



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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

MEETING: **OPERATIONAL SERVICES COMMITTEE**

TIME: 4.30pm

DATE: 18th January 2021

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

ENQUIRIES REGARDING THIS AGENDA: Adrian Scaites-Stokes

DIRECT DIAL: (01353) 665555 EMAIL: adrian.scaites-stokes@eastcambs.gov.uk

Membership:

Conservative Members

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

Liberal Democrat Members

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

Independent Member

Cllr Paola Trimarco

Substitutes:

Cllr Anna Bailey
Cllr Dan Schumann
Cllr Lisa Stubbs

Substitutes:

Cllr Simon Harries
Cllr John Trapp
Cllr Alison Whelan

Substitute:

Cllr Sue Austen

Lead Officers:

Jo Brooks, Director Operations

Quorum: 5 Members

A G E N D A

1. **Public Question Time**

The meeting will commence with up to 15 minutes public question time

2. **Apologies and Substitutions**

- 3. Declarations of Interest**
To receive declarations of interest from Members for any items on the Agenda in accordance with the Members Code of Conduct.
- 4. Minutes**
To approve the minutes of the meetings held on (a) 16th November 2020 and (b) 30th November 2020
- 5. Chairman's Announcements**
- 6. Service Presentation – Planning**
- 7. Budget Monitoring Report**
- 8. Housing and Community Advice Services Update on Impact of COVID-19**
- 9. ECDC Environment Action Plan: Progress Report; Interim Targets; and Partnership Forum Set Up**
- 10. Review of Grant to Citizens Advice West Suffolk**
- 11. Quarter 3 2020 Performance of Waste and Street Cleansing Services**
- 12. Forward Agenda Plan**

NOTES:

1. Since the introduction of restrictions on gatherings of people by the Government in March 2020, it has not been possible to hold standard face to face public meetings at the Council Offices. This led to a temporary suspension of meetings. The Coronavirus Act 2020 now has been implemented, however, and in Regulations made under Section 78 it gives local authorities the power to hold meetings without it being necessary for any of the participants or audience to be present together in the same room.

The Council has a scheme to allow Public Question Time at the start of the meeting using the Zoom video conferencing system. If you wish to ask a question or make a statement, please email Adrian Scaites-Stokes, Democratic Services Officer, at adrian.scaites-stokes@eastcambs.gov.uk by 5pm on 25th November 2020. If you are not able to access the meeting remotely, or do not wish to speak via a remote link, your question/statement can be read out on your behalf at the Committee meeting.

2. A link to a live stream of the meeting will be available on YouTube via the Council's website, on the meeting's webpage, for public viewing.
3. Reports are attached for each agenda item unless marked "oral"
4. If required all items on the agenda can be provided in different formats (e.g. large type, Braille or audio tape, or translated into other languages), on request, by calling Main Reception on (01353) 665555 or e-mail:

translate@eastcambs.gov.uk

5. If the Committee wishes to exclude the public and press from the meeting, a resolution in the following terms will need to be passed:
“That the press and public be excluded during the consideration of the remaining item no(s). X because it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the item(s) there would be disclosure to them of exempt information of Category X of Part I Schedule 12A to the Local Government Act 1972 (as amended).”

AGENDA ITEM NO. 4 (a)

Minutes of a meeting of the Operational Services Committee facilitated via the Zoom Video Conferencing System at The Grange, Nutholt Lane, Ely on Monday 16th November 2020.

P R E S E N T

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

OFFICERS

Nigel Ankers – Finance Manager, East Cambs Trading Company
Lewis Bage – Communities & Partnerships Manager
Jo Brooks – Director Operations
Maggie Camp – Legal Services Manager
Richard Kay – Strategic Planning Manager
James Khan – Head of Street Scene
Adrian Scaites-Stokes – Democratic Services Officer
Anne Wareham – Senior Accountant
Karen Wright – Information Communication Technology (ICT) Manager

35. PUBLIC QUESTION TIME

There were no public questions.

36. APOLOGIES AND SUBSTITUTIONS

There were no apologies nor substitutions for this meeting.

37. DECLARATIONS OF INTEREST

Councillor Every declared a personal interest in agenda item 8, as she was the Chair of the Trustees for Voluntary and Community Action East Cambridgeshire and stated she would not take part in the item.

38. MINUTES

It was resolved:

That the minutes of the meeting held on 14th September 2020 be confirmed as a correct record and be signed by the Chairman.

39. CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded the Committee that following the despatch of the agenda, and after consultation with the Council's Monitoring Officer, exempt agenda item 15 had been de-exempted and would be discussed in public. It would also be moved up the agenda and discussed as the first decision item.

40. EAST CAMBS STREET SCENE ACCOUNTS 2019/20

The Committee considered a report, V101 previously circulated, which detailed the East Cambs Street Scene statutory accounts for 2019/20.

The Finance Manager, East Cambs Trading Company, went through the Financial Statements and advised the Committee of the following points:

- Pages 1 and 2 – this was the Directors' report and stated their responsibilities. They could only approve the accounts if they believed them to be a true account. The accounts made some prudent estimates in some cases. All the information had been declared to the auditors.
- Pages 3 to 5 – this was the Auditors' report, which stated the financial statements gave a true account and had been properly prepared. The content was in line with the financial statements and gave a high level of assurance.
- Page 6 – showed an income of £3.2 million, which included £15K for the contract with the District Council, £15K for a Government grant, £9K revenue for additional bins and £9K for external contracts. The cost of sales was mostly due to labour and material costs of £1.7 million. The costs were higher than anticipated due to the employment of agency staff. Administration costs were also higher, as detailed on page 23, as were salaries. The rates bill had not been charged last year, motors costs were higher and included for new vehicles. Personal protective equipment costs had decreased, as only replacement uniforms had been obtained. Insurance was £23K less than previously, due to no claims being made, and general office costs were £8.6K. This meant that overall a pre-tax profit of just under £6K had been made.
- Page 7 - £32K had been included as a non-current asset for 2020, which related to a mobile teaching van. A new asset item had been added that was based on an assessment of the fuel for the company's vehicles and the trade waste bins. Nett assets amounted to £4.5K.
- Page 9 – set out the cash flow statement, showing the business was cash positive.
- Pages 10 to 29 – was a comprehensive set of notes explaining about the accounts. It included details of the impact of COVID-19 on the business and showed the Company had sufficient reserves.

The Committee queried the sufficiency of the reserves, as the Company had asked the Council for a further loan of £91K in July. The Council's Finance Manager explained that the loan related to the date the accounts had been signed off, as the Company needed the funding to move forward.

It was resolved:

That the report, including the statutory accounts as attached at appendix 1, be noted.

41. PRESENTATION – INFORMATION COMMUNICATION TECHNOLOGY SERVICE

The Committee received a presentation by the ICT Manager on the work of the Council's Information Communication Technology Department.

The ICT Manager advised the Committee that the Department's responsibilities included for a Help Desk and the Street Naming and Numbering service. The latter service worked within statutory legislation and gave the local authority the right to number properties and name streets. It also dealt with issues concerning existing properties and formed part of the Local Land and Property Gazetteer. There was one database that included all properties, including land and parks and non-postal addresses. The information it held also fed into the National database and was used in other software and functions of the Council, such as for Elections, Planning and the land terrier system. The Help Desk answered around 6500 calls annually.

The Department was also responsible for handling software and hardware licences, asset management of equipment, maintaining and securing servers (about 60 in total) and systems for the Council and its two trading companies, and for network and data security.

Regular copies of data were stored in three different places: on-site; off-site and cloud backups. Backups were completed every two hours with a once-a-day backup to the cloud. Monthly a full backup was completed. These were in case of a disaster recovery being required and this was currently undergoing a refresh.

In response to the COVID-19 situation, all staff members were working from home where possible. The previous system would not have been able to cope with that, so licences had been increased and the capacity of the system had been extended. Previously only 20 members of staff had worked from home, but by the end of May 2020 this had risen to account for 98% of staff. The previous system had limitations, so a new system had been obtained and had been rolling out since September. It was a better system, easier to use, now included the telephone system and could handle virtual meetings. Although the ICT staff mostly worked from home, the service had been able to continue unabated.

The Committee were very appreciative of the Department's work and help provided, which had continued in spite of the difficulties faced. In response to its queries the ICT Manager revealed that no further investment was needed at present, as the Department were managing to configure and test the equipment and were purchasing the laptops needed within the existing funding package. There were only 5 physical servers, with the rest virtual ones.

42. LOCAL ELECTRICITY BILL

The Committee considered a report, V95 previously circulated, which updated the Committee on progress made in respect of the Local Electricity Bill.

The Director Operations reminded the Committee that it had discussed this issue at its September meeting. The Council had written to the two Members of Parliament (MPs) representing East Cambridgeshire requesting their response so the Council could decide on whether to support the Bill or not. Their responses were included with the report and showed that Mr Barclay MP was awaiting further information from his colleagues before providing a response, whereas Ms Frazer MP, whilst giving a fuller response, had suggested that the Council liaise with Mr Aldous MP, who had introduced the Bill.

The Committee were disappointed that there had been no clarity in the MPs responses and were concerned that the Council were in danger of not making a decision in time. It was noted that a growing number of MPs had offered support for the Bill.

Councillor David Ambrose Smith therefore proposed an amendment to the report's recommendation by adding that the Council support the Local Electricity Bill and write to the local Members of Parliament to ask them to support that Bill. This was duly seconded and agreed.

It was resolved:

- (i) That the contents of this report be noted;
- (ii) That East Cambridgeshire District Council support the Local Electricity Bill and write to the local Members of Parliament to ask them to support that Bill.

43. REVIEW OF GRANT TO VOLUNTARY AND COMMUNITY ACTION EAST CAMBRIDGESHIRE

The Committee considered a report, V96 previously circulated, which detailed the review of the grant awarded to Voluntary And Community Action East Cambridgeshire (VCAEC).

The Communities and Partnerships Manager reminded the Committee that a grant of £19,928 had been awarded by the Committee to VCAEC, with an instruction to review the grant. VCAEC had been consulted during the review and the services it provided were outlined in Appendix 1. It delivered projects to local people through the use of local volunteers. This included supporting action in response to COVID-19, with advice and guidance offered plus the delivery of a COVID magazine.

The review sought to identify any similar or identical services provided, assess demand for services and an evaluation of those services. The review also included an options appraisal.

Paragraphs 6.0 and 7.0 of the report set out the recommended option, which recognised the effects of the pandemic and the services that needed to be in place. This option would cause minimal disruption, would not require a tender process, which would risk a nil response, and would offer the chance for services to continue.

Members of the Committee asked a number of questions and they were informed that the car sharing scheme was deemed as being carbon neutral, as it was an alternative mode of transport. It was used mainly for medical related visits, was an alternative to using taxis and was cheaper for the users. The vehicles were owned by the volunteers, so the use of electric vehicles in the future would be their choice.

The grant would be issued for one year, for the time being, to ensure that the services could continue during the pandemic, as the provision of those services was in place. The situation would be reviewed again next year with one of the recommendations being to include more reporting measures to the Committee. Once the Council had a better understanding of the situation then longer agreements could be factored in. Under normal circumstances the services would be put out for 'expressions of interest', but with the pandemic the Council wanted some consistency and continued support for residents. Performance Indicators would be included in the Service Level Agreement with VCAEC reporting back to the Committee three times per year.

The Committee considered the services provided by VCAEC over and above that provided by other organisations and was a great help to residents, as the volunteers aided residents more than others would. It was a vital and valuable service and should be supported.

It was resolved:

- (i) That the review findings be noted;
- (ii) That a grant be awarded to VCAEC for a Service level Agreement for 2021/22 as set out at 6.0 and 7.0;
- (iii) That VCAEC be requested to report to this Committee three times a year on progress against the Service Level Agreement.

44. EAST CAMBS ENVIRONMENT ACTION PLAN – OPTIONS FOR COMMUNITY ENGAGEMENT INCLUDING CITIZENS ASSEMBLY

The Committee considered a report, V97 previously circulated, which outlined the principles of what community engagement should comprise of.

The Strategic Planning Manager reminded the Committee that in the ECDC Environment Plan (June 2020) an action (Action 14) was for a Partnership Forum to be set up to help develop a separate wider East Cambridgeshire Plan. To help inform the public debate, data would be captured about the amount of energy used in the district, who was producing it and what renewable energy was being generated. Thereafter wider engagement on the district's issues and

actions could be started, by collecting the priorities of residents, businesses and investors. However, consideration had to be given on the most appropriate form this partnership forum should take. Paragraph 3.9 set out the questions that had to be answered.

Paragraphs 3.11 to 3.21 gave consideration to a Citizens Assembly as a possible forum and the specific issues that entailed. It was deemed that this option was not suitable at the present time, as it was not quite needed and would use up all current available resources.

Paragraphs 3.22 onwards gave consideration to other options and set out some examples of how a partnership forum could work. If this model was agreed then a further report to the January meeting would be presented on how this could proceed.

In response to Members questions, the Committee was informed that the ideas offered through the Ideas Forum had been acknowledged and people contacted. The Ideas Forum would be promoted again, as the number of ideas received had dipped recently.

There were no definitive cost figures for running a Citizens Assembly, but if a low budget one was instigated it would likely be ineffective. People would likely need to be paid to attend the Assembly to encourage a wider and larger audience and to ensure that its ideas were not skewed. This could result in significant payments being made. Experts would also be invited to attend and they also would want paying. Overall a Citizens Assembly would be a big commitment at potentially a cost of £100K, so was unfeasible at this stage.

The recommendation was to form a partnership forum by engaging with relevant organisations to start with. It should not be fully 'owned' by this Council. The partners would be expected to contribute their time and participate in developing plans to take action. It was intended to be a long-term partnership and would evolve over time. The key to its working effectively would be having the right organisations in it.

The Committee agreed that looking at a forum, rather than the Assembly, was the right way forward, but would need to ensure that the forum would not be taken over by one-issue groups, as a whole range of views would be needed. Although this was the right approach, it was acknowledged that it might not be easy to get the partners together. There were also some reservations about paying people (via the Citizens Assembly option) to attend and the input that might be generated, so that had to be managed. The report did not rule out a Citizens Assembly, which could include broad representation of the community and would allow anyone to contribute, and more investigation of its potential costs could be undertaken.

It was resolved:

- (i) That the continued progression towards a 'partnership forum', on the basis of the approach set out in the agenda report, be agreed;
- (ii) That a Climate and Natural Environment Citizens Assembly is not progressed at this stage, but does not rule out such an Assembly at a later date;
- (iii) That engagement commences on potential representatives for the Partnership Forum, but that no decision on representatives be made at this stage;
- (iv) That a further update on the options for the setting up of the partnership forum (or similar) be given at its meeting in January 2021.

45. ECDC WASTE AND STREET CLEANSING SERVICES FLEET MAINTENANCE

The Committee considered a report, V98 previously circulated, which detailed the review of the Waste and Street Cleansing vehicle maintenance Service Level Agreement (SLA).

The Director Operations advised the Committee that there was a SLA between this Council and Cambridge City Council to maintain the vehicles, at a cost of around £300K per year. This sum was likely to fluctuate as the vehicles got older. Appendix 1 set out the SLA, showing the routine maintenance schedule and all-in service, which the City Council had provided to an excellent standard. The current SLA was due to expire in March 2021, so a low-level marketing exercise had been carried out for the new contract. Three organisations had been contacted, but had declined to participate. Other potential suppliers were identified but, as they were located outside the district, would not be suitable due to the necessary travelling and consequent additional carbon output.

Therefore, a further SLA with the City Council would include for an enhanced service with key performance indicators included. It would also include a six-month termination clause for either party. Normal procurement rules would not apply and, as it would provide a one-stop service, would save resources and minimise the carbon footprint, it was recommended to agree to a new SLA with the City Council.

The Head of Street Scene reminded the Committee that the vehicle fleet was aging but the Government's upcoming Waste Strategy might change vehicles' specifications, therefore obtaining new vehicles would be delayed. This should proceed once the next consultation has been released.

Members of the Committee acknowledged the efforts to find alternative suppliers and accepted the good working relationship with Cambridge City Council. As the working relationship was good there was no reason why this should not continue.

The Company had to be mindful when replacing the vehicles, as they had a significant carbon footprint, so greener options should be considered.

In response to Members questions, it was explained that the contract was between the Council and Cambridge City Council, however the day to day operation, responsibility and risks lay with the Company. If the City Council failed to meet the Key Performance Indicators then a conversation would be conducted to see if it was outside of their control. Since 2018, when the contract was first entered into, there had been a couple of issues. However, these had since been ironed out. Full and frank conversations had been held with Cambridge City Council and regular meetings had been held. A penalty clause had not been included in the contract, as it was not considered an issue, as the partnership relationship was excellent. If any big issues arose it would be brought to the Committee for consideration.

It was resolved:

- (i) That the review and three-year extension to the Fleet Maintenance Service Level Agreement with Cambridge City Council be approved;
- (ii) That the Director of Operations be instructed to enter into a new three year Service Level Agreement with Cambridge City Council.

46. ASSISTED WASTE COLLECTION REVIEW

The Committee considered a report, V99 previously circulated, which updated the Committee on the first annual assisted waste collection review.

The Head of Street Scene recommended that the review be deferred. In September 2019 officers had been tasked with reviewing the assisted waste collection service to ensure that the right people were getting the service and that it was efficient. An initial review had showed that the right people were getting the service. However, with the impact of the pandemic, extra strain would have been put on residents and the National Health Service (NHS) to provide evidence that people were eligible for this service.

In reply to the Committee's questions, it was revealed that the reduction in properties eligible for the service had reduced from 1100 to 395. The service had not been reviewed for between 3 and 5 years and the criteria had not changed. The reduction in properties for this service followed the initial review, as some of the residents had changed and many of the residents did not need the service. The Committee considered it eminently sensible to delay the review, with a suggested date of September 2021.

It was resolved:

That the deferral of the first annual assisted waste collection review until September 2021 be approved, due to the increased risk this would pose to vulnerable residents and increase pressure already placed on the NHS and local GPs.

47. QUARTER 2 WASTE PERFORMANCE

The Committee considered a report, V100 previously circulated, which provided the updated performance information for delivery of the waste and street cleansing services.

The Head of Street Scene advised the Committee that many of the staff had shielded, due to COVID-19, but all had returned to work by August. Although the Company had suffered, once fully recovered after COVID the performance figures would rise. The Company followed the COVID guidance and promoted this through posters and messages on vehicles. The Company had appointed a new Manager and had liaised with Ely Cathedral to light up its lantern in green to promote recycling. Waste tonnages, including recycling, had increased. As household waste was also increasing, the campaign to reduce it would continue.

The Head of Street Scene responded to Members' questions by stating that the campaign to recycle more had followed the waste analysis. There was a lot more to do, the Government's new Waste Strategy could help, and it was about driving the message home. The drop in the figure for September for refuse requests was due to the increased pressure on the services because of COVID-19 and the annual delivery of black bags. This figure was expected to improve. The Company had to follow Government guidance about COVID-19, so there was a risk if employees were affected by the track-and-trace system. As the second lockdown was not at the same level as the first, it was anticipated that the impact would probably be less.

It was resolved:

That the performance of service delivery, for the second quarter, be noted.

48. FORWARD AGENDA PLAN

The Committee considered its forward agenda plan.

A special Committee meeting would be held shortly to consider East Cambs Street Scene's revised business plan and management accounts. The work on the Youth Strategy by Cambridgeshire County Council had re-started and a report for the Committee was expected in the new year.

The forward agenda plan was noted.

49. BUDGET MONITORING REPORT

The Committee considered a report, V102 previously circulated, which detailed the financial position for services under the Operational Services Committee.

The Senior Accountant advised the Committee that at the end of Quarter 2 of the financial year, the Committee's revenue budget projected an underspend of £49.5K and the capital budget an underspend of £26million. This last figure was mostly due to the delay in the maintenance of the fleet of waste vehicles.

In reply to a Member's question about the refurbishment of the depot, the Committee was informed that options were still being looked into. The depot had not been refurbished for many years, so a variety of options had to be considered. It was hoped that this issue would be considered during the early part of next year.

It was resolved:

- (i) To note that this Committee was currently projected to end the year with a revenue underspend of £49,500, when compared to its planned budget of £5,650,903;
- (ii) To note that the Committee had a projected capital programme outturn of £1,084,486. This was an underspend of £2,655.950.

The meeting concluded at 6:38pm.

AGENDA ITEM NO. 4 (b)

Minutes of a meeting of the Operational Services Committee facilitated via the Zoom Video Conferencing System at The Grange, Nutholt Lane, Ely on Monday 30th November 2020.

P R E S E N T

Cllr David Ambrose Smith (Chairman)
Cllr Christine Ambrose Smith
Cllr Sue Austen (as a Substitute)
Cllr Lis Every
Cllr Julia Huffer
Cllr Mark Inskip
Cllr John Trapp (as a Substitute)
Cllr Jo Webber
Cllr Alison Whelan (as a Substitute)

OFFICERS

Jo Brooks – Director Operations
John Hill – Managing Director, East Cambs Street Scene
James Khan – Head of Street Scene
Adrian Scaites-Stokes – Democratic Services Officer
Anne Wareham – Senior Accountant

50. PUBLIC QUESTION TIME

There were no public questions.

51. APOLOGIES AND SUBSTITUTIONS

Apologies were received from Councillors Victoria Charlesworth, Paola Trimarco and Christine Whelan.
Councillors John Trapp, Sue Austen and Alison Whelan substituted for those Members respectively.

52. DECLARATIONS OF INTEREST

No declarations of interest were made.

53. CHAIRMAN'S ANNOUNCEMENTS

There were no Chairman's announcements.

54. EAST CAMBS STREET SCENE BUSINESS PLAN 2020/21 (REVISED)

The Committee considered a report, V118 previously circulated, which detailed the East Cambs Street Scene revised Business Plan 2020/21.

The Managing Director offered apologies for Mr Paul Remington, Chairman of Street Scene, who had been unable to attend the meeting. The revised Business Plan had been necessary due to the effects of the COVID-19 pandemic. The

overall message had been to continue services to the public through the pandemic. A tribute was paid to the Head of Street Scene and the staff for enabling this to happen, and was due to brilliant leadership.

The Head of Street Scene advised the Committee that the Company had been negatively impacted by COVID-19, meaning it had not been possible to meet many targets set. The areas affected were set out in the report. This included the intended implementation of a new trade waste service, which had been due to commence last April but the country had then gone into lockdown. It was now intended to review the possibility of this service operating next year, but was heavily dependant on the climate and demand at the time. Many commercial income streams had decreased as a result, though some losses had been offset by the increased income from bulky waste collections.

The communication and education programmes had also been hit, so the service had been unable to engage with schools. The effects of COVID had pushed the Company into trying other forms of communication, such as creating its own Facebook page to share valuable information and improve the relevant Council website pages.

As a consequence of the COVID impact, the budget had been reviewed and funds re-aligned from areas with underspends to service with overspends. The money allocated for depot improvements had been re-allocated elsewhere, as the intended work had been delayed. Information surrounding recycling credits had also been delayed, so the budget had been adjusted after receiving updated information. Overall it was expected that the Company would break even at the end of the year.

After a Member pointed out a couple of typographical errors, it was confirmed that the figure on page 5 of Appendix 2, Street Cleansing for Dec should have read 84 not 64, and on page 6 the penultimate sentence should end with 'in accordance with **the policy.**'

The Committee were interested in how successful public engagement was through social media channels, such as the Council's website and Facebook pages. The visitor figures were not to hand but would be obtained and circulated to Members. The Facebook page had 122 followers and 104 'likes'. This was an area of growth, which had been an aspiration for next year but had been brought forward. No targets had yet been set, as it was new initiative, but would be next year.

Questions were asked about additional expenditure, specifically the increase of £44K and why the Company had obtained £91K additional funding from the Council. Income had increased, so that additional funding was not needed. The Committee was being asked to agree the revised Business Plan, even though it still included the £91K figure.

It was explained that income from the Materials Recycling Facility had increased due to the lockdown period and the increase in tonnage collected. This increase had not been continued to the end of the year so the company was unsure whether this effect would continue. Although income from bulky waste collections

had increased, there had been income lost from other commercial streams. Additional spend had also occurred due to the COVID pandemic, as agency staff had been used to cover staff shortages, which had been detrimental to the budget. The additional funding obtained from the Council had been an estimated amount to cover potential shortfalls, as at the time there was no knowing how long the impact of the COVID situation would last, and was made in good faith. The situation remained changeable, but a more accurate assessment would be undertaken later and adjustments made as necessary at the end of the year. The final costs of the COVID impact were not yet known. The area was just coming out of the second lockdown into a Tier 2 situation and the impact of using agency staff was still not fully known. This was not a reason to reject the revised Business Plan.

Other Members thought that the £91K might be an underestimate of the funding that could be needed, as it was not yet the end of the pandemic, so it should not be judged at this stage. The Council had made a good decision to keep the services going, but it had come at a cost.

In response to Members' questions, it was revealed that using online platforms and Zoom meetings to deliver the schools programme had been considered. Currently it was difficult to engage with the schools due to the COVID situation, as schools were under a lot of pressure. It was hoped to be able to take this forward next year. Lots of channels were being used to communicate with the public, including using calendars and notices. Maintaining an open dialogue was proving to be a good avenue and very positive feedback had been received.

A neighbouring local authority had recently obtained an electric vehicle and the Company had hoped to work with them to go through the process of testing it. Unfortunately, it had not been possible to fully investigate its progress due to the impacts of COVID. That authority used it successfully in an urban area but it would have problems performing in a larger rural area. Currently the supply chain for these types of vehicles could not supply them to the necessary specification for such areas.

There had also been problems with staff training, as the providers from last year had not been able to provide it. All drivers had to have some training but they had struggled to complete it. It had been difficult to be sure about the requirements of the COVID lockdown over travelling and people's 'bubbles', so testing and learning had been affected. This matter was being monitored with the aim to get the training delivered as soon as practicably possible.

The previous budget had predicted a 2% profit but it had to be adjusted to account for the difficulties being faced. The Company did not have to make a profit so, as the budget was tight, it had been removed. The previous profit would have been achieved through efficiency savings on expenditure.

The revised Business Plan was recommended for approval and when it went to the vote it was declared carried.

It was resolved:

That the ECSS Business Plan 2020/21 (revised) as set out in Appendix 1 be approved.

55. EXCLUSION OF THE PUBLIC INCLUDING REPRESENTATIVES OF THE PRESS

A Member sought clarification why the following agenda item was an Exempt item. So, the question was put to the vote and:

It was resolved:

That the press and public be excluded during the consideration of the remaining item no. 7 because it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the item(s) there would be disclosure to them of exempt information of Categories 1, 2 and 3 of Part I Schedule 12A to the Local Government Act 1972 (as amended).

56. BUDGET MONITORING REPORT

The Committee considered an Exempt report, V119 previously circulated, which updated the Committee on the 2020-21 financial year and actual expenditure incurred as at 30th September 2020 for East Cambs Street Scene.

No questions were received, so the report was noted.

It was resolved:

That the contents of the report be noted.

The meeting concluded at 5:36pm.

TITLE: BUDGET MONITORING REPORT

Committee: Operational Services Committee

Date: 18th January 2021

Author: Finance Manager

[V124]

1. ISSUE

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

2. RECOMMENDATION (S)

- 2.1 Members are requested to note that this Committee is currently projected to end the year with a revenue underspend of £74,500, when compared to its planned budget, of £5,650,903.
- 2.2 Members are further requested to note that the Committee has a projected capital programme outturn of £1,166,380. This is an underspend of 2,655,950.

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 third quarter report for the 2020/21 financial year and details actual expenditure incurred and income received as at 31st December 2020 and current projections as to the year-end position.
- 3.3 The revenue budget for each service that falls under the stewardship of this Committee has been reviewed with appendix 1 detailing the current variance and forecast outturn for each service line.
- 3.4 The significant variances of actual spend compared to profiled budgeted spend at the end of December 2020, where no variance is forecast at yearend, are detailed in the table on the next page:

Service	Variance £	Explanation
Homelessness	(£705,907)	There was a roll forward of unspent Government grant funding at the end of 2019/20, plus funding of £280,000 received in advance for 2020/21. Spend continues against the grant however any unspent at the end of 2020/21 will be carried forward into future years.
Community Infrastructure Levy (CIL)	(£3,106,523)	CIL transactions are treated as a revenue income or expense in year, but any balance on the account at yearend is transferred to reserve.
Community Safety	(£36,893)	Rolled forward income from the previous financial year remains unspent and will be rolled forward again at the end of 2020/21 if still unspent at this time.
Marketing & Grants	(£23,398)	The third quarter payment to ECTC has not yet been made – this will be done in quarter four

- 3.5 The net revenue expenditure for this Committee at yearend is forecast to be £5,576,403. This reflects a forecast £74,500 underspend when compared to the approved budget. Explanations for the forecast yearend variances which make up this balance are detailed in the table below:

Service	Variance £	Explanation
Building Regulations	(£20,000)	Staff savings have been, to some degree, matched by a reduction in income due to the Covid-19 pandemic, however there remains an expectation that there will be an underspend at yearend.
Housing	(£33,500)	This reflects the non-use of the bed and breakfast budget during the first nine months of the year, however due to these unprecedented times, this may change if cases emerge in the final quarter of 2020/21.

Planning	£60,000	<p>The Planning department still continues to receive a high number of applications, however a significant number of them are householders, minor and discharge of condition applications which generate a smaller fee but still require a large amount of staff time to complete. The number of pre-application submissions received has also reduced and therefore fee income is down for this element of our work.</p> <p>There is currently an over-spend on agency workers fees, however, from the 1st December one of the agency workers joined the Council on a permanent basis, having been recruited to the vacant Senior Planning Officer position. This should therefore reduce agency fees in the final quarter of the year. To reflect all of the above, the forecast overspend has been increased to £60,000.</p>
Recycling	£18,000	<p>The MRF (Material Recycling Facility) contract was being reviewed at the time the budget was being set and a contingency built into the budget to cover the cost of the market premium. It is now forecast that the contingency amount will not be enough to cover the additional costs.</p>
Neighbourhood Panels	(£1,000)	<p>As a consequence of Covid-19 no neighbourhood panels have taken place so far this year.</p>
Community Projects and Grants	(£57,000)	<p>Saving from the decision to bring homelessness support, previously undertaken by the Rural Cambs Citizens Bureau, in-house to be funded from the Homelessness Grant provided by MHCLG.</p>

Customer Services	(£50,000)	The apprentice post remained vacant during the first eight months of the year, as a consequence of the Covid-19 situation. This and other staff savings result in the forecast overall saving as detailed.
Travellers Sites	£9,000	Maintenance and cleaning of the sludge tanks and pump pits are causing a cost pressure this year.

3.6 The revised capital budget for this Committee stands at £3,822,330; including £311,110 of slippage brought forward from 2019/20 and an additional £81,894 of DFG following an in-year allocation from Government. The latter has not yet been formally approved, but Finance and Assets Committee will be asked to do so at their meeting later in the month.

3.7 The current forecast is that the capital budget will be underspent by £2,655,950 at yearend, meaning the total expenditure for the year will be £1,166,380.

Project	Variance £	Explanation
Waste – Wheelie Bins	£40,000	This relates to the purchase of wheeled bins. It was originally anticipated that the purchase and distribution of these would be actioned via East Cambs Street Scene, but as these need to remain as an asset of the Council, it is now felt appropriate that the cost be charged to the Council’s capital budget.
Depot	(£845,950)	Depot improvements continue to be delayed as further costings are obtained to ensure best value for money is achieved.
Waste Vehicles	(1,850,000)	The purchase of new Waste vehicles, to replace those bought previously with Government grant and now reaching the end of their economic life, has been delayed while the Council awaits the announcement of the Government’s new Waste Strategy and the impact of this on vehicle requirements and indeed if further grant funding becomes available.

4. FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 4.1 The current forecast is that the Committee's net revenue expenditure will come in £74,500 under budget at year-end.
- 4.2 An Equality Impact Assessment (INRA) is not required.
- 4.3 A Carbon Impact Assessment (CIA) is not required.

5. APPENDICES

- 5.1 Appendix 1 – Revenue budget monitoring report – 31st December 2020.
- 5.2 Appendix 2 – Capital budget monitoring report – 31st December 2020

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

OPERATIONAL SERVICES COMMITTEE BUDGET MONITORING REPORT - DECEMBER 2020

	Total Budget 2020-21	Profiled Budget to 31st December 2020	Actual to 31st December 2020	Variance to date	Projected Outturn	Variance between Total Budget & Projected Outturn	Outturn Variance previous Quarter
Revenue	£	£		£	£	£	£
Building Regulations	27,520	20,640	15,302	(5,338)	7,520	(20,000)	(10,000)
CIL	(0)	6,000	(3,100,523)	(3,106,523)	--		
Civic Amenities Act	11,428	6,696	6,902	206	11,428		
Community Projects & Grants	221,578	101,118	121,178	20,060	164,578	(57,000)	(47,000)
Community Safety	50,834	26,172	(10,721)	(36,893)	50,834		
Cons.Area & Listed Buildings	60,578	45,434	45,711	277	60,578		
Customer Services	465,859	350,423	324,366	(26,057)	415,859	(50,000)	(25,000)
Dog Warden Scheme	34,512	25,946	20,925	(5,021)	34,512		
Ely Markets	(0)	--	(23,398)	(23,398)	--		
Emergency Planning	28,088	16,593	14,145	(2,448)	28,088		
Environmental Issues	90,260	58,695	55,944	(2,751)	90,260		
Health - Admin. & Misc.	407,059	303,022	293,319	(9,703)	407,059		
Homelessness	372,074	280,555	(425,352)	(705,907)	338,574	(33,500)	(22,500)
IT	801,156	644,392	622,500	(20,422)	801,156		
Licencing	(899)	(674)	(10,243)	(9,569)	(899)		
Marketing & Grants	66,345	50,064	41,417	(8,647)	66,345		
Neighbourhood Panels	1,500	1,125	--	(1,125)	500	(1,000)	
Nuisance Investigation	70,970	53,227	54,661	1,434	70,970		
Performance Management	10,400	7,800	--	(7,800)	10,400		
Pest Control	9,090	6,817	6,401	(416)	9,090		
Planning	(16,131)	(12,071)	49,528	61,599	43,869	60,000	37,000
Public Relations	75,172	56,379	48,804	(7,575)	75,172		
Refuge Recycling	952,785	714,589	719,075	4,486	952,785		
Refuse Collection	1,177,951	883,463	1,006,638	123,175	1,195,951	18,000	18,000
Renovation Grants	--	--	--	--	--		--
Street Cleansing	689,469	517,102	517,852	750	689,469		--
Street Naming & Numbering	7,896	5,922	(4,278)	(3,170)	7,896		--
Travellers Sites	(20,000)	(33,717)	21,540	55,257	(11,000)	9,000	--
Tree Preservation	55,409	32,905	30,525	(2,380)	55,409	--	--
Revenue Total	5,650,903	4,168,617	442,218	(3,717,899)	5,576,403	(74,500)	(49,500)

CAPITAL BUDGET MONITORING 2020/21

Capital	Published Budget 2020-21 £	Slippage from 2019-20 £	Approved Additions £	Revised Budget 2020-21 £	Actual at 31st December 2020 £	Forecast Outturn £	Variance between Revised Budget & Forecast Outturn £
Conservation Area Schemes - 2nd round		27,506		27,506		27,506	0
Refuse & Cleansing Vehicles	1,882,077			1,882,077		32,077	(1,850,000)
Waste - Wheelied Bins					35,144	40,000	40,000
Depot	745,950	100,000		845,950		0	(845,950)
Mandatory Disabled Facilities Grants	697,299	94,417	81,894	873,610	144,314	873,610	0
Empty Properties, Discretionary DFGs, Minor Works, Home Repair Asst.	75,000			75,000	17,203	75,000	0
Vehicle Etc. Replacements	29,000	89,187		118,187		118,187	0
Leisure Centre					(188,038)	0	0
Total	3,429,326	311,110	81,894	3,822,330	8,623	1,166,380	(2,655,950)

SOURCES OF FINANCING	Published Budget 2020-21 £	Slippage from 2019-20 £	Approved Additions £	Revised Budget 2020-21 £	Variations £	Forecast Outturn £
Grants / Contributions (DFG)	526,577		81,894	608,471		608,471
Revenue Contribution		89,187		89,187		89,187
Capital Receipts	245,722	94,417		340,139		340,139
Borrowing	2,628,027	100,000		2,728,027	(3,470,950)	(742,923)
Section 106 / CIL	29,000	27,506		56,506	815,000	871,506
Capital Funding Total	3,429,326	311,110	81,894	3,822,330	(2,655,950)	1,166,380

Housing and Community Advice Service- Update on Impact of COVID-19

Committee: Operational Services Committee

Date: 18 January 2021

Author: Housing & Community Advice Manager

[V125]

1.0 ISSUE

1.1 To receive an update on the Housing and Community Advice Service and the impacts arising from COVID-19.

2.0 RECOMMENDATION(S)

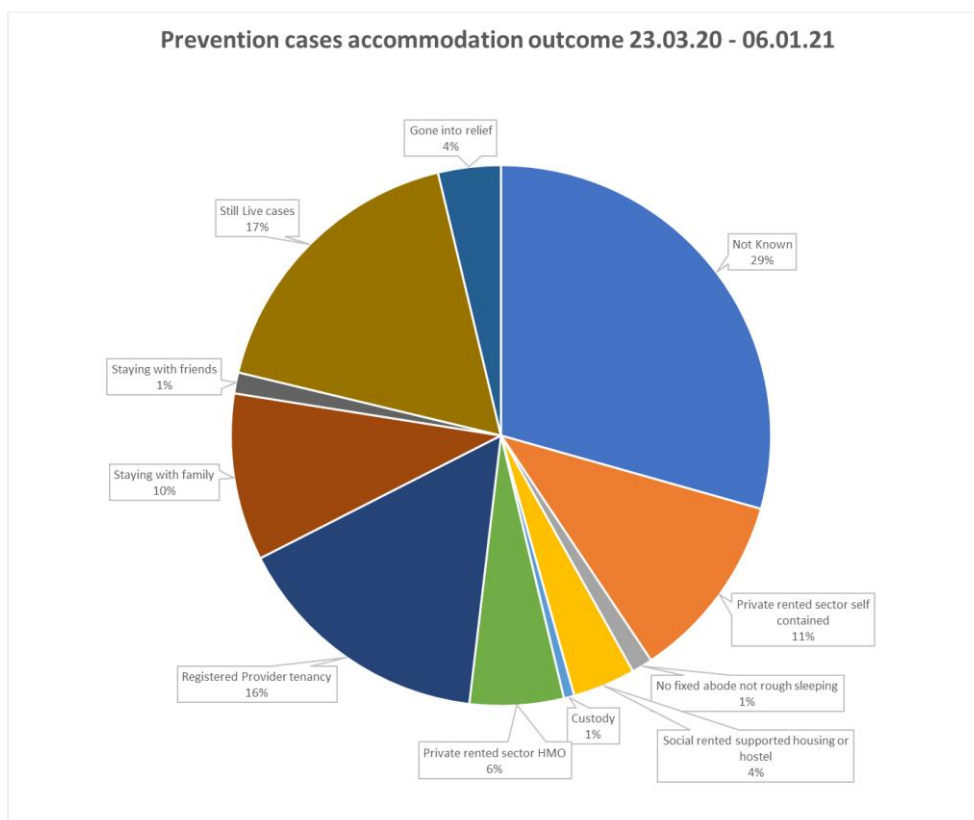
2.1 Members are requested to note the update in this report.

3.0 UPDATE

3.1 The purpose of this report is to provide Members with an update on the impacts of COVID-19 on the Housing & Community Advice Service since 23 March 2020 and to identify the challenges faced by the service for the foreseeable future.

Prevention

3.2 In the period running from 23 March 2020 until 5 January 2021 the service managed 160 prevention cases. Of these cases there are 28 cases which are still live and being actioned, 6 cases were placed into a Relief status, 18 cases went into private sector self-contained, 2 went into no fixed abode not rough sleeping, 6 went into Social rented supported housing or hostel, 1 went into Custody, 9 went into Private rented sector HMO, 25 went into Registered Provider tenancy, 16 stayed with family, 2 stayed with friends and 47 were 'not known' or 'other'.



3.3 Comparison for the same period in 2019.

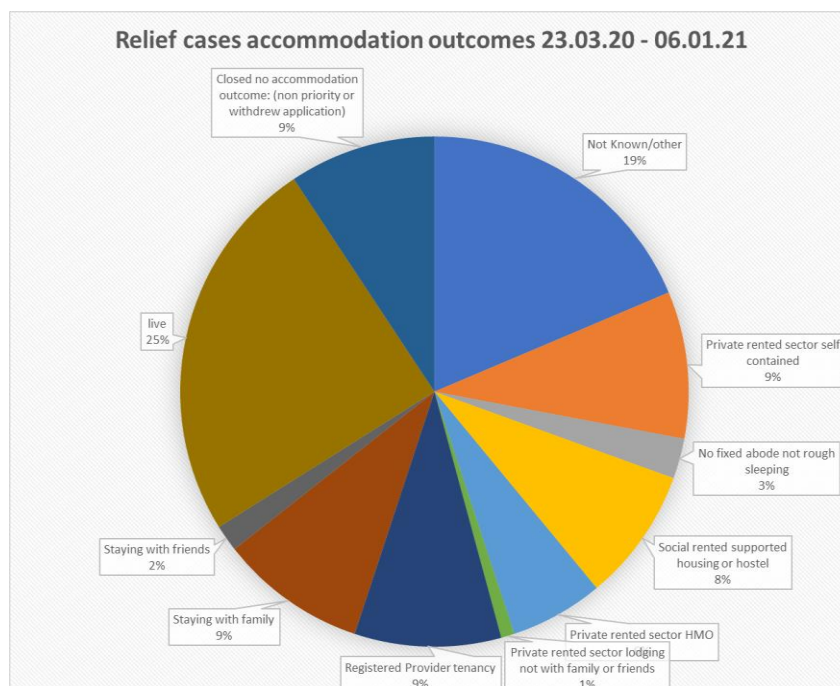
Preventions	2019	2020
	263	160

3.4 Year to year comparisons accounting for Section 21/8 evictions.

There have been no Section 21/8 evictions (section 21 or section 8 are notices issued when the landlord wants possession of their property back) from 23 March 2020 to 5 January 2021. In the same period in 2019 68% (284) of prevention cases were due to Section 21/8 cases.

Relief

3.5 In the period running from 23 March 2020 until 5 January 2021 the service managed 118 relief cases. Of these cases there are 29 cases which are still live and being actioned, 11 cases were found to be non-priority or withdrew their application, 11 went into Private rented sector self-contained, 3 into No fixed abode not rough sleeping, 10 to Social rented supported housing or hostel, 7 into Private rented sector HMO, 1 into Private rented sector lodging not with family or friends, 11 into Registered Provider tenancy, 11 stayed with family, 2 stayed with friends and 22 were 'not known' or 'other'.



3.6 Comparison for the same period in 2019.

Relief	2019	2020
	88	118

3.7 There have been no Section 21/8 evictions from 23 March 2020 to 5 January 2021. In the same period in 2019 58% of prevention cases were due to Section 21/8 cases.

3.8 The impact of COVID-19 is yet to be fully realised in this service as the emergency legislation preventing any evictions within private and social rentals is still in force and is not due to end until later in the month (March 2021). In previous years these types of cases would contribute to the need for support to be provided.

3.9 Prior to the 21 August 2020 the legislation required private landlords to issue 3 months notices. The 3 months notice requirement applies to all notices issued before the changes on 21 August 2020. For any notice issued after this date, six months' notice is required. This change in position will provide the service with more time to deal with cases.

3.10 The service is predicting that there will be an increase in Section 21/8 evictions. This is an obvious prediction when the Section 21/8 evictions come back in to force. The difficulty is trying to predict the amount of cases that the Council is likely to be dealing with once evictions resume. As the unknown is not quantifiable, the Housing & Community Advice Manager will be monitoring workloads and cases very closely to ensure that the service can cope with any additional demand.

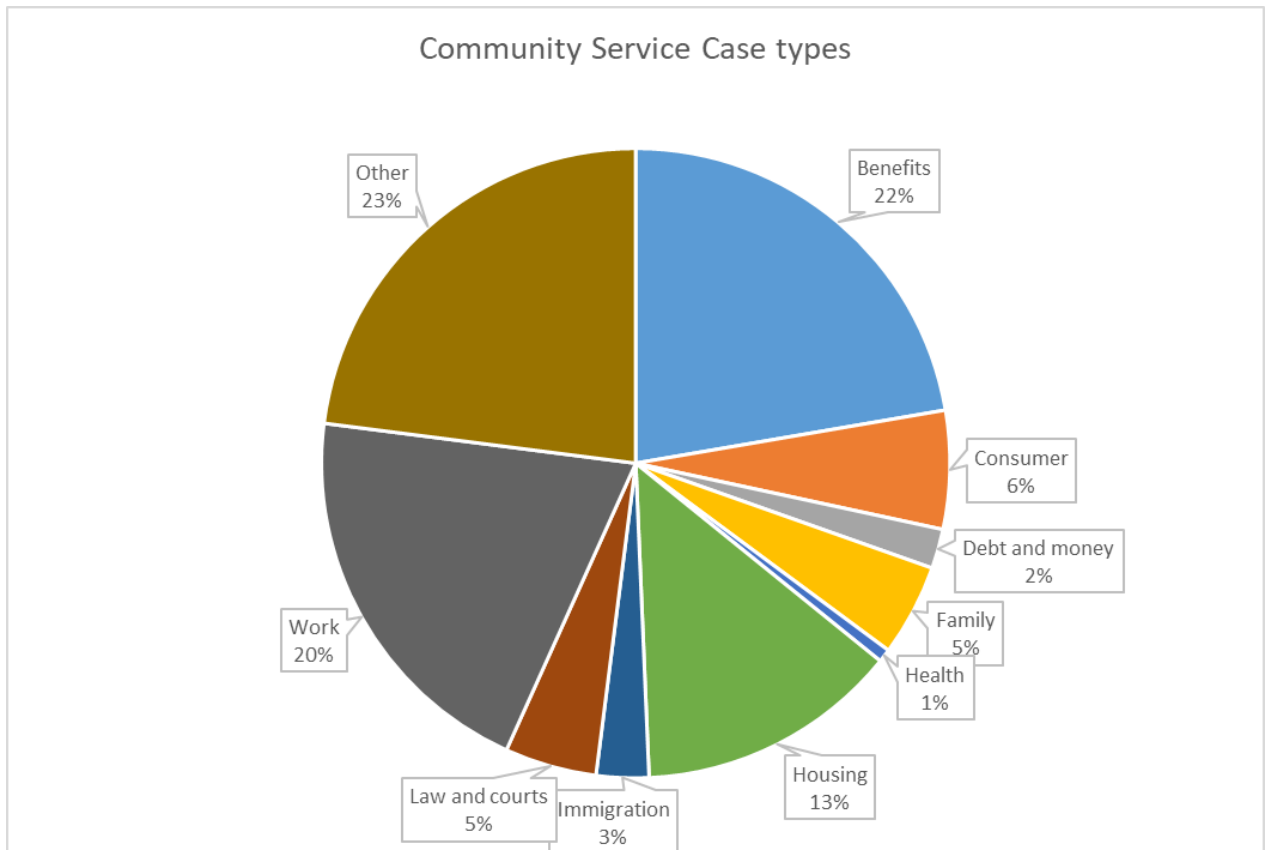
As part of the Covid-19 Recovery Group work, led by Director Operations, Jo Brooks, a bid was submitted to Cambridgeshire County Council for additional funding to support ongoing community work. The Council was awarded £200,000, part of which can be used to fund a new 12 month fixed term post for a Court Officer. This will enable us to provide dedicated advice, support and attendance at all court hearings currently due to recommence in March 2021.

Community Advice

- 3.11 In the period running from 23 March 2020 until 5 January 2021 the service dealt with 398 community service cases. The table below provides a summary of the nature of the cases.

The team continue to work closely with CAB and Nick Blencowe (Manager of CAB) is working within our office for at least 1 day a week. This is invaluable to still be working side by side and offering support to all officers.

Case	Number
Benefits	54
Consumer	33
Debt and Money	9
Family	23
Health	2
Housing	30
Immigration including EUSS	24
Law and Courts	26
Employment, redundancy, furlough	120
Emergency Fuel payments and advice	38
Other (including food bank vouchers and translation)	39



30% of the above cases were referred from Citizens Advice.

The last 6 months has seen an increase of 250 cases.

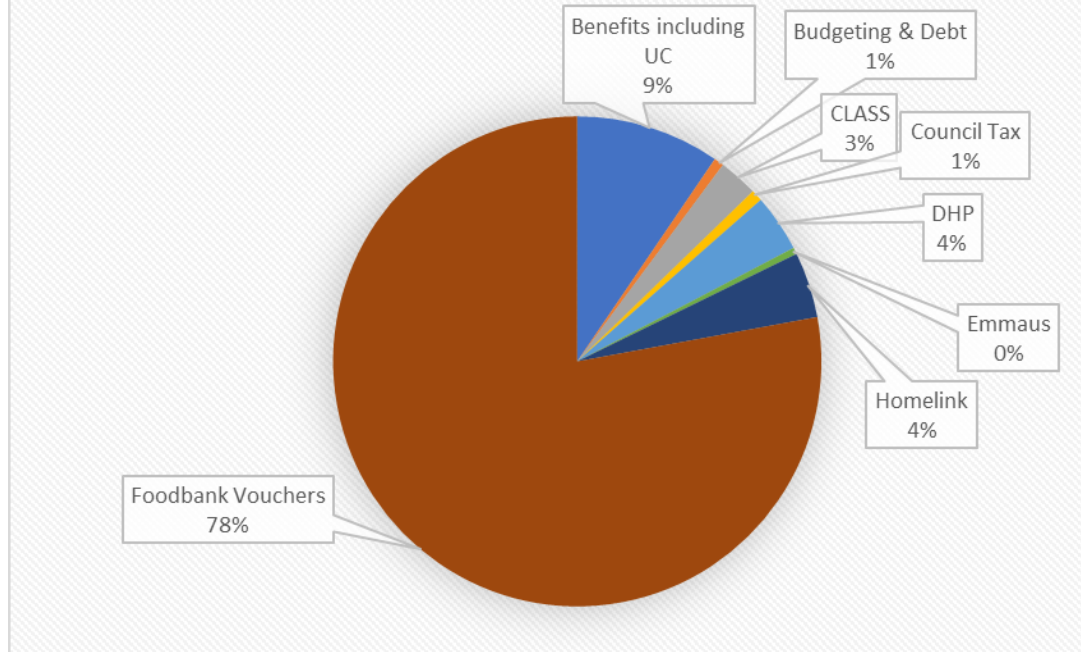
Tenancy Support

3.13 In the period running from 23 March 2020 until 5 January 2021 the service dealt with 808 tenancy support cases. The table below identified the nature of the cases.

Benefits including UC	88
Budgeting & Debt	6
CLASS	24
Council Tax	7
DHP	35
Emmaus	4
Homelink	40
Foodbank Vouchers	719

The last 6 months has seen an increase of 808 cases.

Tenancy support case breakdown 26.03.20 - 06.01.21



- 3.15 It is clear from the statistics that the Community Advice and Tenancy Support Service has seen an increase in demand over the last few months. The service did prepare for the increase in advance and continues to be ready to meet further increases and provide the best possible service.
- 3.16 In recent months Officers have undertaken many training courses. Attached at Appendix 1 is a list of the training that has been undertaken by several members of the team.

General

- 3.17 The Council's Housing and Community Advice Service prides itself on being the leading voice in preventing homelessness and will continue to build and maintain the excellent working relationships with partners; both internal and external, voluntary and statutory to prepare for any additional spike in requests for assistance. The recent experience and impact of COVID-19 has only strengthened this resolve.
- 3.18 The Council continues to be in a fortunate position in that it has not had to face many of the challenges that other local authorities have been dealing with. The Council has not needed to house people in bed and breakfasts or hotel accommodation. This places the Council in a stronger position than some, as the Council will not have to deal with trying to accommodate those in temporary accommodation as well as those facing possible evictions later on this year.

As the Council does not own any housing stock we rely on data provided by Sanctuary Housing on properties becoming available. The availability of properties changes from week to week and therefore it is impossible to predict when properties will become available. However, we are still using the direct let option during this Covid-19 period to ensure smooth transitions for all of our clients that cannot stay in their current accommodation.

There are currently 9 rooms void across our temporary accommodation units in preparation for when the courts resume.

There are currently 9 cases where clients have an outstanding Section 21/8 which cannot be carried out until the courts re-open.

The Team is also assisting Environmental Health in carrying out door knocking in line with Track and Trace legislation and to date the officers have carried out 6. These are carried out 7 days a week.

The Team has continued to deliver emergency food parcels with the help of our local food banks. Officers are available to deliver these as and when needed across the district.

With the additional funding obtained by the Covid-19 Recovery Group we have been pleased to offer £500 donations to all the food banks within our district.

We have also been able to donate £25,000 to The Lighthouse Centre who have provided invaluable support delivering emergency food packages, meals and our SWEP (Severe weather provision) provision throughout the pandemic.

The Team continues to administer the Discretionary £500 isolation payments and to date we have assessed 49 applications; 14 of these were successful, 28 were not eligible and we still have 7 pending waiting further information.

Key Challenges

3.19 The key challenge in the coming weeks and months will be supporting the residents of the district in these changing times. As Members will see from the schedule at Appendix 1, the team has undertaken a lot of training to prepare for (although already actively providing advice on) a number of areas related to the changing demand on the service. The key challenge areas include, but are not limited to:

- Furlough rules
- Debt management
- Universal credit
- Mental Health
- Employment
- Housing, including eviction
- Homelessness prevention

3.20 It is very clear that over the last 6 months demand on the Advice Service has increased drastically. When this element of the service was brought in-house there was a commitment to carry out a review following the first 12 months of delivering the service. The review will be undertaken and will assess whether there are any changes that need to be made to reflect the enhanced service that we now offer.

Despite this pandemic the team has achieved the NPSS Gold Standard award which is a huge achievement. The team have worked really hard over the last 3 years to achieve this.

4.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

4.1 There are no financial implications arising from this update.

4.2 An EIA is not required.

5.0 APPENDICES

5.1 Appendix 1- Training Schedule

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
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None

The Grange,
Ely

Angela Parmenter
Housing & Community Advice
Manager
(01353) 616374
E-mail:
angela.parmenter@eastcambs.gov.uk

APPENDIX 1

Training Undertaken between May 2020 and January 2021

Date	Title	Provider	Hours	Adviser
13/5/20	Furlough rules	ACAS	1	Aneta Sharp
21/5/20	Government Recovery Strategy	Webinar	1	Aneta Sharp
2-3/6/20	Introduction to welfare benefits	Social Welfare Training	6	Aneta Sharp
5,8/6/20	Covid benefit update 1&2	Social Welfare Training	6	Aneta Sharp
9/6/20	Debt Management	Community Money Advice	6	Aneta Sharp
11/6/20	Transition from lockdown	ACAS	2	Aneta Sharp
17-18/6/20	Universal Overview	Social Welfare Training	6	Aneta Sharp
24/6/20	Covid benefit update 3	Social Welfare Training	3	Aneta Sharp
25-26/6/20	Limited Capability for work: ESA & UC	Benefit Training Company	6	Aneta Sharp
30/6/20	Universal Credit in depth	Benefit Training Company	6	Aneta Sharp
14-15/7/20	Benefits for EEA Nationals	Benefit Training Company	6	Aneta Sharp
21/7/20	Debt Advice 2	Community Money Advice	6	Aneta Sharp
22-23/7/20	Mental Health and benefits	Social Welfare Training	6	Aneta Sharp
23/7/20	Flexible furlough	ACAS	1	Aneta Sharp
29/4/20	Grants for the Self Employed	HMRC	2	Nick Wyatt
11/6/20	Transition from Furlough	ACAS	1	Nick Wyatt
9/6/20	Debt management part 1	Community Money Advice	6	Nick Wyatt
29/6/20	Employment Law Update	ACAS	1	Nick Wyatt
21/7/19	Debt management part 2	Community Money Advice	6	Nick Wyatt
10/11/12 08/20	Interpersonal Mediation training	Mediation UK	18	Nick Wyatt
06.05.2020	Domestic abuse	Webinar	6	Suleman Salim
08.05.2020	Universal Credit and income	Social welfare Training	6	Suleman Salim
24.06.2020	Universal Credit covid19 Benefit 1+2	Social Welfare Training	6	Suleman Salim
09.06.2020	Debt Management	Community Money Advice	6	Suleman Salim
14+15.06.2020	Benefits EEA Nationals	Benefit Training Company	6	Suleman Salim
16.06.2020	Safeguarding	ECDC E-learning	2	Suleman Salim

21.07.2020	Debt Advice 2	Community Money Advice		Suleman Salim
22+23.07.2020	Mental Health and Benefits	Social Welfare Training	6	Suleman Salim
25+26.07.2020	Limited Capability for work ESA ,UC	Social Welfare Training	6	Suleman Salim
15/9/20	Green house grant	EEA	2	Aneta Sharp
21/9/20	Intro to housing cost entitlement for EEA nationals	shelter	1.5	Aneta Sharp
25/9/20	Assisting non-UK nationals	NHAS	1.5	Aneta Sharp
5/10/20	EEA nationals and housing	NHAS		Aneta Sharp
8-9/10/20	Appeal tribunal	Benefit Training company	6	Aneta Sharp
8/10/20	Non-UK nationals eligibility for housing	NHAS	1.5	Aneta Sharp
12/10/20	Covid-19 job retention	HMRC	1	Aneta Sharp
20-21/10/20	Immigration OISC1	HJT	6	Aneta Sharp
10/11/20	Intro to housing eligibility	NHAS	1.5	Aneta Sharp
11/11/20	Health & safety	Internal	3	Aneta Sharp
14/10/20	Self-employment grants	HMRC	1.5	Nick Wyatt
12/11/20	Small redundancies	ACAS	1	Aneta Sharp
16-17/11/20	Benefits for older people	Social welfare training	6	Aneta Sharp
18/11/20	Time management for remote working	NHAS	1.5	Aneta Sharp
18/11/20	Covid support for employers	HMRC	1	Aneta Sharp
23/11/20	Welfare benefits	NHAS	1.5	Aneta Sharp
26/11/20	EU settlement scheme	WAD	2	Aneta Sharp
26/11/20	Furlough	ELSG	1	Aneta Sharp
27/11/20	GDPR	Internal	1	Aneta Sharp
	Family law	Oplex	10	Aneta Sharp
10/12/20	Mental health at work	ACAS	1	Aneta Sharp
11/12/20	Statutory sick pay & covid	HMRC	1	Aneta Sharp
15/12/20	Working time & pay	HMRC	1	Aneta Sharp
16/12/20	Housing duties for young people	Shelter	1.5	Aneta Sharp
16/12/20	Advice in time of covid	Law centre	1.5	Aneta Sharp
20/12/20	Debt recovery for business	SV Legal	1	Aneta Sharp
20/12/20	Family Law	Oplex Careers	10	Nick Wyatt

Please note this only includes training carried out during this period from May 2020 onwards.

EUSS

ECDC has been registered and authorised by the Home Office to act as one of their Centres to assist the EU citizens in applying for settled/pre-settled status. The service is free however we will receive payment of £25 per completed appointment. Currently we have 3 advisers registered as allowed to offer this limited immigration service (Aneta Sharp,

Suleman Salim and Nick Wyatt). The deadline for applications is the end of June 2021. We have now carried out 11 applications generating an additional income of £275.

Debt advice

The Community Advice Service is providing general debt advice. Seven of the housing team have passed part 1 and 2 of the level 3 Award in Generalist Debt Advice (Money Advice Service (MAS) Accredited). After obtaining sufficient debt management experience staff will be permitted to apply to undertake part 3 of the qualification. Part 3 must be completed and passed by December 2021 in order to gain the full accreditation.

As a developing service the team will be undertaking training provided by the Institute of Money Advisors (IMA) which includes the Financial Conduct Authorities (FCA) Compliance and Quality of Advice. It should be noted that the training programme has been subject to disruption due to the Covid 19 crisis.

AGENDA ITEM NO. 9

TITLE: ECDC ENVIRONMENT ACTION PLAN: PROGRESS REPORT; INTERIM TARGETS; AND PARTNERSHIP FORUM SET UP

Committee: Operational Services Committee

Date: 18 January 2021

Author: Richard Kay, Strategic Planning Manager

[V126]

1.0 ISSUE

1.1 On 8 June 2020, Operational Services Committee approved the Council's first 'Environment Plan', which provides a strategy and action plan to deliver (in part) on the commitments of the Climate Change Motion approved in October 2019.

1.2 This agenda item:

- provides Committee with an update on progressing the Actions within the Environment Plan;
- provides, for discussion, possible options for interim targets towards 'net zero' carbon emissions; and
- provides further updates on progression of a community Partnership Forum.

2.0 RECOMMENDATION(S)

2.1 That the Committee:

- (A) Welcomes the progress made to date, in respect of achieving the June 2020 Environment Plan's 'Top 20 Actions';
- (B) Notes the progress made to date in terms of establishing a Partnership Forum and the establishment of district-wide baseline climate related data, and agrees that officers should continue to progress on the basis outlined;
- (C) Notes the commentary on the options in respect of setting an interim carbon emissions reduction target for ECDC, and agrees that the options and commentary as set out form a reasonable basis for further investigation, with the intention of this Committee establishing an interim target at its meeting in June 2021;
- (D) Agrees that a short preliminary investigation into the potential of ECDC generating its own commercial scale renewable energy be conducted, and brought to Committee at the earliest opportunity; and
- (E) Nominates, from Members of this Committee, a 'Natural Environment and Climate Change Member Champion'.

3.0 BACKGROUND/OPTIONS

3.1 On 8 June 2020, Operational Services Committee approved the Council's first ECDC based 'Environment Plan'. We continue to make good progress on the 'actions' agreed in that Plan, as first reported to Committee in September and again as the following demonstrates:

Progress on the 'Top 20 Actions'

3.2 Committee will recall that the ECDC Environment Plan included a 'Top 20' of actions intended to be achieved by the Council over the course of the year to June 2021. Attached at Appendix A is a summary table setting out what those Top 20 actions are, together with commentary on progress and future milestones.

3.3 To pick out a few highlights from that table:

- We quickly secured a new electricity contract in late June, meaning from October 2020 (the earliest date possible) the Council moved to a 100% renewable energy 'green' tariff, at very minimal additional cost. (Note: offsetting our gas usage is more challenging, with options still being explored) (Action 1)
- We have replaced all our street / car park lighting to energy efficient LEDs (Action 2).
- Our staff and Members Business Mileage has dropped by well over half, perhaps as much as 75%, compared with pre-March 2020. Whilst this has been Covid-driven, it will contribute to a carbon emission savings, and has given the Council an excellent 'trial' of what works well and could be maintained long-term, for carbon (and financial) benefits (Action 3).
- An energy audit of The Grange and E-space North has been completed – we are currently determining what measures can be implemented, and are scheduled to bid in January for Government grants to help pay for such measures (Actions 7 and 8).
- We have received recommendations from the Wildlife Trust on establishing where and how we could transform some of our own land assets into more biodiversity rich areas (as per Action 11). We are assessing those options, with a view to acting on the most advantageous as soon as possible (this winter/spring).
- Supplementary Planning Documents on Natural Environment (adopted September) and Climate Change (consultation Nov-Dec) have progressed very well, and with high levels of interest in them (Action 12).
- Three Parish Councils are working with us to establish a template parish action plan which all parishes can use, should they wish to do so (Action 15).

3.4 Overall, we have made solid progress on delivering actions in the Plan. However, in the interest of transparency, it is worth also highlighting where progress has not yet started or perhaps slower than we would have liked:

- Expansion of electric vehicle charging points has made some progress, but the expected county-wide Strategy has not been progressed by the Combined Authority as we expected. If this continues to be delayed, we may have to progress our own district-only strategy, but this is not a preferred option. In the meantime, we are hopeful of progressing in the short term at least some new charge points in our own car parks, and our nearly complete Climate Change SPD helps the Council to encourage developers to include charge points in their development schemes.

- ECTC and ECSS are reviewing their waste collection methods and rounds to determine whether more efficient route collections can be secured. A report on this project is scheduled for review and consideration in the first quarter of the financial year 2021/22. However, ECTC and ECSS have not progressed as far as hoped their review into alternative options for its vehicle fleet, or been able, to date, to set out a programme of how its vehicle fleet will become less carbon intensive. The primary reason for the vehicle fleet review pause is that Government has delayed from the Autumn (2020) to Spring (2021) its long awaited 'waste strategy'. Without knowing the explicit information detailed within the strategy and how it will conclude, which will have a substantial impact on the way we collect waste in the future, it is difficult to plan (and make purchases) locally, as such plans (and purchases) might not fit national plans and policy. Provided there are no further national delays, we hope by June that this target will be back on track.
- Other targets may also have not progressed to conclusion yet, but were always planned to be concluded in the second half of the year, and remain broadly on track.

3.5 Overseeing progress on the Plan is a Project Group comprising the Director of Operations, various Service Leads and myself. That group tracks progress and approves day-to-day activities.

3.6 As we have now entered the second half of the action plan year (full year is June 2020 to June 2021), the Project Group believes the overall progress has been good to date, and we are confident of meeting most, if not all, of the Top 20 Actions in full.

Partnership Forum and District Wide Environment Plan Progress Update (Action 14)

3.7 Committee will recall that at your meeting in November 2020 you agreed the headline principles for establishing a partnership forum, as part of progressing Action 14. As promised, a further update is given on this matter in this report.

3.8 As a reminder, Action 14 is as follows:

“Action 14: Put in place arrangements, by April 2021 (including a district wide partnership forum), to facilitate the preparation of a district wide Action Plan ('District-EnvPlan'). This Action Plan, which is prepared in partnership with a wide range of stakeholders, will set out how we can cut our carbon emissions and boost the natural environment collectively across the East Cambridgeshire area.”

3.9 Broken down, Action 14 has, in effect, three steps:

Step 1: establish district wide baseline carbon emissions data

Step 2: establish a partnership forum

Step 3: partnership forum prepares a district wide Action Plan

3.10 The first two steps are targeted to be complete by April 2021. The last step is more open ended, and depends on the activities and progress the forum makes. It is hoped such a district wide Action Plan would be completed at some point in 2021 (or early 2022), and regularly reviewed, by the forum, thereafter.

Baseline data (step 1) update:

3.11 We have made good progress at establishing some of the headline baseline data, for emissions at the district level, which then will form the basis of discussions with the forum as to what areas do they want to target action first. It also, of course, sets a baseline to monitor progress over years to come.

3.12 Some headlines, taken from Appendix B (see step 3 for an explanation of Appendix B), include:

- East Cambridgeshire (as a district) emits over 700,000 tonnes of Carbon Dioxide (equivalent) (tCO₂e) greenhouse gas emissions.
- Per person, on average, we emit more (7.8 tCO₂e) than the UK average (5.2 tCO₂e) – the reasons for this are not yet clear, but could be due to the rural nature of our district, and the high level of commuting and oil use. For context, the global average is around 6.8 tCO₂e (with US at 18 tCO₂e, and India at 2.4 tCO₂e, for example).
- Transport makes up over 40% of East Cambridgeshire emissions, the vast majority of which are ‘on-road’ (i.e. mostly cars).
- Buildings cause nearly half our emissions, and of that, our homes contribute more than half. Put another way, our homes emit around a quarter of all emissions in East Cambs.
- On the positive side, in 2018 (latest available known figures) the district generated 430,000 MWh of renewable energy. That’s enough electricity to power over 100,000 homes. Put another way, and very roughly speaking, the amount of renewable energy produced in East Cambridgeshire we think is broadly similar to the amount of electricity used in the district by residents and businesses combined. This is a significant achievement. However, over 80% of our total emissions are from other sources (such as petrol, diesel, gas, etc), so we have a long way to go to address that gap.

Partnership forum (step 2) update:

3.13 As agreed by Committee in November, as a guiding principle the partnership forum should be (and should be seen to be) independent of the Council. Nevertheless, it requires the Council to act as facilitator to get the forum going, and assist with (at least in the early days) with communications and administration of the forum. Thereafter, the aim is for the Council to be an active participant of the forum, but not controller of it.

3.14 During December, potential organisations, businesses and other potentially interested people were started to be asked whether they would be interested in being part of the forum. Those people were selected following suggestions made by service leads during November. Further suggested organisations are being sought.

3.15 At the time of writing, the following sorts of organisations have been invited (and, to date, positive responses are being received):

- known local environment groups or groups keen to promote environmental awareness;
- national or regional organisations, which are known to have a particular local interest in the area
- landowner (farm) interests
- Local Drainage Board
- A local architect company
- A local housing association
- A small number of parish councils (3), which ECDC has been working with recently on a parish action plan.
- The County Council

3.16 We continue to explore potential additional representation on the forum, especially from the wider business community (and suggestions from Members would be welcome). Inevitably, if the forum is successful, it should generate its own interest and new organisations may come forward to ask if they could join. Overall, and as a starting point for the forum, we think the above set of organisations, together with one or two more, would provide a range of views to feed into the preparation of the district wide Environment Plan.

3.17 A next step will be to establish a 'terms of reference' (ToR) for the partnership forum, and a draft of that will be prepared shortly.

3.18 If Committee is broadly supportive of the emerging structure for the forum, then officers will proceed to the next step of setting up the first meeting, probably for March.

District wide Action Plan (step 3) update

3.19 As stated, it is for the forum to develop and agree the district wide action plan. Nevertheless, the intention is to provide the forum with a basic structure of such a Plan (which can be used or adapted as they see fit), together with introductory and baseline data which can be included within it.

3.20 Attached (appendix B) is an early draft of such a template for a Plan, and Members 'in principle' views on it are welcome. Within it, Members will note a variety of baseline data collected to date, and which we will continue to refine and build upon as any Plan is prepared.

Ideas Forum

3.21 Separately, we have given fresh impetus to the already established 'Ideas Forum', reminding people to submit their ideas by end of February if they would like them considering/researching for inclusion in the 2021/22 action plan year. Views received could also be fed to the Partnership Forum, once established.

Interim Targets

- 3.22 Moving away from the Partnership Forum and other community engagement matters, this Report now turns to the issue of Interim Targets.
- 3.23 As a reminder, the original Climate Change Motion passed at Full Council (October 2019) included the following:
- “Operational Services Committee... will explore and consider...measures required and feasibility of reaching net zero carbon emissions by the Council by 2050”*
- 3.24 Thus, as it stands, the Council has committed to exploring the feasibility of reaching, for its own operations, net zero carbon emissions by 2050 (which, for information, is the same year legally committed to by UK government, whereby UK greenhouse gas emissions by 2050 should be net zero emissions - see The Climate Change Act 2008 (2050 Target Amendment) Order 2019).
- 3.25 However, Committee agreed in 2020 that the second ECDC-based Environment Plan (scheduled for June 2021) should include interim target(s) towards our long-term carbon emissions ambitions.
- 3.26 By way of further background, and as set out in the first ECDC based Environment Plan (and reflecting matters which are considered ‘in scope’ for calculating an organisation’s ‘carbon footprint’), ECDC emitted 1,317 tonnes CO₂e in the financial year 2018/19. Preliminary data is showing that ECDC emitted a very similar amount of CO₂e in 2019/20, though we should be very cautious about noting change from one year to the next, as external factors can play a major role (hot summers or cold winters, for example; and, for 2020/21, covid-related factors). What is more important is to monitor the trend, year on year.
- 3.27 Some of the largest contributors to that footprint in 2018/19 were (% figures are approx.):
- Fleet Vehicles (fuel and ‘well to tank’) – 70% of all ECDC emissions, with the vast majority of that arising from our waste collection vehicles.
 - The Grange (predominantly heating, electric use) – 10% of ECDC emissions
 - E Space North – 5% of ECDC emissions
 - Vehicle business mileage, from staff and Members undertaking site visits or meetings etc (but does not include staff commuting; such mileage would form part of an individual’s carbon footprint) – 7% of ECDC emissions
- 3.28 Interestingly, preliminary data for 2019/20 is indicating that, whilst overall emissions are broadly flat compared with 2018/19, the proportion associated with our fleet vehicles has increased (to perhaps around 80%) whereas our emissions arising from our buildings has gone down. There is no immediately obvious reason for these shifts, though diesel consumption increased in 2019/20 compared with the year before. However, as a reminder, we should monitor trends, not changes from a single year.

- 3.29 To get to net zero emissions, then obviously each of the above contributors needs to reduce their fossil fuel consumption to zero (or close to zero) and rely more on renewable sources of energy; or, produce more renewable energy than it consumes, to offset any remaining fossil fuel or other combustion fuel usage.
- 3.30 To get there (i.e. net zero) will require a combination of national measures (primarily, the decarbonisation of the electricity grid, and the likely outlawing of fossil fuel direct combustion in vehicles) and, potentially, voluntary ECDC organisational change.
- 3.31 The voluntary organisational change might only be a 'potential' action because in reality change may well be mandated on all organisations to make that change well before 2050, in order to meet the legal UK requirement to become net zero by 2050. For example, the electricity grid may well be 100% decarbonised well before 2050, meaning all electricity used by any organisation would be zero carbon. It also appears highly likely that, by 2050, vehicles will no longer be run on petrol, diesel or other fossil fuel, particularly as a ban on production of fossil fuel run vehicles is likely from 2030. To put it a different way, there simply will, it appears highly likely, be no fossil fuel market ('petrol stations') remaining by 2050 to service the very low number of pre-2030 vehicles that are still running on petrol/diesel.
- 3.32 But, it is not in the spirit of the Motion to simply 'wait for change to happen' and wait for measures to be mandated on organisations such as ECDC. Indeed, many would argue we have a moral duty to make change happen, and quickly, in order for ECDC to do its bit to help avert the worst of the emerging environmental crisis. As such, setting challenging organisational-targets towards net zero is a sensible and appropriate measure for all organisations, including ECDC.
- 3.33 So, what should those interim targets be? The following paragraphs set out a number of options, for discussion, in no particular order.
- 3.34 One option is to align with the research emerging from the Tyndall Centre. The Tyndall Centre is a partnership of universities bringing together researchers from the social and natural sciences and engineering to develop sustainable responses to climate change. The Centre works with leaders from the public and private sectors to promote informed decisions on mitigating and adapting to climate change. Whilst we have not engaged directly with the Centre, local authorities which have, often go on to adopt the principle that their (or their geographical area) CO₂e emissions should be reduced by an average of **13.5% per year, or 50% every 5 years**.
- 3.35 By taking this approach, deep cuts in emissions are made early, and the more difficult (smaller) cuts are made latter. One of the principles behind their approach is the idea that to meet Paris Agreement (2015) commitments and IPCC recommendations (2018) (i.e. limit global temperature to 1.5C increase), we have around 7 years of BAU carbon left to emit i.e. if we carry on as normal, within about 6-7 years from now, we would have used up our entire 'budget' of carbon that can be emitted if we are to stay within 1.5-2% rise in global temperatures. To stretch out those years beyond 7 years requires cuts to be made now, and the deeper the earlier cuts are, the longer you can stretch it out before you need to eliminate carbon emissions (on a net basis).
- 3.36 More broadly, as an alternative option, the IPCC recommended in 2018 that "*holding temperature rise below 1.5°C will mean global emissions of CO₂ will need to*

decline by 45% from 2010 levels by 2030, and reach net zero by 2050. ECDC could therefore adopt a similar target i.e. **45% cut by 2030**, albeit from 2018/19 levels as that is the starting point of our data (rather than 2010). This is clearly a much less onerous target than the Tyndall Centre approach, and the flaw in using it is that developed nations should contribute a much greater percentage of reduction than less-developed nations, because it is much harder for less developed (less emitting) nations to make cuts.

- 3.37 In December 2020, the UK Climate Change Committee published a ‘world first’ detailed route map for a fully decarbonised UK, and set a target of 78% cuts in emissions by 2035 (from a 1990 base – by 2019, UK emissions are already down 41% from 1990 base). Interestingly, such cuts by 2035 are not recommended to be evenly spread across all industries and uses, with some operations targeted as 100% net zero before 2035, and others (such as “trucks”) being low carbon “by 2040” – this point is relevant to discussions later in this report. Turning the CCC 78% target by 2035 into an ECDC target is difficult, because of the 1990 baseline adopted by CCC. But, roughly speaking, and reflecting the 41% reduction already made nationally, it equates to a **65% emissions cut by 2035** (from 2019), and this could be adopted as an ECDC organisational target.
- 3.38 Another example target that could be followed is that of near neighbouring councils. One, for example, has pledged (May 2020) a reduction in its carbon footprint of at least 45% by 2025 (on a 2019 baseline), and at least 75% by 2030. This example target is very similar to the Tyndall Centre example given above, perhaps just slightly less ambitious. ECDC could, therefore, adopt a similar target of **45% by 2025 and at least 75% by 2030**.
- 3.39 Many other councils, including local ones such as Peterborough, have declared a climate emergency with a headline target of being net zero by 2030. However, it is not evident, from preliminary research of such councils, precisely how that target is going to be practically achieved, and, therefore, such targets appear more an aspiration, rather than a worked up deliverable target. Nevertheless, it is another option which could become ECDC’s target i.e. **net zero by 2030**. Some other councils, of course, have made no specific target commitments at all.
- 3.40 It is also worth being mindful of the local Climate Commission work, as commissioned by the Combined Authority for Cambridgeshire-Peterborough area. That Commission commenced work in Autumn (following a delay from earlier in the year) and is due to publish interim findings and conclusions in February 2021, and a final report in summer 2021 (slightly delayed by a few months from the original timetable). Whilst the final report is likely to be too late for ECDC, at least for our June 2021 Plan, it is understood that the interim report in February 2021 is likely to indicate a recommended Cambridgeshire-Peterborough wide emissions cut for local authority operations. This could, therefore, **form the basis for our own target**.
- 3.41 The most ambitious target found from research undertaken is that of Extinction Rebellion UK, which seeks the UK to become **net-zero by 2025**.
- 3.42 Finally, on a more crude and simple sliding scale basis, interim targets could simply be based on a **straight line trajectory to net zero at 2050 (roughly 4% cut per year to 2030)**.

3.43 In summary, therefore, targets described above are summarised as follows:

- **13.5% per year, or 50% every 5 years**
- **45% cut by 2030**
- **65% cut by 2035**
- **45% by 2025 and at least 75% by 2030**
- **Adopt the target as recommended by the Cambs-Pboro Climate Commission, if one is forthcoming in Feb 2021.**
- **net zero by 2030**
- **net-zero by 2025**
- **straight line trajectory to zero at 2050 (roughly 4% cut per year to 2030)**

3.44 Whichever option above is taken (or based upon), it has to be ambitious yet realistic. And, on that basis, it is a statement of fact that the biggest source of emissions by ECDC is from its vehicle fleet, and of that (and by far), its refuse collection vehicles.

3.45 Thus, if we adopt the position of, say, a 50% cut by 2025, it would likely have to mean that our waste vehicles would have to move, at least to a significant degree, away from fossil fuel consumption. And to do that would require not only low carbon vehicles to be available on the market to undertake the job, but also the budget to purchase such vehicles.

3.46 Even if these two hurdles can be overcome by 2025, getting rid of perfectly useable vehicles 'early' (i.e. before end of life) in order to switch to a low carbon vehicle could arguably be a counter-productive measure from an emissions point of view due to the huge embodied carbon in a new vehicle, with such embodied carbon in a vehicle often greater than the carbon emissions emitted in the entire operating life of a fossil fuel consuming vehicle (it is, for example, accepted internationally that most petrol or diesel cars produced in the world consume more energy (and hence emission of CO₂e) during the manufacturing of that car, than the car will ever emit through its entire life of (petrol/diesel consuming) use).

3.47 Thus, buying an electric waste vehicle or other low carbon vehicle may appear a good measure, and will actually reduce a council's headline annual footprint (especially if the vehicle is charged via renewable energy), but the net consequence on the environment may be worse due to the hidden carbon footprint of embodied carbon – put more simply, you could be doing wrong, when you think you are doing right. Taking the right decision, therefore, is not always a simple calculation, irrespective of the amount of money involved.

3.48 Another alternative approach to potentially explore is whether the Council would prefer (for financial, practical or net emission saving reasons) to explore the direct investing in renewable energy generation, on its own land, on a commercial scale. For example, rather than the Council focussing only on reducing its energy use, it

also focusses attention on generating renewable energy in the first place. And, in doing so, determines how, for each £1 spent, the greatest net CO2e savings can be achieved.

- 3.49 For example, once the easier and relatively inexpensive energy efficiency saving measures have been taken (on our buildings or vehicle routes), chasing the final (and harder) savings may cost a lot of money for very little CO2e saving. A more effective measure could be to generate electricity ourselves, so that overall our emissions are net zero. Of course, land will be needed to make this happen (and will likely have to be bought if not available). There will also be planning issues to consider, as well as local community views on installing renewable energy infrastructure. But, very approximately, and subject to those issues and constraints, an investment of around £2m in renewable infrastructure (eg for a relatively small solar PV farm (5-8ha), or 1-2 wind turbines) would likely generate enough electricity and CO2e savings equivalent of the entire CO2e that ECDC presently emits, per year. That investment would, of course, also deliver an annual financial return from the selling of such generated electricity.
- 3.50 For the avoidance of doubt, no detailed research on this matter has been undertaken (and the above figures should be taken as a very rough guide), though if Members consider it desirable, a more detailed preliminary investigation could be conducted. Of course, for a smaller investment, a smaller proportion of ECDC's emissions could be 'netted' off, though this would only likely efficiently work with a solar PV farm (wind turbines lose considerable efficiency and £/return if smaller turbines are used).
- 3.51 Thus, the report so far has set out some preliminary thinking on possible issues and options relating to the setting of interim targets for ECDC CO2e emissions. In order to set such interim targets in our June 2021 Environment Plan, the Council will need to reflect on the following sorts of questions:
- How ambitious a target is it willing and able to set (having taken account of the issues, deliverability and costs)?
 - On the basis that, at this stage, it appears unlikely that commercial electric waste vehicles ('bin lorries') will be available in the period to 2025 (that have the range capable of serving a rural district such as ours) – how can that be reflected in the interim target(s) we set?
 - Would the Council be willing to compensate for the high levels of emissions arising from our vehicle fleet through the direct installation of renewable energy (wind or PV solar) on its own land (or purchased land)? Does it have the financial resource, or willingness to borrow funds, to do so, and what financial returns and risks would that entail?
 - Should there be two targets – one for its vehicle fleet (which will show a lower, if at all, reduction in early years) and one for its buildings (which could show a higher % reduction)? It may be possible, for example, for our building assets to be getting close to, or even at, net zero by 2025 (likely via energy efficiency improvements and PV solar installations), but our fleet vehicles to perhaps only have a 10-20% reduction by 2025, at best. The overall reduction target would then be in the region of 20-30% by 2025.

- Should there be a target to 2025 (eg 20-30% as described above), but also a second interim target for 2030 (eg 75%+) which, in turn, will rely on low carbon fleet vehicles being available prior to that point (and/or commercial scale renewable energy investment)?

3.52 As a reminder, Committee is not asked to make a decision on interim targets at today's meeting, but a steer is welcomed so that officers can continue their research leading to the recommending of interim targets in June (as per Committee request to do so). If any of the options should be discounted at this stage, then that would be helpful so officers can focus on the more likely candidates. If the prospect of commercial scale renewable energy (PV solar or wind) is not, in principle, supported, then that would also be helpful to know, though officers recommend at this stage that at least a more worked up costs and options on the potential of commercial scale renewables be prepared for Committee consideration.

Natural Environment and Climate Change Member Champion

3.53 As Members of this Committee will fully appreciate, the Council has considerably stepped up its activities in terms of plans to boost the local natural environment and helping to tackle climate change (as have other partner organisations, such as the County Council), and this activity is only set to grow over the coming months and years. This paper alone demonstrates the wide ranging agenda.

3.54 To help with the coordination and communication of these activities, it is suggested that this Committee considers the option of appointing a 'Member Champion', with a Member from this Committee perhaps being a sensible choice. Such a Member Champion would not, of course, have decision making responsibilities, but would: help with communicating activities, both internally and externally; help to bring various strands of activities together in a coordinated way; and more generally be expected to be briefed in more detail on activities underway or planned. A recommendation to this effect is included at the head of this report.

4.0 ARGUMENTS/CONCLUSIONS

4.1 As well as a general update on activities, the purpose of this paper is to seek endorsement on how we progress community engagement on a district wide environment plan, and also to seek any preliminary views on the setting of interim emission targets for ECDC operations.

5.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT ASSESSMENT / ENVIRONMENTAL IMPACT ASSESSMENT

5.1 There are no direct implications arising from the recommendations, because no firm decisions or spend is being made, though future recommendations linked to this paper may result in implications, and these will be assessed at that stage.

6.0 APPENDICES

6.1 Appendix A – Top 20 Targets update
Appendix B – emerging template for a district wide environment plan

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
	Room 12, The Grange, Ely	Richard Kay Strategic Planning Manager (01353) 616458 E-mail: richard.kay@eastcambs.gov.uk

Appendix A - Progress Table - Version for Ctte 18 Jan 2021 (information correct as at 5.1.21)

	20 Commitments for 2020/21:	Lead Officer	Comments / progress	Resources / Budget	Completed Dates
					Target dates
1	Review its entire electricity and gas contracts, and, where practical to do so, will seek to amend to 100% renewable electricity tariffs and 100% carbon off-set gas tariffs as soon as possible.	Spencer Clark	<p>Electricity: Critical deadline of 30 June 2020 to make a decision for Oct 2020 supply.</p> <p>Gas: current contract does not have a tariff option for offsetting gas emissions. Alternative offsetting to be explored.</p> <p>CUPSE (a Cambridge University student led programme), LNP and partners exploring potential of setting up a local carbon offset fund and delivery programme.</p> <p>National and international offset mechanism also already exist.</p> <p>Growing national consensus that offsetting is an approach that should not be pursued, especially international offsetting.</p>	<p>100% renewable elec is 0.075pkwh 'premium'. Total est annual premium cost = aprox £500.</p> <p>Contract does not allow a gas offset option, so alternative offset options needs exploring, and cost/vfm determined.</p>	<p>18/6/20– Green tariff for electricity confirmed.</p> <p>1/10/20 – ECDC electricity now running on 100% renewable electricity tariff.</p> <p>ongoing - meetings with CUPSE, with CUPSE report due Jan 2021.</p> <p>Ongoing – potential to offset gas continue to be explored.</p>
2	Appraise the impact of its streetlights and consider the options to move to LED lighting, if feasible, taking account of the carbon savings, financial savings and public opinion of doing so, including consideration as whether dimming of lights is practicable and safe during certain low-use hours (note: most street lights are not under the control of ECDC).	Spencer Clark	Replacement of lighting to LEDs on-going, and now almost complete	<p>Likely an 'invest to save' option i.e. upfront capital, future revenue saving.</p> <p>Cost c£5,800</p> <p>Saving unknown (but recurring annually).</p>	<p>18/12/20 – all lights replaced with LED (and early data monitoring indicating reduced energy use arising)</p> <p>31/3/21 – determine whether dimming of any lights is practical; and, if so, determine if desirable.</p>

3	Embed a greater culture of home working (to reduce commuting) and less business travel (eg for site visits), taking advantage of lessons learnt during the Covid-19 lockdown, with the aim of encouraging staff to undertake less, and more coordinated, site visits and meeting attendance.	HR / CMT	<p>Chief Executive-led surveys of service leads undertaken in June and July, to help establish lessons learnt from COVID working practice, and what elements can be maintained permanent.</p> <p>Lessons still being learnt / evaluated.</p> <p>'Virtual' meetings likely to continue long term, saving mileage.</p>	<p>Likely some costs (mostly IT equipment upgrade), though such spend is COVID related rather than for environmental reasons.</p> <p>Potential to save revenue costs (business mileage claims).</p> <p>Overall, aim to be cost neutral.</p>	<p>Business mileage (i.e. for site visits) down approximately 75% during April-July 2020, and only rose back up slightly over Autumn 2020.</p> <p>Ongoing - evaluation of emissions benefits arising from COVID enforced working practice.</p> <p>Winter – continue to monitor business mileage claims, to see changes pre-Covid / lockdown / recovery stages.</p>
4	Undertake a thorough appraisal of the potential to expand electric car charge points.	Sally Bonnett	<p>The Council has engaged two companies (Instavolt and BP Charge Master) to carry out a feasibility study regarding the suitability of installing EV charging points in ECDC owned car parks. Charge Master are also looking at the feasibility of installing 7Kw to allow overnight charging for residents.</p> <p>The Council has been committed, since June 2020, to working with the Cambridgeshire and Peterborough Combined Authority (CA) and other local Councils to produce a CA area wide EV strategy to address the growing demand for electric vehicles and associated infrastructure across the area. However, delays at CA mean the CA has not yet scoped out the work for the project.</p> <p>The consultation Climate Change SPD (Oct 2020) includes a policy</p>	<p>Nil, other than staff time for the appraisal. Will need funding for implementation, but intention this work will be predominantly grant/private funded.</p>	<p>Autumn 2020 - Companies engaged by ECDC to investigate potential</p> <p>Oct – Climate Change SPD consultation commenced</p> <p>Dec 2020 – ChargeMaster finalised options for installing in ECDC carparks: Barton Rd and Newnham Street identified as most promising to start. Funding being investigated.</p> <p>TBC – scope of CA work to be agreed</p> <p>TBC – options for progressing expansion of charge points in East Cambs prepared.</p> <p>By 31/3/21 – adoption of Climate Change SPD</p>

			encouraging the provision of electric car charging infrastructure.		
5	Roll out further guidance and training for staff in relation to the recently introduced 'Carbon Impact Assessment' procedure – a new assessment which requires all Council decisions to be assessed for the carbon implications of the decision being made.	Richard Kay	Carbon Impact Assessment (CIA) process in place, as a trial.	Nil, other than additional staff time.	Late 2019 – CIA process commenced. Committee template report includes a section for reporting on likely impact arising. Autumn 2020 - survey of service leads on CIA process to date 28/2/21 - Greater CIA guidance issued to service leads, following appraisal of CIA process to date.
6	Work with ECTC and ECSS, the Council's wholly owned companies responsible for matters such as waste collection, street cleansing and maintaining public open spaces, conclude a review into alternative options for its vehicle fleet, and set out a programme of how its vehicle fleet will become less carbon intensive, plus review our waste collection methods to determine whether more efficient route collections can be secured, thereby reducing vehicle fuel consumption (and consequently reduced CO2 emissions).	James Khan	ECSS is committed to review options, as and when fleet needs replacing. Currently there are no suitable low carbon vehicles on the market that can effectively deliver the standards required for the collection of waste across our district. However, vehicle manufacturers have been able to successfully produce fully electric vehicles for the waste industry, albeit which only meet the requirements of more urban districts, which evidences the industry is moving in the right direction and shows willingness to develop vehicles that meet all geographical requirements in the future. A proportion of our existing fleet was scheduled for replacement in 2020, however, with the next consultation on the Government's Waste and	Capital costs will be significant to cover the additional cost of carbon neutral vehicles when available Substantial additional cost will be needed to implement sufficient charging infrastructure and further investigation will be required to ensure this is sustainably sourced But, some revenue (fuel) savings could materialise in the short term as part of the round reconfiguration project Nil additional resource for 2020/21	Work commenced on round reconfiguration with the intention to present a report within the first quarter of 2021/22 financial year. Spring – review Government waste strategy with the intention to procure replacement vehicles within the financial year 2021/22

		<p>Resource Strategy now set to be released in Spring 2021 (delayed from Autumn / Winter 2020), the revised aim is to change the waste collection vehicles in line with the Strategy, to ensure vehicles are not changed unnecessarily early, resulting in incorrect specifications procured and/or time and money wasted on having to re-procure after we have understood the next wave of national standards and strategy.</p> <p>It is likely, however, that the next vehicles procured will be powered by diesel engines as there are no suitable carbon neutral alternatives available at this time.</p> <p>The remainder of the fleet is due for renewal in 2025 at which time further advances in carbon neutral / low carbon vehicles may have been completed and further specifications on offer that meet our district's requirements.</p> <p>Overall, work on-going (though partly dependant on Government progress with its waste strategy).</p> <p>Our smaller vehicles, which electric versions are more widely available, are not due for replacement until 2027/28. Full consideration will be given to carbon neutral / low carbon alternatives for these vehicles, during the procurement process.</p>		
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			<p>Separately, ECSS are currently working through a large scale round reconfiguration project for all of its waste collection vehicles and schedules. The plan is scheduled for implementation in the financial year 2021/22. The main objective of this plan is to ensure that all vehicles are running as efficiently as possible, maximising their productivity across the working week and reducing any lost time.</p> <p>This would see vehicles working collectively in combined areas, reducing any unnecessary travel time. Additionally, maximising the collection areas in the district, creating a natural flow through the week, rather than zig zagging across the district each day, would assist in reducing additional travel time and resource required for collecting missed collections the following day.</p> <p>Secondary outcomes of this plan include possible but not guaranteed round reductions. Any reduction in rounds would result in less vehicles required, reducing the daily carbon output.</p> <p>Although round optimisation has already been completed for street cleansing operations, there may be some further efficiency savings and carbon reductions realised as part of the larger waste collection project.</p>		
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7	Complete an energy opportunity assessment for The Grange to identify measures that can be taken to reduce consumption and/or generate renewable energy and deliver at least one of the measures identified within a year.	Spencer Clark	Other local authorities in the local area have done similar work, which help establish a framework. Contractors being approached to quote. Potential to link work to recent Govt grant schemes (eg SALIX)	Survey cost = est £3,000 Implementation of recommendations = TBC, but to come from existing agreed budget or, if possible, from grants.	Oct 2020 – brief issued, quotes received 19.12.20 – Audits of building completed. 31/1/21 – use results to help bid for Govt funding 31/3/21 - implement at least one recommendation
8	Complete an energy opportunity assessment for E-Space North to identify measures that can be taken to reduce consumption and/or generate renewable energy and deliver at least one of these.	Spencer Clark	(See Action 7)	Survey cost = est £3,000 Implementation of recommendations = TBC, but to come from existing agreed budget or, if possible, from grants.	See Action 7 – work being done jointly See Action 7 – work being done jointly
9	Develop a Customer Access Strategy, which at its heart will enable customers to undertake activities with the Council without the need for physical attendance at Council Offices.	Annette Wade	COVID lessons learnt can help develop this strategy Pre-COVID, approx. 1,500 customers per week accessed reception. We are now trying to understand in more detail how those customers are accessing the services they want (whilst reception closed) and what could be improved (eg website) so customers don't have to come to reception in the long term.	Costs/savings unknown. Hopefully net neutral cost, with some upfront costs (e.g. website /online capability) offset by reduced 1-2-1 customer contact costs. Should result in carbon savings for individuals (rather than the council)	31/3/21 Draft Customer Access Strategy circulated to Corporate Management Team.
10	Finalise the Council's bus, cycling and walking review (which commenced over winter 2019/20), and work with a wide variety of partners to try to implement its findings,	Sally Bonnett	Public consultation ended on 31 st May. The aim is to identify priority routes and seek funding to deliver these. A Member Seminar was held in October, and Finance and Assets	Likely other funds utilised rather than ECDC.	31 May 2020 - Comprehensive public consultation completed. October 2020 – Member seminar held, and Working parties being set up.

	taking advantage of new Government funds, linked to Covid-19 recovery, to boost cycling and walking infrastructure.		<p>Committee in November. Consequently, the 'New Bus Service Proposals for East Cambridgeshire' document was submitted to the CPCA in December 2020. The Council is seeking funding from the CPCA to help with the Proposals which are a combination of new scheduled services, improvements to existing services and demand responsive transport services (DRT). These will deliver improved connectivity to transport interchanges and corridors e.g. railway stations and the Busway, improve links to employment areas, local shops and services and support better connected communities.</p> <p>The Bus, Cycle, Walk Working Party aiming to meet in January to commence work on a cycling and walking strategy for East Cambridgeshire</p>		<p>Dec 2020 – Bus Proposals and funding request sent to CPCA</p> <p>Winter - Working Parties and Cttes to review results / consider options / contact CPCA. (28 Jan 2021 for next Working Party meeting)</p>
11	Undertake a thorough appraisal of the Council's land assets, and determine whether a programme of tree planting and/or meadow planting can take place on any of it. If so, commence that programme during the 2020/21 winter and spring planting season.	Richard Kay	<p>Project commenced. Historically, some willingness for community groups to deliver and manage sites themselves (though that has issues of safety and insurance etc).</p> <p>Dec update: three most promising sites, for early delivery and effectiveness are: Victoria Green, Witchford; Gateway Gardens, Ely; West of Ely, St Johns Road to Downham Road.</p>	<p>Commission expertise to advise on most appropriate sites and what could be planted = £5,000. Budget to implement findings = TBC, but to come from existing agreed budget.</p>	<p>30/9/20 – contract and brief agreed with Wildlife Trust; candidate sites being looked at. w/c 2 Nov – WT commenced detailed look at candidate sites 18/12/20 – overview of 15 possible sites concluded. Three most promising sites chosen, and a more detailed action plan being prepared.</p> <p>31/1/21 – final WT work completed</p>

					31/3/21 – commence delivery of some of the recommendations
12	Prepare, consult and adopt two Supplementary Planning Documents, one on the Natural Environment and the second on Climate Change.	Richard Kay	Large parts of the Action complete. Remaining elements underway	Nil, other than staff time, from existing budgets.	31/3/20 - Draft Natural Env SPD consulted upon 24/9/20 – Natural Env SPD adopted 13/10/20 Draft climate change SPD 6-week consultation commence 31/3/21 - Climate change SPD adopted
13	Identify / develop a training course for all staff and Members on climate change issues, minimisation, mitigation, adaptive measures, and key environmental policies (possibly Open University's Environment: treading lightly on the Earth). Aim for all staff and Members to have completed training by 2021. All new starters from 2021 to complete training within 2 months of start date.	HR / Richard Kay	OU course (free, other than staff time up to 15 hours) being trialled on a few staff– mixed feedback to date. Alternative, perhaps shorter, package of 'pick and choose' options being explored.	Depends on training agreed.	14/9/20 – Chair / VC of Operational Services Ctte agreed to trial the OU Course, and other Members interested 1/12/20 – agreement, in principle, to wider choice of courses (content and time) 31/3/21 – 10% of staff and Members completed training. 31/5/21 – 25% of staff and Members completed training 31/12/21 – 95% of staff and Members completed training.
14	Put in place arrangements, by April 2021 (including a district wide partnership forum), to facilitate the preparation of a district wide Action Plan ('District-EnvPlan'). This Action Plan, which is prepared in partnership with a wide range of stakeholders, will set out how we can cut our	Richard Kay	Early drafting of structure being established, and preliminary data collection. Options for partnership forum being considered.	Staff secured, via PCC plus will require ECDC staffing input. In addition, may require, for robustness, external expertise to audit results (eg Carbon Trust). Assume £5,000.	16/11/20 – paper to Operations Ctte on Partnership Forum and related matters – principles agreed. Dec 2020 – initial contact made with potential Forum attendees. 18/1/21 – update paper to Operations Ctte

	carbon emissions and boost the natural environment collectively across the East Cambridgeshire area.				31/3/21 – community engagement agreed and programmed.
15	Work with a willing Parish Council, to prepare a template parish-based Action Plan ('Parish-EnvPlan'), and subsequently encourage all Parish Councils to come up with their own targets and projects.	Richard Kay	Three PCs approached us for a preliminary discussion. Work ongoing, and good exchange of ideas.	Staff secured, via PCC	June 2020 – preliminary discussions with 2x PCs underway (third joined later). Nov 2020 – first three-parish meeting took place, and next steps agreed. 31/3/21 - publish a template action plan for PCs to use.
16	Prepare a second Council-EnvPlan by June 2021 (ie a review of this document), setting out progress over 2020/21, and proposals and targets for 2021/22.	Richard Kay		Nil, apart from staff time. First version required 0.4fte for 3 months, plus wider staff input. Estimate similar resource, for 2 months in 2021.	22/12/20 - updated energy use data for 2019/20 now collected. 18/1/21 – Cttee to review progress of 2020/21 targets; 31/1/21 - cut off for annual public Ideas Forum (may be extended) 31/3/21 - reflect on emerging recommendations arising from (17) below. June 2021 – Second Environment Plan put to Committee for approval, with new set of targets for 2021/22.
17	Work proactively with the Combined Authority, as part of its recently launched Climate Change Independent Commission	Richard Kay	Commission launched in early June. CA engagement with public (and ECDC) commenced on 27 Oct 2020. Initial and final reports delayed (was Nov 2020/Feb 2021, now Feb 2021/Summer 2021)	Nil, other than staff time from existing resource.	28/02/20 - CA interim report due (delayed from Nov) Summer 2021 - CA final report due (delayed from Feb)
18	Support Cambridgeshire County Council in its delivery of its recently adopted Action Plan.	All	Final version adopted of CCC Plan adopted in June 2020	Resources depends on degree we are able to assist. May require limited additional staff resource.	Ongoing

19	The Council also acknowledges that in recognising there is a climate emergency, the actions needed to be taken are not all about mitigating the impacts, but also adapting to the inevitable changes of climate change. As such, the Council also commits to commence preparation of a Climate Adaptation Plan over the next 12 months.	Richard Kay	Preliminary work underway	The Plan itself should be nil cost other than staff time. In the medium term, it could lead to costs depending on actions it proposes	28/2/21 - draft Adaptation Plan 30/4/21 - final adaptation plan
20	Work with Palace Green Homes (PGH), the Council's commercial property and development company, to establish a new sustainability policy for the company; this will then inform how it can progress its development schemes in the most sustainable, yet viable, way.	Richard Kay / Rebecca Saunt (plus Phil Rose from PGH)	Well advanced	Policy drafting itself should be nil, and probably from existing staff resource. Implementing what it says is a PGH matter.	Summer 2020 – preliminary conversations with PGH Dec 2020 – final draft completed – awaiting Board consideration and sign off 31/3/21 - final sustainability policy published by PGH

Appendix B: Emerging Template for a District Wide Environment Plan

Covering Note:

The following document is an **emerging template** that could be used as a starting point by the Partnership Forum to help prepare a district wide Environment Plan. However, the intention is that the structure, content and detail of the Plan is a matter for the Partnership Forum to decide, once it is set up and running.

The attached document is therefore only for information at this stage, and detailed comments are not being sought.

[Front Cover / contents / introduction – to be added in due course]

2 East Cambridgeshire’s Current Position

2.1 Calculating a baseline

To understand our pathway to net carbon zero, we first need to understand our district’s current position. In knowing what we emit today, and from where, we can prioritise our future action accordingly. The method through which we do this is called ‘carbon footprinting’. A carbon footprint is a process which allows us to measure the amount of carbon emissions at a given scale, such as a geographical area, an organisation or even for an individual. This process is undertaken by developing an inventory of all the carbon emitting activities, quantifying these activities, and multiplying these totals by what is known as an ‘emissions factor’.

It should be noted that in developing a carbon footprint there is no perfect, simple, 100% certain method for calculation, as it relies on a number of assumptions. The Government Department for Business, Energy and Industrial Strategy (BEIS) annually publishes detailed CO₂ emissions data at local authority level, detailing not only the total emissions for East Cambridgeshire but also breakdown by end user sector (**Figure 1**).

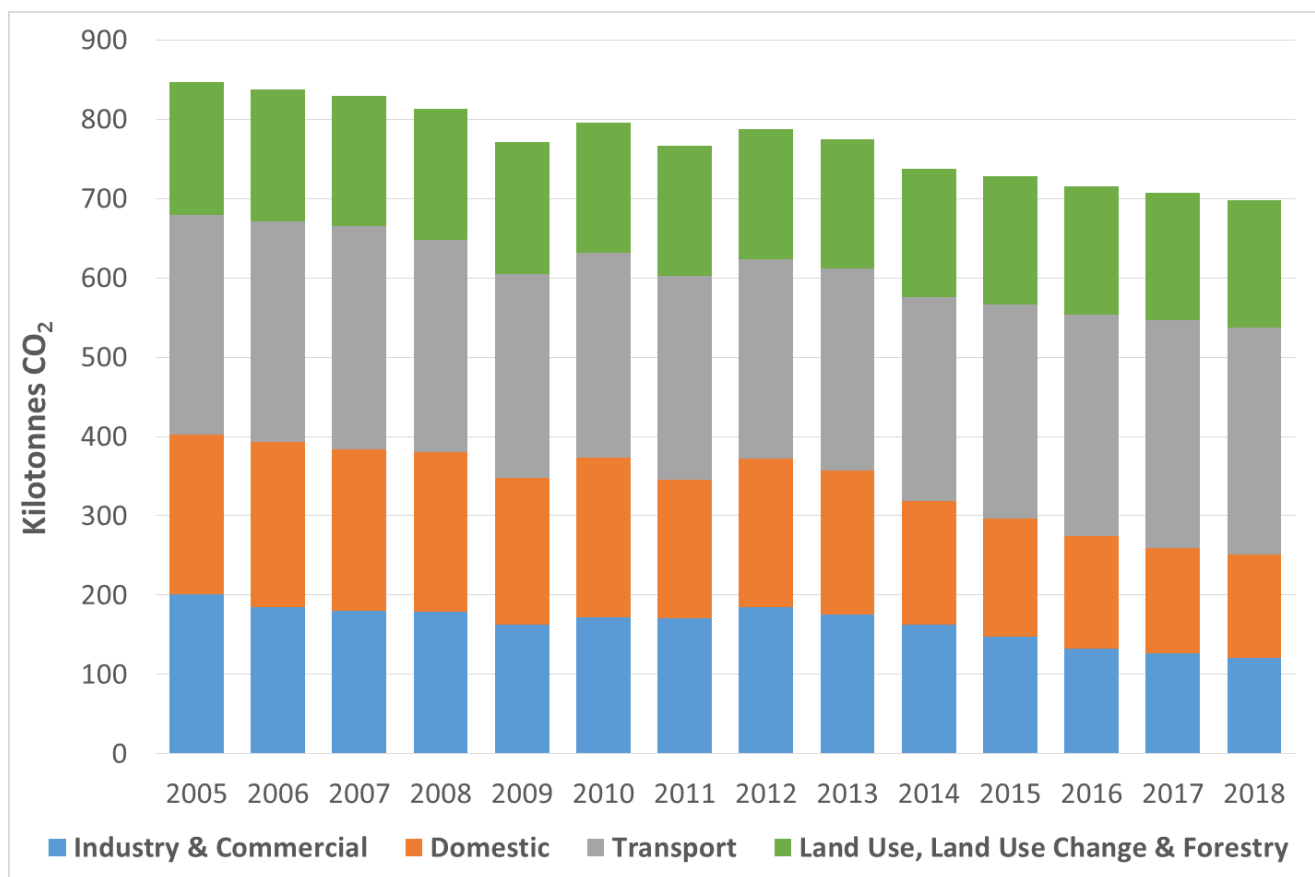


Figure 1: East Cambridgeshire’s CO₂ emissions by end-user sector, 2005 – 2018 (BEIS, 2020c)

Using BEIS statistics provide a reliable and consistent breakdown of CO₂ emissions across the country, building on nationally available data sets going back to 2005. However, a limitation of this publication is that it does not provide data on the other recognised Kyoto Protocol Greenhouse Gas (GHGs) emissions, collectively known as CO₂e emissions, and as such, it ‘misses’ 19% of all GHGs¹.

¹ Nationwide, emissions of CO₂ make up 81% of GHG emissions, with the remainder from methane (11%), nitrous oxide (4%) and fluorinated gases (3%), when weighted by Global Warming Potential (BEIS, 2020a).

It is therefore follows that there is greater benefit in using CO₂e emissions data when available, as it provides a more complete picture of our impact. A new project funded by BEIS, in collaboration with several other local authorities and academics², has developed a local authority focussed emissions tool known as SCATTER (Setting City Area Targets and Trajectories for Emissions Reduction). This tool, which adheres to the Global Protocol for City-wide Greenhouse Gas emissions framework, provides CO₂e emissions data at local authority level (**BEIS, 2020a**). A comprehensive data set, this information is not only broken down by end user, but also the emissions 'scope' (see next paragraph for an explanation of this term). The latest East Cambridgeshire data is as follows, and on the following page the data is presented (**figure 2 and figure 3**) in graphic form to help capture the key areas of emissions:

Sector	Sub-sector	Scope 1	Scope 2	Scope 3	Total tCO ₂ e
		DIRECT	INDIRECT	OTHER	
Stationary energy	Residential buildings	88,039.30	57,772.98	26,521.77	172,334.05
	Commercial buildings & facilities	6,792.74	8,508.59	2,882.87	18,184.20
	Institutional buildings & facilities	17,160.58	42,995.71	9,357.47	69,513.76
	Industrial buildings & facilities	27,288.53	24,923.82	8,714.70	60,927.05
	Agriculture	6,149.84	4.68	1,470.68	7,625.20
	Fugitive emissions	NO	-	-	-
Transportation	On-road	222,261.99	IE	IE	222,261.99
	Rail	8,010.31	IE	1,909.92	9,920.22
	Waterborne navigation	NO	IE	IE	-
	Aviation	NO	IE	46,986.06	46,986.06
	Off-road	2,222.62	-	NE	2,222.62
Waste	Solid waste disposal	29,171.73	-	IE	29,171.73
	Biological treatment	NO	-	IE	-
	Incineration and open burning	NO	-	IE	-
	Wastewater	5,543.15	-	NO	5,543.15
IPPU	Industrial process	14,151.85	-	-	14,151.85
	Industrial product use	0.00	-	NE	0.00
AFOLU	Livestock	14,795.94	-	-	14,795.94
	Land use	- 29,107.96	-	-	- 29,107.96
	Other AFOLU	NE	-	-	-
Generation of grid-supplied energy	Electricity-only generation	NO	-	NO	-
	CHP generation	NO	-	NO	-
	Heat/cold generation	NE	-	-	-
	Local renewable generation	6,442.24	NO	-	6,442.24

Table 1: SCATTER Inventory for East Cambridgeshire: Summary Greenhouse Gas emissions (tonnes CO₂e) (**SCATTER, 2020**). In the table, the abbreviations used are: NO = Not Occurring; NE = Not Estimated; IE = Integrated Elsewhere; IPPU = Industrial Processes and Product Use; and AFOLU = Agriculture, Forestry and Other Land Use

² The SCATTER tool was developed by the Anthesis Group, a global sustainability consultancy, in partnership with the Department for Business, Energy and Industrial Strategy, Nottingham City Council and The Tyndall Centre for Climate Change Research. The tool was originally piloted with the Greater Manchester Combined Authority. (**SCATTER, 2020**)

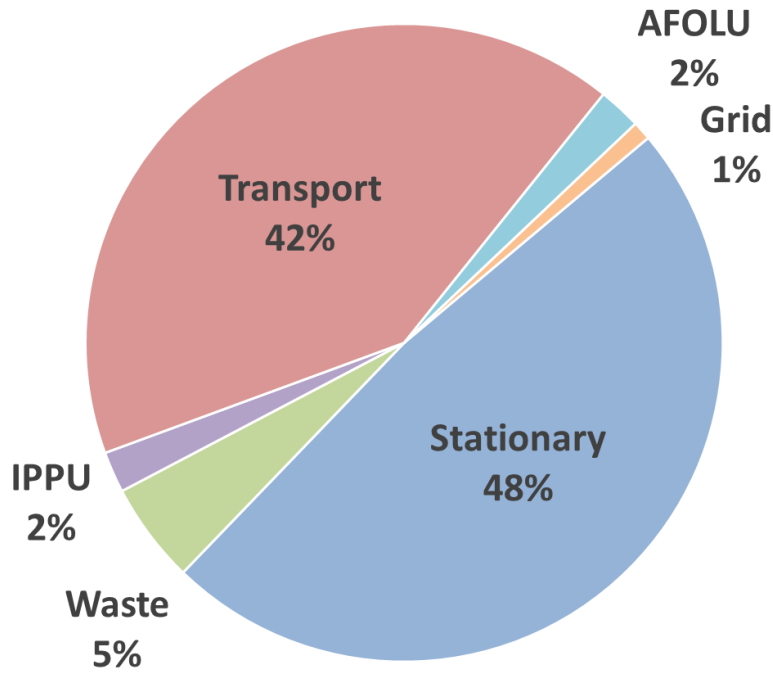


Figure 2: East Cambridgeshire's emissions by sector, adapted from SCATTER Inventory data (SCATTER, 2020) – see Table 1

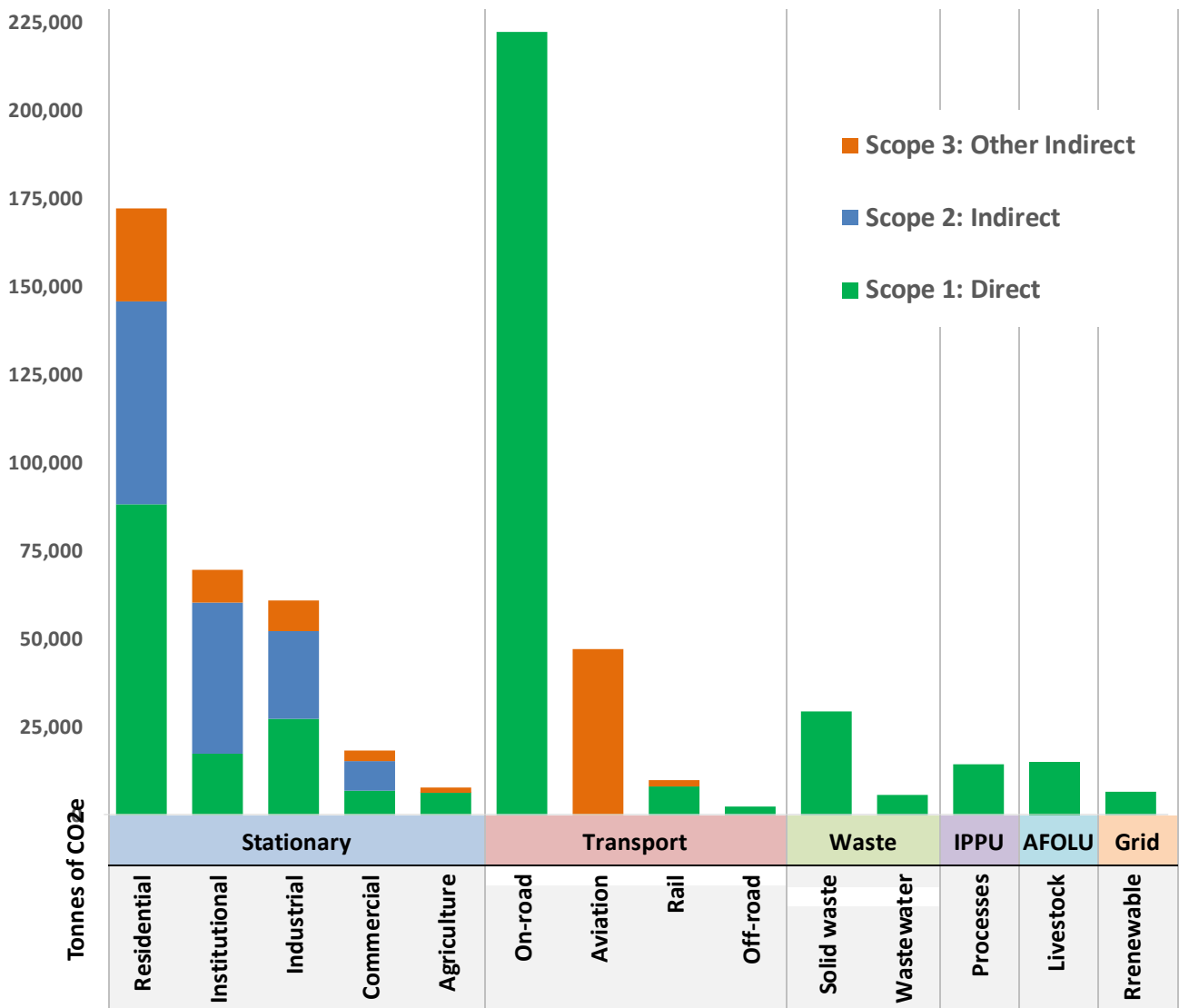


Figure 3: East Cambridgeshire's emissions by sector and scope, adapted from SCATTER Inventory data (SCATTER, 2020)

What is meant by ‘scope’?

The idea of scope is important, as activities taking place within an area can generate emissions that occur both inside and outside an area boundary. In order to calculate an accurate carbon footprint, emissions are grouped depending on where they occur in the form of three categories known as the emissions scopes. At a district level, scope 1 emissions are from sources located within the district boundary, scope 2 emissions occur as a consequence of the use of grid-supplied electricity, heat, steam or cooling within the district boundary, and scope 3 emissions are those which occur outside the district boundary as a result of activities taking place within the district boundary (**Figure 4**).

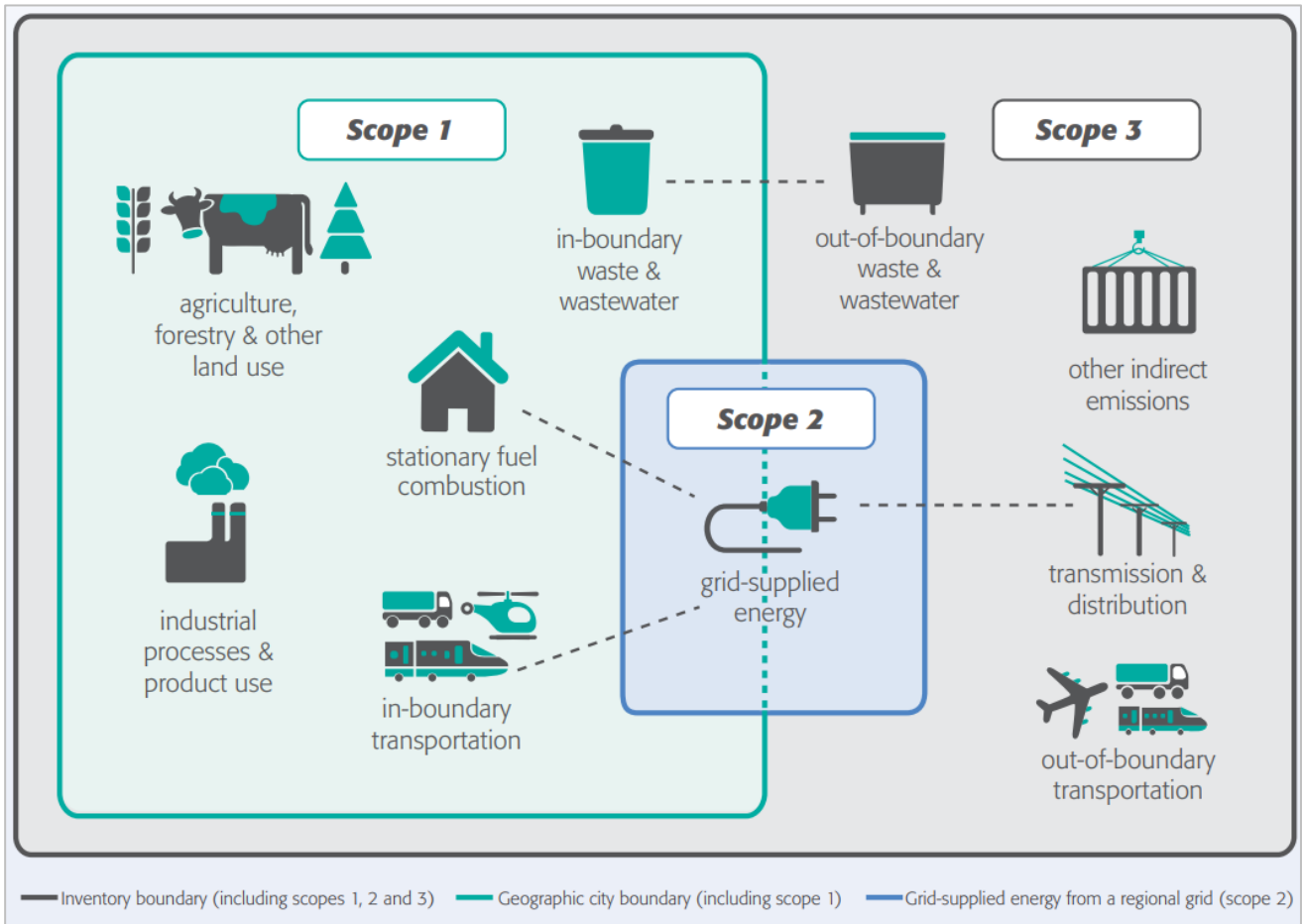


Figure 4: Sources and boundaries of district GHG emissions (WRI/WBCSD GHG Protocol, 2014)

2.1.1 The Inventory Boundary

For the purposes of this plan we will consider all emissions relating to the district of East Cambridgeshire (**Figure 5**). The rationale for selecting this geographic boundary is threefold; this is the geographical extent of the council's responsibility; it is a recognised and established boundary; and, as such, relevant government data is available at this level.

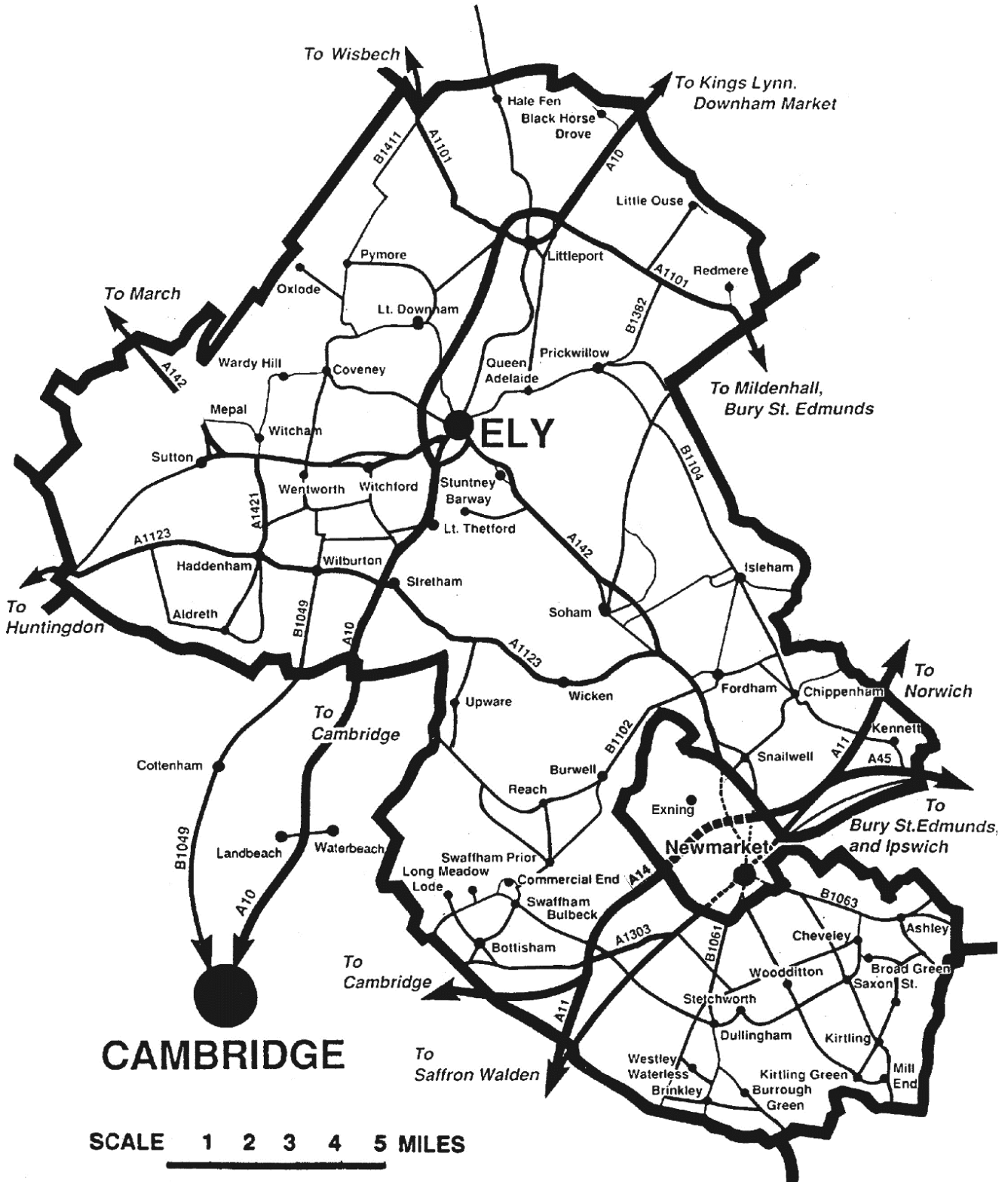


Figure 2: Map of the District of East Cambridgeshire (East Cambridgeshire District Council, 2020)

2.2 What else do we know about local emissions?

The data detailed earlier in this chapter provides essential information about the scale of local emissions. However, it doesn't provide detail at a sufficient granular level to allow us to understand the activities that lead to these emissions, whether or not activity has already taken place to limit emissions or if further projects to reduce emissions may be viable.

2.2.1 Individual emissions

The total emissions for East Cambridgeshire in 2018 amounted to 7.8 tCO₂ per person, higher than the national average of 5.2 tCO₂ per person. It is not clear at this stage why we are higher than average, but this is clearly something to investigate further.

Section 3 [it is suggested] of this report details ideas for actions individuals can take to reduce emissions.

Call to action one [illustrative example only]:

Every individual in the district has a key role to play in order to drive down emissions, and help the district become a net-zero district as soon as possible. We therefore ask individuals to:

- a. Review the ideas suggested in section 3 of this action plan and tell us which ones you are already doing or will try out going forward.
- b. Talk to people about climate change and encourage them to take action too.
- c. Suggest further actions, via the Ideas Forum, which residents across the district may consider undertaking.

2.2.2 Business / Commercial emissions

An analysis of publicly available data provides minimal further information to allow us to understand more specifically where emissions in the district come from. The majority of small to medium size businesses (SMEs) are not required to collate or publish their emissions and therefore in order to develop a more comprehensive picture it will be necessary to engage with stakeholders at a local level.

Call to action two [illustrative example]:

The Partnership Forum is keen to understand more about activity that is happening at a local level. As such, during 2021-xxx, the Council and Partnership Forum will work with key local stakeholders to:

- a. Contact organisations who are likely to have a significant impact to seek their support to help deliver the district's net-zero carbon target.
- b. Identify any current actions being undertaken that support this ambition.
- c. Identify opportunities for collaboration to allow the district to go beyond current commitments.
- d. Promote action plans prepared by partners (such as ECDC, the County Council and some Parish Councils), and see whether other organisations could use these as a 'template' for their own Action Plan.

2.3 East Cambridgeshire District Council's Emissions and Commitments

The carbon footprint of East Cambridgeshire District Council (as an organisation) comprises emissions that occur as a result of the Council's own operations. The footprint is calculated using data for the financial year 1 April 2019 to 31 March 2020 and amounts to 1,315 tCO₂e. To put this into context the Council are therefore directly responsible for approximately 0.2% of district wide emissions.

ECDC is committed to driving down its own carbon footprint, as well as helping others do likewise.

Call to action three [illustrative example]:

The Council is committed to undertake and support projects that help the district's transition to net-zero. As such we would like you to:

- a. Suggest ideas for projects that the Council can undertake, using the Ideas Forum.
- b. Review projects and actions we suggest in our own annual ECDC Environment Plan, and let the Council know what actions could be included in future years.

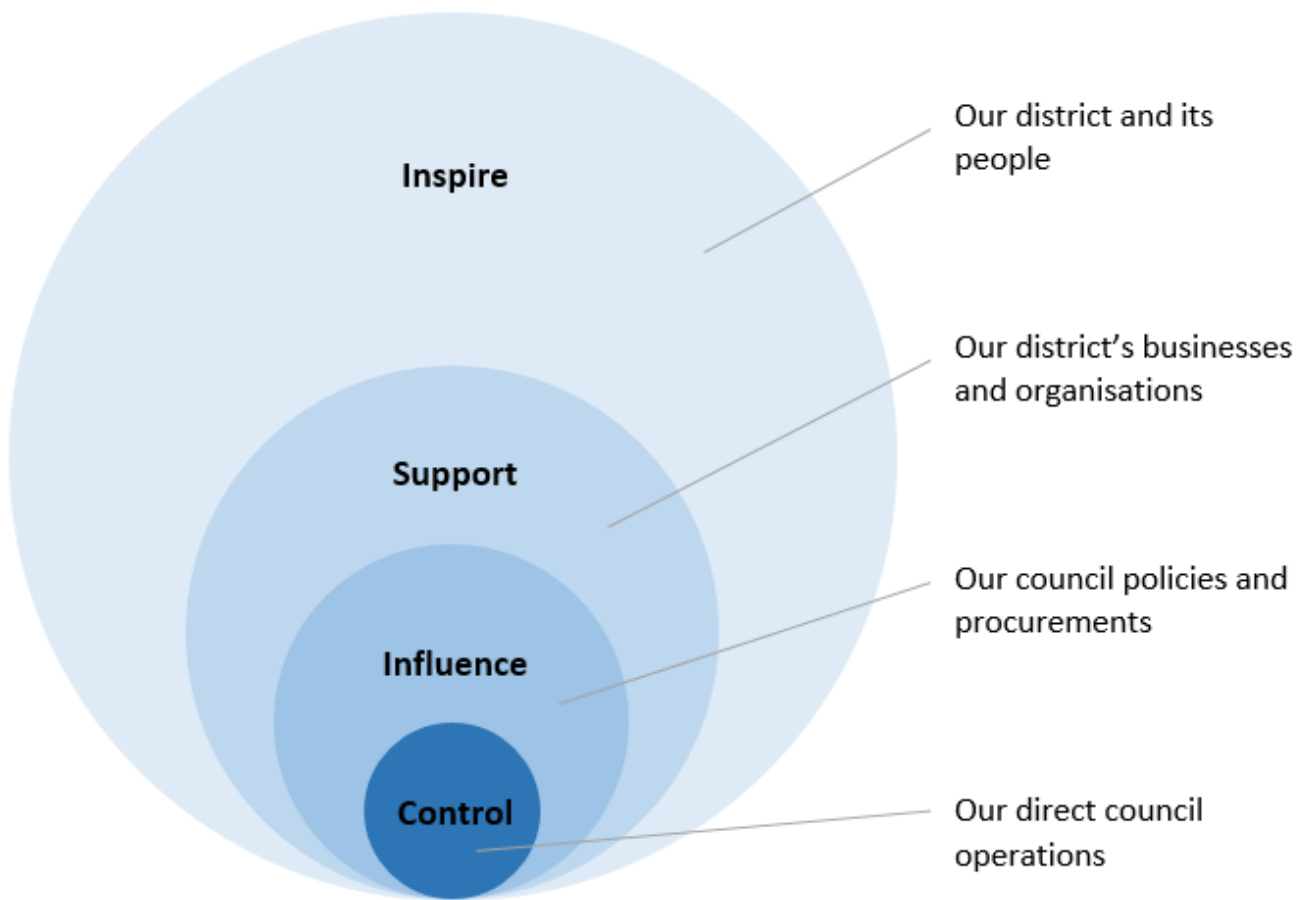


Figure 3: East Cambridgeshire District Council's areas of influence (not to scale)

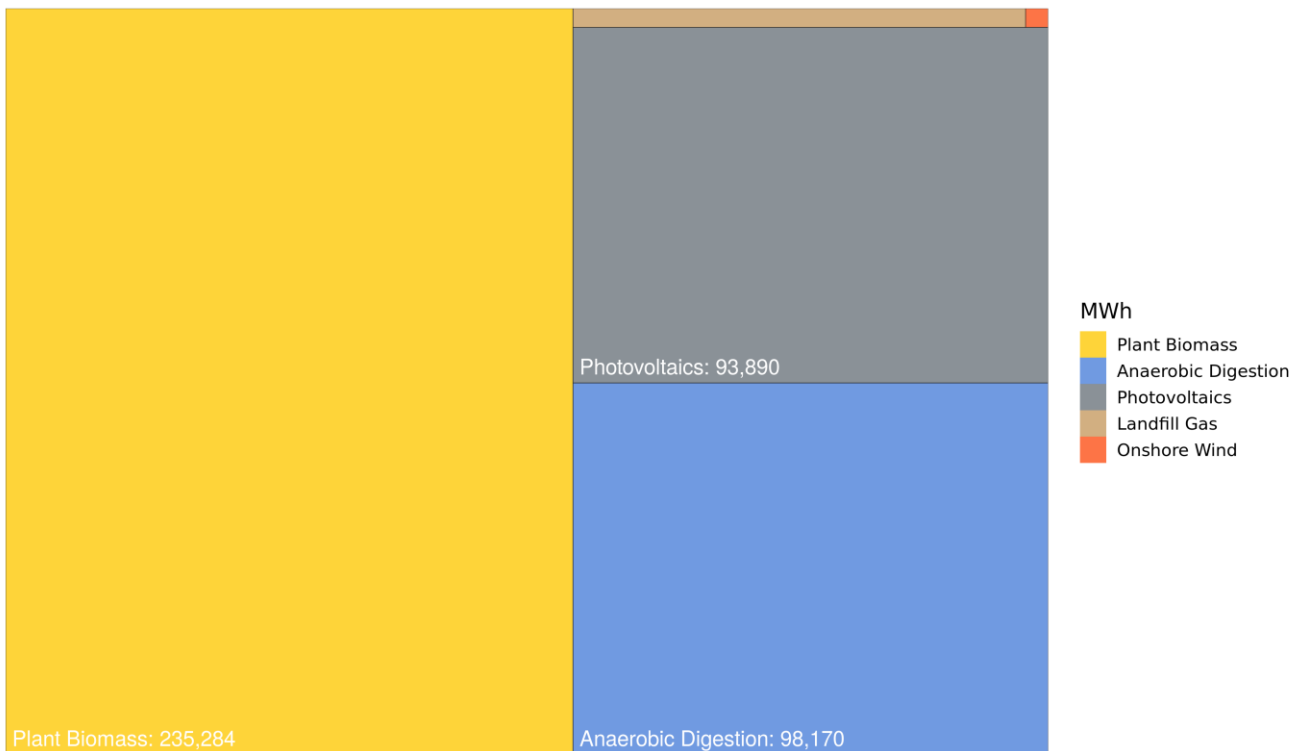
2.4 Renewable Energy Generated within East Cambridgeshire

It is important to not only understand what emissions are arising due to activities within the district area, but also what renewable energy is being generated. Such energy generated can help 'balance out' the scale of emissions. This is important information to know, because the overall target is to be 'net zero' not 'absolute zero' i.e. some carbon emission might still arise (and be unavoidable), but if we generate enough renewable energy, or have sufficient levels of sequestration, then the 'net' amount of emissions we make could be 'net zero'.

Detailed data relating to the scale of renewable energy generated in the district has not yet been collated (though we are aware that renewable energy capacity in the district continues to grow, year on year). But, to date, the best available data we have is contained in **figure 7**:

Renewable electricity generation by source

East Cambridgeshire, 2018



Source: BEIS

Figure 7: Renewable Energy Generation in East Cambridgeshire

Figure 7 demonstrates that across East Cambridgeshire, as at 2018, approximately 430,000MWh of renewable energy was produced, with Plant Biomass at 235k MWh; solar photovoltaics at 93k MWh and Anaerobic Digestion at 98k MWh. We are going to investigate in more detail what this means, compared with the energy used (and emissions arising) in the district, but very preliminary calculations indicate that the amount of renewable energy produced in the district is probably, albeit very approximately, similar to the amount of total electricity used in the district. However, electricity is only a small amount of energy use (and emissions produced), and therefore overall, renewable energy generated is perhaps equivalent to something like equivalent to 10-20% of our total energy use. Put another way, renewable energy generated is not compensating for (or 'netting out') the large volume of emissions arising from burning other fossil fuels (such as gas, petrol, diesel and oil).

Nevertheless, if East Cambridgeshire does indeed currently produce approximately the same amount of renewable energy electricity as the amount of electricity it consumes (we need to confirm this point), it could provide the framework for a future headline target: to at least produce as much renewable electricity energy as total electricity energy used in the district. This would mean the continued growth in renewable energy capacity in the district, because the demand for electricity will continue to grow (to compensate for fossil fuel use declines, such as via electric vehicles rather than diesel / petrol).

Figure 7 is also interesting in demonstrating the categories of renewable energy generated in the district. The large 'yellow' box we believe is associated with the straw burning plant near Sutton. Photovoltaics (PV) solar farms is generating around a quarter of all renewable energy in the district. Also notable is the negligible amount of renewable energy via wind turbines. This compares with our near neighbours Fenland district, for example, where the vast majority of its renewable energy is via wind (225k MWh approx.), but has very limited other renewable energy generation.

[additional chapters could then follow, depending on what the Partnership Forum wants to focus 'action' on.

For example, possible chapters could be on:

- 1. What action individuals could take*
- 2. What actions could we do to tackle transport emissions*
- 3. What actions could businesses take*
- 4. What should the district approach to renewable energy be?*
- 5. What natural environment actions could we take, to boost biodiversity, aid 'carbon sequestration', etc*
- 6. Adapting to climate change*

Each chapter could have background information, including the 'baseline' situation, and a series of targets, actions, etc, by certain dates.]

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TITLE: Review of Grant to Citizens Advice West Suffolk

Committee: Operational Services Committee

Date: 18th January 2021

Author: Lewis Bage, Communities and Partnerships Manager

[V127]

1.0 ISSUE

1.1 To consider the outcome of a review of the grant awarded to Citizens Advice West Suffolk (CAWS) for 2020/21 and determine whether the grant be awarded for 2021/22.

2.0 RECOMMENDATION(S)

2.1 Members are asked to:

- (i) Note the review findings
- (ii) Award a grant of £23,166.03 to CAWS for 2021/22 via a Service Level Agreement for 2021/22

3.0 BACKGROUND

3.1 The Council currently provides grant funding (through a Service Level Agreement (SLA) to CAWS to provide free, confidential, impartial and independent advice to enable local residents to deal with a wide range of issues, including benefits, housing, money advice, employment, consumer, relationships, taxation and many more.

3.2 In 2020/21 a grant of £23,166.03 was awarded to CAWS.

3.3 This grant is not guaranteed to CAWS beyond 2020/21. A decision to award a grant is undertaken on an annual basis.

4.0 REVIEW

4.1 The Council is committed to ensuring that all residents have access to services that meet their needs. It is recognised that the district is evolving as well as dealing with the impacts of COVID-19 and therefore it is essential that services are in place to effectively meet the needs of communities, in particular those that are most vulnerable. This review is to determine whether a future grant to CAWS is effectively meeting the aims of the Council to deliver these required services and to ensure that the approach taken by the Council is the most cost effective and that best value is being achieved.

4.3 A full copy of the Review is located at Appendix 1 of this report.

5.0 ARGUMENTS/CONCLUSIONS

Three options have been identified and presented in the format of an Options Appraisal (included in the Review at Appendix 1 of this report).

6.0 RECOMMENDATION

6.1 To ensure that all residents in the district receive the help and advice they need, especially during these unprecedented times of COVID-19, and for the reasons set out in the Review (Appendix 1) and Option 1 of the Options Appraisal included in the Review, Members are recommended to enter into a SLA with CAWS for 2021/22 using the existing SLA criteria. Once the pandemic and its associated restrictions ease, the Council's Housing and Community Advice service will seek to create a housing and advice hub in the Newmarket area.

6.2 The outputs of the 2020/21 Service Level Agreements will be used as the baselines for 2021/22.

7.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

The SLA for 2021/22 will cost £23,166.03 and will be funded from resources in the Communities & Partnerships budget.

Equality Impact Assessments attached at Appendix 2.
Carbon Impact Assessment attached at Appendix 3.

8.0 APPENDICES

8.1 Appendix 1 - Review of SLA Provided to CAWS
Appendix 2 - Equality Impact Assessment
Appendix 3 - Carbon Impact Assessment

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
CAWS Service Level Agreement 2020/21	Room F008, The Grange	Lewis Bage Communities and Partnerships Manager (01353) 665555 E-mail: lewis.bage@eastcambs.gov.uk

REVIEW OF GRANT PROVIDED TO CITIZENS ADVICE WEST SUFFOLK (CAWS)

AIM OF REVIEW

The Council is committed to ensuring that all residents have access to services that meet their needs. It is recognised that the district is evolving as well as dealing with the impacts of COVID-19 and therefore it is essential that services are in place to effectively meet the needs of communities, in particular those that are most vulnerable.

This review is to determine whether a future grant to CAWS is effectively meeting the aims of the Council to deliver these required services and to ensure that the approach taken by the Council is the most cost effective and that best value is being achieved.

BACKGROUND

The Council currently provides grant funding through a Service Level Agreement (SLA) to CAWS to provide free, confidential, impartial and independent advice to enable local residents to deal with a wide range of issues, including benefits, housing, money advice, employment, consumer, relationships, taxation and many more. The nature of the assistance provided will depend on a client's needs.

In 2020/21 a grant of £23,166.03 was awarded to CAWS.

This grant is not guaranteed to CAWS beyond 2020/21. A decision to award a grant is undertaken on an annual basis.

REVIEW SCOPE

This review will:

- Identify services included in the SLA
- Identify similar or identical services to those listed within the SLA that are delivered by other organisations to East Cambridgeshire communities
- Identify any duplication of services and opportunities to deliver enhanced services to residents
- Assess volume and demand for services outlined in the SLA (using SLA monitoring information)
- Consider value for money based on SLA monitoring information
- Develop an options appraisal to outline the advantages and disadvantages of options available to the Council
- Identify funding to support delivery of best possible service to residents

SERVICES WITHIN THE CAWS SLA

The SLA requires CAWS to provide assisted information and general help (as defined by the Advice Quality Standard) on topics including consumer advice, money advice, welfare benefits, employment, housing, family and personal matters, taxes, immigration and nationality, health and education.

Assisted information is a service in which staff are available to help clients' access information, and to identify where a client needs further information or advice. General help is diagnosing a client's problems, giving information and explaining options, identifying further action a client can take, and, giving basic assistance such as filling in forms, helping a client draft letters, and

contacting third parties to seek information on the client's behalf. Where necessary for a particular client, the service provided by the service will also include contacting a third party to negotiate on the client's behalf. The service covered by the SLA does not include casework as defined by the Advice Quality Standard i.e. with casework, the service provider takes responsibility for further action, whereas with a general help service, the client retains responsibility for the case. Casework also includes representing a client at appeal proceedings where necessary, which general help does not.

In addition to the above, the SLA monitors the following:

- Participation in local campaigns resulting in better outcomes for East Cambs residents
- Match ECDC funding pound for pound using ECDC core grant to lever in additional match funding from other sources
- Development of face-to-face outreach work outside of main office
- Recruitment and training of volunteers to provide service delivery
- Research and campaigning work influencing local and national policies
- Provision of a number of methods of engagement including face-to-face, email, letter, telephone, social media and webchat

SIMILAR SERVICES PROVIDED BY OTHER ORGANISATIONS

The majority of services provided by CAWS in East Cambs as part of the SLA are provided by the Council. In recent years, the Council has evolved to meet the changing needs of residents in order to provide full, holistic services. In April 2020, the Council's Housing department was rebranded as Housing and Community Advice as the Council recognised the significant changes that the department had made over a number of years.

The Council's Housing and Advice service currently includes five officers that have completed parts 1 and 2 of the Community Money Advice (CMA) Level 3 Award in Generalist Debt Advice, and while local authorities are excluded from the legal requirement to be authorised for most credit-related regulated activities, including credit broking, debt counselling and debt adjusting, the entire Housing and Community Advice team is scheduled to complete the Financial Conduct Authority Compliance Course provided by the Institute of Money Advisors (IMA), however due to COVID-19 this training has been delayed.

The Council's Housing and Advice team is made up of officers possessing both basic and specialist knowledge on a number of topics and are fully equipped to deliver varying levels of advice. Any clients seeking support beyond the team's current remit are signposted to appropriate agencies, examples may include specialist pension advice and complex legal or education related matters. The team employs officers who have specific knowledge to assist with specialist matters such as settled status, small claims, fuel debts and mediation. The following list outlines the breadth of advice topics dealt with by the Housing and Advice team:

- Debt such as council tax arrears, water supply arrears and fuel debts, it is able to carry out income and expenditure assessments and devise personal budget plans
- Taxes
- Family and personal matters such as parental evictions, child maintenance and support payments, relationship advice, mediation and divorce
- Education related advice such as school issues, grants and loans, free school meal entitlement, admissions and appeals and transport to school
- Benefits advice such as help filling in forms, housing benefit, Personal Independence Payments enquiries, income support, carers' allowances, budgeting support and advice for Universal Credit applications and Digital assistance
- Employment such as contracts, grievances, terms and conditions of employment, tribunals and redundancies

- Consumer advice such as issues relating to buying goods or services, building repairs and improvements, faulty goods, complaints, fraud, scams and private sales
- Legal such as drafting letters on behalf of residents, boundary disputes, small claims, personal injury and legal advice relating to housing issues under housing law
- Immigration advice including rights to reside and settled status, staying in the UK longer, rights, travel documents, Brexit related matters and immigration housing rights and eligibility
- Health matters including referrals into residential care homes, enquiries relating to residential care homes, mental health, counselling and private health care
- Pension advice including general pension advice (such as options available and advising when people can take their pension), personal pensions, tax implications and assistance with complaints
- Financial Skills such as budgeting and money management, advice regarding loans and debt management companies, and financial capability advice
- Housing including rent arrears, recovery of deposits, right to buy, homelessness, planning issues, landlord issues, anti-social behavior, illegal evictions)

The Council has a track record for delivering against the needs of its residents and this can be evidenced through its approach to multi-agency community hubs, drop-in services and the establishment of referral pathways. The Council's Housing and Advice webpages are frequently updated providing live links to a range of both internal and external support available to residents.

During 2019/20, the Council assisted 1,627 customers with Housing related enquiries and 3,250 customers with matters relating to Housing Benefit. Housing Benefit queries included copying documents, providing explanation letters and dealing with payment enquiries. The Council provided digital assistance to 314 residents and assisted 3,073 residents with Council Tax queries.

The Council has led on the establishment and development of community hubs in Ely, Littleport, Stretham and Earith Traveller Site. COVID-19 has delayed the planned expansion of the community hub network.

The Council works jointly with organisations that provide specific support such as Red2Green (mental health), CGL (drug and alcohol) and P3 (floating support). The Council's Energy Efficiency Officer (part-time) now forms part of the Housing & Community Advice Team; this enables advice and support to be provided to those in need. The Council participates in local campaigns (such as Eyes and Ears, Scams Awareness, Prevent and White Ribbon) and attracts external funding into the district.

During the first six months of the Council's Housing service formally becoming the Housing and Advice team on 1st April 2020, residents from 21 areas were assisted. Benefits, employment and housing related matters were the most common issues dealt with. Most people accessing the service were from Ely, Littleport and Soham. Of the areas where most CAWS clients accessed their services, the Council's Housing and Community Advice team assisted the following number of unique customers: Bottisham (2), Burwell (1), Woodditton (0), Isleham (1) and Fordham (0).

PERFORMANCE, VOLUME AND DEMAND FOR SERVICES

In 2019/20, CAWS provided advice on a wide range of topics to 329 unique clients. The most common issues dealt with were benefits, debt and employment. Compared to the previous year, there were 41 less face-to-face contacts and 43 less contacts by email, however there was an increase of 60 contacts by telephone. CAWS continued to provide advice from their

office in Newmarket, as many of the East Cambs residents in that area may use Newmarket as a service centre. In 2019/20, there were 17 volunteers supporting the service with an economic value of volunteering of £165,873. This is the amount it would have cost CAWS to employ the volunteers. Training was provided to volunteers on a range of advice topics.

A survey conducted by CAWS during 2019/20 found that 93% of clients were likely to recommend the service and 77% noted that the service helped them find a way forward.

254 debt issues were dealt with and 45 clients were assisted in 2019/20. There were 110 less debt advice issues recorded than the previous year, CAWS advised that this was due to the Money Adviser being on maternity leave and the advice being provided by the volunteer advisers who are less familiar at recording issues

150 clients had a welfare benefit issue connected with their enquiry, 17 of which required some in depth support and 45 were supported at specialist level. 13 clients were supported with rent arrears and 1 client was supported with mortgage arrears. 6 clients supported with council tax arrears at specialist level.

£58,631 income was gained for Council residents through CAWS work which could be reinvested into the local economy. For every £1 of local authority funding invested into CAWS, the fiscal benefit to local authorities is £0.85 and a benefit of £4.79 in financial value to society.

CAWS obtained funding from other sources such as Ofgem, MS Society, Citizens Advice, Suffolk Community Foundation to add value to the grant made by ECDC.

CAWS participated in local campaigns and in 2019/20 participated in Scams Awareness fortnight and the Big Energy Savings Week.

Client numbers show an increase in Universal Credit, employment advice and general welfare benefits issues. The majority of East Cambs clients came from Woodditton, Burwell, Fordham and Isleham, and Bottisham.

CAWS provided support to people experiencing issues arising from Brexit including providing help to apply for pre-settled or settled status online and supported those experiencing immigration issues. Pre-settled or settled status will be needed after December 2020 to prove that someone has the legal right to be in the UK and are eligible to work, use the NHS and rent a home.

In addition to general help and assisted information funded by the SLA, CAWS also provide casework to East Cambs residents on matters such as benefits, debt, employment, consumer and immigration. CAWS has four Debt Relief Order (DROs) intermediaries who can submit application and also help clients when eligible to apply for charitable support to pay for bankruptcies and DROs. CAWS has a Consumer Specialist and also a Child Maintenance Support Specialist who helps clients negotiate their payments and deal with the Child Support Agency. They also have a specialist who is able to help clients with Settled Status applications. 115 debt prevention issues were dealt with in 2019/20 and 24 clients were assisted. This was 37 more issues than the previous year. 17 clients were given advice at specialist level, with £151,251 of debt written off through bankruptcies and Debt Relief Orders.

150 clients had a welfare benefit issue connected with their enquiry, 17 of which required some in depth support and 45 were supported at specialist level. 13 clients were supported with rent arrears and 1 client was supported with mortgage arrears. 6 clients supported with council tax arrears at specialist level.

CAWS offer a wide range of volunteering roles including reception work, general administration, advising, specialist case worker and trustee. They fit the volunteer role to the skill set and requirements of the individual. Each role receives full training and support throughout their time with CAWS.

Volunteers benefit from working as part of a team as it reduces social isolation and gives them a sense of belonging. Volunteers gain satisfaction from knowing that they are making a difference, giving back to society and keeping them mentally active. CAWS help to improve IT, phone, customer service, research, administration and interviewing skills. Many volunteers use the experience gained from volunteering with CAWS to demonstrate they meet the person specification on job application forms.

Some volunteers stay with CAWS for 20 years whilst others use the short-term volunteering opportunity as a stepping stone to employment. CAWS volunteers can be: students working towards their first job; mothers returning to work; law students; people looking for a career change or retired people. The majority of CAWS paid staff were originally CAWS volunteers who gained the skills and experience for their paid roles whilst volunteering.

OPTIONS APPRAISAL

Assessing the services being delivered by the Council and the outcome of the 2019/20 CAWS SLA, enabled Officers to develop an options appraisal which outlines the advantages and disadvantages of options available to the Council

Option 1: Maintain Status Quo (i.e. one year SLA)	
<p>Advantages:</p> <ul style="list-style-type: none"> • Impartial and independent advice service • Minimal disruption to services • The grant provided allows CAWS stability to explore other income streams • No reputational damage to ECDC • Fixed cost of £23,166.03 • Due to the impacts of COVID-19, the demand for CAWS services are expected to increase, including some of issues deferred such as eviction notices not being served. Upon recommencement of enforcement and action against such matters, the number clients requiring support is expected to rise • The location of CAWS ensures an increased service to residents south of the District where the Housing & Community Advice Service has not yet established a community hub however it is the intention of the Council that once the pandemic and its associated restrictions ease, the Council's Housing and Community Advice service will seek 	<p>Disadvantages:</p> <ul style="list-style-type: none"> • Rigid performance targets reduce opportunities for flexible and innovative ways of working • There is some known duplication of services being provided by other organisations including ECDC (however due to COVID-19, planned Community Hubs in the areas served by CAWS have not been established and therefore their effectiveness cannot be evaluated)

to create a housing and advice hub in the Newmarket area.	
Option 2: Re-tender SLA service using revised criteria	
<p>Advantages:</p> <ul style="list-style-type: none"> • New criteria provides an opportunity for alignment with ECDC strategies and Corporate Plan priorities • By reviewing SLA criteria there is an opportunity to review what services are provided by various organisations to minimise duplication • Testing the market could provide an opportunity to obtain better value, attract innovative solutions to the criteria and provide opportunity for organisations to develop a consortia to deliver services more effectively 	<p>Disadvantages:</p> <ul style="list-style-type: none"> • Due to COVID-19, planned Community Hubs in the areas served by CAWS have not been established and therefore their effectiveness cannot be evaluated • There is a risk that no tender responses are received which could result in a gap in service provision • There is insufficient evidence to determine whether alternative provisions in place in the areas served by CAWS are effective, therefore there is currently no requirement for a revised criteria/service • Due to COVID-19 and Brexit, demand for advice services are expected to increase and it is unknown if alternative services serving the areas covered by CAWS are effective • Changes may take time to embed • CAWS and the national Citizens Advice services are a well-established advice brand
Option 3: ECDC and other agencies to directly deliver the service via Community Hubs	
<p>Advantages:</p> <ul style="list-style-type: none"> • Track record for delivery of prevention and support services • Direct control of service being offered • Opportunity to design innovative and flexible service • Established relationships with external organisations • Access to specialist advice • Better alignment with ECDC strategies • Offers residents a one stop shop • Opportunity for CAWS to provide services within the community via the Hubs in addition to their existing methods of engagement • Adds value and an alternative to CAWS offer with more places for residents to go seeking advice and services 	<p>Disadvantages:</p> <ul style="list-style-type: none"> • Due to COVID-19, planned Community Hubs in the areas served by CAWS have not been established and therefore their effectiveness cannot be evaluated • Location of ECDC clients accessing advice service prior to 2019/20 unknown therefore comparisons cannot be made or evaluated • Due to COVID-19 and Brexit, demand for advice services are expected to increase Insufficient evidence available to determine whether alternative provisions in place in the areas served by CAWS are effective) • Advice provided via Hubs may not be perceived as independent

EQUALITY IMPACT ASSESSMENT (EIA) FORM

Name of Policy:	Review of Grant Provided to Citizens Advice West Suffolk (CAWS)
Lead Officer (responsible for assessment):	Lewis Bage, Communities and Partnerships Manager
Department:	Communities and Partnerships
Others Involved in the Assessment (i.e. peer review, external challenge):	
Date EIA Completed:	21.12.2020

What is an Equality Impact Assessment (EIA)?

As part of any effective policy development process, it is important to consider any potential risks to those who will be affected by the policy's aims or by its implementation. The Equality Impact Assessment (EIA) process helps us to assess the implications of our decisions on the whole community, to eliminate discrimination, tackle inequality, develop a better understanding of the community we serve, target resources efficiently, and adhere to the transparency and accountability element of the Public Sector Equality Duty.

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.

(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?

This review is to determine whether a future grant to CAWS is effectively meeting the aims of the Council to deliver required services and to ensure that the approach taken by the Council is the most cost effective and that best value is being achieved.

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

Vulnerable residents and the wider community especially in areas located close to Newmarket

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

Performance information illustrating demand and use of services has been obtained to inform the proposal.

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

Performance information illustrating demand for services is outlined at Appendix 1 and impacts are detailed at Option 1 of Options Appraisal at Appendix 1

- | | |
|---|------------------|
| (e) Does the policy have a differential impact on different groups? | YES/NO/Na |
| (f) Is the impact adverse (i.e. less favourable)? | YES/NO/Na |
| (g) Does it have the potential to disadvantage or discriminate unfairly against any of the groups in a way that is unlawful? | YES/NO/Na |
| (h) How have you engaged stakeholders in gathering evidence or testing the policy proposals? Who was involved, how and when where they engaged? Does the evidence show potential for differential impact? How will you mitigate any negative impacts? Where there is the potential for an adverse impact that cannot be addressed immediately, these should be highlighted in your recommendations and objectives at the end of the EIA. | |

Review findings have been shared and CAWS have had the opportunity to feedback and comment. As part of the Service Level Agreement, CAWS is required to provide performance monitoring data which is used to evidence of the level of demand for services. The Council's Housing and Community Advice team that also provide these services has been consulted on the review findings and recommendation.

* The Consultation Register is available to assist staff in consulting with the Council's stakeholders.

- (i) Summarise the findings of your research and/or consultation (please use a separate sheet if necessary).**

Findings detailed at Appendix 1

- (j) What are the risks associated with the policy in relation to differential impact and unmet needs/requirements?** i.e. reputation, financial, breach of legislation, service exclusion, lack of resources, lack of cooperation, insufficient budget etc.

Details included within Options Appraisal at Appendix 1

- (k) Use the information gathered in the earlier stages of your EIA to make a judgement on whether there is the potential for the policy to result in unlawful discrimination or a less favourable impact on any group in the community, and what changes (if any) need to be made to the policy.**

Option 1:	No major change - the evidence shows that the policy is robust and no potential for discrimination.	x
Option 2:	Adjust the policy - to remove barriers or to better promote equality.	
Option 3:	Continue the policy - despite potential for adverse impact or missed opportunity to promote equality, provided you have satisfied yourself that it does not unlawfully discriminate.	
Option 4:	Stop and remove the policy – if the policy shows adverse effects that cannot be justified.	

- (I) Where you have identified the potential for adverse impact, what action can be taken to remove or mitigate against the potential for the policy to unlawfully discriminate or impact less favourably on one or more communities in a way that cannot be justified?** Include key activities that are likely to have the greatest impact (max. 6). Identified actions should be specified in detail for the first year but there may be further longer term actions which need to be considered. To ensure that your actions are more than just a list of good intentions, include for each: the person responsible for its completion, a timescale for completion, any cost implications and how these will be addressed. It is essential that you incorporate these actions into your service plans.

The recommendation ensures that services remain in place at a time and place where required, as outlined at Appendix 1.

This completed EIA will need to be countersigned by your Head of Service. **Please forward completed and signed forms to the Principal HR Officer.**

All completed EIAs will need to be scrutinised and verified by the Council's Equal Opportunities Working Group (EOWG) and published on the Council's Intranet to demonstrate to local people that the Council is actively engaged in tackling potential discrimination and improving its practices in relation to equalities. Please be aware that you may be asked to attend a half-an-hour session to summarise the findings of the EIA to the Scrutiny and Verification panel.

Signatures:

Completing Officer:	Lewis Bage	Date:	21.12.2020
	_____		_____
Head of Service:		Date:	_____
	_____		_____

V1 (Cfte Reports Jan 2020 onwards)

ECDC Carbon Impact Assessment:

Once complete, this CIA should be sent to Richard Kay (richard.kay@eastcambs.gov.uk) for review prior to including a summary of this CIA within your committee report.

Please provide a brief description of the policy/decision including the proposed outcomes?

To consider the outcome of a review of the grant awarded to Citizens Advice West Suffolk (CAWS) for 2020/21 and determine whether the grant be awarded for 2021/22.

Members are asked to:

- (i) Note the review findings
- (ii) Award a grant of £23,166.03 to CAWS for 2021/22 via a Service Level Agreement for 2021/22

Now consider whether any of the following aspects will be affected. Many are likely to be ticked 'neutral':

Aspect	Likely climate effect:			Commentary
	+ve	-ve	neutral	
The council's energy consumption via buildings (electricity, gas, oil). Tick +ve if consumption will reduce.			√	
The council's energy consumption via travel (eg petrol). Tick +ve if consumption will reduce.			√	
The councils water usage (especially hot water). Tick +ve if consumption will reduce.			√	
Creation of renewable energy. Tick +ve if it increases renewable energy production. Tick -ve if renewable energy is lost.			√	
Carbon offsetting – will the proposal offset carbon emissions such as through tree planting. Tick +ve if yes.			√	
Reducing carbon emissions through amending ongoing			√	

activities not covered above eg management of land, such as peat soils, in a way which reduces carbon dioxide emissions. Tick +ve if yes.				
If the project involves the creation or acquisition of a building, has the energy rating been considered? Are / will measures be included to make the building energy efficient, beyond basic building regulation or other legal requirements? Tick +ve if yes.			√	
Embodied energy - does your project/proposal include construction of buildings or other significant infrastructure? If no, then tick neutral. If yes, have genuine efforts been made to minimise the embodied energy* in the materials being used for that construction, and the source of such materials? If so, tick +ve.			√	

What information is available to help the carbon impacts identified above to be quantified?

(e.g. this might be a estimation of energy consumption provided by a constructor, an estimate of distance travelled to a new site etc.)

Can any negative outcomes be justified as appropriate or necessary?

N/A

Are any remedial or mitigation actions required?

No

Once implemented, will you monitor the actual impact of any +ve or -ve outcomes? Yes / No. If so, how?

N/A

Overall summary to be included in your covering report (i.e. what you put in this box should be replicated in your committee report, and therefore should provide the overall summary of the carbon impact, in language suitable for being placed in the public domain).

There are no positive or negative carbon impact implications arising.

Assessment completed by (name and position)	Lewis Bage Communities and Partnerships Manager
Date CIA completed	21.12.2020
Approved by Richard Kay	

*Embodied energy is the energy used (and therefore carbon dioxide or other greenhouse gases emitted) during the manufacture, transport and construction of building materials. So for example, if you are specifying concrete on a project then carbon dioxide (or equivalent) will have been emitted making that concrete. Different materials have high and low levels of embodied energy, with low being good. Not only can different materials have different embodied energy values, but the same material can also have differing embodied energy values depending on where it was sourced and transported. For example, stone sourced from China would have a far greater embodied energy within it than the same stone sourced locally, due to the carbon dioxide emitted during transportation. By way of examples, using stainless steel will likely have over 10 times more embodied energy within it, per kg, than timber.

TITLE Quarter 3, 2020 Performance Report for the Waste and Street Cleansing Services

Date: 18th January 2021

Author: James Khan, Head of Street Scene

[V128]

1.0 ISSUE

1.1 To provide the Committee with the Quarter 3, October - December 2020, performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS).

2.0 RECOMMENDATION(S)

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

3.0 BACKGROUND

3.1 As with the previous quarters of this year, COVID-19 has heavily dominated our focus during these three months. The services we provided and the employees of the company have continued to be placed under increased pressure.

3.2 Throughout this quarter we continued to focus on ensuring all services were provided at the highest standards possible, continuing to provide stable, reliable services to the residents. We were able to achieve this with the continued hard work and dedication of our employees.

3.3 October saw the completion of the annual performance appraisals for all of the operational employees. This saw the majority successfully complete their appraisal and awarded an increment. The introduction of these performance appraisals and subsequent financial reward has been undoubtedly positive and assisted in ensuring our employees are rewarded for their achievements. Out of all eligible employees 83% were awarded an increment this year. In addition, 63% of all employees have now reached the top of their respective grades after receiving increments for the past two consecutive years.

3.4 With social distancing measures remaining in force, communication and promotion continued to take a different path. Through these three months our development team continued to grow our social media presence through the use of our dedicated Facebook page and the Council website, utilising these platforms to share specific information covering waste at Christmas. Our Facebook page continues to grow and now has 196 followers and 170 page likes. Waste related pages on the Council website make up 1/5 of the top 50 visited pages across the entire platform with our home page receiving over 48,500 hits which makes it the 3rd most view page.

3.5 In addition to general communication and promotion we decided to do something special and something we have not done before this Christmas.

Embracing the new virtual norm, our development team created and presented a dedicated waste presentation on YouTube which covered a variety of festive related waste issues. This video has been viewed 93 times already and will remain accessible on YouTube for future viewing.

- 3.6 A tradition that started last year by the Chairman of the Council, continued this Christmas. To say a massive thank you and well done to all our staff we were able to provide them with a Christmas treat (socially distant of course), a festive breakfast roll. We are all so grateful for the extra dedication they have shown throughout this year, especially with the additional risks they have been surrounded by. We all hope we can continue the tradition next year and this time, include a handshake.
- 3.7 October held host to the annual LARAC (Local Authority Recycling Advisory Committee) conference, which was held virtually this year. This conference welcomes leaders of the waste and recycling industry to speak to employees from both public and private waste sectors and share industry information and experiences. This platform was also a time for leading bodies to share further information and thoughts on the Government's Waste and Resource Strategy (RAWS) and how this might affect the industry when implemented. This event is also a prime opportunity to learn what other authorities and contractors are focusing on locally and the successes they have achieved.
- 3.8 With many residents continuing to work from home, this quarter has witnessed a consistent demand for our bulky waste collection service. This service has already witnessed a 200% increase in service provision since April 2018 and continues to meet its maximum resource capacity on each of its operating days. With COVID continuing to have heavy effects on resident's working patterns, it is likely that increased demand will continue for the remainder of the year. To ensure we can continue to match the demand, the service is under constant review to ensure we maximise its productivity.
- 3.9 With certain projects unable to progress due to the constraints COVID brings, we have been able to re-focus on future projects that look to further streamline services and enhance the experience offered to residents. This work includes further revisions of communication we have with residents through the Council's self-serve portal, ensuring the automated responses we share with them are understandable, concise and carry levels of humanity to guarantee customer satisfaction. In addition, we continue to gather vital data in preparation for a substantial round reconfiguration project, that aims to realise un-investigated efficiencies and possible carbon savings for the company.
- 3.10 The next consultation on the Government's Waste and Resource Strategy remains scheduled for spring 2021. In preparation of its release, we continue to work as part of the RECAP partnership to investigate into the possible new burdens this will bring to the authority and its residents and the ways in which this might be funded. In addition, we continue to investigate into the possible new resource demands certain aspects of the strategy will pose and the affect they will have on ECDC and ECSS.

4. PERFORMANCE UPDATE

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

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

Service	Oct			Nov			Dec		
	Month (%)	Cum (%)	Trend	Month (%)	Cum (%)	Trend	Month (%)	Cum (%)	Trend
Refuse	81	88	▼	100	89	▲	98	90	▲
Recycling	93	93	-	97	94	▲	98	94	-
Green	94	95	-	99	96	▲	99	96	-
Bulk & Clinical	98	97	-	98	97	-	100	97	-
Street Cleansing	92	91	-	93	91	-	93	91	-

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

4.2 All service areas for this quarter overachieved against the monthly and cumulative 80% performance target set, with the majority of services areas now climbing back up to their pre-COVID standards.

4.3 These rises in performance rates evidences the stability we were able to achieve following the full return of all of our staff and the continued commitment of all our employees.

4.4 With COVID continuing to pose a major risk to our staff and the possibility of further lockdown and increased Tiers, these performance figures are likely to fluctuate as we progress through the remainder of the year. However, we will continue to work as effectively and as efficiently as possible to ensure we continue to deliver high levels of performance.

5.0 SICKNESS ABSENCE

5.1 Outlined in Table 2 below are the targets for sickness absence set for the waste and street cleansing services. They reflect that the majority of staff work outside in all weathers carrying out physically arduous tasks.
 This quarter, coming into the winter months and excluding the additional pressures presented by COVID, typically witnesses a higher level of sickness and absence.

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

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

Staffing Category	Number of Staff	Annual Sickness Target (Hours)	Annual Sickness Target (Working Days)	Monthly Sickness Absence Target (Hours)	Monthly Sickness Absence Target (Working Days)
HGV Drivers (Waste)	16	672	96	56	8
Driver/Operative (Waste)	3	126	18	10.5	1.5
Operatives (Waste)	29	1,218	174	101.5	14.5
HGV Drivers (Street Cleansing)	3	126	18	10.5	1.5
Driver/Operatives (Street Cleansing)	3	126	18	10.5	1.5
Operatives (Street Cleansing)	7	294	42	24.5	3.5
Ops Management & Admin	5	210	30	17.5	2.5
Waste Management Team	3	126	18	10.5	1.5

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

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

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

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

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

5.3 Due to the time of year, sickness levels have increased as assumed. These increases are generally down to an increase in coughs and colds and are typical of a workforce who work outside in all weather conditions.

5.4 Many cases seen through this quarter are continuous long-term sickness cases where employees are suffering from pre-existing injuries or health conditions. This is common in an aging workforce predominantly focused on manual labour.

HGV Drivers (Waste)

One employee has been absent following the recovery after a road incident with other absences including coughs, colds and short-term sickness.

Operatives (Waste)

Two employees were absent for the quarter after suffering with their mental health, following the loss of close family members.

In addition, three other employees were absent following the deterioration of pre-existing injuries with two awaiting surgery to rectify.

HGV Drivers (Street Cleansing)

One employee has been absent for the majority of the quarter owing to a flare up of a pre-existing injury which required surgery to rectify. Unfortunately, due to the impact of COVID, this restorative surgery continued to be delayed resulting in the employee unable to return to work.

Table 3: Monthly Sickness Absence Report for the Waste and Street Scene Services

Staff Category	HGV Drivers (Waste)	Driver/ Operatives (Waste)	Operatives (Waste)	HGV Drivers (SC)	Driver/ Operatives (SC)	Operatives (SC)	Ops Mgmt. & Admin Staff	Waste Mgmt. Team
Number of Staff/Target Hours	16 Target Hours - 56	3 Target Hours - 10.5	29 Target Hours - 101.5	3 Target Hours - 10.5	3 Target Hours - 10.5	7 Target Hours - 24.5	5 Target Hours - 17.5	3 Target Hours - 10.5
October	Actual = 147 Hours	Actual = 0 Hours	Actual = 658 Hours	Actual = 119 Hours	Actual = 119 Hours	Actual = 147 Hours	Actual = 7 Hours	Actual = 0 Hours
November	Actual = 70 Hour	Actual = 21 Hours	Actual = 322 Hours	Actual = 140 Hours	Actual = 28 Hours	Actual = 147 Hours	Actual = 0 Hours	Actual = 0 Hours
December	Actual = 70 Hours	Actual = 0 Hours	Actual = 371 Hours	Actual = 70 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 0 Hours
Cumulative Performance for the Quarter	Target = 168 Hours	Target = 31.5 Hours	Target = 304.5 Hours	Target = 31.5 Hours	Target = 31.5 Hours	Target = 73.5 Hours	Target = 52.5 Hours	Target = 31.5 Hours
	Actual = 287 Hours	Actual = 21 Hours	Actual = 1351 Hours	Actual = 329 Hours	Actual = 147 Hours	Actual = 294 Hours	Actual = 7 Hours	Actual = 0 Hours
RAG Rating								

6.0 RECYCLING RATES

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

Month	Tonnage All Waste Collected	Tonnage All Waste Recycled (Recyclates + Garden Waste)	% of Waste Recycled	Trend (Target = 59% of Waste being Recycled) - RAG
April	3307	1962	59	
May	3271	1958	60	
June	3120	1884	60	
July	3330	2019	61	
August	2629	1555	59	
September	3169	1925	61	
October				
November				
December				
January				
February				
March				
Total	18826	11303	60	

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

6.3 The relevant data for this quarter is delayed due to a change in the system used for tonnage analysis. When fully operational, this change in system will assist in reducing the time taken to process the data and reduce the reporting time. Members of staff underwent training in early December in preparation for its implementation.

6.4 The ongoing impact of COVID continues to have an affect on the tonnage we are collecting from the kerbside, with residents continuing to spend more time working from home and depositing their waste in their household bins. This increase in recycling tonnage assists us in reaching our targets, however, the similar increase in landfill tonnage collected continues to minimise the full potential gains.

6.5 Continuing our efforts in communication and promotion will further assist our residents to recycle right and assist in ensuring we reach or even exceed the local target set as well as those proposed by the Government nationally.

6.6 In pervious years it was common for the recycling rate to decrease in the winter months as the amount of green waste tonnage collected dropped off. It is possible that the increase in recycling waste collected, due to the constraints of COVID, will offset this decrease and assist us in maintaining a constant percentage for the remainder of the year.

7.0 CONCLUSIONS

- 7.1 Although the pressures of COVID remain present, this quarter has witnessed overall performance standards increase and rise towards their pre-COVID figures.
- 7.2 All services continued to be provided throughout these months, with no delay or reduction, with services coping well with the increase in demand.
- 7.3 Our operational workforce has continued to excel, manage and remain committed to providing high levels of performance. Their efforts continue to underpin our growth and success. Our office-based staff have continued to work flexibly with those working from home managing to complete their jobs with minimal additional constraints and those continuing to work from the depot staying resilient and committed.
- 7.4 We have been able to successfully adapt to the new forms of communication and engagement the current environment has placed us in, which have accelerated the desires we set our sights on for the next financial year.
- 7.5 Although far from complete stability, we have been able to learn and adapt to the recent increase in pressures which has provided us with a new-found confidence as we progress through the remainder of the year.

8.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

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

9.0 APPENDICES

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

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

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

Performance Summary – October to December 2019	Monthly			Cumulative			Trend
Service Stream	Service Requests Due to be Closed	Service Requests Completed within the SLA	Performance against the Target (80%)	Service Requests Received	Service Requests Closed and Completed within the SLA	Performance against the Target (80%)	Positive or Negative Cumulative Trend against previous month
Domestic Collections							
October	323	263	81%	1126	988	88%	▼
November	163	163	100%	1289	1151	89%	▲
December	142	139	98%	1431	1290	90%	▲
Recycling Collections							
October	181	169	93%	1266	1177	93%	▼
November	210	204	97%	1476	1381	94%	▲
December	188	184	98%	1664	1565	94%	-
Garden Collections							
October	127	119	94%	1155	1100	95%	▼
November	153	151	99%	1308	1251	96%	▲
December	74	75	98%	1382	1324	96%	-
Bulky and Clinical Collections							
October	217	213	98%	1187	1150	97%	▲
November	168	164	98%	1355	1314	97%	-
December	140	140	100%	1495	1454	97%	-
Street Cleansing							
October	86	79	92%	717	652	91%	-
November	85	79	93%	802	731	91%	-
December	122	114	93%	924	845	91%	-

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.

OPERATIONAL SERVICES COMMITTEE

Lead Officer: Jo Brooks, Director, Operations

FORWARD AGENDA PLAN

Democratic Services Officer: Adrian Scaites-Stokes

22 nd March 2021 4:30pm		June 2021 4:30pm		July 2021 4:30pm	
Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed
Report Deadline:	10 th March 2021	Report Deadline:	To Be Confirmed	Report Deadline:	To Be Confirmed
Youth Strategy	Lewis Bage (Communities & Partnership Manager) Liz Knox (Environmental Services Manager) Angela Parmenter (Housing & Community Safety Manager)	VCAEC -Service Level Agreement Update	Lewis Bage (Communities & Partnership Manager)	Effects of COVID-19 on Housing and Community Services	Angela Parmenter (Housing & Community Safety Manager)
Progress report on Community Safety Partnership including work with Parish Councils	Shona McKenzie (Community Safety Officer)	Quarter 4 Waste Performance	James Khan (Head of Street Scene)	Quarter 1 Waste Performance	James Khan (Head of Street Scene)
East Cambs Street Scene Business Plan 2021/22	Jo Brooks (Director Operations) and James Khan (Head of Street Scene)	ECDC Environment Plan 2021-22	Richard Kay (Strategic Planning Manager)		
		Budget Monitoring Report	Anne Wareham (Senior Accountant)		
Service Presentation – Building Control	Craig Smith (Building Control Manager) and Nigel Harper (Fire Safety & Commercial Advisor)	Service Presentation – Environmental Services	Liz Knox (Environmental Services Manager)	Service Presentation – Housing & Community Safety	Angela Parmenter (Housing & Community Safety 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)

- ❖ Building Control
- ❖ Communities & Partnerships
- ❖ Customer Services

- ❖ Environmental Services
- ❖ Housing & Community Safety
- ❖ Information Technology

- ❖ Licensing
- ❖ Planning

- ❖ Public Relations/Communications
- ❖ Waste Services

These meetings are not open to the public.

OPERATIONAL SERVICES COMMITTEE

Lead Officer: Jo Brooks, Director, Operations

FORWARD AGENDA PLAN

Democratic Services Officer: Adrian Scaites-Stokes

September 2021 4:30pm		TBC 2021 4:30pm		TBC 2021 4:30pm	
Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed
Report Deadline:	To Be Confirmed	Report Deadline:	To Be Confirmed	Report Deadline:	To Be Confirmed
VCAEC -Service Level Agreement Update	Lewis Bage (Communities & Partnership Manager)				
Service Presentation – Communities & Partnerships	Lewis Bage (Communities & Partnership Manager)	Service Presentation – Customer Services	Annette Wade (Customer Services Manager)		
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.

AGENDA ITEM NO.

Minutes of a meeting of the Operational Services Committee facilitated via the Zoom Video Conferencing System at The Grange, Nutholt Lane, Ely on Monday 18th January 2021.

P R E S E N T

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

OFFICERS

Jo Brooks – Director Operations
Lewis Bage – Communities & Partnerships Manager
Tracy Couper – Democratic Services Manager
Caroline Evans – Democratic Services Officer (Committees)
Richard Kay – Strategic Planning Manager
James Khan – Head of Street Scene
Angela Parmenter – Housing & Community Advice Manager
Rebecca Saunt – Planning Manager
Anne Wareham – Senior Accountant
Karen Wright – Information Communication Technology (ICT) Manager

57. PUBLIC QUESTION TIME

There were no public questions.

58. APOLOGIES AND SUBSTITUTIONS

Apologies for absence had been received from Cllr Christine Ambrose Smith and Councillor Daniel Schumann was acting as Substitute.

59. DECLARATIONS OF INTEREST

No declarations of interests were made.

60. MINUTES

It was resolved:

That the minutes of the meetings held on 16th and 30th November 2020 be confirmed as a correct record and be signed by the Chairman, subject to the following amendments:

Agenda Item 49 Budget Monitoring Report resolution (i): amend last line to read 'planned'.

Agenda Item 54 ECSS Business Plan 2020/21 (Revised) page 2 second paragraph 7th line: amend to 'dependent'.

61. CHAIRMAN'S ANNOUNCEMENTS

The Chairman made the following announcements:

East Cambs Housing Service Recognised as Gold Standard

This accolade has only been given to a few councils nationwide and is testament to the time and effort which goes into the service day-in, day-out, to ensure it is of the highest standard for our residents.

I would like to share my personal congratulations to all of the officers who have worked tirelessly to make our Housing, Community and Advice Service the best it can be.

COVID-19 Support Grant

Our officer-led Covid Recovery Group were recently successful in securing a bid for £200,000 from the Covid Outbreak Management Fund held by the County Council. This funding is to assist our residents, communities and Community Hubs.

The Community Hubs assist our residents with things such as shopping, collecting prescriptions, befriending services, etc.

Part of our bid was to provide small, one-off grants to the Community Hubs to support them in supporting our residents. There aren't specific criteria, as each Community Hub will have different needs to help our residents. The grant is for a maximum of £500 per Hub, of which we have 42 which cover the whole of our District.

Committee Membership

There has been a slight change to the substitutes - Councillor Anna Bailey has been replaced by Councillor Josh Schumann.

62. SERVICE PRESENTATION – PLANNING SERVICE

The Committee received a presentation by the Planning Manager, Rebecca Saunt, on the work of the Council's Planning Service. The presentation covered statistical information and comparisons between 2019 and 2020 for the following areas:

- Number of applications received by month
- Comments received
- % applications acknowledged within 5 working days
- Applications received by category
- Decision Notices issued
- Tree Officer consultation responses statistics

- Conservation Officer consultation responses statistics
- Appeals
- Enforcement
- Changes made to processes since March 2020 due to Covid-19

The Planning Manager highlighted the increase in 2020 in the months where the Team were achieving or exceeding the target of 75% of applications acknowledged as valid within 5 working days, which was a great achievement by officers in the light of the pandemic. As a result of Covid-19, there was a greater use of E-mailing of correspondence in relation to applications, which resulted in savings in printing and postage costs. Pre-App and Planning Committee meetings were being held via Zoom, which had received good feedback from all interested parties and the public. The Planning Manager thanked and paid tribute to her Team for how they had adapted to the challenges faced by them.

In response to questions by Members regarding arrangements for informal contact between members of the Team via lockdown, the Planning Manager reported that weekly Team Leader meetings and full Team meetings every 2 weeks had taken place via Zoom, but she acknowledged that there still were benefits to round the table face-to-face meetings where you could share plans, etc.

The Chairman and Members of the Committee commended the excellent work of the Planning Service Officers.

It was resolved:

That the Planning Service presentation be received.

63. BUDGET MONITORING REPORT

The Committee considered a report, V124 previously circulated, which detailed the financial position for services within the responsibility of Operational Services Committee.

In response to a question by a Member on the Housing underspend due to the non-use of the Bed and Breakfast Budget and the potential impact in the future of Covid-19, the Housing & Community Advice Manager reported that the service was preparing for the potential for a greater level of homelessness due to the economic impact of Covid-19 on people and families, by having available a contingency provision of 5 'floating rooms'.

It was resolved:

- (i) That it be noted that the Committee is currently projected to end the year with a revenue underspend of £74,500, when compared to its planned budget, of £5,650,903.
- (ii) That it be noted that the Committee has a projected capital programme outturn of £1,166,380. This is an underspend of £2,655,950.

64. HOUSING & COMMUNITY ADVICE SERVICE – UPDATE ON IMPACT OF COVID-19

The Committee considered a report, V125 previously circulated, which gave an update on the Housing and Community Advice Service and impacts arising from Covid-19.

The Housing & Community Advice Manager reported that a full service had been maintained via Zoom and telephone and staff continued to undertake an extensive programme of training as detailed in Appendix 1 of the report. The Housing & Community Advice Manager highlighted the significant rise in requests for Foodbank vouchers and stated that the end of the moratorium on Section 21 or Section 8 evictions, due from the end of March, was likely to result in a rise in homelessness cases. The service had dealt with 9 settled status applications and ECDC was the only authority in the area still undertaking this service. The Housing & Community Advice Manager referred to the case of a Polish worker who had escaped modern slavery for whom the Team had successfully completed this process.

A commitment had been given to undertake a review of the Advice Service following the first 12 months of in-house delivery and this was due to be undertaken in the near future.

In concluding, the Housing & Community Advice Manager expressed her great praise and pride for her staff, for the outstanding manner in which they had risen to the challenges created by the Covid-19 Pandemic.

Members also commended the outstanding work of the Team during the Pandemic.

A Member referred to an apparent discrepancy in the actual and percentage figures relating to Housing Advice cases and the Housing & Community Advice Manager clarified this and agreed to provide Members of the Committee with a breakdown of the cases. Another Member referred to the large percentage of prevention cases at 29% where the outcome was not known. The Housing & Community Advice Manager explained that this was due to the ability to use an 'other' category on the database, which now had been removed, but again she agreed to provide Members of the Committee with a breakdown of the cases.

In response to a question by a Member on the timetable for the Advice Service review and reporting to this Committee, the Chairman stated that this would be discussed by himself with the Director Operations, as Lead Officer for the Committee.

It was resolved:

That the update report be noted.

65. **EAST CAMBS ENVIRONMENT ACTION PLAN – PROGRESS REPORT, INTERIM TARGETS AND PARTNERSHIP FORUM SET-UP**

The Committee considered a report, V126 previously circulated, which provided:

- an update on progressing the 'Top 20 Actions' within the Environment Plan;
- possible options for interim targets towards 'net zero' carbon emissions for discussion; and
- further update on the progressing of a Community Partnership Forum.

The Strategic Planning Manager reminded the Committee that the second ECDC Environment Plan scheduled for June 2021 should include interim target(s) towards the Council's long-term carbon emissions ambitions. Therefore, commentaries were included in the report regarding possible different targets for Member discussion at this stage, prior to more detailed consideration in June. A key factor in this was the position with regard to the fleet of refuse vehicles, the current lack of availability on the market of low emission vehicles suitable for use in a rural District and the delay in the Government Waste Strategy.

During discussion of the content of the report, the following comments were made by Members:

A Member queried the impact of the replacement of all the Council's street/car park lighting with energy efficient LEDs and moving to a renewable energy electricity tariff, and the Strategic Planning Manager confirmed that, whilst lighting was not a source of significant emissions for the Council, both actions made a statement of intent to the principle of lowering energy usage and emissions.

A Member asked for information on the likely individuals/organisations to be invited to be part of the Partnership Forum and the Strategic Planning Manager agreed to provide Members of the Committee with details of these.

Members welcomed the range of options set out in the report for interim emissions targets and expressed support for the principle of 'frontloading' of the target. A number of Members expressed support for the target being set by near neighbouring Councils detailed in paragraph 3.38 of the report, which was similar to that propounded by the Tyndall Centre. Members acknowledged the need for the Council to set an ambitious target but also to be flexible and to take into consideration any County-wide target set by the Combined Authority.

A Member commented that other Councils around the country were using low emission refuse vehicles and some of these were rural in nature. The Council could approach such comparable Councils to obtain further information.

A Member also suggested that the Council should contact the Tyndall Centre for information and advice.

Other Members commented on the need to await the Government announcement of the Waste Strategy before committing ourselves in relation to the purchase of costly waste vehicles.

Members supported the proposal for the conducting of a short preliminary investigation into the potential of ECDC generating its own commercial scale renewable energy.

With regard to the appointment by the Committee of a Natural Environment and Climate Change Member Champion, Councillor Julia Huffer was proposed and seconded.

In concluding, the Chairman and Members of the Committee commended the Strategic Planning Manager on the excellent quality and comprehensive nature of the report.

It was resolved:

That the Committee:

- (A) Welcomes the progress made to date, in respect of achieving the June 2020 Environment Plan's 'Top 20 Actions'.
- (B) Notes the progress made to date in terms of establishing a Partnership Forum and the establishment of district-wide baseline climate related data and agrees that officers should continue to progress on the basis outlined in the submitted report.
- (C) Notes the commentary on the options in respect of setting an interim carbon emissions reduction target for ECDC, and agrees that the options and commentary as set out in the submitted report form a reasonable basis for further investigation, with the intention of this Committee establishing an interim target at its meeting in June 2021.
- (D) Agrees that a short preliminary investigation into the potential of ECDC generating its own commercial scale renewable energy be conducted and brought to Committee at the earliest opportunity.
- (E) Appoints Councillor Julia Huffer as Natural Environment and Climate Change Member Champion.

66. REVIEW OF GRANT TO CITIZENS ADVICE WEST SUFFOLK

The Committee considered a report, V127 previously circulated, which detailed the outcome of a review of the grant awarded to Citizens Advice West Suffolk (CAWS) for 2020/21 and whether a grant should be awarded for 2021/22.

The Communities and Partnerships Manager reported that the proposal to award a grant for the forthcoming year acknowledged the need for the continuation of delivery of a service during the current pandemic.

Councillor Daniel Schumann left the meeting at 5.40pm and did not return

Members referred to the importance of maintaining a service to the residents in the south of the District. Therefore, it was proposed and seconded that a grant be awarded for a 2 year period rather than 1 year.

In that connection, the Chairman referred to the review of the Housing and Community Advice service being conducted and it was reported that a 2 year Service Level Agreement would not allow the flexibility to revise arrangements as a result of this review.

Other Members commented that a 2 year grant would give CAWS greater stability and the proposals for the extension of Community Hubs would not benefit villages in the far south of the District.

Upon being put to the vote, the Motion to award a grant for a 2 year period was declared to be lost.

The recommendations in the submitted report then were moved and seconded and declared to be carried.

It was resolved:

- (i) That the review findings be noted.
- (ii) That a grant of £23,166.03 be awarded to CAWS via a Service Level Agreement for 2021/22.

67 QUARTER 3 PERFORMANCE REPORT: WASTE & STREET CLEANSING SERVICES

The Committee considered a report, V128 previously circulated, which provided the updated performance information for delivery of the Waste and Street Cleansing Services.

In response to a question by a Member regarding the sourcing of wheelie bins, the Head of Street Scene stated that an increase in requests for recycling bins just after Christmas had meant that the stock had been depleted, as an order placed with the supplier in November had yet to be delivered. Customers were being supplied with clear sacks for recyclables as an alternative.

Members commended the Team on the excellent service provided and in maintaining service levels during the pandemic.

It was resolved:

That the performance and service delivery for the third quarter of 2020 be noted.

68. FORWARD AGENDA PLAN

It was resolved:

That the Forward Agenda Plan be noted and the reviews of the Housing and Community Advice Service and CAWS provisionally be included on the Agenda Plan for the July meeting.

The meeting concluded at 6:10pm.



OPERATIONAL SERVICES COMMITTEE – 18 JANUARY 2021
DECISION LIST

ITEM NO.	Ref.	Item	ISSUE	DECISION	ACTION BY
6.	-	Service Presentation - Planning	To receive a presentation by the Planning Manager on the Planning Service	It was resolved: That the Planning Service presentation be received.	Planning Manager
7.	V124	Budget Monitoring Report	To receive details of the financial position for services within the responsibility of Operational Services Committee.	It was resolved: (i) That it be noted that the Committee is currently projected to end the year with a revenue underspend of £74,500, when compared to its planned budget, of £5,650,903. (ii) That it be noted that the Committee has a projected capital programme outturn of £1,166,380. This is an underspend of £2,655,950.	Finance Manager
8.	V125	Housing and Community Advice Service – Update on Impact of Covid-19	To receive an update on the Housing and Community Advice Service and impacts arising from Covid-19.	It was resolved: That the update report be noted.	Housing and Community Advice Manager

9.	V126	ECDC Environment Action Plan: Progress Report, Interim Targets, and Partnership Forum Set-Up	<p>To provide:</p> <ul style="list-style-type: none"> • an update on progressing the Actions within the Environment Plan; • for discussion, possible options for interim targets towards 'net zero' carbon emissions; and • further updates on progression of a community Partnership Forum. 	<p>It was resolved:</p> <p>That the Committee:</p> <p>(A) Welcomes the progress made to date, in respect of achieving the June 2020 Environment Plan's 'Top 20 Actions'.</p> <p>(B) Notes the progress made to date in terms of establishing a Partnership Forum and the establishment of district-wide baseline climate related data and agrees that officers should continue to progress on the basis outlined in the submitted report.</p> <p>(C) Notes the commentary on the options in respect of setting an interim carbon emissions reduction target for ECDC, and agrees that the options and commentary as set out in the submitted report form a reasonable basis for further investigation, with the intention of this Committee establishing an interim target at its meeting in June 2021.</p> <p>(D) Agrees that a short preliminary investigation into the potential of ECDC generating its own commercial scale renewable energy be conducted and brought to Committee at the earliest opportunity.</p> <p>(E) Appoints Councillor Julia Huffer as Natural Environment and Climate Change Member Champion.</p>	Strategic Planning Manager
10.	V127	Review of Grant to Citizens Advice West Suffolk	<p>To consider the outcome of a review of the grant awarded to Citizens Advice West Suffolk (CAWS) for 2020/21 and determine whether a grant be awarded for 2021/22.</p>	<p>It was resolved:</p> <p>(i) That the review findings be noted.</p> <p>(ii) That a grant of £23,166.03 be awarded to CAWS via a Service Level Agreement for 2021/22.</p>	Communities and Partnership Manager

11.	V128	Quarter 3 2020 Performance Report: Waste & street Cleansing Services	To advise Members of the Quarter 3, October - December 2020, performance report for the delivery of the Waste and Street Cleansing Services by East Cambs Street Scene Ltd (ECSS).	It was resolved: That the performance and service delivery for the third quarter of 2020 be noted.	Head of Street Scene
12.	-	Forward Agenda Plan	To receive the Committee's Forward Agenda Plan.	It was resolved: That the Forward Agenda Plan be noted and the reviews of the Housing and Community Advice Service and CAWS be provisionally included on the Agenda Plan for the July meeting.	Democratic Services Officer/Director Operations

Please Note: These decisions will come into effect on Monday 1 February 2021 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 Monday 25 January 2021. Recommendations of the Policy Committees to other bodies (or to Council) cannot be called-in, nor can any decisions categorised as urgent in accordance with the call-in procedure.