



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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

MEETING: **OPERATIONAL SERVICES COMMITTEE**

TIME: 4.30pm

DATE: 16th November 2020

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

ENQUIRIES REGARDING THIS AGENDA: Adrian Scaites-Stokes

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

Membership:

Conservative Members

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

Liberal Democrat Members

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

Independent Member

Cllr Paola Trimarco

Substitutes:

Cllr Anna Bailey
Cllr Dan Schumann
Cllr Lisa Stubbs

Substitutes:

Cllr Simon Harries
Cllr John Trapp
Cllr Alison Whelan

Substitute:

Cllr Sue Austen

Lead Officers:

Jo Brooks, Director Operations

Quorum: 5 Members

A G E N D A

1. **Public Question Time**

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

2. **Apologies and Substitutions**

3. **Declarations of Interest**
To receive declarations of interest from Members for any items on the Agenda in accordance with the Members Code of Conduct.
4. **Minutes**
To confirm as a correct record the Minutes of the meeting of the Committee held on 14th September 2020.
5. **Chairman's Announcements**
6. **Presentation – Information Communication Technology Service**
7. **Local Electricity Bill**
8. **Review of Grant to Voluntary and Community Action East Cambridgeshire**
9. **East Cambs Environment Action Plan – Options for Community Engagement including Citizens Assembly**
10. **ECDDC Waste and Street Cleansing Services Fleet Maintenance Review**
11. **Assisted Waste Collection Review**
12. **Quarter 2 Waste Performance**
13. **Forward Agenda Plan**
- 13a **Budget Monitoring Report**
14. ~~**EXCLUSION OF THE PUBLIC INCLUDING REPRESENTATIVES OF THE PRESS**~~

<p>That the pres item no. 15 b transacted or present durin information of Government</p>	<p>After discussions with the Monitoring Officer, after the agenda had been published, agenda item no. 15 was not deemed to be an Exempt item.</p>	<p>consideration of the remaining of the business to be members of the public were to them of exempt le 12A to the Local</p>
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15. **East Cambs Street Scene Accounts 2019/20**

NOTES:

1. Since the introduction of restrictions on gatherings of people by the Government in March 2020, it has not been possible to hold standard face to face public meetings at the Council Offices. This led to a temporary suspension of meetings. The Coronavirus Act 2020 now has been implemented, however, and in Regulations made under Section 78 it gives local authorities the power to hold meetings without it being necessary for any of the participants or audience to be present together in the same room.
The Council has a scheme to allow Public Question Time at the start of the meeting using the Zoom video conferencing system. If you wish to ask a question or make a statement, please contact Adrian Scaites-Stokes, Democratic Services Officer adrian.scaites-stokes@eastcambs.gov.uk by 5pm on 11th 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 www.eastcambs.gov.uk/meetings/council-20072020 for public viewing.
3. Reports are attached for each agenda item unless marked “oral”
4. If required all items on the agenda can be provided in different formats (e.g. large type, Braille or audio tape, or translated into other languages), on request, by calling Main Reception on (01353) 665555 or e-mail: translate@eastcambs.gov.uk
5. If the Committee wishes to exclude the public and press from the meeting, a resolution in the following terms will need to be passed:
“That the press and public be excluded during the consideration of the remaining item no(s). X because it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the item(s) there would be disclosure to them of exempt information of Category X of Part I Schedule 12A to the Local Government Act 1972 (as amended).”

AGENDA ITEM NO. 4

Minutes of a meeting of the Operational Services Committee facilitated via the Zoom Video Conferencing System at The Grange, Nutholt Lane, Ely on Monday 14th September 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

Jo Brooks – Director Operations
Stewart Broome – Senior Licensing Officer
Richard Kay – Strategic Planning Manager
Angela Parmenter – Housing & Community Advice Manager
Adrian Scaites-Stokes – Democratic Services Officer
Anne Wareham – Senior Accountant

24. PUBLIC QUESTION TIME

There were no public questions.

25. APOLOGIES AND SUBSTITUTIONS

There were no apologies nor substitutions for this meeting.

26. DECLARATIONS OF INTEREST

There were no declarations of interest.

27. MINUTES

It was resolved:

That the minutes of the meeting held on 20th July 2020 be confirmed as a correct record and be signed by the Chairman.

28. CHAIRMAN'S ANNOUNCEMENTS

There were no Chairman's announcements.

29. LOCAL ELECTRICITY BILL

The Committee considered a Motion passed from full Council relating to the Local Electricity Bill.

The Proposer of the Motion reminded the Committee that it had been nearly a year since the Council had declared a Climate Emergency. The Motion as proposed back in July related to the Local Electricity Bill, which was another step that the Council could take to help address the challenges of climate change and the goal of zero carbon. In the context of community scale energy, this had a huge potential to help towards zero carbon and would benefit the local economies. That was being blocked by the current energy market and legislation. Anyone wishing to buy electricity from local renewable sources could not and it was only available from utility companies or via the national grid. Becoming a supplier of energy for local consumers would have huge set up costs and had added complexities. The idea behind the Local Electricity Bill was to solve those problems by making the costs and complexity of selling local energy proportionate for local communities. So it would give energy generators the right to become local suppliers and make it financially viable. The Bill aimed to set up a new mechanism via Ofgem to ensure local suppliers faced proportionate costs. Ofgem were to consult with experts and stakeholders to create agreements to move forward with this. If successful, local councils and community groups could get involved in renewable energy generation projects that work in the local community.

The Bill had cross-party support, with over 200 Members of Parliament in support. Other local authorities had passed similar motions in support and this Council was being asked to do the same, as it would be consistent with the Council's previous decisions. This would allow a lot of community groups to look at getting involved.

In making comments about the Bill, a Member pointed out that although the Bill had many merits there were also some concerns. The principal of requesting resources and powers for local authorities would be helpful and could be supported, as those authorities would be reducing carbon emissions locally. However, the proposal to not allow carbon offsetting would be opposite to this Council's and the County Council's commitments. It was unlikely to achieve zero carbon emissions, so there would be a need to offset in some way, through planting trees throughout the area. Fortunately, some local growers were already supplying trees in the district, with plans to make Soham a demonstration town for their trees and this was to be encouraged. The Bill suggested many international carbon offset schemes were not working, though there were local schemes that were doing good work. The County Council was working to set up a local carbon offsetting scheme for local businesses to invest in local community infrastructure. The Bill would limit the opportunity for local businesses to invest in future green energy projects.

Within the body of the Bill there was no more carbon offsetting, so no companies would spend money in tree planting or replacing trees as there would be no incentive nationally or internationally to do so. Pressure needed to be kept on, particularly internationally, to get other countries to do more. The Bill would

undermine that and remove the incentive to do that. The impact on communities had to be discovered as, if the Bill was supported as it was, then there would be no going back to change it.

It was therefore proposed that the following amendments be made to the Motion: Under part (v) the first bullet point be amended to read: “write to local MPs, asking them to provide information on the impact of the Bill and if appropriate support the Bill” and the second bullet point to read “following a response from local MPs bring a report back to this Committee and then decide if East Cambridgeshire District Council wishes to write in support of the Bill.” This was duly seconded.

Another Member revealed that Soham Town Council were in support of the Bill, but was unsure about what impact planting trees would have. It should be possible to have both. The District Council should support town councils in relevant projects they were interested in.

The Proposer was confused about the amendment, as the Bill did nothing to discourage offsetting, so it should not be a concern. The Bill was about the supply of energy, its regulation by Ofgem and about enabling local community generators to get schemes off the ground. Ofgem did not regulate carbon offsetting, but many organisations were taking part in offsetting schemes already. Offsetting should not be used to delay the original motion, as matters had already been delayed since July. If the motion was supported it could be ‘on the table’ when Parliament debated the Bill again, otherwise if the amendment was passed this would delay matters until November and the Council’s view would be left behind. The Bill had cross-party support, so this Council should proceed to support the Bill. Other initiatives, relating to offsetting, could be brought back to this Committee for consideration, so this matter should not be delayed.

The amendment was then put to the vote and the results were:

For (5): Councillors C Ambrose Smith, D Ambrose Smith, L Every, J Huffer and J Webber.

Against (4): Councillors V Charlesworth, M Inskip, P Trimarco and C Whelan.

The amendment was therefore agreed.

As no Member wished to speak on the new Substantive Motion, it was put to the vote and agreed unanimously.

It was resolved that this Council:

- (i) acknowledges the efforts that this council is making to reduce greenhouse gas emissions and promote renewable energy;
- (ii) recognises that councils can play a central role in creating sustainable communities, particularly through the provision of locally generated renewable electricity;
- (iii) further recognises
 - that very large financial setup and running costs involved in selling locally generated renewable electricity to local

- customers result in it being impossible for local renewable electricity generators to do so,
- that making these financial costs proportionate to the scale of a renewable electricity supplier's operation would create significant opportunities for councils and local community co-operatives to be providers of locally generated renewable electricity directly to local people, businesses and organisations, and
 - that revenues received by councils that became local renewable electricity providers could be used to help fund local greenhouse gas emissions reduction measures and to help improve local services and facilities;
- (iv) accordingly resolves to support the Local Electricity Bill, currently supported by a cross-party group of 187 MPs, and which, if made law, would make the setup and running costs of selling renewable electricity to local customers proportionate by establishing a Right to Local Supply; and
- (v) further resolves to:
- write to local MPs, asking them to provide information on the impact of the Bill and if appropriate support the Bill;
 - following a response from local MPs bring a report back to this Committee and then decide if East Cambridgeshire District Council wishes to write in support of the Bill.

30. PRESENTATION – LICENSING SERVICES

The Committee received a presentation by the Senior Licensing Officer on the work of the Council's Licensing Department.

The Senior Licensing Officer advised the Committee that the Department consisted of only three officers, who dealt with 1822 live records. Most of these related to hackney carriage or private hire licences, with other licences such as for alcohol selling, animal welfare, breeding and boarding establishments, gambling and lottery collections being handled. Since July this year there had been extra work involved around temporary pavement licences, which was due to end in September 2021. The Department also registered street traders, which enabled control of potential rogue traders in the district, and looked after scrap metal dealers' sites and the Licensed collectors.

The purpose of all licensing activities was to balance all factors to prevent harm to the community and this was the main consideration when deciding on granting permissions. The Licensing Committee was involved in setting policies, licensing conditions and charges, with due respect to the relevant legislation. There were also two Sub-Committees which dealt with different licensing issues, although these could be referred to the main Committee.

The Council's licensing policies aimed to guide applicants, holders and the Council in relevant matters, but also have to adhere to the appropriate legislation, statutory guidance and codes of practice. Legislation and regulations could

change very quickly, potentially generating grievances. The Department had developed good relationships with the trade and Councillors, and aimed to assist businesses to cope.

The Committee were very appreciative of the work done by the Department, how accessible it was, its relationships and clear processes which were of huge value. The team had impressed when having to deal with recent legislation that had been published 20 minutes before coming into force and had done an excellent job under difficult circumstances. The small hard-working team had worked wonders this year during the pandemic and were an extraordinary team.

31. HOUSING AND COMMUNITY ADVICE SERVICE – UPDATE ON IMPACT OF COVID-19

The Committee considered a report, V58 previously circulated, which updated the Committee on the Housing and Community Advice Services and the impacts of COVID-19.

The Housing and Community Advice Manager advised the Committee that the Department had still managed to provide its services, by conducting interviews by telephone. Face-to-face interviews would be re-started soon. The number of cases being dealt remained steady, with only nine Section 21/8 cases currently. The situation regarding those notices had been reviewed by Government and landlords would have to issue six-month notices to quit, commencing from August 2021.

The number of community advice cases and for tenancy support had increased, with enquiries also up. Officers had received extra training during the lockdown period, so could now deal with a range of topics, including the settlement of European Union citizens.

COVID-19 had not impacted that much so far, but the Department was preparing for when the furlough scheme ended, so officers were ready for the expected influx of cases. The Department was also liaising with other organisations to get the community hubs up and running.

The Committee were impressed by the amount of training that had been undertaken and were mindful of the potential increase in demand on services due to evictions, the delay in the COVID-19 impact and the expiry of the mortgage 'holiday'. It appreciated the work being done alongside the Citizens Advice Bureau.

Questions were asked about the European Citizens and their pre-settled and settled status and whether there was enough available accommodation to cope with homeless residents.

In response, Members were informed that the department had taken steps to inform relevant citizens, via advertisements, the Rosmini Centre, information sent to local factories and through developing information on the Council's website. Direct letting with private and social landlords had continued throughout the pandemic and a number of bids had been made to Sanctuary. Temporary

accommodation was still available in Burwell, Ely and Littleport. Attempts were always made to accommodate people near family or work or school where possible, though some people had to move to more rural areas. Those people were given continuous support, including regular visits and checking that they were getting the support they needed. It was hoped that bed-and-breakfast accommodation would not be needed.

It was resolved:

That the update in this report be noted.

32. ECDC ENVIRONMENT AND CLIMATE CHANGE STRATEGY AND ACTION PLAN - AN UPDATE

The Committee considered a report, V59 previously circulated, which updated the Committee on the progress of the Council's 'Environment Plan'.

The Strategic Planning Manager reminded the Committee that the Environment Plan had been agreed in June. Appendix A attached to the report set out the targets and these were on track to being met, though some matters had progressed more than others. Paragraph 3.6 of the report set out a few highlights, such as securing a new electricity contract and replacement of street lighting. A Supplementary Planning Document would be going to the Finance & Assets Committee about Nature and Climate Change.

Responses from the Ideas Forum had been published online and a paper would be presented at the November meeting of this Committee on a Citizens Assembly. The January update report would be a discussion on interim targets and these would be incorporated in the June 2021 Action Plan. Councillors David Ambrose Smith and Julia Huffer had signed up to the Open University environment course and Members of the Committee were encouraged to do the same.

The Committee acknowledged that it was important to receive regular updates on progress and on the Ideas Forum, which had generated a lot of public interest in climate change ideas. It was looking forward to the Citizens Assembly report, as it would bring in the wider community and help build enthusiasm for the work to be done. The results of a recent survey on cycling and walking would add in to this, but when would the report be received, as the consultation ended in May? There was some danger that the Council could miss out on the County Council and Government initiatives. When would the result of the bus survey be considered by the relevant Working Party?

The Ideas Forum had also highlighted tackling idling motor vehicles, but would this be extended to other vehicles? The consequences of this affected children's ability to learn, so something similar near schools should be considered.

The Government had announced the first tranche of grant funding for home insulation, but had this Council made a bid for any of that? The scheme had made money available and there were properties in this district that would need

it. Although some ideas for renewable energy were outside the powers of this Council, was there more it could be doing to encourage energy initiatives?

In relation to transport, the Council should do better to provide more electric charging points, rather than just the two at The Hive. What plans were there to install further charging points before 2025? There was some funding available to create an infrastructure for electric vehicles.

How was the new assessment on Council decisions going to be different?

The Strategic Planning Manager responded by stating he was not aware that a bid had been made for grant insulation funding, as he thought the criteria set was not a totally open process. The Council had so far focussed on what it was doing as an organisation first, before considering wider issues to promote climate change ideas. There was a need to pick up a district-wide plan, which would be made separately and in conjunction with other organisations. There was an action point already included to increase the number of electric vehicles charging points within its own assets. The Combined Authority were already doing work across Cambridgeshire and this Council was already involved. Reports to Council and committees would include a Carbon Impact Assessment to help understand if there would be a carbon impact following Council's decisions. Service Leads had been approached to see how this was working and whether it could be improved. It would be difficult to enforce drivers to stop their vehicles idling, but this might be an initiative for a district-wide plan.

It was resolved:

That the progress made to date with delivering the Environment Plan commitments be noted.

33. BUDGET MONITORING REPORT

The Committee considered a report, V60 previously circulated, which provided details of the financial position for services under the Operational Services Committee.

The Senior Accountant advised the Committee that this was the first quarter budget for 2020-21. So far there had been a lot of underspend, mostly due to the rolling forward of grants that had not been spent during the previous year. The forecast for the year end was an underspend on the revenue budget. Some savings had been made by not filling a customer services employee post during lockdown. The Committee was informed that this was due to people working from home, training of a new recruit being very difficult and there was not such a need during the lockdown period. Now that the Council was opening up again appointments were being taken.

It was resolved:

- (i) To note that this Committee was currently projected to end the year with a revenue underspend of £57,000, when compared to its panned budget of £5,593,903;

- (ii) To note that the Committee had a projected capital programme outturn of £3,750,436. This was an overspend of £10,000.

34. FORWARD AGENDA PLAN

The Committee received a copy of its forward agenda plan.

A question was raised about the Youth Strategy report being missed off the agenda plan. It was disappointing to see that the Youth Advisory Board had been delayed and nothing had happened since last January. When the report was finally considered it would be out-of-date, so the Board should be set up as soon as possible.

In response, the Director Operations agreed that the situation was disappointing, but a survey had been carried out, work with schools had been undertaken and the County Council had been starting to set things up when COVID-19 hit. The County Council had decided not to pursue the Youth Advisory Board during the height of the pandemic, but this Council had still continued to work on it. The County were now reviewing this and the Youth Strategy would be coming back to this Committee early next year. Although this Council was ready to go it needed to wait for the County Council and the Board.

The Committee was then informed that the County Council had to go into the schools to identify Board representatives. This had started and would go ahead. The Board would have money to commission services that it identified and which sat alongside the Youth Strategy.

The meeting concluded at 6:12pm.

TITLE: Local Electricity Bill

Committee: Operational Services Committee

Date: 16th November 2020

Author: Jo Brooks, Director of Operations

[V95]

1.0 ISSUE

1.1 To update Members on progress made in respect of the Local Electricity Bill

2.0 RECOMMENDATION(S)

2.1 To request that Members note the contents of this report

3.0 BACKGROUND/OPTIONS

3.1 On the 14th September 2020 Members of this Committee discussed the merits of supporting the Local Electricity Bill. It was resolved that this Council;

- (i) acknowledges the efforts that this council is making to reduce greenhouse gas emissions and promote renewable energy;
- (ii) recognises that councils can play a central role in creating sustainable communities, particularly through the provision of locally generated renewable electricity;
- (iii) further recognises
 - that very large financial setup and running costs involved in selling locally generated renewable electricity to local customers result in it being impossible for local renewable electricity generators to do so,
 - that making these financial costs proportionate to the scale of a renewable electricity supplier's operation would create significant opportunities for councils and local community co-operatives to be providers of locally generated renewable electricity directly to local people, businesses and organisations, and
 - that revenues received by councils that became local renewable electricity providers could be used to help fund local greenhouse gas emissions reduction measures and to help improve local services and facilities;
- (iv) accordingly resolves to support the Local Electricity Bill, currently supported by a cross-party group of 187 MPs, and which, if made

law, would make the setup and running costs of selling renewable electricity to local customers proportionate by establishing a Right to Local Supply; and

(v) further resolves to:

- write to local MPs, asking them to provide information on the impact of the Bill and if appropriate support the Bill;
- following a response from local MPs bring a report back to this Committee and then decide if East Cambridgeshire District Council wishes to write in support of the Bill.

3.2 The Director of Operations was instructed to write to Lucy Frazer and Stephen Barclay M.Ps

4.0 ARGUMENTS/CONCLUSIONS

4.1 As instructed a letter was sent to Lucy Frazer and Stephen Barclay (appendix 1) and their responses can be found in appendix 2.

4.2 Members now need to consider what further action to take.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT/CARBON IMPACT ASSESSMENT

5.1 There are no additional financial implications arising from this report

5.2 Equality Impact Assessment (EIA) not required

5.3 Carbon Impact Assessment (CIA) completed. In summary, the CIA concluded as follows:

6.0 APPENDICES

6.1 Appendix 1 – copy of letter sent to Lucy Frazer and Steve Barclay M.P.
Appendix 2 – responses received from Lucy Frazer and Steve Barclay M.P.

Background Documents

Operational Services
Committee papers 14th
September 2020

Location

Room 101B.
The Grange,
Ely

Contact Officer

Jo Brooks
Director, of Operations
(01353) 616498
E-mail:

Jo.Brooks@eastcambs.gov.uk



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

DX41001 ELY

www.eastcambs.gov.uk

Stephen Barclay MP
House of Commons
LONDON

This matter is being dealt with by:

Jo Brooks

Telephone: (01353) 65555

E-mail: jo.brooks@eastcambs.gov.uk

My Ref:

Your ref

13 October 2020

Sent by email to stephen.barclay.mp@parliament.uk

Dear Mr Barclay

Re: Local Electricity Bill

At a meeting of this Council's Operations Committee, it was resolved that I write to you in respect of the above mentioned Bill.

Whilst the Committee resolved, in principle, support for the Bill, the Committee asked whether you are able to provide any detail on any impact assessment associated with the Bill. The Committee would welcome sight of any such assessment, in order to determine whether to firm up its support for the Bill.

In particular the Committee seeks clarity on the two points below;

1. The Bill seeks to change all the current legislation and regulation relating to electricity supply and charging. The impact of this and how this will be achieved is unclear in The Bill and the current charges and regulations are in place to protect customers with regards to continuous supply of energy and also most importantly to ensure that health and safety aspects of connections are not compromised. It is fair to say that removing the regulations could have catastrophic and dangerous repercussions if not carefully considered and managed.

2. The Bill is also mute on how and when the changes to regulation would be introduced and, alongside the risks with changing a very regulated framework, the timing is really important that it does not negatively impact on the significant projects that are a long way through the process. The implications of changing regulation could result in schemes such as Swaffham Prior heat project and Soham Solar farm (as well as others) to

be derailed and have subsequent lost opportunity in carbon reduction and negatively impact our aspirations set out in the council's environment and Climate change strategy.

If you have any further views or information in respect of the Bill, the Committee would very much welcome hearing from you in order to make an informed decision as to whether to support the Bill.

On behalf of the Committee, I look forward to hearing from you in due course.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jo Brooks', with a stylized flourish at the end.

Jo Brooks
Director, Operations



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

DX41001 ELY

www.eastcambs.gov.uk

Lucy Frazer QC
MP
House of
Commons
LONDON
SW1A 0AA

This matter is being dealt with by:

Jo Brooks

Telephone: 01353 665555

E-mail: Jo.Brooks@eastcambs.gov.uk

My Ref: JH/jh

Date: 12 October 2020

Sent by email to luke.cheadle@parliament.uk

Dear Ms Frazer

Re: Local Electricity Bill

At a meeting of this Council's Operations Committee, it was resolved that I write to you in respect of the above mentioned Bill.

Whilst the Committee resolved, in principle, support for the Bill, the Committee asked whether you are able to provide any detail on any impact assessment associated with the Bill. The Committee would welcome sight of any such assessment, in order to determine whether to firm up its support for the Bill.

In particular the Committee seeks clarity on the two points below;

1. The Bill seeks to change all the current legislation and regulation relating to electricity supply and charging. The impact of this and how this will be achieved is unclear in The Bill and the current charges and regulations are in place to protect customers with regards to continuous supply of energy and also most importantly to ensure that health and safety aspects of connections are not compromised. It is fair to say that removing the regulations could have catastrophic and dangerous repercussions if not carefully considered and managed.
2. The Bill is also mute on how and when the changes to regulation would be introduced and, alongside the risks with changing a very regulated framework, the timing is really important that it does not negatively impact on the significant projects that are a long way through the process. The implications of changing regulation could result in schemes such as Swaffham Prior heat project and Soham Solar farm (as well as others) to be derailed and have subsequent lost opportunity in carbon reduction and negatively impact our aspirations set out in the council's environment and Climate change strategy.

If you have any further views or information in respect of the Bill, the Committee would very much welcome hearing from you in order to make an informed decision as to whether to support the Bill.

On behalf of the Committee, I look forward to hearing from you in due course.

Yours sincerely

Jo Brooks
Director, Operations

From: Stephen Barclay MP <stephen.barclay.mp@parliament.uk>
Sent: 22 October 2020 12:22
To: Joy Hennebry <Joy.Hennebry@eastcambs.gov.uk>
Subject: [EXTERNAL] Re: Local Electricity Bill (Case Ref: SB110831)

Caution: External email. Do not click links or open attachments unless you recognise the sender and know the content is safe. The original sender of this email is stephen.barclay.mp@parliament.uk <stephen.barclay.mp@parliament.uk>

Dear Joy

Thank you for your email, I am sorry Mr Barclay has not got back to you. He is seeking further detail and clarification from his ministerial colleague Kwazi Kwarteng. As soon as he has a response Mr Barclay will be in touch, again I apologise for the delay.

Kind regards
Charlotte

Charlotte Graham-Cameron
Senior Caseworker to Rt Hon Stephen Barclay MP
Member of Parliament for North East Cambridgeshire

- **MJS House, Wisbech Road, Westry, March, PE15 0BA**
- charlotte.grahamcameron@parliament.uk
- **01354 656635 EXT 301**

From: Joy Hennebry
Sent: 22 October 2020 11:33
To: BARCLAY, Stephen
Subject: Local Electricity Bill

Importance: High

Dear Mr Barclay

I write further to my email sent to you on 13th October on behalf of Jo Brooks, Director, Operations. I wonder whether you have had a chance to consider this letter as the matter is becoming increasingly urgent.

If possible could we receive a response to this letter by the beginning of next week.

I would be grateful if you could revert back to me as soon as possible.

Kind regards
Joy

Joy Hennebry
PA to Director, Operations
East Cambridgeshire District Council
• Joy.Hennebry@eastcambs.gov.uk
• (DDI) 01353 616301
• (Switchboard) 01353 665555
• East Cambridgeshire District Council, The Grange, Nutholt Lane, Ely, Cambs CB7 4EE
ý www.eastcambs.gov.uk<http://www.eastcambs.gov.uk>

Pay, report, apply online 24 hours a day <https://self.eastcambs.gov.uk/>

From: Joy Hennebry
Sent: 13 October 2020 14:36
To: 'stephen.barclay.mp@parliament.uk' <stephen.barclay.mp@parliament.uk>
Subject: Local Electricity Bill

Dear Mr Barclay

Please find attached letter from Jo Brooks, Director, Operations at East Cambridgeshire District Council, for your consideration.

Yours sincerely

Joy Hennebry
PA to Director, Operations
East Cambridgeshire District Council
• Joy.Hennebry@eastcambs.gov.uk
• (DDI) 01353 616301
• (Switchboard) 01353 665555
• East Cambridgeshire District Council, The Grange, Nutholt Lane, Ely, Cambs CB7 4EE
ý www.eastcambs.gov.uk<http://www.eastcambs.gov.uk>

Pay, report, apply online 24 hours a day <https://self.eastcambs.gov.uk/>

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HOUSE OF COMMONS

LONDON SW1A 0AA

Jo Brooks
Director of Operations
East Cambridgeshire District Council
The Grange, Nutholt Lane
Ely
Cambridgeshire
CB7 4EE

22 October 2020

Dear Jo,

Thank you for contacting me about the Local Electricity Bill.

As you will be aware, The Local Electricity Bill, is a Private Members Bill introduced by Peter Aldous MP. The Bill has had its First Reading in the House of Commons. Its Second Reading is scheduled for 29 January 2021.

Whilst I understand it has cross-party support, it is not a Government Bill, and has not currently received Government support. Further details about the Bill and its related documents can be found here:

<https://services.parliament.uk/bills/2019-21/localelectricity.html>

For further information about the nature of the proposals within the Bill, you may want to contact the Bill's sponsor at peter.aldous.mp@parliament.uk. I would of course be very happy to write to him to refer your queries if that would be helpful.

As the Local Electricity Bill highlights, it is important that there is community and individual control over energy supplies. The Government recognises the importance of this and, you will be aware, it has introduced the Local Energy Programme which supports local actors, community groups, local authorities and combined authorities to develop their own energy strategies and deliver their own energy programmes. More information regarding this and the support that is available from BEIS can be found through <https://hub.communityenergyengland.org/resources/BEIS-Local-Energy-Team/>.

The Government is also supporting the abilities of small scale actors to become clean energy supplies through the Smart Export Guarantee which gives small-scale low-carbon electricity generators, such as homes or community centres with solar panels, the right to be paid by certain electricity suppliers for the renewable electricity they export to the grid.

Thank you again for taking the time to contact me about the backbench Local Electricity Bill led by Peter Aldous MP. I will continue to follow its developments closely. If the District Council comes to a final position on the Bill, I would of course be grateful to hear its view.

Yours sincerely,

Lucy Frazer QC MP

TITLE: Review of Grant to Voluntary and Community Action East Cambridgeshire

Committee: Operational Services Committee

Date: 16th November 2020

Author: Lewis Bage, Communities and Partnerships Manager

[V96]

1.0 ISSUE

1.1 To consider the outcome of a review of the grant awarded to Voluntary and Community Action East Cambridgeshire (VCAEC).

2.0 RECOMMENDATION(S)

2.1 Members are asked to:

- i) Note the review findings
- ii) Award a grant to VCAEC for a Service Level Agreement for 2021/22 as set out at 6.0 and 7.0.
- iii) request that VCAEC report to this Committee three times a year on progress against the Service Level Agreement

3.0 BACKGROUND

3.1 The Council currently provides grant funding (through a Service Level Agreement (SLA) to VCAEC to provide a 'one stop shop' which delivers quality services, through volunteers, to local people; and advice and information to voluntary and community groups and volunteers. It is an umbrella organisation providing generic infrastructure support to voluntary and community sector (VCS) organisations within East Cambridgeshire.

3.2 In 2020/21 a grant of £19,928 was awarded to VCAEC.

3.3 This grant is not guaranteed to VCAEC 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 therefore it is essential that services are in place to effectively meet the needs of communities, in particular those that are most vulnerable. A review has been undertaken to establish whether a future grant to VCAEC is effectively meeting the aims of the Council to deliver the required services and to ensure 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 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 VCAEC for 2021/22 using the existing criteria with the inclusion of support towards Covid-19 Recovery efforts and Think Communities approaches. The SLA will include new measures for reporting against performance including presentations from VCAEC to the Council's Operational Services Committee three times a year and quarterly meetings between VCAEC, Director of Operations and the Communities and Partnerships Manager to benchmark performance against the SLA.

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 £19,928 and is 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 VCAEC
Appendix 2 - Equality Impact Assessment
Appendix 3 - Carbon Impact Assessment

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
VCAEC 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 VOLUNTARY AND COMMUNITY ACTION EAST CAMBRIDGESHIRE (VCAEC)

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 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 VCAEC 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 VCAEC to provide a 'one stop shop' which delivers quality services, through volunteers, to local people; and advice and information to voluntary and community groups and volunteers. It is an umbrella organisation providing generic infrastructure support to voluntary and community sector (VCS) organisations within East Cambridgeshire.

In 2020/21 a grant of £19,928 was awarded to VCAEC.

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

REVIEW SCOPE

This review will:

- Identify the 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 service to residents
- Assess volume and demand for services outlined in the SLA
- Evaluate performance and the quality of services provided by VCAEC
- 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 VCAEC SLA

The SLA includes the following services:

- Providing networking and training opportunities through the delivery of training and networking events
- Supporting voluntary and community groups through assistance with matters such as account management, policies, procedures, governance and safeguarding; and through the sharing of relevant information
- Supporting new groups
- Promotion of VCAEC services and the sector
- Responding to consultations on behalf of the sector and having input into policies on behalf of the sector
- Assisting groups with funding queries, searches and applications

- Responding to volunteer enquiries and seek to find suitable placements for prospective volunteers
- Attending multi-agency meetings representing the voice of the sector
- Conducting surveys of clients to inform service delivery and carry out research into unmet social needs
- Providing volunteering opportunities for local people through the delivery of a social car scheme and gardening programme

SIMILAR SERVICES PROVIDED BY OTHER ORGANISATIONS

In September 2016, CCC began commissioning Support Cambridgeshire to provide CVS infrastructure support throughout the county, including East Cambs. Some of these services overlap with VCAEC's including training and networking; support and advice to CVS organisations; as well as representation and voice. Support Cambridgeshire also provide volunteer services however not in the way VCAEC do (who will seek to match a volunteer up with a role and provide them advice and information). Support Cambridgeshire promote alternative methods of volunteering, such as Time Banks. They provide factsheets, toolkits and training courses. There are also national organisations that advertise volunteering opportunities online such as Reach Volunteering and Charity Job. There are a variety of social car schemes operating locally in East Cambs that cover specific villages that use volunteer drivers and receive a subsidy from CCC, such as The Three Rivers Car Scheme and the Burwell Village Help Scheme, however these are specific to certain parishes and not district wide. Community transport schemes operating in East Cambs such as ESACT are not operated by local volunteers and use paid drivers. Local Time Banks may provide opportunities for individuals to assist others in the community with tasks such as gardening however coverage is limited to the area where schemes are operating.

PERFORMANCE, VOLUME AND DEMAND FOR SERVICES

When comparing 2016/17 and 2019/20's end of year performance monitoring data, there has been some decrease in CVS infrastructure services provided by VCAEC, as illustrated in the table below:

Function	2016/17 Output	2019/20 Output
General CVS enquiries dealt with	122	108
Training courses provided	4	3
Groups that were assisted with development work requiring longer term engagement	43	29

These decreases may be due to the fact that CCC are commissioning other organisations via the Support Cambridgeshire contract to deliver CVS infrastructure support services in East Cambridgeshire. VCAEC have recognised that there has been a decrease in CVS infrastructure related enquiries to assist with and since 2019/20 has been proactively seeking to engage with community groups in other ways, an example of this is through the delivery of parish council surgeries. There are 145 voluntary and community groups that are members of VCAEC which is the same number as in 2016/17. In 2016, VCAEC also stopped receiving funding from CCC and Clinical Commissioning Group (CCG) (which equated to approximately 50% of VCAEC's core funding received from external agencies). At the time, VCAEC informed ECDC that they would still be able to provide all of the services within the SLA and did not envisage a reduction in service delivery. In 2020, VCAEC advised that while they have been able to continue provide all of the services outlined in the SLA, such a considerable reduction in funding and consequent resources (including staff) has meant a slight decrease in volume of some services.

When comparing 2016/17 and 2019/20's end of year performance monitoring data, there was a decrease in the number of Do-It (volunteering) website enquiries dealt with, however, in 2019/20, VCAEC dealt with 172 volunteer enquiries which may indicate that volunteers are accessing other volunteer information services in other ways; in fact, there was an increase of 14 known volunteer

placements when comparing the two years. In 2020, VCAEC advised that the Do-It website was receiving less traffic than in 2016 which they advise is due to less investment and promotion. They also advised that many, especially larger organisations, are increasingly advertising volunteer opportunities directly through other means, such as via their own websites. VCAEC advised that as less people are using the Do-It website, then their volunteer support services have become more important and valuable to the sector.

Due to VCAEC no longer receiving funding from CCC or the CCG, they have had to focus on ensuring the financial sustainability of all of their services to maintain their existing services and be resilient in the event of any future loss of third party funding. VCAEC is able to generate some income via their projects delivered by local volunteers (CCC provide a 13p for every mile driven by the social car scheme and end users of the Helping Hands gardening scheme are asked to contribute a suggested voluntary donation of £25 per hour). The gardening scheme costs approximately £30,000 per annum to run and without voluntary donations it would not be viable, and although VCAEC suggest that users of the scheme pay a voluntary contribution, they assess all gardening jobs on a case-by-case basis taking into consideration the circumstances of the service user thus resulting in some service users not contributing any voluntary donation, some paying a proportion of the suggested amount and others happy to pay the full voluntary donation. In August 2020, VCAEC advised ECDC that larger jobs that require considerable time and resources may not be able to be carried out without any voluntary donation from the recipient of the service, although in these circumstances VCAEC advised that a part job may be able to be arranged. VCAEC advised that it may not be viable for them to do carry out these larger jobs as it could mean that other vulnerable people would miss out if resources were being used up elsewhere taking up considerable time.

Demand for these services continues to increase, as the figures below illustrate:

Scheme	Measure	2016/17 Output	2019/20 Output
Social Car Scheme	Number of car scheme journeys	3,471	7,342
	No of volunteer driver hours	7,409	8,890
Helping Hands Gardening Scheme	No of volunteer hours worked	6,565	7,224
	No of referrals/customers	209	276
	No of tasks completed	303	327

The additional demands for services have meant more volunteer hours being provided, resulting in an increase in social return on investment (£12 x number of volunteer hours provided). In September 2020, VCAEC advised that approximately 25,000 volunteer hours are provided each year through the delivery of their services (through office based volunteers, volunteer drivers, volunteer gardeners and trustees) equating to £300,000 social return on investment.

2019/20's surveys of the car scheme and gardening scheme, also suggest that the services remain in high demand and is valued by end users. The car scheme survey identified that almost all users thought the service was either 'vital' or 'important', and that the scheme provided respite for carers, and that users saw it as a cheaper alternative to other methods of transport. The car scheme is aimed at East Cambs residents that are elderly, frail, disabled, isolated or experiencing financial hardship. The Helping Hands survey stated that more resources were required to expand the scope of the service and increase equipment for the team. All respondents advised that the service was either 'vital' or 'important' and 95% indicated that they would use the service again. The gardening service is aimed at people who are unable to tend to their gardens themselves due to age, illness or disability. The popularity of these schemes is evidenced by the rise in usage of the services. The gardening scheme has the resources to deal with heavy-duty jobs where gardens that may have been left unmaintained long-term over long periods of time.

Not only do the car scheme and gardening scheme benefit the end users, there are many benefits to the volunteers providing these services including enhancing confidence, employability skills, communication skills and giving them a sense of purpose. Many of VCAEC's volunteers are long term unemployed, socially excluded or have mental health issues.

There are other organisations providing similar services in East Cambs as outlined in this report however despite this, demand for VCAEC's services provided by volunteers remain in increasingly high demand and are valued by users.

Due to Covid-19, it is anticipated that these services will continue to remain in high demand as 80% of appointments for the car scheme are medical related, and as appointments that were initially paused restart, demands for cheaper transport is likely to remain. The requirement for gardening services for vulnerable people has been raised as a demand by the East Cambs Covid-19 community support and mutual aid groups therefore it is also anticipated that demand for these services will remain high. In October 2020, VCAEC advised that they could potentially redeploy some of their volunteers to respond to Covid-19 demands if called upon and assist with requests such as medication and shopping. VCAEC advised that are currently exploring longer term opportunities to assist local communities with the coordination of volunteers to assist during Covid-19 and beyond. They advised that they have aspirations to recruit a local bank of volunteers that could be called upon to assist with local initiatives and events. In addition to their regular activities, VCAEC has assisted in local Covid-19 efforts by issuing calls to action to volunteers, provided safeguarding advice to local groups, they are able to assist local mutual aid groups by providing advice and guidance and they assisted in the delivery of the East Cambs Covid-19 Hub magazines using local volunteers.

OPTIONS APPRAISAL

<p>Option 1: Enter into a one year SLA with VCAEC using existing SLA criteria with inclusion of support towards Covid-19 Recovery efforts and Think Communities approaches. The SLA will include new measures for reporting against performance including presentations provided by VCAEC to the Council's Operational Services Committee three times a year</p>	
<p>Advantages:</p> <ul style="list-style-type: none"> • Minimal disruption to services • Demand for VCAEC services remains high, especially the volunteer car scheme and gardening scheme, and as a result of Covid-19, demand for both CVS infrastructure support and volunteer services could increase • Guarantee that services that are in high demand will continue to be provided • The grant provided allows VCAEC stability to explore other income streams • No reputational damage to ECDC • Fixed cost of £19,928 • No impacts on VCAEC member groups, volunteers and end users reliant on VCAEC services • Currently more than one organisation for East Cambs CVS groups and volunteers to access the support they require 	<p>Disadvantages:</p> <ul style="list-style-type: none"> • Some duplication of services as other organisations are delivering similar services • Rigid performance targets reduce opportunities for flexible and innovative ways of working • Market not tested so unknown if value for money is being received • Over the past 3 years, there has been a decrease in the volume VCAEC's infrastructure support activity. Due to Covid-19, there may be an increase in demand for these services and due to a loss of funding from other organisation's over the past three years, VCAEC may not have the resources available to meet this increased demand (however CCC commission other organisations to provide these services also)

<ul style="list-style-type: none"> • Opportunity to incorporate support towards Covid-19 recovery efforts and Think communities approaches to add value to efforts in these areas • New reporting measures will provide further opportunities for the Council and VCAEC to work together to understand any matters arising, especially relating to the impacts of Covid-19 on the community and voluntary sector 	
<p>Option 2: Re-tender using existing SLA criteria with inclusion of support towards Covid-19 Recovery efforts and Think Communities approaches</p>	
<p>Advantages:</p> <ul style="list-style-type: none"> • 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 • Opportunity to incorporate support towards Covid-19 recovery efforts and Think communities approaches to add value to efforts in these areas 	<p>Disadvantages:</p> <ul style="list-style-type: none"> • Potential short-term service disruption which may have an adverse, short-term effect on the local CVS specifically VCAEC member groups, volunteers and end users • Due to the unique CVS and volunteer centre function of VCAEC, another organisation specialising in just one aspect of the operation may not be able to provide the same standard in all service areas • There is a risk that no organisations could tender which could result in a large gap in service provision at a time when it is in high demand
<p>Option 3: Re-tender SLA as lots (Lot 1: CVS infrastructure support. Lot 2: Volunteer services including project work)</p>	
<p>Advantages:</p> <ul style="list-style-type: none"> • 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 • Organisations specialising in one of the Lots may be able to provide an enhanced service, as oppose to if they had to provide services for both Lot 1 and 2. 	<p>Disadvantages:</p> <ul style="list-style-type: none"> • Potential short-term service disruption which may have an adverse, short-term effect on the local CVS specifically VCAEC member groups, volunteers and end users • There is a risk that no organisations could tender which could result in a large gap in service provision at a time when it is in high demand

EQUALITY IMPACT ASSESSMENT (EIA) FORM

Name of Policy:	Review of Grant to Voluntary and Community Action East Cambridgeshire
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:	22.10.2020

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?

A review has been undertaken to establish whether a future grant to VCAEC is effectively meeting the aims of the Council to deliver the required services and to ensure that best value is being achieved.

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

Vulnerable residents, community and voluntary sector organisations, volunteers

- (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.

SLA monitoring data, VCAEC survey findings

- (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?

Recommendation to support CVS infrastructure services potentially benefitting a wide range of communities. Users of the car and gardening schemes may include people with disabilities and the elderly.

- | | |
|---|------------------|
| (e) Does the policy have a differential impact on different groups? | YES/NO/Na |
| (f) Is the impact <i>adverse</i> (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.

SLA performance monitoring data supplied by VCAEC provides evidence of the level of demand for services. Engagement with other organisations to identify similar services has been carried out. Engagement with local Covid-19 support groups has identified needs for support e.g. advice on safeguarding and volunteering.

* 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 recommended option provides an opportunity to continue the provision of services as outlined at Option 1 of the Options Appraisal in 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:	<u>22.10.2020</u>

Head of Service:		Date:	_____

EQUALITY IMPACT ASSESSMENT (EIA) FORM

Name of Policy:	Review of Grant to Voluntary and Community Action East Cambridgeshire
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:	22.10.2020

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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?

A review has been undertaken to establish whether a future grant to VCAEC is effectively meeting the aims of the Council to deliver the required services and to ensure that best value is being achieved.

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

Vulnerable residents, community and voluntary sector organisations, volunteers

- (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.

SLA monitoring data, VCAEC survey findings

- (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?

Recommendation to support CVS infrastructure services potentially benefitting a wide range of communities. Users of the car and gardening schemes may include people with disabilities and the elderly.

- | | |
|---|------------------|
| (e) Does the policy have a differential impact on different groups? | YES/NO/Na |
| (f) Is the impact <i>adverse</i> (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.

SLA performance monitoring data supplied by VCAEC provides evidence of the level of demand for services. Engagement with other organisations to identify similar services has been carried out. Engagement with local Covid-19 support groups has identified needs for support e.g. advice on safeguarding and volunteering.

* 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 recommended option provides an opportunity to continue the provision of services as outlined at Option 1 of the Options Appraisal in 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:** 22.10.2020

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?

Members are asked to:	
i)	Note the review findings
ii)	Award a grant to VCAEC for a Service Level Agreement for 2021/22 as set out at 6.0 and 7.0.
iii)	request that VCAEC report to this Committee three times a year on progress against the Service Level Agreement

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.			√	Recommendation includes the delivery of a community car scheme for vulnerable people to use
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	22.10.2020
Approved by Richard Kay	22.10.2020

*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.

AGENDA ITEM NO. 9

TITLE: EAST CAMBRIDGESHIRE ENVIRONMENT ACTION PLAN - OPTIONS FOR COMMUNITY ENGAGEMENT, INCLUDING A CITIZENS ASSEMBLY

Committee: Operational Services Committee

Date: 16 November 2020

Author: Richard Kay, Strategic Planning Manager

[V97]

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 on the commitments of the Climate Change Motion approved in October 2019.
- 1.2 That Plan included an action to prepare, with the community, an East Cambridgeshire wide Environment Plan to compliment the ECDC-only Environment Plan of June 2020.
- 1.3 This agenda item seeks Committee approval on some of the principles of what that community engagement should comprise of.

2.0 RECOMMENDATION(S)

- 2.1 That the Committee:
 - (A) Agrees to the continued progression towards a 'partnership forum', on the basis of the approach set out in the agenda report;
 - (B) Agrees not to progress a Climate and Natural Environment Citizens Assembly at this stage, but does not rule out such an Assembly at a later date;
 - (C) Agrees that engagement commences on potential representatives for the Partnership Forum, but that no decision on representatives be made at this stage; and
 - (D) Agrees a further update on the options for the setting up of the partnership forum (or similar) at its meeting in January 2021.

3.0 BACKGROUND/OPTIONS

- 3.1 On 8 June 2020, Operational Services Committee approved the Council's first 'Environment Plan'. We continue to make good progress on the 'actions' agreed in that Plan, as reported to Committee in September and a further detailed update will be presented in January.
- 3.2 This agenda paper focus on one specific 'action' in the Plan which states 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.”

- 3.3 This agenda paper also addresses a request made by this Committee in June, when approving the Environment Plan namely:

“That officers explore the possibility of using Citizens Assemblies and report back to the Committee”

Progress to date on Action 14 (a district-wide action plan)

- 3.4 As Action 14 states, above, the clear intent is for the district-wide environment action plan to be prepared *with* the public, rather than prepared *for* (and imposed *on*) the public.
- 3.5 Nevertheless, before any meaningful engagement with stakeholders can properly begin, two matters need to be established:
- First, meaningful baseline data captured, so as to be able to start a meaningful conversation; and
 - Second, agreement on what sort of engagement should be put in place.
- 3.6 Of course, even once the above two are established it does not prevent both from being built on and continuously evolving, once stakeholders commence involvement. But, nevertheless, we the Council, need to take responsibility for getting both off to a good start.

Baseline data capture

- 3.7 In the ECDC Environment Plan of June 2020, a variety of statistics and evidence was established so we could work out, as an organisation, where our environmental impacts existed enabling us to work out what areas to tackle through specific agreed actions. Thus, for example, the June 2020 Plan set out the Council’s ‘carbon footprint’ and highlighted what ECDC operations contributed most to that footprint.
- 3.8 The same principles apply to preparing a district-wide action plan. Officers have been gathering data to help establish the facts in terms of the carbon emissions and other matters in East Cambridgeshire. A report to Committee in January is intended to set out some of these headlines, though as a flavour, and unsurprising, road traffic and residential emissions are the two dominant sources of CO₂ emissions in the East Cambridgeshire area. Combined, they are responsible for nearly three-quarters of all emissions. On the flip side, the district does perform strongly on some forms of renewable energy production, when compared with other areas (the district has high biomass and solar photovoltaics (PV) energy generation, though exceptionally low energy generation from wind).

Establishing a partnership forum to progress a district wide action plan

3.9 This is not as easy to establish as it may seem, and made all the more difficult by the covid-related restrictions on engaging with people (and larger audiences) face to face. Key questions are thus:

- Which stakeholders should be involved?
- How many should be involved?
- Who decides the participants?
- Should there be different levels of engagement with different stakeholders?
- What type of engagement should it be?
- Who coordinates activities? The Council? If not, then who?
- How is an action plan signed off? By whom?
- To what degree do resources limit the answers to the above questions?

3.10 This agenda report attempts to set out some options to address these questions. To start with, it addresses the specific question of whether or not a Citizens Assembly should be pursued.

Citizens Assembly

3.11 **What is a Citizens Assembly?** A citizens' assembly is a group of people who are brought together to discuss an issue or issues, and reach a conclusion about what they think should happen. The people who take part are chosen so they reflect the wider population – for example in terms of demographics (e.g. age, gender, ethnicity, social class). Citizens' assemblies give members of the public the time and opportunity to learn about and discuss a topic, before reaching conclusions. Assembly Members are asked to make trade-offs and arrive at workable recommendations.

3.12 **What happens at a Citizens Assembly?** Assemblies can be organised in different ways but may, for example, involve participants attending an event over a weekend where they hear and question expert contributors who are chosen specifically to reflect the range of views on a specified topic. Smaller workshops can then take place to discuss what was said, identifying the issues and arguments that they feel to be most important.

3.13 At a second (or more) weekend, Assembly Members discuss what they had heard and reach a set of recommendations. To do this they work through a series of exercises, involving small group discussions, as well as some voting and ranking of options. The weekends are typically led by professional facilitators and there are also facilitators on each table.

3.14 **How can you ensure that an Assembly is accessible to everyone?** It is important that a citizens' assembly is accessible to everyone. In some examples this has involved covering the cost of attendance in full i.e. providing travel, accommodation and meals. In addition, Assembly Members can be provided with an honorarium of, say, £150 per weekend in order to encourage and support their participation. This approach recognises that Assembly Members were giving up time to take part and

ensures that a diverse range of participants (e.g. including those on low-incomes, unemployed, with caring responsibilities, etc.) could participate.

- 3.15 **How do you ensure that the information Assembly Members receive is balanced and accurate?** In order to ensure balance and accuracy, an Expert Lead should be appointed to advise on the selection of expert contributors and the development of materials. A suitable individual would need to be identified.
- 3.16 **Have any other cities held Citizens Assemblies on this topic?** The UK Government announced in 2019 that a UK wide climate based Citizens Assembly will take place in 2020. The Government wrote to 30,000 households in early November 2019 and then selected just over 100 representatives “*from all walks of life and all shades of opinion to discuss how the UK should meet the target [of net zero by 2050]*”. Those people met over six weekends in spring 2020, and a final report was published in September 2020. It is a huge 556 page report, though summaries are available. This website provides the details, and its findings are interesting and worthy of further consideration:
<https://www.climateassembly.uk/report/> .
- 3.17 On a smaller scale, in July 2019, Camden held the UK’s first Citizens’ Assembly on the climate crisis. Over three sessions, Assembly members considered evidence from climate scientists, environmentalists and community energy practitioners, before developing their proposals on how Camden should address the climate crisis. The Assembly proposals will inform a new Climate Action Plan for Camden which will be published in 2020. The summary report can be viewed here:
<https://www.camden.gov.uk/documents/20142/0/Camden+Citizens%27+Assembly+on+the+Climate+Crisis+--+Report.pdf/947eb4e5-5623-17a1-9964-46f351446548>.
- 3.18 **What are the options for East Cambridgeshire?** A key question is whether, with resources available, a Citizens Assembly is the best way forward in East Cambridgeshire or would a different engagement approach be more effective both in terms of outcomes and budget.
- 3.19 If it is decided the Council does wish to hold its own Climate Change/Natural Environment Citizens Assembly, then it is proposed that an external experienced and reputable organisation is engaged to deliver it. This approach would mean that robust and tested processes are used to identify a representative sample of participants, set the agenda and identify external experts alongside running robust activities to get the best possible participation from everyone involved.
- 3.20 What should not be underestimated is the cost of running a Citizens Assembly, both directly (to pay for the running of it) and indirectly (officer time preparing for it). What is clear from evidence elsewhere, is that running a Citizens Assembly cannot be done ‘half-heartedly’; to do so would lead to an outcome which is not robust nor genuinely representative of the residents of East Cambridgeshire.
- 3.21 Overall, officer view presently is that a formal Citizens Assembly on climate and natural environment issues in East Cambridgeshire should not be progressed, primarily due to the cost of such a programme (it could easily cost £100k or more, for which we do not have a budget) but also as the Council lacks, at present, any real

baseline as to what the local issues are in East Cambridgeshire and what options there are for a citizens assembly to consider and vote on. Such baseline and policy options are emerging, and therefore a Citizens Assembly should not be ruled out completely. But, for the next few months at least, it is not recommended to be progressed. In the meantime, the results of the Sept 2020 UK Citizens Assembly report will be looked at in more detail, to see what recommendations from it could be applied locally.

Other Community Participation/Engagement Options

- 3.22 Full Council committed to the setting up of a 'partnership forum'. Whilst this commitment may not extend to the establishment of a 'citizens assembly' (for reasons above), it clearly goes beyond just 'consult the public on a draft plan'.
- 3.23 What could a 'partnership forum' look like? To be effective, such a forum needs to be proportionate in scale (numbers of people / scope of work) and representative of views (i.e. not just environment based lobby groups, who are naturally more likely to want to join such a forum). The forum also needs to have a clear brief as to its purpose, and a timeframe as to what it is going to produce. Some form of 'terms of reference' will be needed so that a minority do not unreasonably hold up the majority view.
- 3.24 For ECDC itself, it should join the forum, but should not be seen to be the one with a 'power of veto' above all other participants, simply because it is providing the coordination and administrative support. Ultimately, the district wide action plan to be produced by the Forum should not be seen as an "ECDC plan", but a partnership plan endorsed by the partnership as a whole.
- 3.25 Committee's views on the above would be most welcome, so that such a partnership could start to be established, but as a starter for that discussion, perhaps the following could form the basis of such a forum:
- Approximately 20 representative on the forum, covering as wide a range of views and interests as possible.
 - ECDC provides the administrative support to set up the meetings, though ideally in the medium term the partnership could undertake this task itself (partly to remove such a burden from ECDC, but perhaps more importantly so as to demonstrate the forum's independence of ECDC).
 - The first task of the forum would be to establish its first ever district wide 'action plan' for East Cambridgeshire, if possible by June 2021 (to align with the update of the ECDC 'action plan' due at that time).
 - Thereafter, the forum could tackle a select few themes per year, focussing on those areas first that could deliver the greatest results (perhaps one CO2e related theme, and one natural environment related theme, per year)
- 3.26 In some respects, what could emerge is similar to the concept of a Community Land Trust: namely, ECDC helping to establish a Trust/forum, then providing on-going

support, but then ultimately leaving it to the Trust/forum to decide what issues matter most to them and what actions they want to see addressed.

- 3.27 If the above establishment of a Forum is broadly supported, it obviously only involves a limited number of participants. Therefore, in addition to above, a more open engagement process at key stages could be developed. This will inevitably be more 'consultative' rather than the detailed engagement that exists with the Forum, but nevertheless would build upon the ongoing and successful Climate Change 'Ideas Forum' and enable everyone to have their say. It should be possible (indeed appropriate) for the Partnership Forum to be open to admitting a new contributor to their partnership at any time, and therefore anyone who appears to be bringing forward particularly good ideas or enthusiasm via the consultation route could in turn be encouraged to join the Partnership Forum.
- 3.28 In effect, therefore, it is a two-tier approach: a balanced, focussed, committed Partnership Forum, which is supported by a wider consultation forum. As part of all that, ECDC acts as support, not leader. Ultimately, the goal will be for the action plan created to be owned by the Partnership, and hopefully something which can then be endorsed by individual organisations (including ECDC). Alongside it, ECDC will continue to prepare its own annual 'action plan' for its own operations, as it did so in June 2020; and will encourage others to do the same for their own operations.

4.0 ARGUMENTS/CONCLUSIONS

- 4.1 The purpose of this paper is to seek a consensus on how we progress community engagement on a district wide environment plan.
- 4.2 Further reports will be put to Committee to refine the approach, before launching an agreed way forward sometime in early 2021 (by April at the latest).

5.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT ASSESSMENT / ENVIRONMENTAL IMPACT ASSESSMENT

- 5.1 There are no direct implications arising from the recommendations, though future recommendations linked to this paper may result in implications, and these will be assessed at that stage.

6.0 APPENDICES

- 6.1 Nil

Background Documents

Location

Room 12, The
Grange,
Ely

Contact Officer

Richard Kay
Strategic Planning Manager
(01353) 616458
E-mail:
richard.kay@eastcambs.gov.uk

TITLE: ECDC Waste and Street Cleansing Services Fleet Maintenance Review

Date: 16th November 2020

Author: Jo Brooks, Director of Operations

[V98]

1.0 ISSUE

1.1 To provide the Committee with a report covering the review of the waste and street cleansing vehicle maintenance SLA and provide its recommendations.

2.0 RECOMMENDATION(S)

2.1 Members are requested to:

- (i) Approve the review and a three-year extension to the Fleet Maintenance Service Level Agreement with Cambridge City Council, and;
- (ii) Instruct the Director of Operations to enter into a new three year Service Level Agreement with Cambridge City Council

3.0 BACKGROUND

3.1 As the owner of the waste and street cleansing vehicles, provided to East Cambs Street Scene for the delivery of services under the Memorandum of Agreement, it is the Council's responsibility to ensure these vehicles remain in a well maintained, safe and roadworthy condition, under the regulations of its Operator's Licence set by the Traffic Commissioner.

3.2 As the Council owned operations depot, located in Littleport, does not have the necessary infrastructure to provide an in-house maintenance facility at this location, this service has to be outsourced.

3.2 The current maintenance service is provided by Cambridge City Council (CCC) under a Service Level Agreement (SLA). This SLA was entered into on the 1 March 2018 and is set to expire on the 31 March 2021.

This service is provided by a dedicated, state of the art vehicle maintenance facility, situated locally in Waterbeach, 13 miles from the operations depot in Littleport. The facility is in close proximity to the waste disposal facility, where all waste collected by ECSS is disposed of.

3.3 This SLA was drafted and agreed as part of the preliminary work required in creating and implementing East Cambs Street Scene Ltd in April 2018. The previous contactor responsible for the waste and street cleansing service (Veolia) owned their own vehicles and therefore were responsible for the complete maintenance. As Veolia were also operating out of the dept in Littleport, they too had to outsource this service. During their contract period,

all vehicle maintenance was completed by an outside contractor, located in Southery.

- 3.4 The current SLA covers all routine maintenance, including mandatory six weekly safety inspections, MOT preparations and tests as well as all other vehicle related defects and breakdowns.
- 3.5 The SLA details specific rates for all maintenance requirements, including a fixed hourly labour rate as well as fixed timescales for the completion of routine safety inspections, services, MOT preparations as well as a fixed percentage uplift on all parts used. These fixed rates remove the risk of cost fluctuations and supports greater budget control.
- 3.6 The current value of the SLA is circa £300,000 per annum, £900,000 over a three-year period however; the yearly overall cost is likely to fluctuate as the vehicles age and require more frequent and substantial maintenance and repair work. Additionally, as this is an SLA with a local authority, it is not subject to a procurement process and framework.
- 3.7 The current SLA details a termination clause stating that either party can terminate the agreement by giving no less than six months' notice in writing. This is a clause that will continue into the reviewed and extended SLA.
- 3.8 Over the initial three-year period of this SLA, CCC have provided a comprehensive, all-inclusive service which has consistently ensured the Council's vehicle fleet remained safe, roadworthy and compliant under all statutory requirements.
- 3.9 Cambridge City Council maintenance facility is located in close proximity to various other amenities ECSS use on a daily basis. This includes the tipping facility, for all collected waste streams as well as the vehicle fuelling station which is directly outside the current vehicle workshop. The combination of all three of these facilities in one location results in a one stop shop for all of our needs. If vehicles develop a fault or defect, the rectification of this can be strategically timed with tipping off or refuelling. This further reduces vehicle downtime as well as removing unnecessary vehicle journeys, resulting in a further reduction of carbon output.
- 3.10 Waste collection and street cleansing vehicles, including all of their ancillary equipment, is specific and requires specialist knowledge to maintain and repair. Currently, CCC's vehicle technicians are fully equipped and competent to effectively manage these systems. When reviewing possible providers, it is imperative these specialist pieces of equipment can be maintained adequately and in accordance with the manufacture's guidelines.
- 3.11 Cambridge City Council workshop also provides vehicle maintenance services to Greater Cambridge Shared Services, which provides waste and street cleansing services of a similar nature, to the City and South of Cambridge as ECSS does for East Cambs. City and South Cambs, as is ECDC, are members of RECAP meaning that a common interest is shared with vehicle

specification and procurement. This materialises in joint procurement contacts with vehicle providers, resulting in both authorities acquiring the same vehicles, at higher volumes. This further provides the CCC workshop with greater buying power, resulting in lower prices that are transferred to us as the customer.

4.0 MARKET TESTING

4.1 As part of this review, low level market testing was carried out to ensure ECDC received best value before requesting the Committee extend the current SLA.

4.2 This testing highlighted that there were possible other providers located within the local area for consideration. The three possible suppliers are:

- Glovers, Chettisham
- Bowles, Southery
- Volvo, Witchford

These possible providers were considered on the following criteria:

- Proximity to ECSS's Operations Depot
- Sufficient maintenance and parking space to accommodate the fleet
- Ability to provide the level of service required as detailed within the O'Licence
- A skilled and knowledgeable workforce
- Fixed labour and parts rates
- Provide a service to cover ECSS's operating times
- Provide an out of hours breakdown service to cover outside of normal operating hours

4.3 The requirements of the O'Licence highlights the importance of maintaining a vehicle fleet to a set standard to ensure the safe operation of a commercial a fleet. It is therefore crucial that a maintenance provider is chosen who can perform and deliver to this standard.

4.4 The location of the providers facilities needs great consideration. The time spent travelling to and from a maintenance facility is dead time that cannot be used by the company to carry out its contracted services. Additionally, travelling distance to and from the maintenance facility also contributes to the total carbon output of the company alongside increased fuel costs. Sourcing a contractor that has a facility in close proximity to the operational depot is therefore positive.

4.5 With an expansive vehicle fleet which requires a wide range of specialist equipment, it is imperative that a provider has skilled, experienced and knowledgeable employees as well as an extensive array of technical equipment to ensure work can be completed to the standard required, within

the given timeframes, as well as sufficient operating space to handle the size and variety of the vehicle fleet.

5.0 OUTCOME

5.1 The garage with the closest proximity (Glovers) has not met the necessary criteria. They are a smaller workshop nestled in a small industrial estate, with minimal operating space and therefore, do not possess sufficient space to effectively manage the maintenance of multiple large heavy goods vehicles of the fleet.

5.2 The previous contractor used by Veolia (Bowles) declined the possibility of providing the maintenance service due to staffing constraints and capacity and therefore, would be unable to provide the level of service that is required.

5.3 The Volvo garage, located at Lancaster Way, consists of a substantial vehicle maintenance facility which meets the majority of the listed criteria. However, as a dedicated manufacturers dealer garage, they are unable to supply the specialist knowledge and experience, associated with the variety of vehicles in the fleet.

Additionally, although the location of the facility is in close proximity to the operations depot, the road network and structure poses a risk. The addition of multiple heavy and light commercial vehicles could pose additional stress on the A142 and the associated Witchford roundabout.

5.4 Other suppliers were identified; however, these were located well outside of the district and therefore, would not be suitable due to excessive downtime, due to travelling and the associated additional carbon output they would create.

6.0 IMPROVING THE SERVICE

6.1 To ensure that ECDC and ECSS continue to receive the highest levels of service, it is proposed that specific key performance indicators (KPIs) are included within the extended SLA with CCC. These KPIs will ensure that the contractor is constantly being held accountable for the service they provide and will create a solid platform for monthly, quarterly and yearly reviews. These reviews will then be further information to take into consideration at the end of the SLA period.

6.2 Below is a table highlighting the proposed KPIs.

Service Area	Description of Target	Performance
Routine Safety Inspection	Vehicles scheduled for routine safety inspection to be completed by the Supplier and notification of completion provided to the Client within 24 hours (excluding major defects)	95%
Annual MOT tests	Vehicle MOT pass rate	100%

Ancillary Equipment	LOLER and bin lift tests and certification completed in accordance with the service schedule	100%
First Time Fixes	All defects found during routine inspection by the Supplier or reported directly by the Client is to be repaired first time, removing recurring issues	95%
Vehicle Downtime	Vehicle breakdowns, including tyres, to be attended to within 1 hour	95%
Vehicle Defects	Any vehicle defect presented to the Supplier by the Client, by means of a "defect book", will be rectified and the defect signed off by the responsible technician, before being returned to the Client	95%
Communication	Daily VOR information to be communicated to the Client, informing them of vehicles that remain off the road and those that are completed and ready to be collected by the client	95%
Communication	Weekly "call up" schedules to be provided to the Client by the Supplier	100%
Training and Qualifications	The Supplier to ensure its staff are IRTEC accredited (or the relevant standard) for the length of this SLA	95%
Record Keeping	The Supplier is to provide a record of all necessary paperwork within 24 hours of its completion	95%
Finance	The Supplier is to provide invoices on a monthly basis Invoices are to detail a full breakdown of costs (including those created through the use of a third party) and the vehicles they are assigned to	100%

6.3 The use of these KPIs will further ensure that the services provided are to the standard we require and failure to meet these targets will result in necessary rectification from the Supplier. The risks associated with the detailed KPIs on ECDC and the O'Licence it holds are severe. Substantial and consistent failure to meet these KPIs could result in the ECDC Operator's Licence being revoked by the Traffic Commissioner, concluding with ECSS no longer able to operate a vehicle fleet to deliver services to the residents.

6.4 The KPIs listed cover the most important areas required to ensure the fleet continues to operate efficiently reducing possible downtime on the service ECSS provides on behalf of ECDC.

7.0 CONCLUSIONS

- 7.1 After investigating the other possible local providers, none of these meet the requirements and specifications posed by ECDC and therefore, should not be recommended as suppliers.
- 7.2 With CCC already providing a comprehensive service, that meets all of the existing service specification, they are the preferred recommendation.
- 7.3 The inclusion of a six-month termination clause listed within the SLA ensures that in the future, if the requirements of the vehicle maintenance service were to alter, ECDC would be in a position to freely review the SLA and recommend a change in supplier.
- 7.4 The addition of set KPIs further ensures the supplier meets the requirement of the service. The monitoring of these KPIs will assist during future reviews of the service and the service level agreement.
- 7.5 The current location of the maintenance facility creates a one stop shop that meets a variety of ECSS's needs. Continuing with this location reduces an additional carbon output by commuting to an alternative site for vehicle maintenance as well as travelling to the previous site for other necessary activities.

8.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 8.1 The cost of vehicle maintenance forms part of the management fee paid to ECSS to provide the Waste and Street Cleansing service.
- 8.2 Although the fleet is owned by ECDC, general operating costs, including vehicle maintenance is managed and controlled by ECSS.
- 8.3 Over the term of the existing SLA with CCC, vehicle maintenance services have been provided efficiently and in line with the budget arranged as part of the management fee.
- 8.4 Although the current and projected spend exceeds that required for a formal tender and framework process, the fact that this agreement is not a contract and rather a service level agreement, with a six-month termination clause, removes the need for this process.

9.0 APPENDICES

Appendix 1

Existing Vehicle Maintenance SLA between East Cambridgeshire District Council and Cambridge City Council (1 March 2018 – 31 March 2020)

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
None	Room 101B The Grange, Ely	Jo Brooks Director, Operations E-mail: jo.brooks@eastcambs.gov.uk

APPENDIX 1

SERVICE LEVEL AGREEMENT (“SLA”) FOR A FLEET MAINTENANCE SERVICE

1. Purpose

1.1 This service level agreement (“SLA”) describes the level of service that Vehicle Engineering Services of Cambridge City Council (“the **Supplier**”) shall provide for East Cambridgeshire District Council (“**Client**”) and sets out the levels of maintenance and support the Client can expect from the Supplier.

2. Parties

2.1 The parties (“Parties”) to the SLA are as follows:

Client	Supplier
East Cambridgeshire District Council Waste & Street Cleansing Services The Grange, Nutholt Lane, Ely, Cambridgeshire, CB7 4EE Key contacts: Director – Operations: Jo Brooks: jo.brooks@eastcambs.gov.uk Authorised Officer: Dave White: dave.white@eastcambs.gov.uk	Cambridge City Council Vehicle Engineering Services Dickerson Industrial Estate Ely Road Waterbeach CB25 9PG Key contacts: Head of Service: James Elms: james.elms@cambridge.gov.uk Commercial Manager: David Cox: david.cox@cambridge.gov.uk

3. Effective Dates

3.1 The effective dates for the SLA shall be as follows:

Commencement Date:	Expiry Date:
1 March 2018	31 March 2021

3.2 Both the Client and Supplier can terminate this SLA without liability by giving 6 months’ notice in writing to the other Party.

4. Scope of Service

4.1 Planned Maintenance

(a) The Supplier shall carry out planned preventative maintenance on the vehicles and equipment types listed in Part 1 of the Schedule to this SLA on a rolling twelve-month programme at the time intervals specified in respect of each. Servicing and inspections shall be spread throughout the year and balanced to ensure service continuity for the Client.

- (b) The Supplier shall be responsible for the planning and scheduling of all such planned maintenance, in conjunction with the nominated Authorised Officer of the Client.
- (c) Preventative maintenance inspections on LGV vehicles shall be carried out in-line with guidance issued by the Driver and Vehicle Standards Agency (DVSA) in the form of the Heavy Goods Vehicle Inspection Manual (copy available on request) and ICME or manufacturers documentation. Preventative and servicing work shall be done in accordance with the manufacturer's requirements and any other requirements reasonably specified by the Client in writing.
- (d) LOLER (Lifting Operations and Lifting Equipment Regulations) certification of bin lifts and other lifting equipment fitted to vehicles shall be carried out by the Supplier or a third-party contractor retained by the Supplier on an annual basis on authorisation of the Authorised Officer of the Client

4.2 Rectification

- (a) During routine maintenance if any defect is found that renders the vehicle VOR (Vehicle off Road) the Supplier shall inform the Client by means of a vehicle availability report emailed to the nominated officer and the Client that the vehicle shall not be available for service. This shall only apply where a vehicle is deemed unfit for service due to legal reasons.
- (b) Vehicles that are VOR shall when space is available be kept at the garage and not returned to the Client's depot until they are roadworthy.

4.3 Unscheduled Maintenance:

- (a) The Supplier shall carry out unscheduled maintenance (as defined in Part 3 of the Schedule to this SLA).
- (b) The Supplier shall endeavour in all cases to rectify all defects in-house. On occasions where this is not possible they shall instruct the vehicle or equipment manufacturer to attend on their behalf. The cost of this repair shall be added to the job card and charged out to the Client in the usual way. Notification shall be submitted to the Authorised Officer of the Client to gain authorisation before any instructions are issued to manufacturers for repairs.

4.4 Damage Due to Negligence

- a) Where damage to a vehicle is not attributable to fair wear and tear the Client shall be contacted for approval before repairs are carried out. A Client representative may view the damage at the designated workshop or alternatively the Supplier shall provide digital images via e-mail.

4.5 Breakdown Service

- (a) The Supplier shall respond to breakdowns and unserviceable vehicles or items of plant and equipment upon Client notification.
- (b) The vehicle/equipment shall be repaired in-position if possible and returned to service. If the nature of the fault prevents in-position repairs the vehicle/equipment shall be returned to the Waterbeach workshop for repairs.
- (c) If a breakdown renders the vehicle incapable of moving under its own power the Supplier shall arrange for the vehicle to be recovered by a third-party contractor appointed by the Supplier and paid for by the Client.

- (d) Outside of normal operating hours, a third-party contractor shall be used for attendance and recovery of disabled vehicles and this may also be arranged by the Client. An administration charge shall be paid by the Client and will be added to the job card for the Supplier to arrange the recovery.
- (e) The breakdown service shall be provided by the Supplier during their normal operating hours 05.30 – 21:00 hours Monday to Saturday.
- (f) The Supplier shall endeavour to attend 95% of roadside breakdowns, including tyres, within 1 hour, during the working day and 100% of all breakdowns including out of hours within 2 hours.

4.6 Excessive Downtime

- a) Where a vehicle suffers unacceptable downtime over 2 hours, as per breakdown and recovery clause 4.5, resulting from a failure by the Supplier, and a replacement vehicle is required this shall be costed, on the Supplier's prior written approval of the costs, to it. This vehicle will be supplied at normal market rates for a hired vehicle of the replacement type. This shall include all reasonable operational costs incurred by the Client to complete the daily work allocated to the vehicle and crew concerned.

4.7 Accident repairs

- (a) Where the damage to a vehicle is not attributable to fair wear and tear, the Client shall be contacted for approval before repairs are carried out. Client representatives may view the damage at the designated workshop or alternatively the Supplier shall provide digital images via e-mail.
- (b) The Supplier shall be responsible when instructed by the Authorised Officer of the Client for the management of repairs where a vehicle has sustained body damage. This shall involve arranging estimates for the repairs and collection and delivery of the vehicle and liaising with insurance companies as required. This shall be carried out in conjunction with a Client nominated officer. An administration charge shall be paid by the Client and added to the job card for the Supplier arranging repairs.
- (c) Accident repairs shall be carried out by external suppliers and subject, where relevant, to any requirement for insurer approval. The Supplier shall endeavour to arrange for such repairs to be completed without undue delay.

4.8 Parts:

- (a) The Supplier shall source and provide parts required for the maintenance and rectification of faults of vehicles used by the Client. Fast moving service and repair items shall be kept in stock to ensure fast turn-around of maintenance.
- (b) Genuine parts (OEM) shall be used on all vehicles that are covered by manufacturer's warranty. After warranty if non-genuine parts are to be used, agreement should be sort from the Authorised Officer of the Client.
- (c) The Supplier shall always look for "Best Value" in procuring parts for the service.

4.9 Lubricants

- a) During vehicle warranty periods' original manufacturers recommended lubricants shall be used.

- b) Vehicles out of warranty, manufacturers recommended lubricants or those manufactured to equivalent specification shall be used.

4.10 Tyres

- a) The Supplier shall be responsible for tyre replacements.
- b) Tyres will be procured using the Crown Commercial Service contract RM3767, lot 2 or a suitable alternative.
- c) A monthly fleet tyre audit will be carried out by the Supplier's tyre contract service provider for all large LGV vehicles and a report produced. This report will outline the condition of tyres and will indicate any necessary replacements or resulting maintenance.
- d) Tyre replacements and associated maintenance will be paid for by the Client and the Client will be invoiced in the same way as all other maintenance work and will be subject to the 10% uplift on parts.

5. Service Availability

- (a) The Client shall be given a notice period prior to the booking of vehicles and plant for service and maintenance to maintain service continuity. This notice period shall be on a rolling monthly plan.
- (b) As far as practicable having regard to demands upon the Supplier's resources and the Supplier's operating hours, all maintenance shall be carried out during the Client's on-operational hours to ensure service continuity.
- (c) Vehicles due for preventative maintenance inspections shall be delivered to the Supplier by the Client.
- (d) Three (3) full working days shall be required for the annual service and MOT test on refuse collection vehicles (RCV) and large sweepers falling into the large goods vehicle (LGV) category.
- (e) Defect reports must be raised by the driver of any vehicle that has, or that develops, defects whilst in use. It is the Client's responsibility to ensure that reported defects are brought to the attention of the Supplier as soon as possible following the raising of the defect report.
- (f) The Supplier shall ensure that once defect rectification is completed that the defect book in the vehicle cab is signed off highlighting work carried out.
- (h) Where a vehicle cannot be returned to service due to being unroadworthy it is the responsibility of the Supplier to liaise with the Client nominated officer to arrange a replacement vehicle. The Supplier is not responsible for the cost or hire fee of any replacement vehicle.

6. Skilled Workforce

The Supplier shall ensure that sufficient, suitably qualified and skilled staff are available always during the term to competently undertake the Supplier's obligations under this SLA.

7. Warranty

- (a) The Supplier shall provide a warranty for all maintenance and rectification work for a period of twelve (12) months from the job completion date. This labour and parts warranty extends to parts in-line with the manufactures warranty and labour shall only apply where a

replacement part fitted by the Supplier has failed due mechanical workmanship not being carried out to the appropriate standard. Within the warranty period, correction of the fault shall be carried out free of charge to the Client.

- (b) Warranty claims should be made in writing to the Commercial Manager explaining the basis of claim. The Commercial Manager shall promptly investigate the complaint and respond accordingly within 5 working days of the receipt of the claim.

8. Records

- (a) The Supplier shall manage all maintenance records for all vehicles and items of plant and equipment operated by the Client. These records shall be kept in accordance with Operator Licensing requirements as per guidance issued by the DVSA. (Goods Vehicle (Licensing of Operators) Act 1995)
- (b) The records shall be produced by the Supplier at any time upon request by authorised personnel of the Client. Original paper work of PMI and service sheets, defect rectifications shall be supplied to the Client for filing and the Supplier shall keep scanned copies of all work carried out. Defect sheets shall be signed off and a copy left in the vehicle after each repair.

9. Performance monitoring

- (a) Representatives from the Supplier and the Client shall hold meetings on a six (6) weekly basis to discuss performance and maintenance issues. Ad hoc meetings can be requested when necessary between the nominated officers of the Parties.
- (b) The Supplier shall produce a monthly performance report that includes key performance indicators and performance against set targets, to a format agreed with the Client and these shall be formally reviewed as part of scheduled performance meetings.

10. Fees and Charges

- (a) The Client shall pay to the Supplier the fees and charges, including the rates listed in Part 2 of the Schedule inclusive of VAT, net of any agreed payment deductions for service failures on the part of the Supplier and/or any outstanding disputed sums.
- (b) Payment of the sums referred to under clause 10(a) above shall be made by the Client within thirty (30) days of receipt of an invoice raised by the Supplier and submitted (where reasonably practicable) on or before the tenth (10th) working day of the following the month in which the work to which the invoice relates was carried out.
- (c) Where the Client disputes any sum contained in an invoice submitted by the Supplier these shall be resolved in accordance with clause 12 (Issue Resolution) and where a dispute in relation to any sum is resolved in favour of the Supplier, the Client shall promptly thereafter pay that sum to the Supplier.
- (d) Where The Client fails to pay to The Supplier any sum owed for more than thirty (30) days after it becomes due The Client shall pay to The Supplier interest on such sum at the rate of statutory interest as defined in the Late Payment of Commercial Debts (Interest) Act 1998.
- (e) All charges for the maintenance service shall be subject to an annual review; and this shall take account of any increases or decreases in the costs of parts, consumables and any sub-contracted activities.

- (f) This annual review of the amount to be paid by the Client to the Supplier under this SLA shall be carried out in the same manner that the Supplier applies to its own revenue budgets. The amount determined by the Supplier shall be notified to the Client by 31st December in each year and shall take effect from the commencement of the next following year.

11. Variation

- (a) Variations to this SLA shall be accommodated wherever possible. These can be initiated by either the Client or the Supplier and are subject to discussion, agreement, re-costing, risk assessment and a period of notice no shorter than two (2) working weeks from the inception of the request for the change.
- (b) Any variation to this SLA shall be only be binding when agreed in writing and signed by both Parties underhand.

12. Issue Resolution

- (a) Any issues or complaints that arise between the Client and the Supplier shall be handled locally with a view to achieving an amicable resolution.
- (b) Should the Client continue to be dissatisfied, an approved complaints procedure should be followed.
- (c) Where issues cannot be settled satisfactorily, in an agreed timeframe (30 working days), they can be referred to the Head of Commercial Services (Cambridge City Council) for further consideration and, as appropriate, resolution. If the issue cannot be settled satisfactorily after referral to the Head of Commercial Services, it shall be escalated to the Strategic Director (Cambridge City Council) and the Director, Operations (East Cambridgeshire District Council) for resolution within 30 working days.
- (d) Where the Parties cannot resolve issues, having first gone through the process described at clause 12(c) above, then the dispute shall be referred for resolution by a single expert to be agreed upon by the Parties, or in default of agreement within 10 working days, to a single mediator in accordance with the Single Model Mediation Procedure for the time being of the Centre of Effective Dispute Resolution (“CEDR”).
- (e) If the Client becomes aware, either by notification, from its own inspection of the Vehicles or by any other means, that the Vehicles are not being properly maintained in accordance with the terms of this SLA, then The Client shall:
 - i) meet with the Supplier to discuss the issues identified in respect of the maintenance of the vehicles and agree a remedial action plan with the Supplier to resolve these issues within an agreed time frame of no more than 10 working days unless agreed longer by the Client.
 - ii) refer the issue for dispute resolution in accordance with clause 12 (c) above.

13. Insurance

- (a) While any vehicle is under the responsibility of the Supplier they shall use their reasonable endeavours to ensure that it is covered buy their insurance.
- (b) The Supplier shall use reasonable endeavours to ensure that the vehicles are fully insured for their full market or replacement value always whilst they are in its possession or control.
- (c) The Supplier shall also indemnify the Client against any claims, injury, loss or damage arising relating to the Vehicles whilst they are in the custody and possession of the Supplier.

14. Termination

- (a) Either Party may terminate this SLA at any time by giving the other Party not less than six months' notice in writing.
- (b) Without affecting any other right or remedy available to it, either Party may terminate this SLA by giving the other Party not less than three months' notice in writing if:
 - (i) the other Party commits a material breach of any term of this SLA which breach is irremediable or if such breach is remediable fails to remedy that breach within a period of thirty (30) days after being notified in writing to do so by the other Party;
 - (ii) the other Party repeatedly breaches any of the terms of this SLA in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this SLA;
- (c) Either Party may terminate this SLA immediately by giving the other Party notice in writing if:
 - (i) the other Party becomes bankrupt or insolvent, is in circumstances which entitle the Court or a creditor to appoint or have appointed a receiver, manager or administrative receiver, has a provisional liquidator appointed or has a winding-up order made; or
 - (ii) the other Party (or anyone acting on behalf of it with or without its knowledge) commits a Prohibited Act regarding this SLA, a Prohibited Act meaning any of the following:
 - directly or indirectly offering, promising or giving any elected member of either Party or any other person working for or engaged by the Party a financial or other advantage to induce that person to perform improperly a relevant function or activity or rewarding that person for improper performance of a relevant function or activity;
 - directly or indirectly requesting, agreeing to receive or accepting any financial or other advantage as an inducement or reward for improper performance of a relevant function or activity in connection with this SLA;
 - committing any offence under the Bribery Act 2010;
 - committing any offence under section 117(2) of the Local Government Act 1972;
 - committing any offence of fraud;
 - defrauding, attempting to defraud or aspiring to defraud any Party.
- (d) Either Party may terminate this SLA by written notice having immediate effect or having effect at such time as the Party may specify in the notice if either Party is served with proceedings alleging that this SLA has been concluded in breach of the Public Procurement Regulations 2015 or an underlying EU Directive or Treaty.
- (e) Without affecting any other right or remedy available to it, the Supplier may terminate this SLA with immediate effect by giving written notice to the Client. If the Client fails to pay any amount due under this SLA on the due date for payment and remains in default not less than 30 days after being notified in writing to make such payment.

- (f) On termination of this SLA for any reason the accrued rights and remedies of the Parties as at termination shall not be affected and conditions which expressly or by implication have effect after termination shall continue in full force and effect.
- (g) On termination of this SLA The Client shall immediately pay The Supplier all of The Supplier's unpaid outstanding invoices and interest and in respect of the goods and services supplied by The Supplier but for which no invoice has been submitted, The Supplier may submit and invoice which shall be payable immediately on receipt.

15. TUPE

- (a) The Client undertakes to the Supplier that there are no employees current deployed on vehicle maintenance activities of either the Client or any other third party whose contract of employment will transfer to the Supplier under the Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE"), or whose contract of employment would have so transferred had they not been dismissed prior to the transfer date as a result of the commencement of this SLA and/or the services (including any part of the services) to be provided under it.
- (b) If the contract of employment of any employee whose name has not been disclosed by the Client to the Supplier prior to the signing of this SLA ("Non-Disclosed Employee") transfers to the Supplier pursuant to TUPE as a result of this SLA the Client shall indemnify and keep indemnified the Supplier from and against all employment-related costs and expenses (including those relating to failure to consult, changes to terms and conditions of employment, termination of employment, redundancy, early retirement, pension, threatened and actual litigation and settlement) that the Supplier may incur arising out of or in connection with the employment or termination of employment of any such Non-Disclosed Employee by the Supplier or otherwise arising in relation to any such Non-Disclosed Employee.

16. Data Protection and Freedom of Information

- (a) Both Parties shall comply with their respective obligations under the Data Protection Act 1998.
- (b) Each Party shall comply with, and assist and the other to comply with their respective obligations under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

17. Third Party Rights

A person who is not a Party to this SLA shall not have any rights under it or in connection with it.

18. Force Majeure

Neither Party shall be in breach of its obligations under this SLA, or be responsible for any delay in the performance of its obligations, if such performance is prevented or delayed wholly or in part as a direct or indirect consequence of a force majeure event.

19. Waiver

A waiver of any right or remedy under the SLA or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default.

20. Governing Law and Jurisdiction

This SLA will be governed by the laws of England and Wales and subject to the exclusive jurisdiction of the Courts of England and Wales.

Agreement and signatures

Agreed and signed on behalf of: (SUPPLIER)

Signature.....

Name (printed).....

Position.....

Dated

Agreed and signed on behalf of: (CLIENT)

Signature

Name (printed).....

Position

Dated

SCHEDULE

Part 1 Vehicles and Plant Maintenance Schedules

Vehicle Type – LGV/RCV

Vehicle type	PMI*	Annual Service	Bi-annual Service	MOT	Bin lift inspection	LOLER cert	Tachograph
RCV	6 weeks	52 weeks	26 weeks	Annually	6 weeks	Annually	24 months
Road Sweeper	6 weeks	52 weeks	26 weeks	Annually	-	-	-

Precinct Sweepers

Vehicle type	Interim service	Major service
Precinct Sweeper	300 hours	Annually

Vehicle Type - LCV

Vehicle type	Annual Service	Biannual Service	MOT
Panel van	52 weeks	26 weeks	Annually
Pick-up truck	52 weeks	26 weeks	Annually

Plant and Equipment

Equipment type	Safety Inspection	Service
Trailers	Annually	-

* Preventative Maintenance Inspection

Part 2 Supplier's Fees and Charges

A. Schedule of Rates and Charges

Schedule of Rates

Admin charge	£25
Labour	£42.00 per hour
MOT fee class 4 and 7 (LCV)	£45.00

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MOT fee 2 axle LGV	£91.00
MOT fee 3 axle LGV	£113.00
MOT fee 4 axle LGV	£137.00
MOT test lane fee LGV	At cost
Fee for taking vehicle to/from MOT test centre	Max of 2 hours labour
LOLER certification	Agree price with the Authorised Officer of the Client
PMI inspection LGV (2 and 3 axle)	2.5 hours
PMI inspection LGV (4 axle)	2.5 hours
Bin lift inspection (carried out with above)	0.75 hours
Annual (A) service LCV (not including MOT)	4.0 hours
Six monthly (B) LCV service	2.5 hours
Annual (A) service LGV	8.0 hours
Six monthly (B) service LGV	4.0 hours
Precinct sweeper interim service	2.0 hours
Precinct sweeper annual service	4.0 hours
Trailer safety inspection	1.0 hour
Vehicle recovery contractor	Agree price with the Authorised Officer of the Client

Parts

Parts shall be charged at cost plus 10%, in respect of which sums due shall be added to the final invoice for the job in which the relevant parts are consumed.

Part 3 Unscheduled Maintenance

Unscheduled maintenance is defined as any repair found necessary because of fair wear and tear that is not associated with scheduled servicing or inspection.

Repairs falling under this category shall include, but are not limited to:

- a) Bin lift repairs
- b) Brake repairs
- c) Central locking
- d) Clutch replacements
- e) Compaction bodies
- f) Engine repairs
- g) Gearbox repairs
- h) Heating and ventilation
- i) Lighting
- j) Seating
- k) Steering
- l) Suspension
- m) Transmission repairs
- n) Tyres and puncture repairs
- o) Windows and windscreens
- p) Wipers and washers

Part 4 Issue Resolution

Initial Level	
Supplier:	Client:
Head of Commercial Services	The Authorised Officer of the Client

Escalation	
Supplier:	Client:
Strategic Director	Director – Operations

TITLE: Assisted Waste Collection Review

Date: 16th November 2020

Author: James Khan, Head of Street Scene

[V99]

1.0 ISSUE

1.1 To provide the Committee with an update on the first annual assisted waste collection review and ask for their agreement to the recommendation set out within this report.

2.0 RECOMMENDATION(S)

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

3.0 BACKGROUND

3.1 A previous report submitted to this committee on the 9 September 2019 requested members approve a review of the assisted waste collection service as well as agreeing that an annual review take place to ensure the most vulnerable residents were receiving the correct level of service required to meet their needs.

3.2 The nature of this review was to ensure that those residents receiving the service were indeed eligible for it and to ensure that those receiving the service that did not require it, were removed.
This process ensured that ECSS were able to provide an efficient and effective service and valuable resources were not wasted on those who were not entitled to it.

3.3 Before the report submitted to the committee in September 2019, ECSS were providing an assisted collection service to 1100 properties. After the initial review in 2019, this number was reduced to 395 properties, highlighting that resource was being committed to areas it was not required.

3.4 As part of the initial and annual reviews, residents are requested to provide medical information that supports their need of the service. In the majority of cases, this evidence took the form of a letter or note from the residents GP, confirming their eligibility and requirement of the service.

3.5 With the most vulnerable residents already suffering from the increased risks posed to their health by the Coronavirus, requesting those residents leave their homes to attend their local practice to seek the required medical evidence, would further increase this risk.

3.6 As well as the increased risks posed to vulnerable residents, all NHS staff, including those working at local practices, are currently suffering from an increase in demand and pressure. Therefore, instructing residents to visit these locations to seek the required medical evidence, would place an additional burden on the valuable resource that is already heavily focused on dealing with the pandemic.

3.7 The initial review of the service in 2019 dramatically reduced the number of residents receiving the service and ensured the service was only being provided to those who genuinely required it.

Since the initial review, all new additions to the service have provided the necessary evidence. This guarantees that resources are not wasted and are being used efficiently.

3.8 Due to this substantial review and the additional steps introduced to ensure only eligible residents receive the service, ECSS can guarantee it has sufficient resource to continue to deliver the service, until the proposed review in September 2021.

4.0 CONCLUSIONS

4.1 The decision to defer the review of the assisted waste collection service will ensure that we are not requesting our most vulnerable residents increase the already level of risk posed against them due to the pandemic.

4.2 Additionally, the decision to defer the review will also ensure the Council does not increase the pressure and existing burdens already placed throughout all sections of the National Health Service.

4.3 The review undertaken in 2019 has ensured that the current service is operating substantially more efficient.

4.4 Although it may be likely that some residents currently listed on the service may no longer require it, these anomalies are likely to be minimal and providing an enhanced service to the few, outweighs the negative impact commencing this year's review would cause.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

5.1 There are no financial or equality implications associated with this report.

6.0 APPENDICES

None

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

The Grange,
Ely

James Khan
Head of Street Scene
E-mail: james.khan@eastcambs.gov.uk

AGENDA ITEM NO. 12

TITLE: Quarter 2, 2020 Performance Report for the Waste and Street Cleansing Services

Date: 16th November 2020

Author: James Khan, Head of Street Scene

[V100]

1.0 ISSUE

1.1 To provide the Committee with the Quarter 2, July - September 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 second quarter.

3.0 BACKGROUND

3.1 The second quarter of year has continued to be overshadowed by the impact of COVID-19 and the effect it has had on us all.

3.2 The start of this quarter continued to witness high numbers of our most vulnerable employees self-isolating for their own safety. However, these numbers dropped, ultimately resulting in all employees returning to work full time, at the beginning of August. This, of course, was in line with all Government legislation and guidance.

3.3 Members of the team who were working from home, continued to do so but with a flexible approach, with some coming into the office a few days a week to complete tasks that they had been unable to do so at home.
One member of staff was able to relocate from the operations depot, to the Grange, to ensure social distancing measures could be followed by all, and creating a safe space for them to carry out their duties.

3.4 All operational employees, including those that had returned from shielding, have continued to follow the additional Covid measures implemented to ensure safety. These measures have continued to ensure that all services were delivered, without removal or reduction in any way.

The additional measures implemented from August, including the installation of plastic shields in high contact areas, has resulted in increased face to face contact with employees and improved communication and information sharing. This has been vital in continuing to deliver an effective service.

3.5 The relaxation of government restrictions with groups of six allowed to congregate together at outside communal areas, including parks and recreational spaces, saw the demand for street cleansing increase.

Due to these circumstances, specific and bespoke schedules and arrangements were put in place to ensure these areas were enjoyed without the negative impact of litter and fly tipping. ECSS's close working relationship with ECTC has supported this, with both companies striving to achieve a common goal.

- 3.6 The negative effects that the virus has had on the economy has continued to thwart our efforts at developing and implementing a dedicated trade waste collection service. With the threat of a second wave approaching in the winter, and local businesses continuing to struggle, the implementation of this services will be delayed and then reviewed, once we have all regained stability.
- 3.7 This quarter saw the completion of the annual delivery of black bags to all of the households in the district. Unfortunately, we initially suffered a delay due to the suppliers increase demand to provide PPE to the NHS and Department of Health for Covid related matters. However, this message was clearly communicated to residents through a multitude of channels and an amended schedule shared with all. Using the lessons learnt from last year resulted in a more efficient delivery, with a reduced resource demand, including less vehicles used, which resulted in a carbon saving.
- 3.8 With the Household Waste Recycling Centres suffering closures across the County due to Covid, we experienced an increase in demand for our bulky waste collection service. This increase demand resulted in ECSS providing an additional day of collections, increasing to three dedicated days per week. This service has ensured that residents were able to dispose of items that cannot be placed in the normal kerbside collections and guarantees that the waste is disposed of in the correct manner.
- 3.9 With face to face engagement remaining an impossible task, the way in which we communicate with residents has witnessed a change. The creation of an ECSS Facebook page has allowed us to continue to communicate with residents and relay important messages.

Since going live in August, we have gathered 95 followers, received 83 page likes and engaged with over 2,000 users. A number of posts have been shared covering an array of waste related topics, and has included sharing 656 videos, which have attracted the most attention.

- 3.10 This year, one week in September played host to Recycle Week. Unfortunately, due to Covid restrictions, we were unable to celebrate this in the same way we have done in the past. However, to show our support this year, ECSS teamed up with Ely Cathedral and joined many other major landmarks around the country and illuminated the Cathedral green! This is the first year that East Cambs has taken part in this prestigious achievement, which was a massive success.



- 3.9 Amongst the additional pressure we have experienced during this quarter, we managed to welcome a new member to the team. James Lawless joined ECSS as its new Street Scene Manager, replacing Matt Ings who left the company in September. James brings a raft of operational experience and knowledge with him, which we aim to tap into and harness during his time with us.
- 3.10 ECSS continues to work alongside other Cambridgeshire and Peterborough Authorities, through the RECAP partnership, in discussing and investigating the implementation of the Government's proposed Waste and Resource Strategy. This working relationship assists in ensuring that ECDC can adjust and welcome the changes proposed as well as guaranteeing.
- 3.11 Throughout the quarter we have continued to receive positive support from the residents of the district, which has continued to provide our employees with the reassurance and drive to continue to deliver highly performing services.

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	Jul			Aug			Sep		
	Month (%)	Cum (%)	Trend	Month (%)	Cum (%)	Trend	Month (%)	Cum (%)	Trend
Refuse	99	99	-	100	99	-	69	90	▼
Recycling	91	95	▼	84	93	▼	92	93	-
Green	97	98	▼	88	96	▼	91	95	▼
Bulk & Clinical	94	96	▼	96	96	-	98	97	▲
Street Cleansing	88	91	▼	92	91	-	89	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 The performance figures for this quarter evidence the increase pressure and strain placed on operational staff during these recent uncertain times with the majority of service areas witnessing a reduction in performance output.
- 4.3 However, even with the substantial increased pressure of continuing to deliver all services areas without any reduction in service, alongside extensive staffing losses, all areas have achieved the cumulative performance target set of 80%.
- 4.4 With staffing levels returning to normality and the burden reducing on all staff, it is inevitable that the performance figure will return to pre-covid standards, excluding any further negative impacts, by the end of the financial year.
- 4.5 In addition, the number of service requests, received through the CRM system, in most cases, over doubled in this quarter, with the team having to respond and rectify upwards of 400 new cases each month, for each service stream, compared to the first quarter.

- 4.6 ECSS continues to review its current performance targets, with the view that more dynamic, specific and challenging targets will be set in the future.

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

5.0 SICKNESS ABSENCE

- 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.

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 second 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 Sickness absence levels have been heavily affected by a few long-term cases. We work with all employees suffering from long term sickness, including referring them to occupational health for a professional assessment to ensure they can return to work safely and without any further impact on their health.

- 5.4 All sickness cases do not take into consideration any absence related to employees shielding or self-isolation, due to coronavirus related guidance.

HGV Drivers (Waste)

One employee has been absent from work throughout the quarter due to breaking both of his arms following a motorbike accident. He is recovering well and aims to return to work soon.

Operatives (Waste)

Three operatives have been absent from work for the entire quarter due to the deterioration of pre existing injuries and medical conditions and one member of staff suffering from mental health issues.

HGV Drivers (Street Cleansing)

One employee has been absent in September due to a shoulder injury. The employee is currently awaiting further tests to ensure his stable recovery.

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

Staff Category	HGV Drivers (Waste)	Driver/ Operatives (Waste)	Operatives (Waste)	HGV Drivers (SC)	Driver/ Operatives (SC)	Operatives (SC)	Ops Mgmt. & Admin Staff	Waste Mgmt. Team
Number of Staff/Target Hours	16 Target Hours - 56	3 Target Hours - 10.5	29 Target Hours - 101.5	3 Target Hours - 10.5	3 Target Hours - 10.5	7 Target Hours - 24.5	5 Target Hours - 17.5	3 Target Hours - 10.5
July	Actual = 182 Hours	Actual = 0 Hours	Actual = 378 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 21 Hours	Actual = 0 Hours
August	Actual = 168 Hour	Actual = 0 Hours	Actual = 273 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 0 Hours
September	Actual = 175 Hours	Actual = 14 Hours	Actual = 294 Hours	Actual = 84 Hours	Actual = 14 Hours	Actual = 28 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 = 525 Hours	Actual = 14 Hours	Actual = 945 Hours	Actual = 84 Hours	Actual = 14 Hours	Actual = 28 Hours	Actual = 21 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 and second quarter of 2020/21. The recycling target for this year is 59%.

Month	Tonnage All Waste Collected	Tonnage All Waste Recycled (Recyclates + Garden Waste)	% of Waste Recycled	Trend (Target = 59% of Waste being Recycled) - RAG
April	3307	1962	59	
May	3271	1958	60	
June	3120	1884	60	
July	3330	2019	61	
August	2629	1555	59	
September				
October				
November				
December				
January				
February				
March				
Total	15657	9378	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 Data for September is not included as there is always a delay on releasing reports, as they tend to be released a month in arrears.

6.4 The impact caused by the majority of residents staying at home due to government restrictions has had a clear impact on the total tonnage collected over the first and second quarter of this year.

6.5 Throughout the second quarter, we continued to witness tonnage increases, across all waste streams, compared to the same periods last year. Recycling tonnage for July 2020 saw an increase of 172 tonnes, compared to July 2019.

6.6 Unfortunately, as well as witnessing an increase in recyclable tonnage, we have also witnessed an increase in non-recyclable tonnage. Both these increases are due to residents spending more time at home and therefore disposing increased amounts of all waste types. Luckily, our residents are great recyclers and enable us to continually reach our recycling target.

6.7 Our main focus has always been increasing the amount of recycling waste collected, however, it is imperative we also work hard to reduce the amount of non-recyclable waste disposed of, therefore, further cementing our positive rates. This work will also prepare our district for the implementation of the Government's Waste and Resource Strategy and the challenging recycling rate proposed within it.

6.8 As with previous years, we are aware that recycling rate reduces during the winter months, due to the decrease in garden waste collected, placing further pressures on ensuring our residents recycle right.

7.0 CONCLUSIONS

7.1 The second quarter has continued to be affected by the virus with the services slowly regaining some levels of stability towards the end of the quarter. However, there continues to be an increased tension with the possibility of employees being unable to remain at work due to track and trace and other isolation guidelines.

7.2 Throughout the second quarter we have continued to provide a full compliment of services and have not had to implement any reductions or cancellations or services, with some even increasing in demand.

7.3 Outstanding support from our ICT team has ensured the team can continue to work with a flexible approach, with staff able to work from home and the office as required. This has enabled us to continue to work on current and future projects, without serious implications or delays.

7.4 The continued dedication from all of our employees has guaranteed services have been delivered to the residents of the district without interruption. An accomplishment we are all very proud of.

7.5 With the way we communicate continuing to be affected by the restraints of the virus, ECSS continues investigate into new and effective methods to share and update residents with vital waste related information.

7.6 ECSS continues the necessary work preparing the waste collection service for the implementation of the Government's strategy, ensuring that any proposed changes to the services are discussed, scrutinised and fully investigated to ensure we can continue to provide a successful, efficient and highly performing waste collection service to the residents of the district.

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: July to September 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@eastcamb.gov.uk

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

Performance Summary – October to December 2019	Monthly			Cumulative			Trend
	Service Requests Due to be Closed	Service Requests Completed within the SLA	Performance against the Target (80%)	Service Requests Received	Service Requests Closed and Completed within the SLA	Performance against the Target (80%)	Positive or Negative Cumulative Trend against previous month
Domestic Collections							
July	101	100	99%	465	459	99%	-
August	102	102	100%	567	561	99%	-
September	236	164	69%	803	725	90%	▼
Recycling Collections							
July	192	174	91%	726	692	95%	▼
August	169	142	84%	895	834	93%	▼
September	190	174	92%	1085	1008	93%	-
Garden Collections							
July	162	157	97%	687	676	98%	▼
August	172	152	88%	859	828	96%	▼
September	169	153	91%	1028	981	95%	▼
Bulky and Clinical Collections							
July	235	220	94%	589	567	96%	▼
August	184	177	96%	773	744	96%	-
September	197	193	98%	970	937	97%	▲
Street Cleansing							
July	94	83	88%	435	396	91%	▼
August	90	83	92%	525	479	91%	-
September	106	94	89%	631	573	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

18 th January 2021 4:30pm		22 nd March 2021 4:30pm		To be confirmed 2021 4:30pm	
Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	
Report Deadline:	6 th January 2021	Report Deadline:	6 th January 2021	Report Deadline:	
Environment & Climate Change Action Plan Update	Richard Kay (Strategic Planning Manager)	Year End Service Delivery Performance Updates & New Service Delivery Plans ❖	Jo Brooks (Director, Operations)		
Quarter 3 Waste Performance	James Khan (Street Scene Manager)				
Effects of COVID-19 on Housing & Community Services	Angela Parmenter (Housing & Community Advice Manager)				
Review of Grant to Citizens Advice West Suffolk	Lewis Bage (Communities & Partnership Manager)				
Service Presentation – Planning	Rebecca Saunt (Planning Manager)	Service Presentation – Building Control	Nigel Harper (Fire Safety & Commercial Advisor)	Service Presentation –	
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.

TITLE: BUDGET MONITORING REPORT

Committee: Operational Services Committee

Date: 16th November 2020

Author: Finance Manager

[V102]

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 £49,500, 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 £1,084,486. 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 second quarter report for the 2020/21 financial year and details actual expenditure incurred and income received as at 30th September 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 September 2020, where no variance is forecast for yearend, are detailed in the table on the next page:

Service	Variance £	Explanation
Homelessness	(£779,042)	There is a roll forward of unspent Government grant funding from 2019/20, plus funding of £280,000 received in advance for 2020/21. Any underspending of this grant during 2020/21 will be carried forward into future years.
Community Infrastructure Levy (CIL)	(£1,872,347)	CIL transactions are treated as a revenue income or expense, but any balance on the account at yearend will be transferred to reserve.
Community Safety	£19,236	Costs have been incurred that will be matched by Section 106 funding at yearend.
Marketing & Grants	(£10,484)	Unspent funds from 2019/20 have been rolled forward and will be spent later in the year
Travellers Sites	£27,086	Travellers' rents are in arrears due to the collection of cash not being allowed under covid restrictions. This has been addressed by moving the residents onto the Allpay method of collecting rent. An increased amount of maintenance and cleaning of the sludge tanks is also causing a cost pressure this year.

3.5 The net revenue expenditure for this Committee at yearend is forecast to be £5,601,403. This reflects a forecast £49,500 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	(£10,000)	Staff savings during the first half of the financial year have been, to some degree, matched by a reduction in income over the same time period due to the Covid-19 pandemic, however there remains an expectation that a small saving will be reported at yearend.

Housing	(£22,500)	This reflects the non-use of the bed and breakfast budget during the first six months of the year, however due to these unprecedented times this figure may change if cases emerge in the coming months.
Planning	£37,000	The Planning department continues to receive a high number of applications, however a significant number of these are householders and minor applications which generate a smaller fee. There is currently an over-spend on agency workers fees this year, however, from the 1 st December one of the agency workers will join the Council on a permanent basis, having been recruited to the vacant Senior Planning Officer position. This should therefore reduce agency fees in the second half of the year.
Recycling	£18,000	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.
Community Projects and Grants	(£47,000)	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.
Customer Services	(£25,000)	The apprentice post remained vacant during the first quarter of the year, as a consequence of the Covid-19 situation. Added to that there is also one CSA vacancy which remains unfilled. The situation will be addressed in the remaining part of the year.

- 3.6 The revised capital budget for this Committee stands at £3,740,436; including £311,110 of slippage brought forward from 2019/20.
- 3.7 The current forecast is that capital spending will be underspent by £2,655,950 at yearend, meaning the total expenditure for the year will be £1,084,486.

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 explores the possibility of Government making a further grant scheme available.

4. FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 4.1 The current forecast is that the Committee's net revenue expenditure will come in £49,500 over 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 – 30th September 2020.
- 5.2 Appendix 2 – Capital budget monitoring report – 30th September 2020

Background Documents

Location

Contact Officer

Budget Monitoring Report
Preparation Documents

Room 104
The Grange
Ely

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

CAPITAL BUDGET MONITORING 2020/21

Capital	Published Budget 2020-21 £	Slippage from 2019-20 £	Approved Additions £	Revised Budget 2020-21 £	Actual at 30th September 2020 £	Forecast Outturn £	Variance between Revised Budget & Forecast Outturn £
OPERATIONAL SERVICES							
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 - Wheeled Bins					21,667	40,000	40,000
Depot	745,950	100,000		845,950		0	(845,950)
Mandatory Disabled Facilities Grants	697,299	94,417		791,716	(94,141)	791,716	0
Empty Properties, Discretionary DFGs, Minor Works, Home Repair Asst.	75,000			75,000	5,338	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	0	3,740,436	-255,174	1,084,486	(2,655,950)

SOURCES OF FINANCING	Published Budget 2020-21 £	Slippage from 2019-20 £	Approved Additions £	Revised Budget 2020-21 £	Variances £	Forecast Outturn £
Operational Services						
Grants / Contributions (DFG)	526,577			526,577		526,577
Revenue Contribution		89,187		89,187		89,187
Capital Receipts	245,722	94,417		340,139		340,139
Borrowing - Waste	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	0	3,740,436	(2,655,950)	1,084,486

TITLE: EAST CAMBS STREET SCENE ACCOUNTS 2019/20

Committee: Operational Services Committee

Date: 16 November 2020

Author: Finance Manager

[V101]

1. ISSUE

1.1 To receive the East Cambs Street Scene statutory accounts for 2019/20.

2. RECOMMENDATION (S)

2.1 Members are requested to note the report, including the statutory accounts as attached as appendix 1.

3. BACKGROUND/OPTIONS

3.1 Appendix 1 details the statutory accounts for East Cambs Street Scene that were approved at East Cambs Street Scene Board on the 3rd November 2020 and will be submitted to Companies House.

4. FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

4.1 There are no financial implications.

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 – East Cambs Street Scene Accounts 2019/20

Background Documents

Location

Contact Officer

Room 104
The Grange
Ely

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

EAST CAMBS STREET SCENE LIMITED

**DIRECTORS' REPORT AND
FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31 MARCH 2020

EAST CAMBS STREET SCENE LIMITED

COMPANY INFORMATION

Directors
P J Remington
J Hill
J E Brooks
C G J Roberts (resigned 2 May 2019)
A M Bailey (resigned 30 May 2019)
J Schumann (appointed 30 May 2019, resigned 7 October 2019)
D Brown (appointed 30 May 2019, resigned 7 October 2019)
D Ambrose-Smith (appointed 30 May 2019, resigned 30 May 2019)

Company secretary E L Grima

Company number 11150811

Registered office
The Grange
Nutholt Lane
Ely
Cambridgeshire
CB7 4EE

Auditors
Price Bailey LLP
Chartered Accountants & Statutory Auditors
Tennyson House
Cambridge Business Park
Cambridge
CB4 0WZ

EAST CAMBS STREET SCENE LIMITED

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Statement of Financial Position	7
Statement of Changes in Equity	8
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EAST CAMBS STREET SCENE LIMITED

DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2020

The directors present their report and the audited financial statements of the company for the period ended 31 March 2020.

Directors

The directors who served during the period were:

P J Remington
J Hill
J E Brooks
C G J Roberts (resigned 2 May 2019)
A M Bailey (resigned 30 May 2019)
J Schumann (appointed 30 May 2019, resigned 7 October 2019)
D Brown (appointed 30 May 2019, resigned 7 October 2019)
D Ambrose-Smith (appointed May 30 2019, resigned May 30 2019)

Statement of directors' responsibilities

The directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial period. Under that law the directors have elected to prepare the financial statements in accordance with International Financial Reporting Standards as adopted by the European Union. Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure of information to auditors

So far as the directors are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and each director has taken all the steps that he ought to have taken as a director in order to make himself aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

The auditors, Price Bailey LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

EAST CAMBS STREET SCENE LIMITED

DIRECTORS' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Small companies note

In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the board on and signed on its behalf.

J Hill
Director

EAST CAMBS STREET SCENE LIMITED

INDEPENDENT AUDITORS' REPORT TO THE SHAREHOLDERS OF EAST CAMBS STREET SCENE LIMITED

Opinion

We have audited the financial statements of East Cambs Street Scene Limited (the 'Company') for the year ended 31 March 2020 which comprise The Statement of Comprehensive Income, Statement of Financial Position, Statement of Changes in Equity, Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and International Financial Reporting Standards (IFRSs) as adopted by the European Union.

This report is made solely to the Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in a Report of the Auditors and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2020 and of the profit for the year then ended;
- have been properly prepared in accordance with IFRSs as adopted by the European Union;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Directors are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based

EAST CAMBS STREET SCENE LIMITED

INDEPENDENT AUDITORS' REPORT (CONTINUED) TO THE SHAREHOLDERS OF EAST CAMBS STREET SCENE LIMITED

on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Director's Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Director's Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Director's Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Directors' remuneration specified by law are not made;
- we have not received all the information and explanations we require for our audit; or
- the Directors were not entitled to take advantage of the small companies exemptions in preparing the Director's Report and from the requirement to prepare a Strategic Report.

Responsibilities of Directors

As explained more fully in the Directors' Responsibilities Statement set out on page 1, the Directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Directors determine necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditor's Report.

EAST CAMBS STREET SCENE LIMITED

INDEPENDENT AUDITORS' REPORT (CONTINUED) TO THE SHAREHOLDERS OF EAST CAMBS STREET SCENE LIMITED

Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in a Report of the Auditors and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Paul Cullen FCCA (Senior Statutory Auditor)
for and on behalf of Price Bailey LLP
Chartered Accountants & Statutory Auditors
Tennyson House
Cambridge Business Park
Cambridge
CB4 0WZ
Date:

EAST CAMBS STREET SCENE LIMITED

REGISTERED NUMBER: 11150811

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2020

	Notes	2020 £	2019 £
CONTINUING OPERATIONS			
Revenue from contracts		2,725,691	2,574,533
Revenue from recycling credits		371,732	368,200
Other income		137,599	102,384
		<u>3,235,022</u>	<u>3,045,117</u>
Cost of sales		(1,970,229)	(1,828,136)
Gross profit		<u>1,264,793</u>	<u>1,216,981</u>
Administrative expenses		(1,258,842)	(1,216,253)
Operating profit		<u>5,951</u>	<u>728</u>
Interest payable		-	-
Profit before taxation		<u>5,951</u>	<u>728</u>
Tax on profit	5	(874)	(1,284)
Profit/ (loss) and total comprehensive income for the period		<u><u>5,077</u></u>	<u><u>(556)</u></u>

There were no recognised gains and losses from 2020 or 2019 other than those included in the Statement of Comprehensive Income.

The notes on pages 10 - 20 form part of these financial statements.

EAST CAMBS STREET SCENE LIMITED

REGISTERED NUMBER: 11150811

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2020

	Notes	2020	2019 £
Non-current assets			
Property, plant & equipment	6	32,030	-
Current assets			
Inventories	7	27,886	-
Trade and other receivables	8	140,731	142,223
Cash at bank and in hand	9	205,200	174,540
		<hr/>	<hr/>
		373,817	316,763
Current Liabilities			
Trade and other payables	10	(401,325)	(317,318)
		<hr/>	<hr/>
Net current assets		(27,508)	(555)
		<hr/>	<hr/>
Net assets		4,522	(555)
		<hr/> <hr/>	<hr/> <hr/>
Equity			
Called up share capital	12	1	1
Retained earnings		4,521	(556)
		<hr/>	<hr/>
		4,522	(555)
		<hr/> <hr/>	<hr/> <hr/>

The financial statements were approved and authorised for issue by the board and were signed on its behalf by:

J Hill

Director

Date:

The notes on pages 10 – 20 form part of these financial statements.

EAST CAMBS STREET SCENE LIMITED

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 31 MARCH 2020

	Share Capital £	Retained earnings £	Total equity £
Balance as at 15 January 2018	-	-	-
Transactions with owners			
Shares issued	1	-	1
Total transactions with owners	<u>1</u>	<u>-</u>	<u>1</u>
Loss for the period	-	(556)	(556)
Total comprehensive income	<u>-</u>	<u>(556)</u>	<u>(556)</u>
Balance as at 31 March 2019	<u>1</u>	<u>(556)</u>	<u>(555)</u>
Comprehensive income			
Profit for the period	-	5,077	5,077
Total comprehensive income	<u>-</u>	<u>4,521</u>	<u>4,521</u>
Balance as at 31 March 2020	<u>1</u>	<u>4,521</u>	<u>4,522</u>

EAST CAMBS STREET SCENE LIMITED

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2020

		2020	2019
	Notes		
Cash flows from operating activities			
Net cash outflow from operating activities	15	<u>64,825</u>	<u>174,539</u>
Net cash inflow from operating activities		64,825	174,539
Cash flows from investing activities			
Purchase of fixed assets	6	(34,165)	-
Cash flows from financing activities			
Issue of ordinary shares		<u>-</u>	<u>1</u>
Net increase in cash and cash equivalents		30,660	174,540
Cash and cash equivalents at beginning of year		174,540	-
Cash and cash equivalents at end of year	9	<u><u>205,200</u></u>	<u><u>174,540</u></u>

EAST CAMBS STREET SCENE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

1. Accounting policies

1.1 Statutory information

East Cambs Street Scene Limited is a private company limited by shares incorporated and domiciled in England and Wales, United Kingdom. The address of the registered office is The Grange, Nutholt Lane, Ely, Cambridgeshire, CB7 4EE.

The Company is primarily involved in providing waste and street cleansing services to the residents of East Cambridgeshire.

The Financial Statements are presented in sterling which is the functional currency of the Company and rounded to the nearest £.

1.2 Going concern

In the light of the rapidly escalating COVID-19 pandemic the directors have considered whether any adjustments are required to reported amounts in the financial statements. As at the 31 March 2020 reporting date, the global pandemic had just been declared.

The company trade, carrying out waste collection and street cleansing services on behalf of East Cambridgeshire District Council has not been directly affected by the pandemic with trade continuing throughout whilst protecting the health of its staff and resident customers has remained a priority.

The Directors have prepared cash flow forecasts for a period of 12 months from the year end which demonstrate that the cash reserves of the company will be sufficient for it to be able to continue as a going concern.

The financial statements do not contain any adjustments that would be required if the Company were not able to continue as a going concern.

1.3 Critical accounting estimates and judgements

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for revenues and expenses during the year and the amounts reported for assets and liabilities at the statement of financial position date. However, the nature of estimation means that the actual outcomes could differ from those estimates.

1.4 Compliance with accounting standards

These financial statements have been prepared in accordance with International Financial Reporting Standards and IFRIC interpretations and with those parts of the Companies Act 2006 applicable to reporting entities under IFRS.

The financial statements have been prepared under the historical cost convention.

EAST CAMBS STREET SCENE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

1. Accounting policies (continued)

1.5 Revenue recognition

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the Company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the Company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods promised.

The Company carries out waste collection and street cleansing service for and on behalf of East Cambridgeshire District Council.

Recycling Credits are received upon meeting relevant criteria set by Cambridgeshire County Council in terms of recycling.

Sale of goods

The Company's other revenue mainly comprises the sale of recycling bins. Revenue is recognised at the point in time when the customer obtains control of the goods, which is generally at the time of delivery and the time when the performance obligation of the Company has been satisfied.

1.6 Property, plant and equipment

Property, plant and equipment is stated at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditure that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management.

Depreciation is charged so as to allocate the cost of assets less their residual value over their estimated useful lives, using the straight-line method.

The estimated useful lives range as follows:

Plant & Machinery	- 8 years
-------------------	-----------

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, or if there is an indication of a significant change since the last reporting date.

1.7 Trade and other receivables

Short term receivables are measured initially at transaction price, and are measured subsequently at amortised costs.

1.8 Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours.

EAST CAMBS STREET SCENE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies (continued)

1.9 Operating profit

Operating profit is stated before investment income and finance costs.

1.10 Financial Instruments

Financial assets and liabilities are recognised on the statement of financial position when the Company becomes a party to the contractual provisions of the instrument.

- Cash and cash equivalents comprise cash held at bank and short term deposits
- Trade payables are not interest bearing and are stated at their nominal value
- Trade receivables are measured initially at transaction price, and are measured subsequently at amortised costs.

1.11 Trade and other payables

Short term payables are measured fair value, and subsequently at amortised cost. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

1.12 Pensions

Defined contribution pension plan

The Company operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the Company pays fixed contributions into a separate entity. Once the contributions have been paid the Company has no further payment obligations.

The contributions are recognised as an expense in the Statement of Comprehensive Income when they fall due. Amounts not paid are shown in accruals as a liability in the Statement of Financial Position. The assets of the plan are held separately from the Company in independently administered funds.

1.13 Taxation

Current taxes are based on the results shown in the financial statements and are calculated according to local tax rules, using tax rates enacted or substantially enacted by the statement of financial position date.

Deferred tax is recognised in respect of all timing differences that have originated but not reversed at the statement of financial position.

EAST CAMBS STREET SCENE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies (continued)

1.14 New IFRS standards and interpretations not yet adopted

New Standards, Interpretations and Amendments that are not yet effective and have not been adopted early

The Company has adopted all of the new or amended Accounting Standards and Interpretations issued by the International Accounting Standards Board ('IASB') that are mandatory for the current reporting period.

The following new and revised Standards and Interpretations are relevant to the company but not yet effective for the year commencing 1 April 2019 and have not been applied in preparing these financial statements:

- IAS 1 Presentation of Financial Statements – classification of liabilities as current and non-current.
- IAS 1 and IAS 8 Accounting Policies – definition of materiality.
- IFRS 16 COVID-19 Related Rent Concessions Amendment

The Directors do not consider that the implementation of any of these new standards will have a material impact upon reported income or reported net assets.

1.15 Key sources of estimation uncertainty

The key assumptions about the future, and other key sources of estimation uncertainty at the reporting date that may have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year are detailed below.

Useful lives of depreciable assets

Estimates have been made in respect of useful economic lives of property, plant and equipment, which determine the amount of depreciation charged in profit or loss. Uncertainties in these estimates relate to the technological obsolescence that may change the utility of plant and machinery and could result in a material change to the amount of depreciation recognised. These estimates are reviewed annually at the reporting date based on the expected utility of the assets.

Further detail on useful life estimates is included in the accounting policy note 1.6.

2. Profit before tax

	2020 £	2019 £
Rent – licence fee	30,100	30,000
Depreciation	2,135	-
Auditors' remuneration	12,500	12,500
	<u> </u>	<u> </u>

EAST CAMBS STREET SCENE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

3. Employees and directors

	2020 £	2019 £
Wages and Salaries	1,391,140	1,291,615
Social security	115,752	111,940
Other pension costs	35,148	24,658
	<u>1,542,040</u>	<u>1,428,213</u>

The average monthly number of employees during the year was as follows:

	2020	2019
Directors	5	6
Direct labour	60	60
Administration	9	9
	<u>74</u>	<u>75</u>

4. Directors' remuneration

The Directors did not receive any remuneration from the Company as a result of their employment.

5. Income tax

	2020 £	2019 £
Corporation tax		
Current tax on loss for the period	<u>874</u>	<u>1,284</u>

Factors affecting the tax expense

The tax assessed for the year is lower than the standard rate of corporation tax in the UK. The difference is explained below:

	2020 £	2019 £
Profit/ (loss) per accounts	<u>5,951</u>	<u>728</u>
Profit multiplied by the standard rate of corporation tax in the UK of 19%	1,131	138
Expenses not deductible for tax purposes, other than goodwill, amortisation and impairment	(257)	1,146
Tax expense	<u>874</u>	<u>1,284</u>

EAST CAMBS STREET SCENE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

6. Property, plant and equipment

	Plant & Machinery	Total
Cost		
As at 1 April 2019	-	-
Additions	34,165	34,165
Disposals		
As at 31 March 2020	<u>34,165</u>	<u>34,165</u>
Depreciation		
As at 1 April 2019	-	-
Additions	(2,135)	(2,135)
Disposals		
As at 31 March 2020	<u>(2,135)</u>	<u>(2,135)</u>
Net Book Value		
As at 31 March 2020	<u>32,030</u>	<u>32,030</u>
As at 31 March 2019	=	=

There was no property, plant and equipment in the comparative period.

7. Inventories

	2020 £	2019 £
Finished goods	<u>27,886</u>	<u>-</u>

8. Trade and other receivable

	2020 £	2019 £
Trade receivables	24,635	44,240
Prepayments and accrued income	<u>116,096</u>	<u>97,983</u>
	<u>140,731</u>	<u>142,223</u>

EAST CAMBS STREET SCENE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

9. Cash and cash equivalents

	2020 £	2019 £
Cash at bank and in hand	205,200	174,540

10. Trade and other payable

	2020 £	2019 £
Current		
Trade payables	202,100	80,578
Other taxation and social security	105,614	51,311
Other payables	27,198	23,648
Corporation tax	874	1,284
Accruals and deferred income	65,539	160,497
	<u>401,325</u>	<u>317,318</u>

11. Financial Instruments

Financial assets and liabilities

The carrying value of the company's financial assets and liabilities as recognised at the year end of the years under review may also be categorised as follows:

As 31 March 2020	Financial assets at amortised cost £	Financial liabilities at amortised cost £	Total balance sheet heading £
Cash and cash equivalents	205,200	-	205,200
Trade receivables	24,635	-	24,635
Other receivables	108,548	-	108,548
Trade payables	-	(202,100)	(202,100)
Other payables - current	-	(92,737)	(92,737)
Total	<u>338,383</u>	<u>(294,837)</u>	<u>43,546</u>

EAST CAMBS STREET SCENE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

11. Financial Instruments (continued)

As 31 March 2019	Financial assets at amortised cost £	Financial liabilities at amortised cost £	Total balance sheet heading £
Cash and cash equivalents	174,540	-	174,540
Trade receivables	44,240	-	44,240
Other receivables	93,542	-	93,542
Trade payables	-	(80,578)	(80,578)
Other payables - current	-	(184,145)	(184,145)
Total	<u>312,322</u>	<u>(264,723)</u>	<u>47,599</u>

Financial risk management objectives and policies

The company's financial risk management policy seeks to ensure that adequate financial resources are available for the development of the company's business whilst managing its risks. The company does not engage in speculative transactions or hedging transactions.

The company's principal financial instruments consist of cash and cash equivalents and loans. The main purpose of these financial instruments is to finance the company's operations. The company has other financial instruments such as trade receivables and trade payables that arise directly from its operations.

The directors have overall responsibility for the establishment and oversight of the company's risk management and they recognise that financial risk management is an area in which they may need to develop specific policies should the company become exposed to further financial risks as the business develops. The directors currently ensure that the company has sufficient cash and cash equivalents to ensure there is sufficient reserves to support the business operations. The exposure to other financial instruments are limited to those generated through the operations and borrowings.

The main risks arising from the company's financial instruments are credit risk, interest rate risk and liquidity risk. The Board have also considered currency and market risk but do not believe these to be significant. This note presents information about the company's exposure to each of the main risks. The Board reviews and agrees policies for managing each of these risks as and when they arise. Further quantitative disclosures are included throughout the financial information.

There have not been any material changes in respect of the exposure to financial risks during the periods presented.

Credit risk

The company's exposure to credit risk is limited to the carrying amount of cash deposits and trade and other receivables recognised at the year end of £345,931. The risks associated with cash deposits are limited as the banks used are reputable. The principal credit risk therefore lies with trade receivables and in order to manage credit risk, limits are set for customers based upon a combination of payment history and third party credit references.

EAST CAMBS STREET SCENE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

11. Financial Instruments (continued)

Interest rate risk

Interest rate risk is the risk that the value of financial assets will fluctuate due to changes in market interest rates. The company's income and operating cash flows and the value of its financial assets are largely independent of changes in market interest rates. Low levels of surplus funds are invested in short term secured deposit accounts such that the company is not unduly exposed to market interest rate fluctuations.

Liquidity risk

Liquidity risk is the risk that the company will not be able to meet its financial obligations as they fall due. The company's policy throughout the year has been to ensure that it has adequate liquidity to meet its liabilities when due by careful management of its working capital.

	Less than one year £	More than one year £	Total £
2020			
Trade and other payables	401,325	-	401,325
	<u>401,325</u>	<u>-</u>	<u>401,325</u>

	Less than one year £	More than one year £	Total £
2019			
Trade and other payables	317,318	-	317,318
	<u>317,318</u>	<u>-</u>	<u>317,318</u>

Fair values

The carrying amounts of all financial assets and liabilities of the company as disclosed in the notes to the financial information are approximately their fair values.

Capital management

The company's objectives when managing capital are to safeguard the company's ability to continue as a going concern in order to provide returns for shareholders, benefits for other stakeholders and to maintain an optimal capital structure to reduce the cost of capital with an appropriate level of leverage for the size of the business so as to maintain investor, creditor and market confidence and to sustain future development of the business. In order to maintain or adjust the capital structure, the company may return capital to shareholders, issue new shares or sell assets to reduce debt.

EAST CAMBS STREET SCENE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

12. Share capital

	2020 £	2019 £
Share classified as equity		
Allotted, called up and fully paid		
1 Ordinary share of £1	1	1
	=	=

At the beginning of the previous financial period 1 Ordinary share of £1 was issued to the owners on the incorporation of the company.

13. Related Party Transactions

In line with paragraph 25 of IAS24, the company has taken advantage of the exemption from the requirement to disclose transactions with East Cambridgeshire District Council (ECDC) and connected companies due to the control exercised by ECDC by virtue of it being the only shareholder.

All of the income categorised under revenue from contracts derives from the contract the company has with ECDC.

14. Details of Parent Undertaking

The Ultimate parent undertaking is East Cambridgeshire District Council, registered address The Grange, Nutholt Lane, Ely, Cambridgeshire, CB7 4EE.

15. Note to the cash flow statement

	2020 £	2019 £
Profit (loss) before tax	5,077	(556)
Depreciation	2,135	-
	<u>7,212</u>	<u>(556)</u>
Decrease/(Increase) in inventories	(27,886)	-
Decrease/(Increase) in trade and other receivables	1,492	(142,223)
(Decrease)/Increase in trade and other payables	84,007	317,318
	<u>64,825</u>	<u>174,539</u>
Net cash outflow from operating activities	<u><u>64,825</u></u>	<u><u>174,539</u></u>

16. Reserves

The following is a description of each of the reserve accounts that comprise equity shareholders' funds:

Share capital	The share capital comprises the issued ordinary shares of the company at par.
Retained earnings	Retained earnings comprise the company's cumulative accounting profits and losses since inception.

EAST CAMBS STREET SCENE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) ***FOR THE YEAR ENDED 31 MARCH 2020***

17. Events after the reporting period

Subsequent to the reporting date, the existence of the infectious disease COVID-19 ('Coronavirus') has become widely known, and begun to rapidly spread throughout the world, including the UK. The Company considers this to be a non-adjusting event after the reporting date. Since the reporting date this has caused increasing disruption to populations, to business and economic activity. See note 1.2 of these financial statements.

No other matter or circumstance has arisen since 31 March 2020 that has significantly affected, or may significantly affect the Company's operations, the results of those operations, or the Company's state of affairs in future financial years.

Registration No. 11150811

**EAST CAMBS STREET SCENE LIMITED
DETAILED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2020**

EAST CAMBS STREET SCENE LIMITED

DETAILED PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 MARCH 2020

	2020 £	2019 £
Turnover	3,235,022	3,045,117
Cost of sales	(1,970,229)	(1,828,136)
GROSS PROFIT	<u>1,264,793</u>	<u>1,216,981</u>
LESS: OVERHEADS		
Administrative expenses	(1,258,842)	(1,216,253)
OPERATING PROFIT	<u>5,951</u>	<u>728</u>
Interest payable	-	-
Profit before taxation	<u>5,951</u>	<u>728</u>
Tax on profit	(874)	(1,284)
PROFIT FOR THE PERIOD	<u><u>5,077</u></u>	<u><u>(556)</u></u>

EAST CAMBS STREET SCENE LIMITED

SCHEDULE TO THE DETAILED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

	2020	2019
	£	£
Turnover		
Council contract income	2,725,691	2,574,533
Recycling credits	371,732	368,200
Other income	137,599	102,384
	<u>3,235,022</u>	<u>3,045,117</u>
	<u><u>3,235,022</u></u>	<u><u>3,045,117</u></u>
	2020	2019
	£	£
Cost of sales		
Materials	129,397	145,214
Direct Labour	1,718,735	1,520,768
Recycling costs	109,073	133,042
Other cost of sales	13,024	29,112
	<u>1,970,229</u>	<u>1,828,136</u>
	<u><u>1,970,229</u></u>	<u><u>1,828,136</u></u>
	2020	2019
	£	£
Administration expenses		
Staff salaries	195,486	169,295
Staff training	10,265	8,843
Staff subsistence	1,316	1,210
Rent – licence fee	30,100	30,000
Rates	13,171	-
Management charge	20,400	20,000
Motor Hire	230,488	207,188
Motor running costs	596,185	605,990
Personal protective equipment	15,278	35,517
Repairs & maintenance	896	1,458
Stationery	22,353	5,709
Tools & equipment hire	11,697	6,421
Insurances	87,061	110,418
General office expenses	8,670	987
Auditors remuneration	12,650	12,513
Bank charges	691	704
Depreciation	2,135	-
	<u>1,258,842</u>	<u>1,216,253</u>
	<u><u>1,258,842</u></u>	<u><u>1,216,253</u></u>

AGENDA ITEM NO. x

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 Department's responsibilities included for a Help Desk and the Street Naming and Numbering service. The latter service worked within the 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 limitation, 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 on 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 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. The 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 vehicle fleet was aging but the Government's upcoming Waste Strategy might change the vehicles specification, 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, this 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.

DRAFT



OPERATIONAL SERVICES COMMITTEE – 14th SEPTEMBER 2020
DECISION LIST

ITEM NO.	Ref.	Item	ISSUE	DECISION	ACTION BY
7.	V95	Local Electricity Bill	To give an update on progress made in respect of the Local Electricity Bill	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.	Jo Brooks Director Operations
8.	V96	Review of Grant to Voluntary and Community Action East Cambridgeshire (VCAEC)	To consider the outcome of the review of the grant awarded to VCAEC	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.	Lewis Bage Communities & Partnerships Manager
9.	V97	East Cambridgeshire Environment Action Plan – Options for Community Engagement, Including a Citizens Assembly	To consider the principles of what community engagement should comprise of	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.	Richard Kay Strategic Planning Manager

10.	V98	ECDC Waste and Street Cleansing Services Fleet Maintenance Review	To consider the review of the waste and street cleansing vehicle maintenance SLA	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.	Jo Brooks Director Operations
11.	V99	Assisted Waste Collection review	To consider an update on the first annual assisted waste collection review	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.	James Khan Head of Street Scene
12.	V100	Quarter 2, 2020 Performance Reports for the Waste and Street Cleansing Services	To consider the Quarter 2 performance for the delivery of waste and street cleansing services	It was resolved: That the performance of service delivery, for the second quarter, be noted.	James Khan Head of Street Scene
15.	V101	East Cambs Street Scene Accounts 2019/20	To receive the East Cambs Street Scene statutory accounts for 2019/20	It was resolved: That the report, including the statutory accounts as attached at appendix 1 be noted.	Ian Smith Finance Manager
13.	V102	Budget Monitoring Report	To consider the financial position for services under the Operational Services Committee	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 panned 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.	Anne Wareham Senior Accountant

Please Note: These decisions will come into effect on **26th November 2020** 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 **23rd November 2020**.