do so.
- Customer Services had noticed less customer enquiries being 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.

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

In response to a Member question relating to the location and frequency of street cleansing in different 'zones' in the District, the Waste Development and Support Manager would circulate to Members the details but confirmed that street cleansing in Ely City Centre was in zone 1 and was carried out daily.

In response to Member questions, the Waste Development and Support Manager confirmed that HVO was providing similar if not marginally better fuel efficiency compared with diesel, in addition to significant carbon emissions savings.

It was resolved:

That the Quarter 3 Performance Report for Waste & Street Cleansing Services by ECSS be noted.

## **67. Budget Monitoring Report**

The Committee considered a report, Y132 previously circulated, containing details of the latest 2023/24 financial position for Services under the remit of this Committee.

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

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

The Director Operations in response to a Member question clarified that the Soham Eastern Gateway a planning contractor was being paid for via a Planning Performance Agreement (PPA) with the applicant.

A Member queried what the Council were doing to control the overspend on planning performance and managing the confidence hitting targets for Planning. The Director Operations explained that there were ongoing relationships with agents where they provide indicative timelines of when applications may be submitted which were built into the forecast, but those applications had not yet been received. Confidence had been affected as they had not received the amount of applications they had expected to. Confidence was being managed via a major projects tracker to stimulate activity for existing applications through the planning performance agreement.

In response to a Member question, East Cambs submitted two bids, one of which was for funding of up to £100,000 in order to help Local Authorities with backlogs. The results were announced after the Local Authority Performance was published and due to East Cambs being placed in the top performing quartile of high-level performing authorities, the bid was not successful. The second bid was submitted for DLUHC Digital Planning Programme Funding, and the results would be released mid-February 2024.

*17:00 Cllr Christine Whelan entered the meeting.*

A Member queried whether there would be a problem next year with the Planning budget and whether it would be more balanced. The Director Operations advised that a medium risk approach had been taken whereby the nationally set fee increase (minor applications increasing by 25% and major applications 35%) had been taken into account in next year's budget, but the fee income applied to a lower number of overall applications. It was reiterated that this was a short-term issue due to the economic environment and that the service was normally self-funded.

The Director Operations in response to a Member query was happy to look into how much repeat applications costs the department.

It was resolved:

1. That the projected year end revenue overspend on Operational Services Committee of £547,000 when compared to its approved budget of £6,904,891 be noted.
2. That the projected Capital Programme outturn of £3,775,147, an underspend of £1,862,666 when compared to its revised Capital budget, be noted.

## **68 East Cambridgeshire Community Safety Partnership (ECCSP) Update**

The Committee considered a report, Y133 previously circulated, containing East Cambridgeshire Community Safety Partnership (ECCSP) Update from the Neighbourhood and Community Safety Officer and Dr Zoe Hutchison Vice Chair of the ECCSP.

Dr Hutchison informed Members that from the recent board meeting on 6 December the updated terms of reference were agreed. The first two quarters of the action plan were reviewed and progress on the actions would be reported at the Operational Services Committee in March. Discussions had taken place on the most effective use of the resources available to the CSP and would be channelled into further funding the Community Safety Support and Anti-Social Behaviour Officer. The problem-solving and delivery groups were working well with a high level of attendance. A task and finish group had been created to work on the spike of anti-social behaviour in Ely and Littleport. She concluded by notifying Members that the recent Community Safety Forum in Isleham was well attended, with a forum for Fordham in the planning.

The Chair thanked Dr Hutchison for her update report and was pleased to have attended the forum in Isleham. Another Member also praised the work carried out by the CSP but highlighted that younger families needed to attend the forums.

It was resolved:

That the report at Appendix 1 from the Chair and Vice Chair of the ECCSP be noted.

## **69. Youth Action Plan Update**

The Committee considered a report, Y134 previously circulated, containing the progress made against the Youth Action Plan 2021-24. The implementation of the plan had commenced on 1 April 2021 with updates presented to Committee every 6 months. The Youth Strategy and Action plan would be delivered by 31 March 2024, but asked Members that the delivery of youth initiatives becomes business as usual. The expectation remained that funding for youth events should be from an external source, and therefore no additional budget provision was required.

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

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

A Member recommended continuing the youth action plan updates rather than it being delivered by 31 March 2024. The Communities & Partnership Manager explained that the resources on the website would remain available and engagement could continue. As requested, the youth web pages analytics would be circulated to Committee Members. The Chair agreed that the youth activities update would be added to the forward plan to be presented to Committee every 6 months.

Another Member raised a concern that the age group for young people only went up to the age of 18, and that 18–25-year-olds should be included in any future plans. The Communities & Partnership Manager advised that 18–25-year-olds were always welcome to attend future youth fusion event and that there was material on the youth webpages that may be appropriate for 18-25 year olds.

In response to a Member question regarding the shift in young people's behaviour and attitudes since Covid; the team have continued their ongoing engagement throughout all of the youth events, resulting in positive feedback. The Communities & Partnership Manager confirmed that the Council will continue to seek to signpost young people to the most appropriate area/service for support, even if that was not the Council.

Members went into debate.

Members agreed that 18–25-year-olds should be encouraged to join youth activities, however some Members mentioned that resources might be put under pressure if the age bracket was increased.

Members that had attended previous youth events commented they had a welcoming atmosphere and that they were a positive environment.

The Officer's recommendation was proposed by Cllr Vellacott and seconded by Cllr Goodearl.

It was resolved (unanimously):

1. That the progress made against the East Cambridgeshire Youth Action Plan be noted
2. That the Communities and Partnerships Manager be authorised to approve allocation of funding for future youth events as set out in section 4.1 of the officer's report
3. That the youth related activity to form part of the ongoing work programme and service offer of the Communities and Partnerships Team be delivered.

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

The Committee considered a report, Y135 previously circulated, containing the outcome of a review of the grant awarded to Citizens Advice West Suffolk (CAWS) for 2022 to 2024, and to determine whether to award a new grant for 2024 to 2027. The Council currently provided grant funding through a Service Level agreement (SLA) to CAWS, for 2022 to 2024 a grant of £46,332.06 was awarded to CAWS.

Members praised the work carried out by CAWS for residents who, especially, live south of the District and look to Newmarket for services.

It was clarified to Members that the review comes to Committee every two years, whereby a grant to CAWS was being proposed until the end of the administration.

The Officer's recommendation was proposed by Cllr Huffer and seconded by Cllr Goodearl.

It was resolved (unanimously):

1. That the review findings in the submitted report be noted
2. That a grant of £69,498.09 to CAWS for a Service Level Agreement from 1 April 2024 to 31 March 2027 be awarded.

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

The Committee received a report, Y135 previously circulated, which contained a review of the grant award to Voluntary and Community Action East Cambridgeshire (VCAEC) for 2022 to 2024, and for Members to determine whether to award a new grant for 2024 to 2026.

In response to a Member request, the Communities & Partnership Manager would look into when East Cambs started funding the VCAEC.

The Officer's recommendation was proposed by Cllr Goodearl and seconded by Cllr Pettitt

It was resolved (unanimously):

1. That the review findings in the submitted report be noted
2. That a grant to VCAEC for a Service Level Agreement from 1 April 2024 until 31 March 2026

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

The Committee considered a report, Y137 previously circulated, detailing a grant recommendation under the Community Sports Facilities Grant programme. The grant was for up to £11,400 to Littleport Leisure and would be used to redevelop a second gym to support use from under-represented groups in the community and people who were less confident in the main gym.



The Officer's recommendation was proposed by Cllr Huffer and seconded by Cllr Vellacott.

It was resolved (unanimously):

That the grant of up to £11,400 to Littleport Leisure as set out in 4.1 of the submitted report be approved.

### **73. Information Security Policy Review**

The Committee considered a report, Y138 previously circulated, detailing the amendments made to the Council's Information Security Policy 2024. A Member queried how many Councillors had completed the cyber security refresh training, to which only one Councillor had so far.

In addition, the ICT Manager confirmed that they were looking to investigate the use of removable media.

The Officer's recommendation was proposed by Cllr Vellacott and seconded by Cllr Pettitt.

It was resolved (unanimously):

1. That the Information Security Policy as set out in Appendix 1 of the submitted report be approved
2. That the Corporate Management Team be given delegated authority to approve any Codes of Practice arising from this policy

### **74. Anglia Revenues Partnership Joint Committee Minutes**

It was resolved:

That the Minutes of the ARP Joint Committee meeting held on 5 December 2023 be noted.

### **75. Minutes of the Waste Service Review Working Party**

It was resolved:

That the Minutes of the Waste Service Review Working Party meeting held on 21 November 2023 be noted.

### **76. FORWARD AGENDA PLAN**

The Committee received its Forward Agenda Plan. In the light of the above discussions, the Youth Activity 6 Month Report be brought to Committee every 6 months.

It was resolved:

That the Forward Agenda Plan be noted and that the Youth Activity 6 Month Report be brought to Committee every 6 months.

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

It was resolved unanimously:

That the press and public be excluded during the consideration of the remaining items because it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the items there would be disclosure to them of exempt information of Categories 1, & 3 of Part I Schedule 12A to the Local Government Act 1972 (as amended).

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

The Committee received a report containing a summary of the management accounts for the nine months to December 2023 and the forecast for the full 2023-24 financial year.

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

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

It was resolved:

That the contents of the report be noted.

**79. ECSS BOARD MEETING MINUTES**

The Committee received the Minutes of the ECSS Board Meeting held on 1 November and 14 December 2023.

It was resolved:

That the Minutes of the ECSS Board meeting held on 1 November and 14 December 2023 be noted.

The meeting concluded at 6:09pm.

Chairman:

Date:

**Operational Services Committee**  
**31 January 2024**  
**Questions from Members of Committee**

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**Item 6 - ECSS Statutory Accounts**

**Note: All questions requiring ECSS Board of Director responses are provided by the Managing Director ECSS**

<b>Questioner</b>	<b>Question</b>	<b>Response</b>
Cllr Vellacott	Does the second paragraph of 1.2 of the Notes to the Financial Statements relate to the remit of the Waste Service Review Working Party?	The statement relates to the review that was undertaken by the Chief Executive and reported to the Audit Committee and subsequently to Council whereby changes to the MoA were agreed.
	What are the 'group entities' referred to under 8 and 10?	The group entities are East Cambridgeshire District Council, East Cambs Trading Company and East Cambs Street Scene
Cllr Inskip	Can you provide a breakdown of the items and individual costs that make up 'Revenue from contracts' in 2023 and in 2022?	This is solely the management fee income from ECDC
	Can you provide a breakdown of the items and individual costs that make up 'Other income' in 2023 and 2022?	Other income 2022/23 Sales of Wheelie Bins- £22,193 Garden Waste 2 <sup>nd</sup> Bin- £45,946 Bulky Collections- £43,540 External Income- £17,3567 Cost recharges £85,485 Insurance claim- £19,800 Other income 2021/22 Sale of wheelie bins- £34,791 Garden waste 2 <sup>nd</sup> bin- £25,654 Bulky collections- £62,337 External income- £19,556

## Item 7 – ECSS Finance Report

Cllr Inskip	If the projected overspend is £165,000, why is an increase of £200,000 being requested?	The request is for an 'up to £200,000' because fuel costs and income from the sale of recycling is unpredictable due to the volatile market and are outside of ECSS control.
	In section 3.20 it states "Additional income from scrapping the old vehicles was higher than anticipated and this was due to extensive market research to achieve best return.". Which vehicles are being scrapped?	ECSS is now operating 10 new RCV's. The old fleet has been scrapped.
Cllr Colbert	Agenda item 7: Para 3.19 commences with the statement "A review is being undertaken to establish what work is being done for customers who are not the District and whether any of this work should be charged for." Can we have an explanation, please?	ECSS is compiling a list of properties/areas where waste collection and/or litter/dog bin emptying is occurring outside of the MoA agreement and is not recovering the costs.
Cllr Pettitt	Will committee be updated in relation to sections 3.16 (daily vehicle checks) and 3.19 (customers who are not the Council) of the report?	It is not intended that committee will be formally updated on the progress of these reviews. The first is a review to understand possible fleet management efficiency savings and the second review is to inform future cost recovery decisions. The ECSS Director Commercial will liaise with the ECDC Director Operations to determine if there is information that could be provided to assist the Working Party.

## Item 8 – Waste Performance Monitoring Report Q3 and Street Smart Highlights Report

Cllr Vellacott	Does the Facebook page post its campaigns/messages in community Facebook groups, where practical to do so? (This might also increase the number of followers)	Yes. Over Christmas ECSS posted directly into the village groups that were affected by the day change being brought forward. We have posted some campaigns into these groups as well as vacancy adverts, and we will consider doing more of this for future campaigns where resource allows. The Council’s Communications team reshares our posts on the ECDC Facebook page where relevant and we do pick up additional followers this way also.
	Does the KPI for removal of fly tips refer to 2 days after Environmental Health tell ECSS, or 2 days after the fly tip occurring?	It refers to two days after Environmental Services pass the CRM to ECSS to arrange removal.
Cllr Inskip	“The integration of the new digital incab system (Bartec) has been more complex than expected.” – can more details be provided as to the issues encountered with the integration of the new digital incab system?	The integration required more assistance from the Council’s CRM provider than assumed. The integration builds pathways between the two systems to enable them to ‘talk to each other’ without involvement from a person. The Council is responsible for building the integration from the CRM side which was not clear in the initial scoping of the project.
	Is the digital incab system now fully operational across all vehicles?	No. It has been softly launched in refuse and will be in the green waste and recycling vehicles this week. It is expected to be fully integrated with the Council’s CRM system by the end of February.
Cllr Pettitt	How quickly are roads found to below the Grade A standard revisited?	A crew is sent the next working day.
	How does ECSS work with Environmental Health and Enforcement to identify repeat fly-tipping offenders?	Fly tip reports that are more than 3 black bags or a single item are always sent to Environmental Services before ECSS receive the request to remove. They will check for evidence of offenders.

## Item 9 – Budget Monitoring Report

Cllr Vellacott	What is the value of the terminated Planning agency contract referred to in the report, and how many full-time agency staff are employed in Planning at present?	<p>The annualised cost of the contract terminated in December 2023 was c£80k per annum.</p> <p>There are two further Agency staff. One is in part covered by vacancy underspend. The other is funded through a Planning Performance Agreement (PPA's) on the Soham Eastern Gateway application.</p>
	Could members have a summary of other efficiencies in determination of planning applications which are being made, and how these correspond to increased fee income or other cost mitigations?	<p>The planning review is considering areas of efficiencies and streamlining such as better use of digital tools and more automation , improved customer contact channels, reductions in printing etc, as well as reviews of locally fees and charges (PPA and Pre apps)</p> <p>General service efficiencies include improved use of PPAs and pre-apps advice across major projects. Reduced use of external specialist advice (e.g ecologist, urban design)</p> <p>These are either being covered in house or via PPAs</p> <p>The mandatory increase in planning application fees introduced on 6 December 2023 (25% for non major planning applications and 35% for major applications), together with the abolition of the 'free go' for new applications for the same development on the same site within 1 year, will increase fee income considerably but only when activity picks up.</p>

Cllr Inskip	<p>At the end of the first quarter of the financial year the full year overspend on planning was forecast to be £200,000. By the last meeting it had risen to £400,000. In answer to a question about the confidence in this forecast it was stated it "...we can be reasonably confident that the end of year income gap will be in the region of £400,000.". The latest reported figure is £500,000. What is the explanation for the further £100,000 increase?</p>	<p>The Q2 estimate of overspend of £400,000 included an anticipated submission of a major housing application for North Ely Phase 5 (approximately 280 dwellings) during Q3, the accompanying fee for this scheme and already signed PPA would have generated circa £70,000 income. Latest estimates suggests this and other large scale projects are significantly delayed and cannot be relied upon to be received in this financial year. Ever changing legislation such as delay and implementation of new guidance for BNG net gain also seems to have delayed activity even further. It is the slow down in the submission of major planning applications that is worsening the over spend estimate at Q3 income review. At the end of Q3 planning fee income was just under £400,000 for the first three quarters of the financial year. We will need to receive over £100,000 fee income during Q4 to reach the £500,000 over spend estimate.</p>
	<p>Is a full or partial recovery being forecast for the next financial year and what figure is being used?</p>	<p>A partial recovery is predicted. Therefore the budget is based on a median forecast of around £1.1m fee income. This includes all uplifts related to the fee increases (25% for minor applications and 35% for major applications that came into effect in December 2023) and an improved use of PPA's</p>

**Item 10 – Community Safety Partnership Update**

Cllr Vellacott	Does the CSP have any action planned in relation to Soham, specifically in relation to engagement with young people in the town?	Students from schools in Soham will continue to be invited to attend future CSP Court Experience Days. The CSP is seeking to identify current issues for young people and develop further training packages to be delivered into schools and therefore plans are being developed to engage with local schools and young people to shape this. The Fire Service and other CSP partners are planning a talk around fire and water safety, and anti-social behaviour before end of summer school term, which will be offered to schools in Soham.
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**Item 11 – Youth Action Plan Update**

Cllr Vellacott	What external funding sources are being explored to recuperate costs?	We will be exploring the same sources of funding obtained last year which were the Office of Police and Crime Commissioner’s Safer Communities fund and youth fund. We will also explore other sources of potential funding that become apparent. If Members are aware of any potential relevant funding sources then please do let officers know.
	What action will be taken to help connect young residents in Soham to the Town Council and other bodies responsible for youth provision, like has occurred in Burwell?	The Council will continue to keep its youth webpages up to date with information on topics such as careers, engagement opportunities, health and wellbeing, volunteering, safety, climate change, transport, and local groups, clubs and activities. The engagement activity and remedial works carried out in Burwell in 2023 were in response to reports received about specific issues on ECDC land in the parish. The Community Engagement Strategy that is currently being updated will set out what will be done to engage with residents, including local young people going forwards. ECDC shared its Youth



		Strategy and youth consultation findings with Soham Town Council and asked Soham Town Council to provide details of any work they are doing to address the consultation findings/support local young people and we asked them if they need any support from the Council. In the past 3 years, no requests for support from Soham Town Council have been received. If Soham Town Council would like any specific support to address local youth related matters, the council would be happy to engage and explore opportunities.
	What is the 'Sussing it Out' project at The Weatheralls and how is the Council engaging with it?	Sussing It Out is a part of a project funded by the CSP and led by the East Cambridgeshire Integrated Neighbourhood Team aimed at supporting young people in identifying risk taking behaviours, changing mindsets, and encouraging positive choices. Sessions cover elements of team building, online safety, risk-taking behaviour, peer pressure, drug awareness, anger and county lines. Most of the project is mental health/wellbeing focused which the NHS is leading on, however the Sussing It Out part of the project is being delivered by officers at CCC and ECDC due to their expertise and knowledge of the subjects being delivered. Weatherall's Primary School was selected as the school to deliver this due to a number of partners identifying higher levels of anti-social behaviour at the time of the application.
Cllr Pettitt	What engagement is/will be available to young people living in the smaller villages of East Cambs, who may not have easy transport access to events?	It is proposed that two Youth Fusion events will take place in 2024/25. The locations of these events are yet to be determined. The Community Engagement Strategy that is currently being updated will set out what will be done to engage with residents, including local young people going forwards. The Council's youth webpages contain details of the ways in which local young people can engage and have their say, as well as containing information on local transport and a directory of parish specific activities and clubs.
	What engagement events do officers plan to attend in the next few months?	The Community Engagement Strategy that is currently being updated will set out what will be done to engage with residents, including local young people going forwards. Officers are kept updated on engagement activities and

		<p>opportunities through its partners such as CCC and can determine if attendance would add value. It is proposed that two Youth Fusion events will take place in 2024/25. The locations of these events are yet to be determined. Officers are happy to support and attend parish council-led community safety forums. Plans are currently being developed for future court experience events which provide an opportunity for young people to engage with a variety of local agencies.</p>
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### Item 12 – Citizens Advice West Suffolk (CAWS) Grant

Cllr Inskip	<p>What are the figures “No. of unique clients provided with advice by ECDC’s Housing and Community Advice department in 2022/23*” for all wards in the district?</p>	<p>Ely, 646  Soham, 268  Littleport, 187  Witchford, 67  Haddenham, 62  Sutton , 46  Fordham, 42  Burwell, 29  Wilburton , 29  Isleham, 25  Stetham , 23  Wicken , 23  Little Downham, 22  Cheveley , 12  Pymoor, 12  Mepal, 10  S Prior, 10  Barway, 9  Newmarket, 8  S bulbeck, 6</p>
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Cllr Pettitt	Is the increase in client numbers of 16% amongst East Cambs residents, or overall service users?	This information has been requested from CAWS and can be shared with Members once available.
	What events in East Cambs have the CAWS team attended in 2023?	Attending events isn't a target of the SLA between ECDC and CAWS however this information has been requested from CAWS and can be shared with Members once available.

	<p>What methodologies were used to work out the cost per client for both ECDC and CAWS?</p>	<p>In 2022/23, ECDC provided CAWS with £23,166.03. CAWS were able to assist 360 East Cambs unique clients during this period, with an average cost to ECDC per client totalling £64.35.</p> <p>The cost of the Council's Community Advice Service per client is estimated at £54 per hour. The average client requires 1.5 hours of support, therefore the average cost per client is £81. This is an estimated Figure (ranging from 1 hour to several hours) assuming annual salary costs of Community Advice Officer plus estimated support cost, for example, admin officer costs.</p> <p>As stated in the Options Appraisal, different methodologies were used to work out the average cost per client.</p>
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**Item 13 – VCAEC Grant**

Cllr Pettitt	Approximately how many volunteers does VCAEC have at this moment in time?	VCAEC currently have 45 volunteers.
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**Item 14 Community Sports Facility Grant Application – Littleport Leisure**

Cllr Colbert	Agenda item 14 Appendix 1. I note that on page 1 the Anticipated total cost is stated as £17,000. The figures quoted in the application, exclusive of VAT, total £16,962. Is the intention to seek approval of a grant for the actual cost, up to £17,000 maximum?	The grant of up to £11,400 is based on a total project cost of up to £17,000.
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**Item 15 – Information Security Policy Review**

Cllr Vellacott	What is 'third party data' for the purposes of 12.1?	This would be any identifiable personal information such as name, telephone numbers, address details, email address for any third party individual, such as members of the public
	What form will the cyber security training for members take?	Training is provided by online course, email sent out from Legal once a year with link to course "Cyber Ninja for Councillors", course covers GDPR, Data Protection and Cyber awareness. This was last sent to Councillors to complete 11 <sup>th</sup> December 2023.
	Editorial: 11.3 numbering is incorrect, 19.2 'report by' should read 'reported to', 24.1 'offender are liable' should read 'offenders are liable'.	These have been amended in the policy.
Cllr Inskip	The policy states "Removable media must not be plugged into Council's devices unless authorised by the ICT Team" – does this rely on the user adhering to the policy or is this	Currently this relies on users adhering to the policy. This will be addressed in 2024/2025, when security configuration will be implemented to control the use of removeable media and associated policy drawn up.

	enforced for example from MDM configuration to prevent access to removable media?	
	“removable media (for example, CD, DVDs and USB pens/sticks/drives) should be kept in lockable cupboards or drawers and information deleted or media destroyed (e.g. CD) when no longer required. – would it not be more secure to prevent the use of removable media for data storage?	As the Council, still receive data via removeable media for its business, import data from work phone mobiles (i.e. Photos), and on occasion provide data to third parties via removeable media (i.e CCTV Footage to the Police), it is not currently feasible to prevent the use of all removeable media.
Cllr Pettitt	Who is the Council’s Senior Information Risk Officer?	The Councils Senior Information Risk Owner (title has been amended in the policy) is Director Legal.
	Is information about visitors using the Council’s IT systems recorded?	Third Parties (Contractors) requiring access to the Councils Systems, are required to request the access, these requests are recorded within the Councils Helpdesk Software.

**Item 16 – ARP Joint Committee Minutes: 5 December 2023**

Cllr Vellacott	Under 39/23, what are the ‘approved shares’ between the member authorities for the overspend to be split out into?	The ARP budget is allocated to partners based on their respective sizes and their use of the partnership resources. The forecast overspend will be allocated out on the same basis.
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**Minutes of Operational Services Committee Wednesday 31 January 2024 – Questions at Meeting**

<b>65. ECSS FINANCE REPORT</b>		
<b>Question</b>	<b>Officer</b>	<b>Response</b>
How much was the ECSS Management Fee 2024/25.	Emma Grima	Whilst this is published in other Committee/Council documents, for completeness I can confirm that the 2024/25 Management Fee is £4,601,370.
Regarding the annual cost of vehicles from ECSS to the Council, what documentation exists to secure this.	Emma Grima	<p>The obligation for ECSS to make an annual payment to the Council for use of vehicles is contained within the Memorandum of Agreement. There is no specific provision within the agreement that sets what, how and when this payment is made.</p> <p>The ECSS Finance Manager and the Council's Director Finance have historically agreed a protocol which provides a methodology for the calculation of the annual charge. The Council's Finance Director calculates the depreciation of the vehicle over an agreed number of years and interest is applied for the outstanding debt.</p> <p>At the point of disposal, if the vehicles have been fully depreciated ECSS can benefit from the sales proceeds. This was the case with the recent scrappage. Whilst not relevant in this instance, the opposite is applied if the vehicle is disposed of and it has not been fully depreciated, the Council could request that ECSS meets these costs.</p>