



# East Cambridgeshire District Council

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## Meeting: Operational Services Committee

Time: 4:30pm

Date: Monday 23 June 2025

Venue: Council Chamber, The Grange, Nutholt Lane, Ely, CB7 4EE

Enquiries regarding this agenda: Patrick Adams

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## Committee membership

**Quorum:** 5 members

### Conservative members

Cllr Christine Ambrose Smith  
Cllr David Brown  
Cllr Martin Goodearl  
Cllr Julia Huffer (Chair)  
Cllr Alan Sharp  
Cllr Lucius Vellacott (Vice-Chair)

### Conservative substitutes

Cllr Anna Bailey  
Cllr Lavinia Edwards  
Cllr David Miller

### Liberal Democrat and Independent Group members

Cllr Christine Colbert  
Cllr Kathrin Holtzmann  
Cllr Mark Inskip (Lead Member)  
Cllr John Trapp  
Cllr Ross Trent  
Cllr Christine Whelan

### Liberal Democrat and Independent Group substitutes

Cllr Lee Denney  
Cllr Mary Wade  
Cllr Alison Whelan

**Lead Officer:** Isabel Edgar, Director Operations

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## AGENDA

1. **Public question time** [oral]  
The meeting will commence with up to 15 minutes of public question time.
2. **Apologies and substitutions** [oral]
3. **Declarations of interests** [oral]

To receive declarations of interests from Members for any items on the agenda in accordance with the Members Code of Conduct.

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| <b>4. Minutes</b>  | <b>Page 5</b>   |
| To confirm as a correct record the minutes of the meetings of the Operational Services Committee held on 24 March 2025   |                 |
| <b>5. Chair's announcements</b>  | <b>[oral]</b>   |
| <b>6. Proposed Changes to Planning Committee Consultation</b>  | <b>Page 15</b>  |
| <b>7. Quarter 4 2024/25 Performance Report for the Waste &amp; Street Cleansing Services</b>   | <b>Page 45</b>  |
| <b>8. Changes to the Waste Collection Service – Project Update</b>   | <b>Page 59</b>  |
| <b>9. Budget Outturn Report</b>  | <b>Page 79</b>  |
| <b>10. Community Sports Facility Grant</b>   | <b>Page 85</b>  |
| <b>11. Citizens Advice West Suffolk SLA Performance Update</b>   | <b>Page 97</b>  |
| <b>12. Voluntary and Community Action East Cambridgeshire SLA Performance Update</b>   | <b>Page 113</b> |
| <b>13. Representation on Outside Bodies and Annual Reports</b>   | <b>Page 133</b> |
| <b>14. Draft Minutes of Anglia Revenues Partnership for March 2025</b>   |                 |
| To note the minutes of the Anglia Revenues Partnership meeting held on 18 March 2025:<br><a href="https://democracy.breckland.gov.uk/ieListDocuments.aspx?MIId=5175&amp;x=1">https://democracy.breckland.gov.uk/ieListDocuments.aspx?MIId=5175&amp;x=1</a> |                 |
| <b>15. Forward Agenda Plan</b>   | <b>Page 149</b> |

## **Exclusion of the public including representatives of the press**

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

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| <b>16. East Cambs Street Scene Management Accounts for the Year to March 31 2025</b> |
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## **Notes**

1. Members of the public are welcome to attend this meeting. If you are visiting The Grange during normal working hours you should report to the main reception desk. If you come to an evening meeting please enter via the door in the glass atrium at the back of the building.

Admittance is on a "first come, first served" basis and public access will be from 30 minutes before the start time of the meeting. Due to room capacity restrictions, members of the public are asked, where possible, to notify Democratic Services ([democratic.services@eastcambs.gov.uk](mailto:democratic.services@eastcambs.gov.uk) or 01353 665555) of their intention to attend a meeting.

The livestream of this meeting will be available on [the committee meeting's webpage](http://www.eastcambs.gov.uk/node/2623) (www.eastcambs.gov.uk/node/2623). Please be aware that all attendees, including those in the public gallery, will be visible on the livestream.

2. Public Questions/Statements are welcomed on any topic related to the Committee's functions as long as there is no suspicion that it is improper (for example, offensive, slanderous or might lead to disclosures of Exempt or Confidential information). Up to 15 minutes is allocated for this at the start of the meeting.

[Further details about the Public Question Time scheme](http://www.eastcambs.gov.uk/about-council/meetings-agendas-and-minutes/public-participation-meetings/public-question-time) (www.eastcambs.gov.uk/about-council/meetings-agendas-and-minutes/public-participation-meetings/public-question-time).

3. The Council has adopted a 'Purge on Plastics' strategy and is working towards the removal of all consumer single-use plastics in our workplace. Therefore, we do not provide disposable cups in our building or at our meetings and would ask members of the public to bring their own drink to the meeting if required.
4. Fire instructions for meetings:
  - if the fire alarm sounds, please make your way out of the building by the nearest available exit, which is usually the back staircase or the fire escape in the Chamber and do not attempt to use the lifts
  - the fire assembly point is in the front staff car park by the exit barrier
  - the building has an auto-call system to the fire services so there is no need for anyone to call the fire services

The Committee Officer will sweep the area to ensure that everyone is out.

5. Reports are attached for each agenda item unless marked "oral".
6. If required, all items on the agenda can be provided in different formats (such as 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](mailto:translate@eastcambs.gov.uk)
7. 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)."

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# East Cambridgeshire District Council

## **Minutes of a Meeting of the Operational Services Committee**

Held at The Grange, Nutholt Lane, Ely, CB7 4EE at 4:30 pm on  
Monday 24 March 2025

### **Present**

Cllr Christine Ambrose Smith  
Cllr Christine Colbert  
Cllr Martin Goodearl  
Cllr Julia Huffer (Chair)  
Cllr Mark Inskip  
Cllr Kelli Pettitt  
Cllr Alan Sharp  
Cllr John Trapp  
Cllr Ross Trent  
Cllr Lucius Vellacott (Vice Chair)  
Cllr Christine Whelan

### **Officers**

Patrick Adams – Senior Democratic Services Officer  
Nigel Ankers – ECSS Finance Manager  
Jude Antony – Principal Accountant  
Marie Beaumont – Senior Caseworker – Home Improvement Agency  
Isabel Edgar – Director Operations  
Emma Graves – Neighbourhood and Community Safety Officer  
Emma Grima – ECSS Director Commercial  
John Hill – ECSS Managing Director  
David Morren – Strategic Planning and Development Management Manager  
Angela Parmenter – Housing and Community Advice Manager  
Paul Remington – Chair of ECSS  
Catherine Sutherland – Senior Waste Management Officer

### **In Attendance**

Lis Every – Chair of East Cambridgeshire Community Safety Partnership

### **47. Public Question Time**

No public questions were submitted.

### **48. Apologies and Substitutions**

Apologies for absence were received from Cllr Kathrin Holtzmann.

**49. Declarations of Interest**

There were no declarations of interest.

**50. Minutes**

It was resolved:

That the minutes of the meeting of the Committee held on 18 November 2024 be confirmed as a correct record and signed by the Chair.

**51. Chair's Announcements**

The Chair explained that the Committee would be discussing agenda item 7 before agenda item 6, as the Chair of Community Safety Partnership had another meeting to attend at 5 pm.

**52. ECSS Business Plan**

The Committee considered a report, Z144 previously circulated, on the ECSS Business Plan. The Director Commercial stated that the Business Plan had been agreed by the Board at its meeting on 13 March, with no amendments. The Committee were being asked to agree the Plan, as part of the Shareholder Agreement. The Director Commercial explained that Local Government Reorganisation had not been included in the Risk Management Plan as it was unlikely to have an operational impact on the company in the next 12 months. It was noted that 2025/26 was the last year of the current contract and work was already being undertaken with the Council's Project Board to draw up a new contract from 2026.

The ECSS Finance Manager stated that two minor errors needed to be corrected. The date for the budget column on page 21 of the agenda should be 2025/26 not 2024/25 and the text "Vehicle Dept Repayment" should be changed to "Vehicle Debt Repayment" in the lefthand column in the same table. He highlighted the main financial points in the Business Plan.

It was noted that the management fee for 2025/26 had been agreed by the Council at just over £5 million. This was based on staffing costs of £3 million and non-staffing costs of £2 million. It allowed for 60 operatives, 5 agency staff to cover sickness and annual leave and 9 management and administration staff. Non-staffing costs included using hydrotreated vegetable oil (HVO) for all vehicles.

In response to concerns expressed by Cllr Mark Inskip, the Director Commercial explained that it was not unusual for companies to draw up draft terms of a contract for the client to consider. The Director Operations added that the Council would draft the specifications of the contract. Cllr Inskip suggested that as a first step, the specifications should be identified by the Council for the ECSS to consider. The

Director Commercial explained that the standard terms of the contract were being drafted now and ECSS had engaged a legal firm to help expedite the process.

Later in the meeting, it was reported that there was no evidence that fly-tipping had increased following the decision taken by the County Council to restrict the number of visits to its recycling centre.

In response to a query from Cllr Martin Goodearl, the Director Commercial explained that discussion on future Key Performance Indicators targets would form part of the negotiations regarding the new contract.

Cllr Julia Huffer proposed and Cllr Lucius Vellacott seconded the recommendation in the report. A vote was taken and it was resolved to:

Approve the ECSS Business Plan 2025/26 as set out in Appendix 1.

### **53. Community Safety Partnership 6 Monthly Report**

The Committee considered a report, Z145 previously circulated, on the work of the East Cambridgeshire Community Safety Partnership (ECCSP) over the last six months. The Neighbourhood and Community Safety Officer introduced Lis Every, the Chair of the ECCSP, who presented the six-monthly report from the Partnership.

Lis Every stated that the report was based on the last strategic assessment plan and all actions were supported with evidence that had been carefully assessed. The Partnership were working on next year's action plan. She emphasised that East Cambridgeshire was a low crime area, surrounded by Peterborough, Cambridge City and Fenland where crime was higher. The main challenges were anti-social behaviour, shop lifting, road safety, hate crime, neighbourhood disputes, fraud and scams, domestic violence, youth provision and rehabilitation. The Partnership were going to make tackling serious violence in the district, one of their priorities.

Cllr Christine Colbert stated that the website in the report should be [www.stopthinkfraud.gov.uk](http://www.stopthinkfraud.gov.uk) not [www.stopthinkingfraud.gov.uk](http://www.stopthinkingfraud.gov.uk). In response to Cllr John Trapp, Lis Every explained that the Partnership were raising awareness of frauds and scams, some of this work involved putting messages on the side of lorries.

It was noted that the statutory members of the Partnership included the Police, Fire and Rescue, Health, County Council, District Council and the Probation Service. Lis Every explained that unfortunately the Probation Service were not attending the meetings of the Partnership. Other Community Safety Partnerships in the area were having the same problem. It was agreed that the Chair of the Committee should write a letter to the Probation service, urging them to send a representative to the quarterly meetings. Cllr Alan Sharp, who had worked in the Prison and Probation Service for over 20 years, offered to assist in this matter.

Lis Every reported that the Partnership were moving to a place based approach to tackling crime and this made liaising with parish councils particularly important. She

praised Littleport, Soham and Burwell parish councils for their work with the Partnership. The Partnership was looking to work with the City of Ely Council. Lis asked councillors to contact her directly with any issues of concern.

Lis Every explained that whilst the statistics showed an increase in hate crime, this was hopefully due to more people willing to report hate crime than an actual increase in instances of the crime. The Neighbourhood and Community Safety Team Leader explained that a task and finish group had been set up to ascertain how to engage with hard to reach groups in order to tackle hate crime.

Cllr Christine Colbert expressed concerns regarding hare coursing and recent indiscriminate attacks on domestic and farm animals. Lis Every reported that the Police were tackling these rural crimes. The Neighbourhood and Community Safety Officer stated that she regularly liaised with colleagues from neighbouring areas in order to share best practice and discuss shared concerns over cross border crimes such as hare coursing.

The Committee agreed that councillors should encourage residents to report all crime to the Police, to ensure that crime statistics were accurate.

It was resolved to:

- a) Note the report at Appendix 1, from the Chair of the East Cambridgeshire Community Safety Partnership.
- b) Write a letter to the Probation Service from the Chair of the Committee to urge them to attend meeting of the Partnership.

#### **54. End of Year Reports 2024-25 Service Delivery Plans 2025/26**

The Director Operations presented a report, Z146 previously circulated, which provided details of the Service Delivery Plans and end of year reports for services reporting to the Operations Committee for 2025/26. It was noted that in a change from previous years, the Strategic Planning Service and the Development Management Service had been combined. In previous years the Strategic Planning Service had been reviewed by the Finance and Assets Committee but the combined report was going to this Committee.

In response to a question from Cllr Christine Whelan, the Housing and Community Advice Manager explained that her team assisted the small number of transgender residents who had been forced to leave their family home by placing them in suitable accommodation, in compliance with the legislation. She added that all housing officers received extensive training in how to deal with sensitive cases.

In response to a question from Cllr Martin Goodearl, the Housing and Community Advice Manager stated that her team had provided accommodation for the low number of homeless forces veterans in the district. Housing officers had received training in how to deal with these cases.

Cllr Mark Inskip asked what the Council was doing to attempt to meet its target regarding the number of families in Bed and Breakfast accommodation. The Housing and Community Advice Manager explained that the Council was discussing with one of its providers, the possibility of providing self-contained accommodation for families with special needs to reduce the number of families staying in bed and breakfasts.

Cllr John Trapp suggested that the first paragraph of page 79 in the agenda, regarding the Communication Team Service Delivery Plan 2025/26, should be rephrased to state that the Team were providing a service instead of delivering a mission statement.

In response to a question from Cllr John Trapp, the Strategic Planning and Development Management Manager explained that the Council was achieving around a 90% rate of processing planning applications within the agreed timescales, when nationally the performance was between 60%-70%. The Council had brought in a negotiation protocol in order to address applications that were unlikely to be progressed. In many of these cases it would not be appropriate to grant an extension, so they would miss the deadline and this explained a slight drop in performance. Information on performance was considered at each monthly Planning Committee meeting.

In response to a question from Cllr Ross Trent, the Strategic Planning and Development Management Manager explained that the aim was to respond to queries from councillors as soon as possible and he requested that councillors contact him directly if this was not the case.

Cllr Julia Huffer proposed and Cllr Lucius Vellacott seconded the recommendations in the report. A vote was taken and it was resolved to:

Approve the Service Delivery Plans and note the end of year reports in Appendix 1, for the following services:

- a) Building Control
- b) Communities & Partnerships
- c) Communications
- d) Customer Services
- e) Housing and Community Advice
- f) Leisure and Active Lifestyles
- g) Licensing
- h) Strategic Planning and Development Management
- i) Waste and Environmental Services

## **55. Homelessness and Rough Sleeping Strategy**

The Housing and Community Advice Manager presented a report, Z147 previously circulated, which invited the Committee to consider and approve the Homelessness and Rough Sleeper Strategy. She explained that the aim was to intervene to prevent cases of homelessness and rough sleeping. Demand for the service was increasing and this had to be managed.

In response to a question from Cllr Ross Trent, the Housing Options Team Leader explained that the Council was liaising with its supplier about increasing the number of categories for reasons for the loss of a settled home, as it was recognised that too many cases were categorised as “other”.

The Housing and Community Advice Manager explained that officers were aware of a small number of instances in Ely of criminal organisations employing professional beggars and this was being reviewed.

The Housing and Community Advice Manager reported that there had been an increase in homeless young people with serious mental health conditions since the Covid pandemic and officers had been trained to deal with this.

The Housing and Community Advice Manager explained that grants received from the Government could be spent on any initiative that reduced homelessness. Historically, these funds had been carried over to the following financial year as they had not been required. It was hoped that this money could be used to keep families with special needs out of bed and breakfast accommodation.

It noted that a child was considered to be anybody under 18 or in full-time education.

Members of the Committee praised officers for the face-to-face advice it offered to residents and they expressed concern that the excellent service provided by the Council could be under threat from the Government’s Local Government Reorganisation plans. It was suggested that if a unitary authority was set up, a hub or satellite office that could deal with housing queries should be set up.

Cllr Julia Huffer proposed and Cllr Christine Ambrose Smith seconded the recommendation in the report.

It was unanimously resolved:

To approve the Homelessness and Rough Sleeper Strategy.

## **56. Housing Adaptations and Repairs Policy 2025-30**

The Senior Caseworker – Home Improvement Agency presented a report, Z148 previously circulated, which invited the Committee to consider the updated version of the Housing Adaptations and Repairs Policy 2025-30. This was part of a county-wide review, following the Government’s decision to allow more flexibility regarding capital funding.

Cllr Alison Whelan requested that in future any updated policies show track changes to indicate what has been amended. The Senior Caseworker – Home Improvement Agency explained that when the County Council produced the document for other authorities to review, the formatting had been amended and so track changes would have indicated that everything had been amended.

It was understood that raising the limit from £10,000 to £15,000 for adaptations meant that more work could be carried out, including the installation of new boilers, rewiring of homes and roof repairs. An interest free discretionary loan could be granted to pay for more expensive works. It was noted that this was for individuals, although some housing associations did provide top-up grants.

Cllr Lucius Vellacott proposed and Cllr Alan Sharp seconded the recommendations in the report.

It was unanimously resolved to:

1. Approve the updated version of the Housing Adaptation & Repairs Policy 2025-30.
2. Increase the limit of the Discretionary Special Purpose Grant from £10k to £15k, and to £25k for Category 1 Housing Hazards.
3. Give delegated responsibility to the Director Operations in consultation with the Director Finance to review grant limits on discretionary payments and increase limits of grants on eligible works up to 20% on an annual basis.

## **57. Budget Monitoring Report**

The Principal Accountant presented a report, Z149 previously circulated, on the financial position for services under the Operational Services Committee.

The Principal Accountant explained that a number of homeless grants that had been received this year, actually belonged in next years' accounts and this explained the variance figures.

Cllr Mark Inskip stated that the Council was overspending on both its Building Control and Planning services and whilst the drop in income was outside this authority's control, he asked if more could be done to control expenditure on those items, for example by delaying recruitment until there was an increase in development. The Director Operations explained that a vacancy in Building Control was being held open for the time being. There had been an increase in the number of pre-applications and it was expected that this would lead to an increase in income in quarter 4. The overall reduction in income had been taken into account for next year's budget.

Cllr Christine Colbert suggested that figures on the collection of spending of Section 106 funds should be shared with councillors. She was liaising with the Director Community on this matter.

It was unanimously resolved to:

1. Note that the Committee was currently projecting a yearend overspend of £335,000 on revenue, when compared to its approved budget of £7,134,292.
2. Note that the Committee has a projected capital programme outturn of £2,912,425; an underspend of £1,743,774 when compared to its revised budget.

## **58. Waste Performance Monitoring Report Q3**

The Senior Waste Management Officer presented a report, Z150 previously circulated, which updated the Committee on the Waste and Street Cleansing Services performance by East Cambs Street Scene Ltd (ECSS) for quarter 3. She was happy to report that service levels were being maintained.

It was noted that percentage of productive days for the third quarter was 96.6%, which met the target of 94% productivity rate. It was noted that improvements in the management process had resulted in the reduction of long term sickness for waste collection staff.

In response to a question from Cllr John Trapp, the Senior Waste Management Officer explained that the report stated “NO DATA” where no tolerance figure had been set for those Key Performance Indicators.

Cllr Mark Inskip asked about litter picking on the A roads in the district that were not the responsibility of the Highways Authority. The Senior Waste Management Officer reported that the Council was working with their contractor to improve the litter removal on these roads.

In response to concerns expressed by Cllr Alan Sharp, the Senior Waste Management Officer reported that the Council was working with its neighbouring authorities to mitigate the impact of the temporary closure of the recycling facility at Milton in the autumn. The closure would be advertised to residents, along with details of the Council's bulky waste service. It was noted that the facility was the responsibility of the County Council.

In response to the suggestion that the Committee could receive these reports every six months, the Director Operations explained that under the existing contract the ECSS were required to report to the Committee every three months.

It was resolved:

To note the performance of service delivery for quarter 3 (October to December) 2024/25.

## **59. Citizens Advice West Suffolk SLA Performance Monitoring Update**



The Director of Operations presented a report, Z151 previously circulated, which updated the Committee on the performance of the Citizens Advice West Suffolk (CAWS) for the period between 1 April and 30 September 2024. It had been agreed to monitor the performance to ensure that the criteria included in the Service Level Agreement were being met.

Cllr Mark Inskip asked why residents from as far away as Ely West, Littleport, Sutton and Stretham were attending the centre in Newmarket. It was agreed that this query should be directed to the Communities and Partnerships Manager.

It was resolved to:

Note the report.

**60. Voluntary and Community Action East Cambridgeshire SLA Performance Monitoring Update**

The Director of Operations presented a report, Z152 previously circulated, which updated the Committee on the performance of the Voluntary and Community Action East Cambridgeshire (VCAEC) for the period between 1 April and 30 September 2024. It had been agreed to monitor the performance to ensure that the criteria included in the Service Level Agreement were being met.

Cllr Mark Inskip pointed out that the VCAEC had only provided advice to three voluntary and community groups at the six month stage, when the annual target was 20, so it appeared unlikely that the target was going to be met.

It was resolved to:

Note the report.

**61. Draft Minutes of Anglia Revenue & Benefits Joint Committee**

The Committee received the recent minutes of the Anglia Revenue & Benefits Joint Committee for 3 December 2024. Cllr Mark Inskip queried why the minutes referred to this authority's Council Tax collection rates being far behind target. It was agreed that Cllr Keith Horgan should be invited to respond to this statement.

It was resolved:

To note the draft minutes of the Anglia Revenue & Benefits Joint Committee of 3 September 2024.

**62. Forward Agenda Plan**

The Chair presented the Committee's Forward Agenda Plan.

It was resolved:

That the Forward Plan be noted.

**63. Exclusion of the Press and Public**

Cllr Martin Goodearl proposed and Cllr Christine Ambrose Smith seconded that the meeting should go into private session. It was resolved unanimously:

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

**64. East Cambs Street Scene Management Accounts for the 3 months to 31 December 2024 - EXEMPT**

The Committee considered a report, Z153 previously circulated, which considered the ECSS Management Accounts for the nine months to 31 December 2024.

It was resolved that:

The ECSS Management Accounts for the nine months to 31 December 2024 be noted.

The meeting concluded at 6:06 pm

Chair .....

Date.....

**Title: Proposed changes to planning committee and delegation in relation to Planning Applications**

Committee: Operational Services Committee

Date: 23<sup>rd</sup> June 2025

Author: Strategic Planning & Development Management Manager

Report number: AA10

Contact officer: David Morren - Strategic Planning & Development Management Manager

[David.Morren@eastcambs.gov.uk](mailto:David.Morren@eastcambs.gov.uk) Room 009, The Grange, Ely

**1.0 Issue**

- 1.1. The proposed changes to planning committees by central government and how ECDC will respond to the consultation and potential changes.

**2.0 Recommendations**

- 2.1. To note the potential changes by government
- 2.2. To seek member views and to respond accordingly to the consultation as set out in 4.1
- 2.1. To consider other ways officers could implement information sharing and keeping members informed of planning matters.

**3.0 Background/Options**

- 3.1 In December 2024 the government issued a consultation about introducing a national scheme of delegation so there is greater consistency and certainty about which decisions go to committee; requiring separate, smaller committees for strategic development so there is more focussed consideration of key developments; and introducing a requirement for mandatory training for all planning committee members so they are more informed about key planning principles.
- 3.2 At East Cambridgeshire District Council under the current scheme of delegation only a small number of applications are heard at planning Committee meetings. Taking a high average of 4 cases per month (often less) this would result in circa 45 cases a year going to committee out of an average of circa 2000 applications received by the authority. This means that only a maximum of 2.25% of such applications are heard via committee.
- 3.3 Following the review of the responses to the white paper the Government included within the Planning & Infrastructure Bill 2025 the following powers.

- new power for the Secretary of State to set out which planning functions should be delegated to planning officers for a decision and which should instead go to a planning committee or sub-committee;
  - a new power for the Secretary of State to control the size and composition of planning committees; and
  - a new requirement for members of planning committees to be trained, and certified, in key elements of planning.
- 3.4 Following the motion tabled at the 22 May 2025 Full Council, Officers have brought this briefing paper to Operational Services committee to outline the Governments current thinking and to consider ways forward at a local level.
- 3.5 The Bill, whilst introducing the legislation, did not contain significant detail. A consultation was launched in May 2025 which Councils have been asked to respond to. This contains further information about the proposed changes, and direction about how the Government may proceed.
- 3.6 The consultation suggests the introduction of two tiers for decision making as follows
- Tier A** which would include types of applications which must be delegated to officers **in all** cases; and
- Tier B** which would include types of applications which must be delegated to officers **unless** the Chief Planner and Chair of Committee agree it should go to Committee based on a gateway test.
- These tiers are proposed to be designated as the following;
- 3.7 Tier A applications for planning permission (which would not be eligible to be heard at committee) for:
- i. Householder development
  - ii. Minor commercial development
  - iii. Minor residential development (Up to 9 dwellings)
  - iv. applications for reserved matter approvals
  - v. applications for s96A non-material amendments to planning permissions
  - vi. applications for the approval of conditions applications for approval of the BNG Plan
  - vii. applications for approval of prior approval (for permitted development rights)
  - viii. applications for Lawful Development Certificates
  - ix. applications for a Certificate of Appropriate Alternative Development
- 3.8 It should be noted that a new category of Medium residential dwellings of up to 50 dwellings is being considered. There is no detail as to what tier this would fall into and the consultation document states that the intention is not for all such applications to be in Tier A.
- 3.9 The starting point for Tier B is suggested that all applications should be delegated to officers, subject to a gateway test through which the chief planning officer (or equivalent officer in LPAs without a chief planning officer) and chair of planning

committee must mutually agree that they should go to committee if they are to depart from the assumed delegation.

- 3.10 The suggested triage considerations/thresholds are proposed to be:
- i. where the application raises an economic, social or environmental issue of significance to the local area
  - ii. where the application raises a significant planning matter having regard to the development plan
- 3.11 Agreement between officers and elected members as to whether an application should be heard at a committee, requires careful consideration. A robust and transparent procedure and set of criteria would need to be agreed locally to ensure that only appropriate applications were heard at committee, and not expose the LPA to unnecessary delay, risk or challenge in determining an application.
- 3.12 Members are invited to consider if they support such a scheme or how it could operate in practice. Pro-Formas and a formal panel are two such elements that might be considered to assist the decision-making process. There would not be any automatic referrals to committee as per the current scheme of delegation so any applications that members considered appropriate (and are contained within Tier B should this be confirmed) would need to go through such a triage process
- 3.13 The consultation considers that the constitution of a committee should be between 8-11 members. This would have limited impact on EDCs current arrangements.
- 3.14 Following on from the Act the matter of mandatory training for members is raised. It is proposed that this could be a hybrid approach of online and in person training. This will be considered by government following the spending review. The outcome of the white paper is that most authorities were supportive of mandatory training with two options being considered namely;
- i. A national certification scheme which would be procured by MHCLG and involve an online test for certification;
  - ii. or a local based approach where the local planning authority provides certification
- 3.15 The consultation asks for views as to these two options but states a clear preference for a national scheme. It should be noted that this does not appear at present to preclude additional local training and it is proposed that East Cambridgeshire District Council retains its own additional local training on top of any mandatory certification required by government to cover off any local issues.
- 3.16 Following the motion to full Council it would be useful for officers to understand how members would best like to be kept apprised of local matters and applications that affect their wards. There is the current Weekly List which is sent to members, but consideration could be given to other informal protocols to enable local members to best serve their communities. This could include a request to be briefed on an application or to be kept apprised of the likely direction of an application. For those

applications in Tier A this would not enable them to go to a committee but could give members additional officer contact time to enable them to feed back to their residents where appropriate. Officers will also investigate what digital options are available to keep members up to date in respect to impending deadlines and cases in their areas.

- 3.17 Members are asked to note the above and to consider how the Council best approaches responding to the consultation. It is suggested that the response to the consultation around “Reform of Planning Committees” is co-ordinated by the Strategic Planning & Development Management Manager with input from the Chair of Planning Committee, Leader of the Council and the Lead Member for Planning for the Liberal Democrats. The consultation closes on the 22nd July 2025.
- 3.18 Members are therefore asked to give delegated authority to the Strategic Planning & Development Manager to submit the consultation response in line with the above.
- 3.19 Members are also asked to confirm how they would best like to be kept apprised of applications in their areas as outlined above.

## **4.0 Conclusions**

- 4.1 Members to note the report and to give delegated authority to Strategic Planning and Development Management Manager to respond to the consultation in consultation with the Chair of Planning Committee, Leader of the Council and Lead Member for Planning for the Liberal Democrats.
- 4.2 Following the implementation of any legislative change (by Government) to the committee procedures, officers will work with members to create a new internal guidance note and procedures as to how to implement the new changes. This would also include any relevant pro-formas which are required. This would then be agreed by Full Council due to the need for constitutional changes.
- 4.3 Should national training requirements for members be introduced, officers will continue to organise and arrange additional local specific training for new elected members on planning.

## **5.0 Additional Implications Assessment**

- 5.1 In the table below, please put Yes or No in each box:

<b>Financial Implications</b>  <b>No</b>	<b>Legal Implications</b>  <b>No</b>	<b>Human Resources (HR) Implications</b>  <b>No</b>
<b>Equality Impact Assessment (EIA)</b>  <b>No</b>	<b>Carbon Impact Assessment (CIA)</b>  <b>No</b>	<b>Data Protection Impact Assessment (DPIA)</b>  <b>No</b>

## **6.0 Appendices**

- 6.1 Reform of Planning Committee – Technical Consultation

## **7.0 Background documents**

7.1 None







Ministry of Housing,  
Communities &  
Local Government

Open consultation

# Reform of planning committees: technical consultation

Published 28 May 2025

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<b>Applies to England</b>
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Personal data



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# Scope of the consultation

## Topic of this consultation

This consultation seeks views on reform of planning committees.

## Scope of this consultation:

This consultation seeks views on proposals around the delegation of planning functions, the size and composition of planning committees and mandatory training for members of planning committees.

## Geographical scope

These proposals relate to England only.

## Impact assessment

An impact assessment has been completed for the enabling powers relating to these proposals. It can be found online at: [Planning and Infrastructure Bill publications \(https://bills.parliament.uk/bills/3946/publications\)](https://bills.parliament.uk/bills/3946/publications)

## Basic information

## Body/bodies responsible for the consultation:

Ministry of Housing, Communities and Local Government

## Duration

This consultation will last for 8 weeks from 28 May 2025.

## Enquiries

For any enquiries about the consultation please contact:

[planningcommittees@communities.gov.uk](mailto:planningcommittees@communities.gov.uk)

## How to respond

You may respond by completing an [online survey](https://consult.communities.gov.uk/planning/reform-of-planning-committees-technical-consultati) (<https://consult.communities.gov.uk/planning/reform-of-planning-committees-technical-consultati>).

We strongly encourage responses via the online survey, particularly from organisations with access to online facilities such as local authorities, representative bodies, and businesses. Consultations on planning policy receive a high level of interest across many sectors. Using the online survey greatly assists our analysis of the responses, enabling more efficient and effective consideration of the issues raised for each question.

Alternatively you can email your response to the questions in this consultation to [planningcommittees@communities.gov.uk](mailto:planningcommittees@communities.gov.uk)

If you are responding in writing, please make it clear which questions you are responding to.

Written responses should be sent to:

Planning Committees Consultation  
Planning Development Management  
Ministry of Housing, Communities and Local Government  
Planning Directorate  
3rd Floor, North East  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF

When you reply it would be very useful if you confirm whether you are replying as an individual or submitting an official response on behalf of an organisation and include:

- your name
- your position (if applicable)
- the name of organisation (if applicable)
- an address (including post-code)
- an email address
- a contact telephone number

# 1. Introduction

1. Planning is principally a local activity, because decisions about what to build and where should be shaped by local communities and reflect the views of local residents. That is why the government is determined to ensure every area has an up-to-date local plan developed through significant resident engagement, and it is why the government believes that planning committees have an integral role in providing local democratic oversight of planning decisions. It is however vital that in exercising that democratic oversight, planning committees operate as effectively as possible, focusing on those applications which require member input and not revisiting the same decisions.

2. In the King's Speech, the government announced that it would modernise the way planning committees operate to best deliver for communities and support much needed development. In December 2024, we published [Planning Reform Working Paper - Modernising Planning Committees](https://www.gov.uk/government/publications/planning-reform-working-paper-planning-committees/planning-reform-working-paper-planning-committees) (<https://www.gov.uk/government/publications/planning-reform-working-paper-planning-committees/planning-reform-working-paper-planning-committees>) to seek views on 3 proposed actions to reform planning committees:

- introducing a national scheme of delegation so there is greater consistency and certainty about which decisions go to committee;
- requiring separate, smaller committees for strategic development so there is more professional consideration of key developments; and
- introducing a requirement for mandatory training for all planning committee members so they are more informed about key planning principles.

3. Through embarking on these reforms, and as expressed in our working paper, we want to encourage better quality development that is aligned with

local development plans, facilitates the speedy delivery of the quality homes and places that our communities need, and gives applicants the reassurance that in more instances their application will be considered by professional officers and determined in a timely manner. This will allow committees and the elected representatives that sit on them to focus their resources on those applications where local democratic oversight is required.

4. Our objectives for these reforms are to:

- a) encourage developers to submit good quality applications which are compliant with plan policies;
- b) allow planning committees to focus their resources on complex or contentious development where local democratic oversight is required and a balanced planning judgement is made;
- c) ensure planning committee members get the training and support they need to fulfil their duties effectively; and
- d) empower planning professionals to make sound planning decisions on those cases aligned with the development plan.

5. As part of our engagement on the working paper we held 8 workshops and meetings with key stakeholders including local planning authorities and chairs of planning committees. We also received over 160 written responses to the working paper. Independently, the Planning Advisory Service undertook a survey on planning committees which attracted over 130 responses. The findings of that survey can be found on its website at [Modernising Planning Committees National Survey 2025](https://www.local.gov.uk/pas/applications/planning-committee/modernising-planning-committees-national-survey-2025) (<https://www.local.gov.uk/pas/applications/planning-committee/modernising-planning-committees-national-survey-2025>).

6. This engagement following the publication of the working paper provided us with invaluable insight from those working across the sector as well as views from the general public. Our workshops, facilitated by the Planning Advisory Service, gave us access to a cross section of planning authorities from across the country, including districts, unitaries and counties. We also met with council members, chairs and vice chairs of planning committees and networks representing the development industry and local government. These sessions along with the written responses to the working paper indicated a broad consensus that, while local democratic accountability of planning decisions is important, the decision making of planning committees can be improved significantly and that government intervention would help to drive up performance. The key findings were:

- most respondents could see the case for a scheme of delegation to provide more consistency and certainty, but there were differing views about the structure of such a scheme;

- there was little support for separate strategic development committees, however, there was strong support for smaller committees generally to improve the quality of debate;
- there was strong support for mandatory training of planning committee members to improve their understanding of planning.

7. After careful consideration of the responses, the government has included the following measures in the [Planning and Infrastructure Bill](https://bills.parliament.uk/bills/3946) (<https://bills.parliament.uk/bills/3946>) which was introduced into Parliament on 11 March 2025:

- a new power for the Secretary of State to set out which planning functions should be delegated to planning officers for a decision and which should instead go to a planning committee or sub-committee;
- a new power for the Secretary of State to control the size and composition of planning committees; and
- a new requirement for members of planning committees to be trained, and certified, in key elements of planning.

8. The measures in the Bill are enabling powers and the detailed provisions will be set out in regulations to be brought forward following Royal Assent for the Bill. This consultation seeks views on what detailed provisions should be included in the regulations.

9. The Bill measures relate to a local planning authority's development management functions. Schedule 1 of the Local Authorities (Functions and Responsibilities) (England) Regulations 2000 sets out a list of such planning functions which must be non-executive (and therefore usually fall under the responsibility of the planning committee). There are however a number of omissions to this Schedule and we intend to update it as part of these reforms. We recognise that some planning committees may discharge certain plan making functions (e.g. the approval of supplementary planning documents) which fall under Schedule 3 of the regulations which covers functions which must not be the sole responsibility of the executive. We do not intend to regulate these functions.

10. These reforms apply to England only.

11. These reforms will not affect the statutory framework for the ability of members of the public to make representations on planning applications. Local planning authorities must still consult and consider representations when determining planning applications regardless of whether the decision is made by committees or officers.

## 2. Delegation of planning functions

12. The Planning and Infrastructure Bill will, subject to parliamentary approval, give the Secretary of State the power, through regulations, to set out which planning functions should be delegated to planning officers for a decision and which should go instead to a planning committee or subcommittee<sup>[footnote 1](#)</sup>.

13. It is currently the case that all local planning authorities have their own scheme of delegation, but these vary widely across the country with a lack of consistency on the types of applications going to committee. In particular we see some committees unnecessarily considering large numbers of applications consisting of largely minor and technical details. This creates uncertainty and confusion for applicants, particularly those businesses and developers who deal with local planning authorities across the country. We are seeking to change this approach and build on the good practice of many councils in introducing a national scheme of delegation.

14. The measure is intended to ensure that planning committees can work as effectively as possible and focus on those applications for complex or contentious development where local democratic oversight is required. It is also intended to give greater clarity and consistency about who in a local planning authority will make planning decisions.

15. While the responses to the working paper indicated broad support for greater clarity and consistency on the delegation of planning functions, there were differing views on the structure of such a scheme. The key points were:

- many respondents were concerned about it creating new legal risks, being inflexible to deal with local circumstances, and leading inadvertently to more applications going to committee;
- concern that there would be reduced political oversight of locally important applications;
- the option of a scheme based on compliance with the development plan was felt to be too subjective and would not therefore achieve the objective of providing greater certainty;
- there was strong support to remove objection-based delegation criteria on the basis that they artificially encourage objections, lead to non-planning based decisions and create delays to otherwise acceptable development.

16. Having taken account of the responses, the government is proposing to introduce a scheme of delegation which categorises planning applications into two tiers:



- **Tier A** which would include types of applications which must be delegated to officers in all cases; and
- **Tier B** which would include types of applications which must be delegated to officers unless the Chief Planner and Chair of Committee agree it should go to Committee based on a gateway test.

17. The principle of a two-tier categorisation reflects common practice in existing schemes of delegation operated by individual local planning authorities. We think it is appropriate to have this triage process to ensure the scheme of delegation can operate in all areas and for varying scales and types of development. Large unitary authorities will deal with a significantly higher number of applications than smaller district authorities, and county councils deal with different types of application and we need to ensure that there remains an opportunity for locally important schemes to have appropriate democratic oversight. This approach will replace the many different approaches across the country, including where individual councillors can call in any application to be considered by committee.

18. We have proposed a power in the Planning and Infrastructure Bill to publish statutory guidance to support local planning authorities in implementing the regulations on the scheme of delegation.

**Question 1:** Do you agree with the principle of having a two tier structure for the national scheme of delegation?

## **Tier A applications (must be delegated in all cases)**

19. In all cases Tier A applications must be delegated to officers. We think that these types of applications should generally be technical in matter, or about minor developments. These types of applications consist of the majority of applications, where a very high proportion would be delegated to officers under the current system – however there are examples of all types being considered by committees.

20. We propose the following types of applications would be in Tier A. This is in recognition that they are either about technical matters beyond the principle of the development or about minor developments which are best handled by professional planning officers:

- applications for planning permission for:
  - Householder development
  - Minor commercial development

- Minor residential development
- applications for reserved matter approvals
- applications for s96A non-material amendments to planning permissions
- applications for the approval of conditions
- applications for approval of the BNG Plan
- applications for approval of prior approval (for permitted development rights)
- applications for Lawful Development Certificates
- applications for a Certificate of Appropriate Alternative Development

21. The definition of minor residential development above covers, broadly, residential development for up to 9 dwellings. We are exploring the idea of creating a new category of medium residential development which could cover developments between 10 and 50 dwellings and we have [published a working paper on this \(https://www.gov.uk/government/collections/planning-reform-working-papers\)](https://www.gov.uk/government/collections/planning-reform-working-papers). Our intention is not to include all applications for medium residential development in Tier A. We recognise that the inclusion of these applications within Tier A would mean very few residential development applications in some areas could be scrutinised by committee.

22. However, we are keen for views whether there are certain circumstances where medium residential developments could be included in Tier A. For instance, given the scale and nature of residential development in large conurbations such as London, we could specify medium residential development in these conurbations should be included in Tier A (as well as minor residential development), while in other areas, only minor residential development would fall within Tier A.

**Question 2:** Do you agree the following application types should fall within Tier A?

- applications for planning permission for:
- Householder development
- Minor commercial development
- Minor residential development
- applications for reserved matter approvals
- applications for non-material amendments to planning permissions
- applications for the approval of conditions including Schedule 5 mineral planning conditions
- applications for approval of the BNG Plan

- applications for approval of prior approval (for permitted development rights)
- applications for lawful development certificates
- applications for a Certificate of Appropriate Alternative Development

**Question 3:** Do you think, further to the working paper on revising development thresholds, we should consider including some applications for medium residential development (10-50 dwellings) within Tier A? If so, what types of application?

**Question 4:** Are there further types of application which should fall within Tier A?

**Question 5:** Do you think there should be a mechanism to bring a Tier A application to committee in exceptional circumstances? If so, what would those circumstances be and how would the mechanism operate?

## Tier B applications

23. The starting point for Tier B is that all applications should be delegated to officers, subject to a gateway test through which the chief planning officer (or equivalent officer in LPAs without a chief planning officer) and chair of planning committee must mutually agree that they should go to committee if they are to depart from the assumed delegation.

24. In many instances, for example, applications for large-scale development that would have a lasting impact on the community, it will be self-evident that an application would benefit from democratic debate and scrutiny by way of committee. For other applications it may not be so clear and we consider that the triage process will be an effective tool to ensure that planning committee members are able to spend appropriate time on development that most impacts their communities. It will also ensure that objections which are not based on planning matters can be handled appropriately and not automatically trigger committee consideration as is the case in a number of areas.

25. We propose that the following types of applications should be in Tier B in recognition that it may be appropriate, in some circumstances, for these applications to be subject to committee scrutiny.

Type of decision	Rationale
Applications for planning permission not in Tier A	Planning permission is the key consent and there will be examples of applications in most categories of different development where committee scrutiny is warranted as the issue will be about the principle of development. This will include all significant new housing and commercial developments. It will enable controversial or complex applications to be considered by committee.
Notwithstanding Tier A, any application for planning permission where the applicant is the local authority, a councillor or officer	This type of application is included to ensure that there can be open scrutiny of applications closely linked to the local authority itself.
Section 73 applications to vary conditions	This type of application is included as, although there will be many instances where officers should consider the variation, there will be some applications which would alert the principle of development which require committee scrutiny. Significant changes to mineral developments are, for instance, made through section 73 applications <sup><a href="#">footnote 2</a></sup> .
Review of mineral planning conditions	Certain categories of mineral sites are subject to a review of their conditions to ensure these are still.

26. We are also interested in whether we should set criteria by which decisions to take applications to committee should be considered. In triaging applications in Tier B, the following options could apply:

- where the application raises an economic, social or environmental issue of significance to the local area
- where the application raises a significant planning matter having regard to the development plan

**Question 6:** Do you think the gateway test which requires agreement between the chief planner and the chair of the planning committee is suitable? If not, what other mechanism would you suggest?

**Question 7:** Do you agree that the following types of application should fall within Tier B?

a) Applications for planning permission aside from:

- Householder applications
- Minor commercial applications
- Minor residential development applications

b) notwithstanding a), any application for planning permission where the applicant is the local authority, a councillor or officer

c) applications for s73 applications to vary conditions/s73B applications to vary permissions

**Question 8:** Are there further types of application which should fall within Tier B?

## Special control applications

27. We would welcome views on whether special control applications (e.g. relating to tree preservation orders, listed building consent, advertisement control) should fall within Tier A or Tier B. In most cases these applications can – and do – get delegated to planning officers, but where they are sensitive or are linked to more substantive applications for planning permissions there may be a case for them to be considered at committee.

**Question 9:** Do you consider that special control applications should be included in:

- Tier A or
- Tier B?

## Section 106 and planning enforcement

28. Section 106 functions are not executive functions and therefore fall into the remit of planning committees. We propose that section 106 decisions should follow the treatment of its associated planning applications (for

example where the application is in Tier A, so too should the exercise of judgement as to which section 106 obligations to require be delegated to officers).

29. Planning enforcement functions (including enforcement of section 106 obligations) are in practice largely delegated to officers however there are some large scale, high profile and locally contentious enforcement cases which may warrant additional democratic oversight through the planning committee.

**Question 10:** Do you think that all section 106 decisions should follow the treatment of the associated planning applications? For section 106 decisions not linked to a planning application should they be in Tier A or Tier B, or treated in some other way?

**Question 11:** Do you think that enforcement decisions should be in Tier A or Tier B, or treated in some other way?

### 3. Size and composition of committees

30. The working paper sought views on whether it would be beneficial to introduce a requirement for local planning authorities to have smaller, dedicated committees to deal with strategic development applications.

31. Most respondents to the working paper felt that such a requirement was unnecessary as local planning authorities already had the power to form such committees and were doing so where it was needed. There was, however, strong support for having smaller committees generally to improve the quality of debate while recognising the need for political balance.

32. In light of the responses, the government does not intend to take a power to require strategic development committees at this time. We will instead use guidance to encourage local planning authorities to adopt such an approach where it would be beneficial.

33. We are, however, seeking a power in the Planning and Infrastructure Bill for the Secretary of State to set out requirements on the size and composition of committees<sup>[\[footnote 3\]](#)</sup>.

34. Engagement and best practice indicate a committee of 8-11 members is optimal for informed debate on applications<sup>[\[footnote 4\]](#)</sup>. We recognise that there is a need for some local flexibility to take account of political balance requirements and meeting abstentions. We are therefore, proposing to set a

maximum of 11 members in the regulations. We will use the statutory guidance to provide a steer on best practice so that 11 members does not unintentionally become to be seen as the requirement. Committees may be smaller if that works best locally.

**Question 12:** Do you agree that the regulations should set a maximum for planning committees of 11 members?

**Question 13:** If you do not agree, what if any alternative size restrictions should be placed on committees?

**Question 14:** Do you think the regulations should additionally set a minimum size requirement?

## 4. Mandatory training for planning committee members

35. The government recognises that many local planning authorities in England already train their members, and there is good take-up of the membership training offered by the Planning Advisory Service. However, the approach to training is inconsistent and varies across the country. A recent survey by the Planning Advisory Service shows that 45% of respondents indicate they do not have a good understanding of planning and planning processes following a form of training, which indicates that there is scope for a more consistent and qualitative approach to training.

36. Our working paper therefore, sought views on introducing mandatory training for committee members. The proposal was strongly supported and we are taking this forward, subject to Parliamentary approval, in the Planning and Infrastructure Bill.

37. In terms of content, industry engagement showed broad support for a combination of national content (e.g. National Planning Policy Framework, other statutory guidance and regulations) and content driven by local context (including the local development plan). The local planning authority will have a role to play in the training process, as many do already. We will use best practices of these for further guidance.

38. Industry engagement was supportive of a hybrid form of training: a mixture of online and face-to-face elements to reflect committee members' circumstances. There was a strong emphasis on ensuring the training demystified planning jargon as far as possible, recognising that members have other responsibilities and are not expected to be planning experts.



39. We will work with local government and the wider planning sector to develop a national planning committee package which seeks to meet these ambitions following the outcome of the Spending review.

40. One key feature (which is incorporated into the Bill's provisions) is the need for a member to have some form of training certification to ensure they can only make committee decisions if they have been trained. There are two basic options:

- a national certification scheme which would be procured by MHCLG and involve an online test for certification; or
- a local based approach where the local planning authority provides certification

41. Our preference is for a national certification scheme as it ensures independence and reduces the burden on individual local planning authorities, however it is likely to mean that the certification is based on national content only. We are aware of different views on this matter and would like to hear views before developing the training package with the sector.

**Question 15:** Do you agree that certification of planning committee members, and of other relevant decisions makers, should be administered at a national level?

## 5. Delegated decision making

42. Alongside our reforms to modernise planning committees we are committed to ensuring that delegated decision making is effective and as consistent as possible across the country. That is why we are taking steps to:

- introduce an overhaul of the local plans system to ensure that each area has an up to date local plan in place, making them simpler to understand and use so that communities can more easily shape them and will allow for an easier application of local plans to decision making
- consult on a set of National Decision Making Policies and a revised National Planning Policy Framework later this year that will create a clearer policy framework for decision making
- to support skills and resourcing by empowering local planning authorities to set their own planning fees to cover costs of delivering a good planning applications service



43. We also have an existing framework to measure the decision making performance of local planning authorities. The planning performance regime covers decision making by both committees and delegated officer, looking at quality of decision making by measuring the proportion of total decisions overturns at appeal (as well as speed of decision-making). As part of our work to modernise the planning system and ensure it is delivering the outcomes communities want, we could consider reviewing the thresholds in the performance regime to support high quality decision making across both committee and officer decisions.

**Question 16:** Do you think we should consider reviewing the thresholds for quality of decision making in the performance regime to ensure the highest standards of decision making are maintained?

**Question 17:** For quality of decision making the current threshold is 10% for major and non-major applications. We are proposing that in the future the threshold could be lowered to 5% for both. Do you agree?

## 6. Public Sector Equality Duty and Environmental Principles

44. We would like to hear about any potential impacts of the proposals in the consultation on businesses, or of any differential impacts on persons with a relevant protected characteristic as defined by the Equality Act 2010 compared to persons without that protected characteristic, together with any appropriate mitigation measures, which may assist in deciding the final policy approach in due course.

45. Similarly we would like to hear about any impacts identified under the 5 environmental principles set out in the Environment Act 2021.

**Question 18:** Do you have any views on the implications of the proposals in this consultation for you, or the group or business you represent, and on anyone with a relevant protected characteristic? If so, please explain who, which groups, including those with protected characteristics, or which businesses may be impacted and how.

**Question 19:** Is there anything that could be done to mitigate any impact identified?

**Question 20:** Do you have any views on the implications of these proposals for the considerations of the 5 environmental principles

## 7. Glossary

1.	Application for Householder Development	This refers to applications for planning permission for works or extensions to a single dwelling, such as extensions, loft conversions, or garden buildings.
2.	Application for Minor Commercial Development	These applications involve small-scale commercial projects, less than 1,000 square meters of floor space or a site of less than 1 hectare.
3.	Application for Minor Residential Development	This includes applications for small-scale residential projects less than 10 dwellings.
4.	Applications for Reserved Matter Approvals	These are applications submitted following an outline planning permission, where details such as layout, scale, appearance, access, and landscaping are provided for approval.
5.	Applications for s96A Non-Material Amendments to Planning Permissions	These applications are for minor changes to an existing planning permission that do not materially affect the permission, such as slight alterations to the design or layout.
6.	Applications for the Approval of Conditions	These are applications to discharge or comply with conditions attached to a planning permission, ensuring that specific requirements are met before development proceeds.
7.	Applications for Approval of the BNG Plan	These involve the approval of a Biodiversity Net Gain (BNG) Plan, which outlines measures to enhance biodiversity as part of a development project.
8.	Applications for Approval of Prior	These applications are for developments that fall under permitted development rights but still require prior approval from the local

	Approval (for Permitted Development Rights)	planning authority for certain aspects, such as impact on transport or flooding.
9.	Applications for Lawful Development Certificates	These are applications to confirm that an existing or proposed use of land or development is lawful and does not require planning permission.
10.	Applications for a Certificate of Appropriate Alternative Development	These certificates are issued to confirm that alternative development would have been appropriate for land that is subject to compulsory purchase.
11.	Applications for Section 73	These applications are to vary or remove conditions attached to an existing planning permission, allowing for changes to the approved development without submitting a new planning application.

## About this consultation

This consultation document and consultation process have been planned to adhere to the Consultation Principles issued by the Cabinet Office.

Representative groups are asked to give a summary of the people and organisations they represent, and where relevant who else they have consulted in reaching their conclusions when they respond.

Information provided in response to this consultation may be published or disclosed in accordance with the access to information regimes (these are primarily the Freedom of Information Act 2000 (FOIA), the Environmental Information Regulations 2004 and UK data protection legislation. In certain circumstances this may therefore include personal data when required by law.

If you want the information that you provide to be treated as confidential, please be aware that, as a public authority, the Department is bound by the information access regimes and may therefore be obliged to disclose all or some of the information you provide. In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic

confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.

The Ministry of Housing, Communities and Local Government will at all times process your personal data in accordance with UK data protection legislation and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties. A full privacy notice is included below.

Individual responses will not be acknowledged unless specifically requested.

Your opinions are valuable to us. Thank you for taking the time to read this document and respond.

Are you satisfied that this consultation has followed the Consultation Principles? If not or you have any other observations about how we can improve the process please contact us via the [complaints procedure](https://www.gov.uk/government/organisations/ministry-of-housing-communities-local-government/about/complaints-procedure) (<https://www.gov.uk/government/organisations/ministry-of-housing-communities-local-government/about/complaints-procedure>).

## Personal data

The following is to explain your rights and give you the information you are entitled to under UK data protection legislation.

Note that this section only refers to personal data (your name, contact details and any other information that relates to you or another identified or identifiable individual personally) not the content otherwise of your response to the consultation.

### 1. The identity of the data controller and contact details of our Data Protection Officer

The Ministry of Housing, Communities and Local Government (MHCLG) is the data controller. The Data Protection Officer can be contacted at [dataprotection@communities.gov.uk](mailto:dataprotection@communities.gov.uk) or by writing to the following address:

Data Protection Officer  
Ministry of Housing, Communities and Local Government  
Fry Building  
2 Marsham Street

## 2. Why we are collecting your personal data

Your personal data is being collected as an essential part of the consultation process, so that we can contact you regarding your response and for statistical purposes. We may also use it to contact you about related matters.

We will collect your IP address if you complete a consultation online. We may use this to ensure that each person only completes a survey once. We will not use this data for any other purpose.

### **Sensitive types of personal data**

Please do not share [special category \(https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/special-category-data/#scd1\)](https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/special-category-data/#scd1) personal data or criminal offence data if we have not asked for this unless absolutely necessary for the purposes of your consultation response. By 'special category personal data', we mean information about a living individual's:

- race
- ethnic origin
- political opinions
- religious or philosophical beliefs
- trade union membership
- genetics
- biometrics
- health (including disability-related information)
- sex life; or
- sexual orientation.

By 'criminal offence data', we mean information relating to a living individual's criminal convictions or offences or related security measures.

## 3. Our legal basis for processing your personal data

The collection of your personal data is lawful under article 6(1)(e) of the UK General Data Protection Regulation as it is necessary for the performance by MHCLG of a task in the public interest/in the exercise of official authority vested in the data controller. Section 8(d) of the Data Protection Act 2018 states that this will include processing of personal data that is necessary for the exercise of a function of the Crown, a Minister of the Crown or a government department i.e. in this case a consultation.

Where necessary for the purposes of this consultation, our lawful basis for the processing of any special category personal data or 'criminal offence' data (terms explained under 'Sensitive Types of Data') which you submit in response to this consultation is as follows. The relevant lawful basis for the processing of special category personal data is Article 9(2)(g) UK GDPR ('substantial public interest'), and Schedule 1 paragraph 6 of the Data Protection Act 2018 ('statutory etc and government purposes'). The relevant lawful basis in relation to personal data relating to criminal convictions and offences data is likewise provided by Schedule 1 paragraph 6 of the Data Protection Act 2018.

#### **4. With whom we will be sharing your personal data**

MHCLG may appoint a 'data processor', acting on behalf of the Department and under our instruction, to help analyse the responses to this consultation. Where we do we will ensure that the processing of your personal data remains in strict accordance with the requirements of the data protection legislation.

#### **5. For how long we will keep your personal data, or criteria used to determine the retention period**

Your personal data will be held for two years from the closure of the consultation, unless we identify that its continued retention is unnecessary before that point.

#### **6. Your rights, e.g. access, rectification, restriction, objection**

The data we are collecting is your personal data, and you have considerable say over what happens to it. You have the right:

- a. to see what data we have about you
- b. to ask us to stop using your data, but keep it on record
- c. to ask to have your data corrected if it is incorrect or incomplete
- d. to object to our use of your personal data in certain circumstances
- e. to lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law. You can contact the ICO at <https://ico.org.uk/> (<https://ico.org.uk/>), or telephone 0303 123 1113.

Please contact us at the following address if you wish to exercise the rights listed above, except the right to lodge a complaint with the ICO:  
[dataprotection@communities.gov.uk](mailto:dataprotection@communities.gov.uk) or

Knowledge and Information Access Team  
Ministry of Housing, Communities and Local Government  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF

## **7. Your personal data will not be sent overseas**

## **8. Your personal data will not be used for any automated decision making**

## **9. Your personal data will be stored in a secure government IT system**

We use a third-party system, Citizen Space, to collect consultation responses. In the first instance your personal data will be stored on their secure UK-based server. Your personal data will be transferred to our secure government IT system as soon as possible, and it will be stored there for two years before it is deleted.

- 
1. Note that these reforms do not apply to national park authorities and development corporation planning committees due to the different structure of their committees and the types of applications they deal with.
  2. This approach would also apply to Section 73B applications if the reforms in the Levelling Up and Regeneration Act 2023 are implemented.
  3. Note that these reforms do not apply to mayoral combined authorities, the Greater London Authority, national park authorities and development corporation planning committees due to the different structure of their committees and the types of applications they deal with.
  4. The Planning Advisory Service recently undertook a survey of planning committees, noting that majority of committees are between 9 and 12 members: [Modernising Planning Committees National Survey 2025](https://www.local.gov.uk/pas/applications/planning-committee/modernising-planning-committees-national-survey-2025) (<https://www.local.gov.uk/pas/applications/planning-committee/modernising-planning-committees-national-survey-2025>).



**Title: Quarter 4 2024/25 Performance Report for the Waste and Street Cleansing Services**

Committee: Operational Services Committee

Date: 23 June 2025

Author: Catherine Sutherland, Senior Waste Management Officer

Report number: AA11

**1.0 Issue**

- 1.1. To provide the Committee with the Quarter 4 performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS).

**2.0 Recommendations**

- 2.1 Members are requested to note the performance of service delivery for quarter 4 (January - March) 2024/25.

**3.0 Background/Options**

- 3.1. Waste collection, recycling and street cleansing are all services provided by East Cambs Street Scene Ltd. The trading company was set up on April 1st, 2018.
- 3.2. The Council continues to operate these services through ECSS and is committed to provide high levels of performance and service delivery, delivering best value for money under the Memorandum of Agreement (MoA) and through the Service Delivery Plan.
- 3.3. Key Performance Indicators of the service provided by ECSS ensure performance levels are managed and monitored.

**4.0 Arguments/Conclusions**

- 4.1. The tables below highlight the performance for quarter 4 against the KPIs highlighted within the MoA:

**Health and safety – staff welfare**

<b>Description of Key Performance Indicator</b>	<b>KPI</b>	<b>Tolerance</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
ECSS Accident Incident (AIR) score	4%	NO DATA	2.28	1.69%	1.13%	1%
No. reported monthly near misses	10 or more	NO DATA	3	1	0	0
Percentage of productive days	94% (sickness)	90%	94.9%	94.9	96.9%	96.6%

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
	absence 6%)					

### Waste Collection

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Refuse – Average no. of missed bins per 100,000 bins collected	15	45	43	45	41	39
Recycling – Average no. of missed bins per 100,000 bins collected	30	90	66	56	71	54
Green – Average no. of missed bins per 100,000 bins collected	30	90	78	71	86	46
No. of monthly service complaints	3	3	5.3μ	1.6μ	4.3μ	5.3 μ
No. of monthly service compliments	No target	NO DATA	3.66μ	2.3μ	0.3μ	0

### Street Cleansing

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Average monthly clean streets graded A on random inspection	95%	85%	100%	100%	100%	98%
No. streets graded C or below for litter on random inspection	1%	1%	0%	0%	0%	0%
No. reported fly tips	No target	NO DATA	152	154	129	220
No. reported incidents of graffiti	No target	NO DATA	24	8	8	8
Removal of offensive graffiti within 1 working day	98%	98%	N/A	40%	N/A	N/A

Removal of fly tipped waste within 2 working days	98%	98%	78%	74%	75%	79%
No. overflowing litter bins reported per 100 bins emptied	3	3	0.93	0.41	0.26	0.52
No. overflowing dog bins reported per 100 bins emptied	1	NO DATA	1.62	0.32	0.76	2.05
No. of monthly service complaints	3	3	0.3μ	0	0.3μ	0.7μ
No. of monthly service compliments	No target	NO DATA	2.33μ	1.7μ	0.7μ	0

### Communication, Education and Promotion

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Increase in social media presence	Increase by 5%	5%	0.5%	3%	0%	NO DATA
School or Community groups engaged with	10 PA	NO DATA	2	0	0	0
Number of local events attended	10 PA	NO DATA	2	3	0	0
Recycling rate	60% (annual)	NO DATA	61.8%	58.2%	50.5%	NO DATA
Overall waste tonnage reduction	1% (annual)	NO DATA	2%	2%	0.8%	NO DATA

Appendix 1 is a visual summary of the service performance and is referred to by slide number in the following section.

#### 4.2. Health and safety – staff welfare

Slide 1: one accident occurred to an operative pricking their finger whilst collecting black bag waste.

Slide 2: over 96% of available working days were not lost to sickness which overachieves the target. For the second quarter in a row, no employees were absent due to a long-term sickness.

#### 4.3. Waste and recycling collections

Slide 3: missed collections reduced significantly, achieving the lowest number since 2021 when records began. For the whole of 24-25, ECSS missed just under 2,500 out of nearly 4.5 million collections. This is also the lowest rate recorded since at least 2021.

#### 4.4. Street Cleansing KPIs

Slide 4: the graph on the left shows the quality of the cleansing work. All roads that were inspected after being cleansed reached the target standard.

The graph on the right shows the number of random streets inspected (irrespective of cleansing activity) that has a level of litter graded 'C' or below. ECSS targets areas for inspection in more rural areas, as these are generally not scheduled for regular cleansing. The aim is to use inspections to proactively deploy resources rather than wait for a complaint from the public to be received.

Slide 5: there were 8 reported instances of graffiti. Of these, none were offensive.

Slide 6: the number of reported fly tips increased from the same period last year. ECSS cleared 78% of them within the response time. The service continues to be challenged by clearing larger fly tips.

Slide 7: the KPI of no more than 3 reported overflowing litter bins was overachieved but 2 dog bins per every 100 emptied were not emptied on time. ECSS continue to introduce new mapping and monitoring software for on street bins to enable more efficient and dynamic emptying schedules in the future contract.

#### 4.5. Recycling rate and waste tonnage reduction

Slide 8: this is now managed by the Council's waste team. Performance is reported one quarter in arrears. During January to March the Council recycled just over 50% of the waste it collected which is expected at this time of year when the garden waste collected reduces. There was an increase in the amount of black bag waste collected which is also expected during the Christmas period.

#### 4.6. Communications, Education and Promotion

Communications and outreach work has transferred back to the Council's new Waste team. During quarter 4, no outreach work was completed whilst a new officer was recruited and onboarded.

The use of Facebook has transferred back to the Council, and the page will no longer be used. Followers will be advised to follow the Council's main page for information.

### 5.0 Additional Implications Assessment

#### 5.1

<b>Financial Implications</b> No	<b>Legal Implications</b> No	<b>Human Resources (HR) Implications</b> No
<b>Equality Impact Assessment (EIA)</b> No	<b>Carbon Impact Assessment (CIA)</b> No	<b>Data Protection Impact Assessment (DPIA)</b> No

### 6.0 Appendices

Appendix 1 - Slide deck - Performance Dashboard.

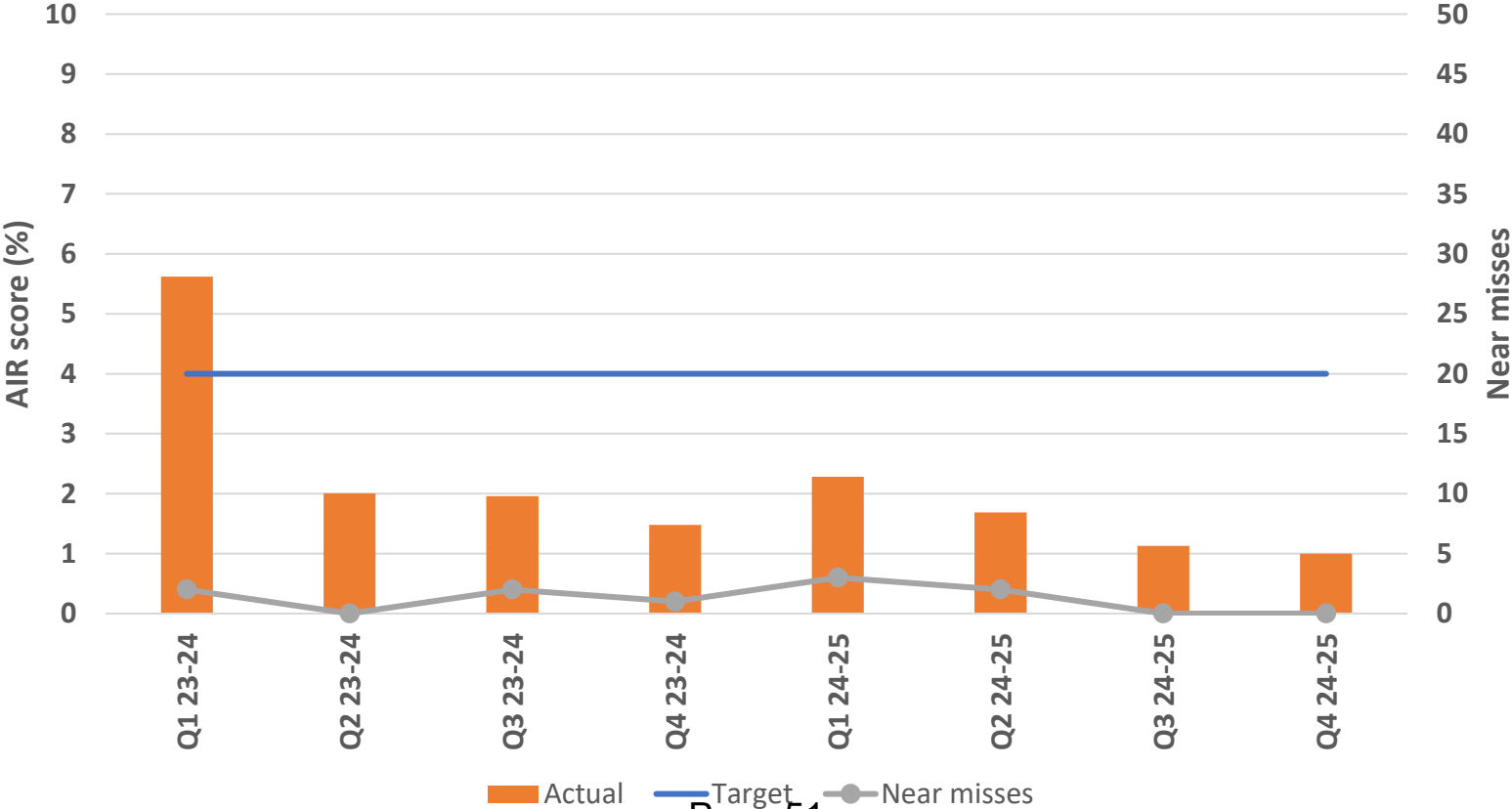
**7.0 Background documents**

None



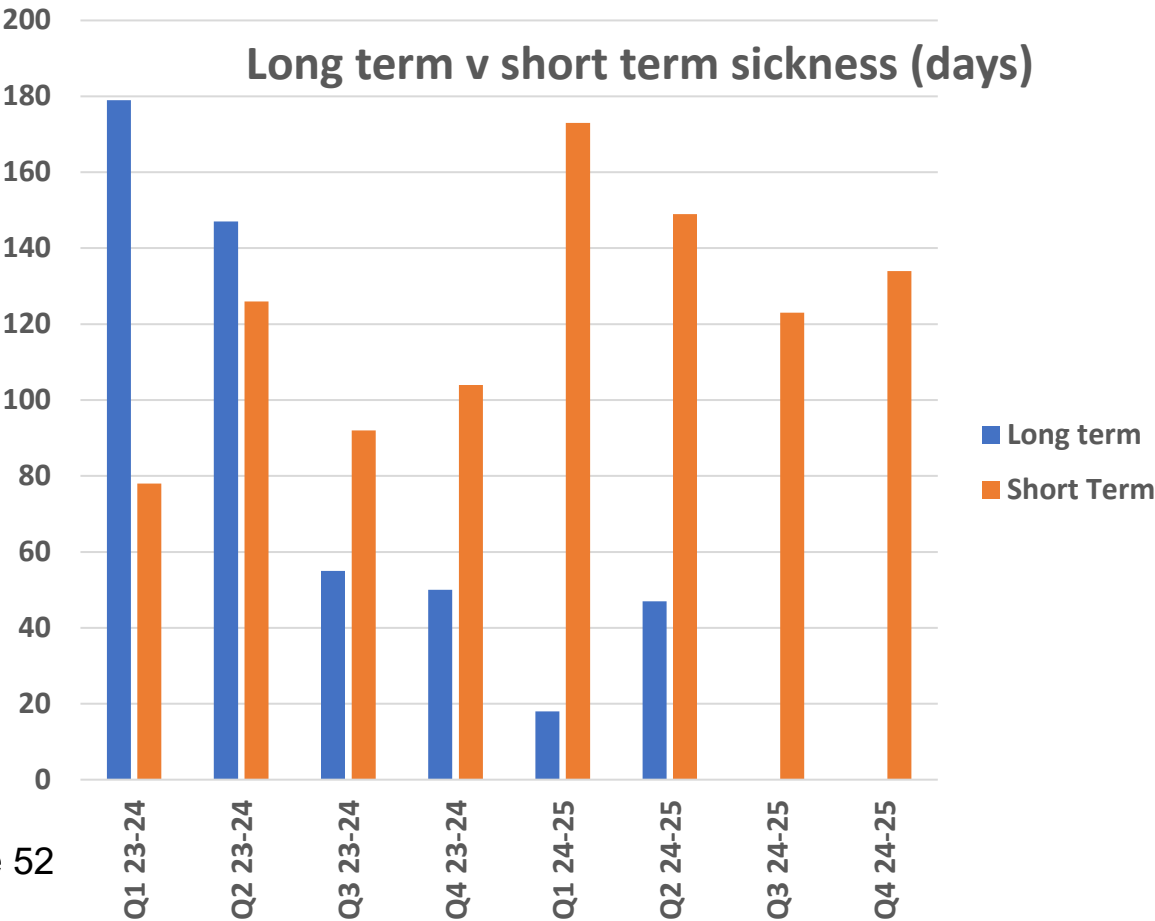
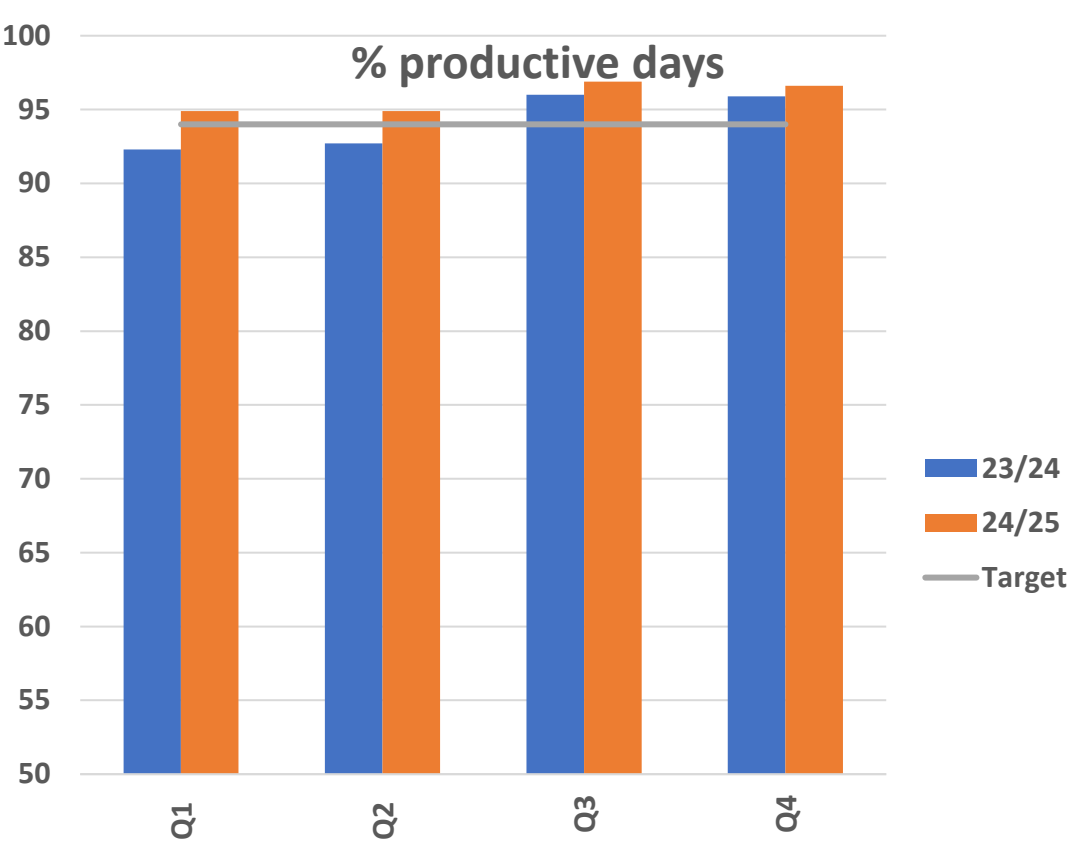
# Health and Safety – staff welfare

## Accident Incident Score, near misses



# Health and safety – staff welfare

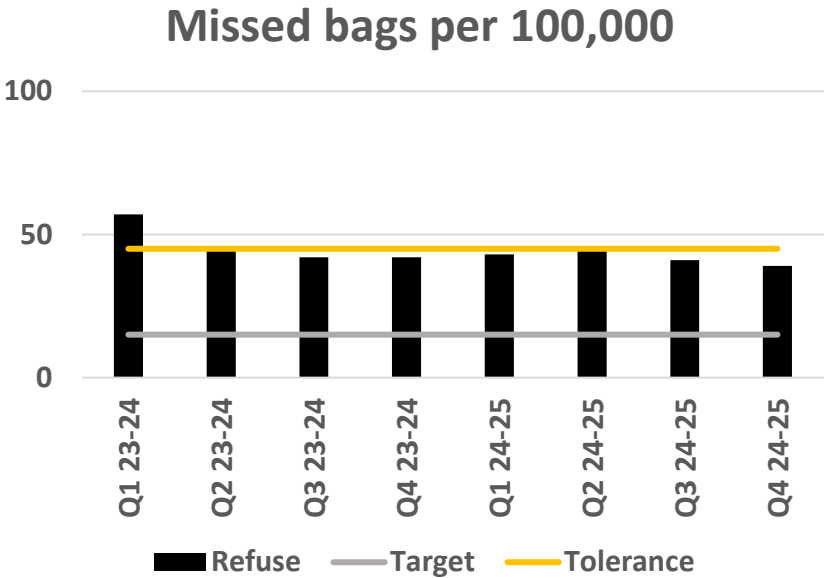
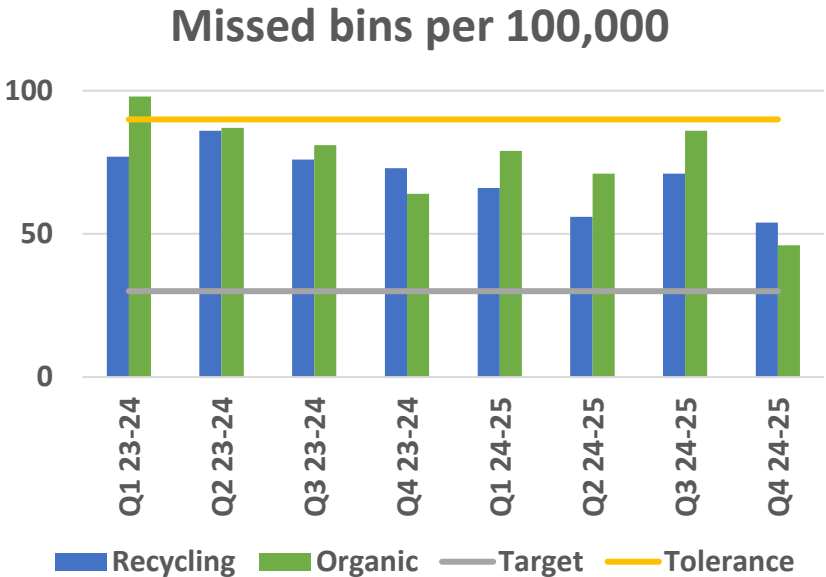
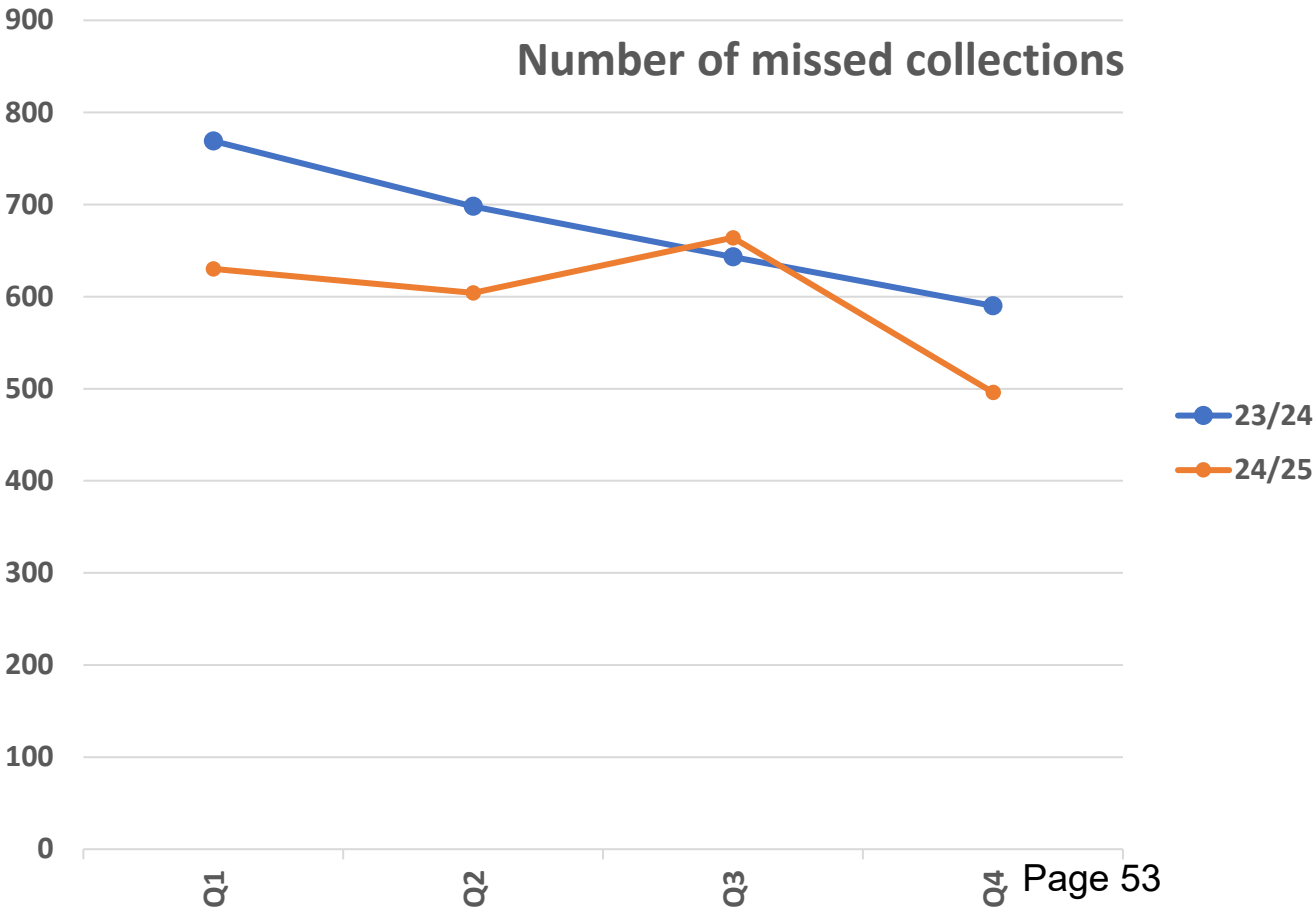
## Staff sickness





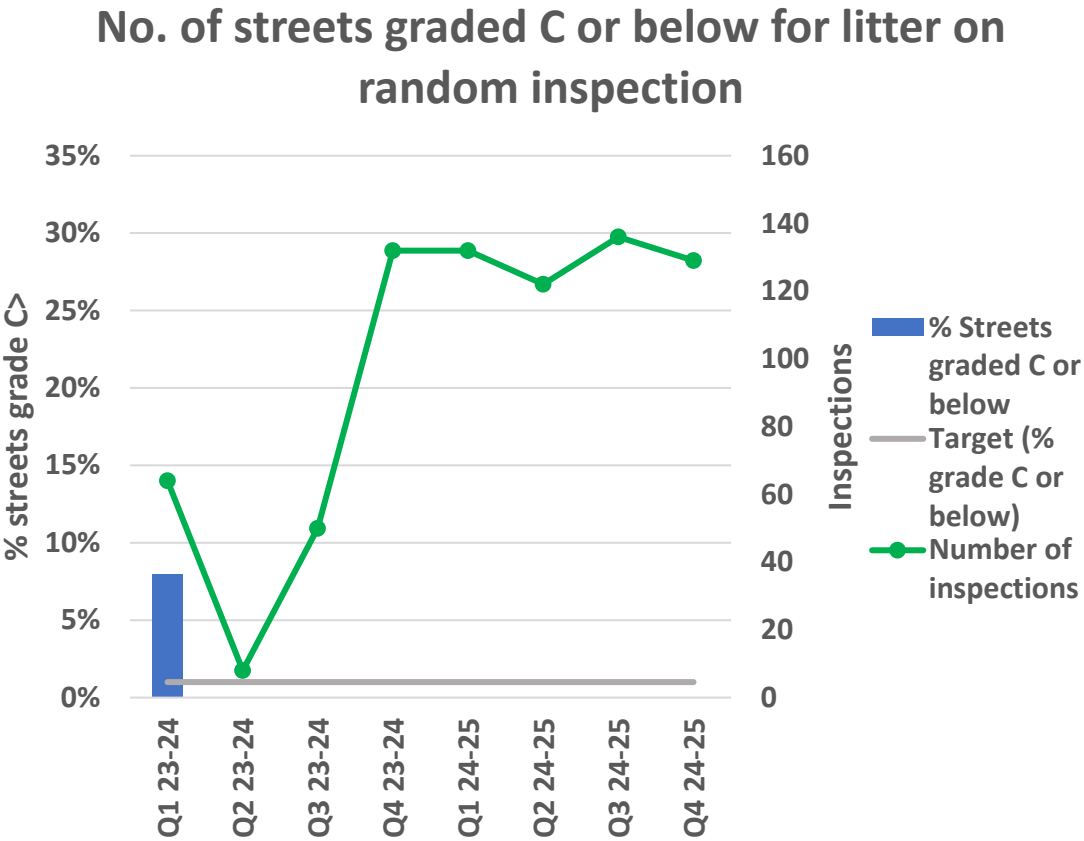
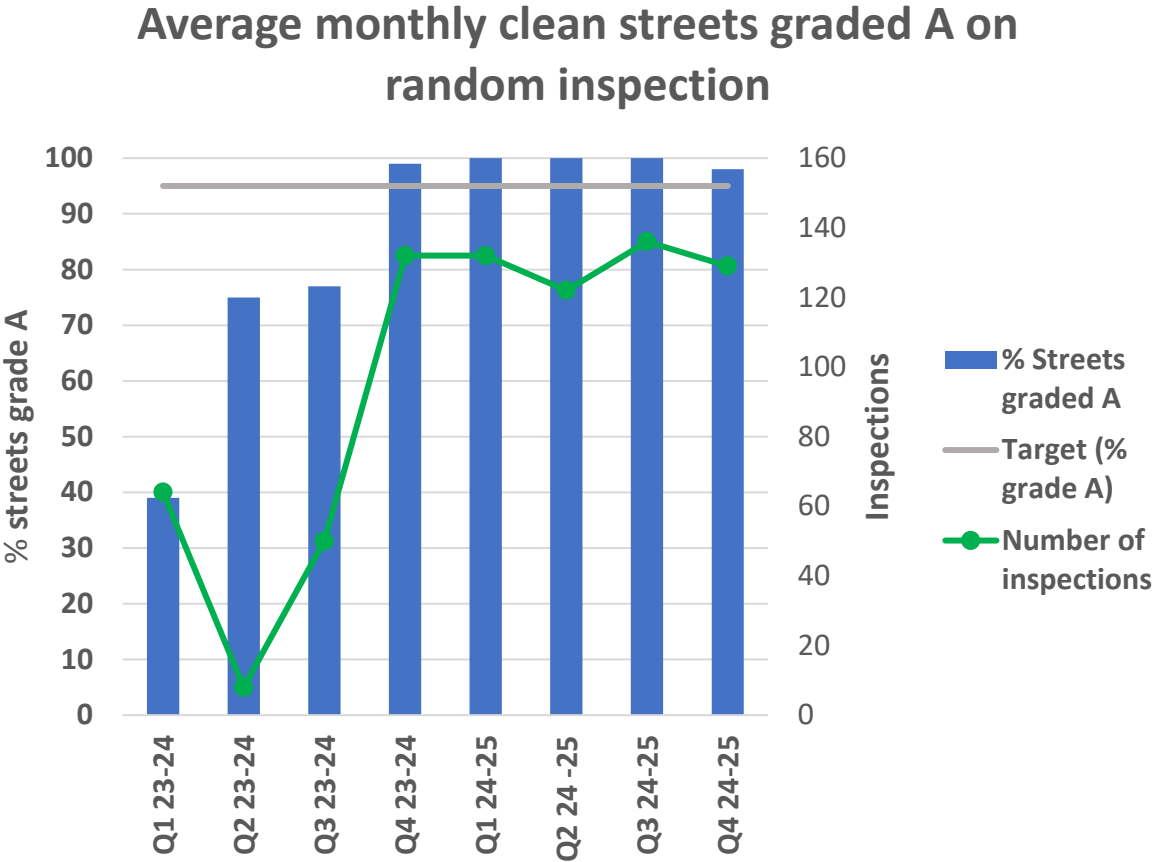
Cleaner, Greener East Cambridgeshire

Keep the environment of East Cambridgeshire, clean and presentable



# Cleaner, Greener East Cambridgeshire

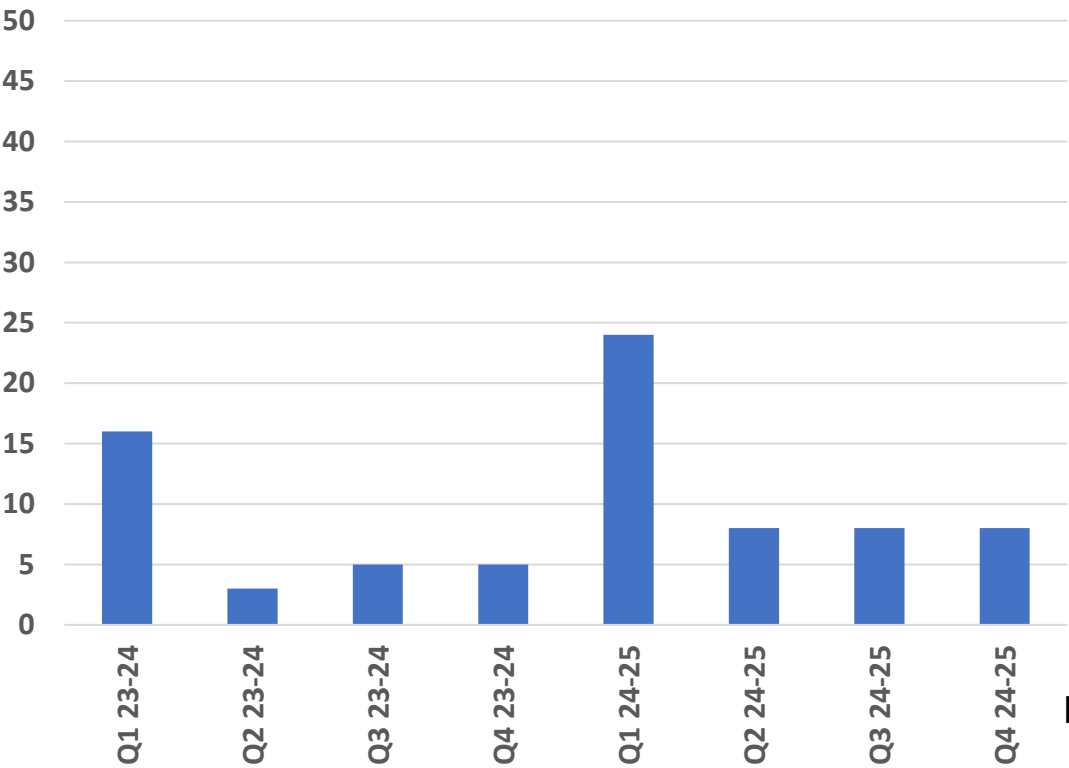
## Keep the environment of East Cambridgeshire, clean and presentable



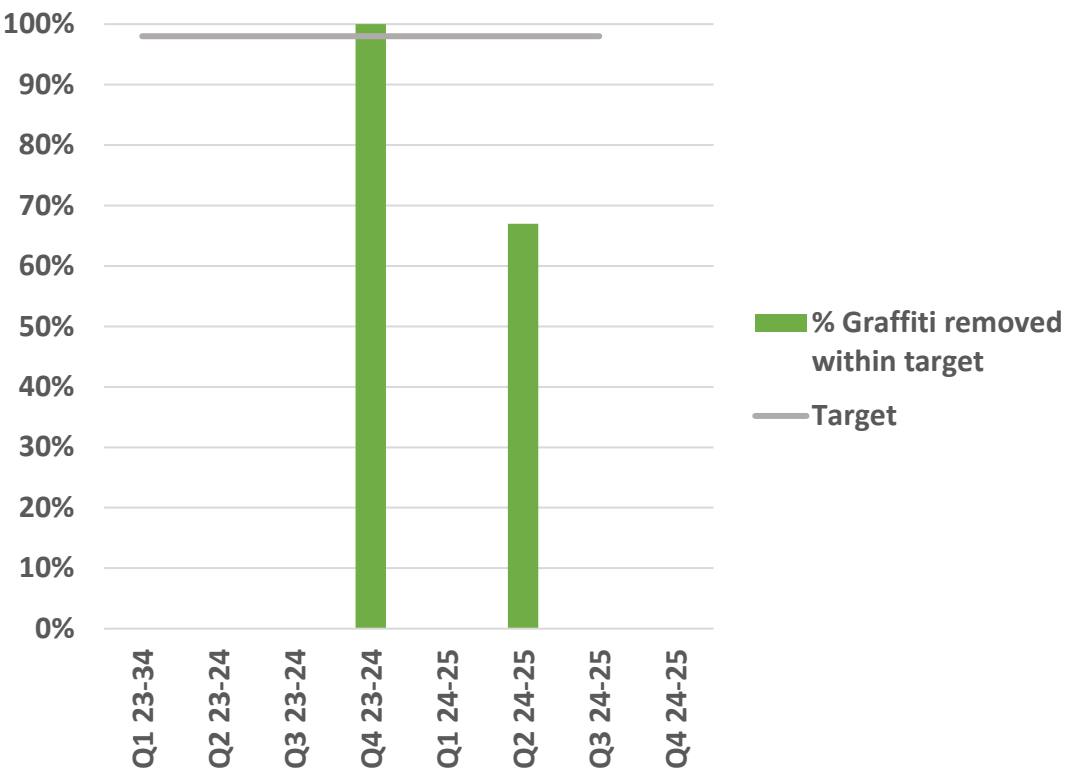
# Cleaner, Greener East Cambridgeshire

Maintain a clean and presentable environment by removing graffiti and fly tipped waste from the district

No. reported incidents of all graffiti per month



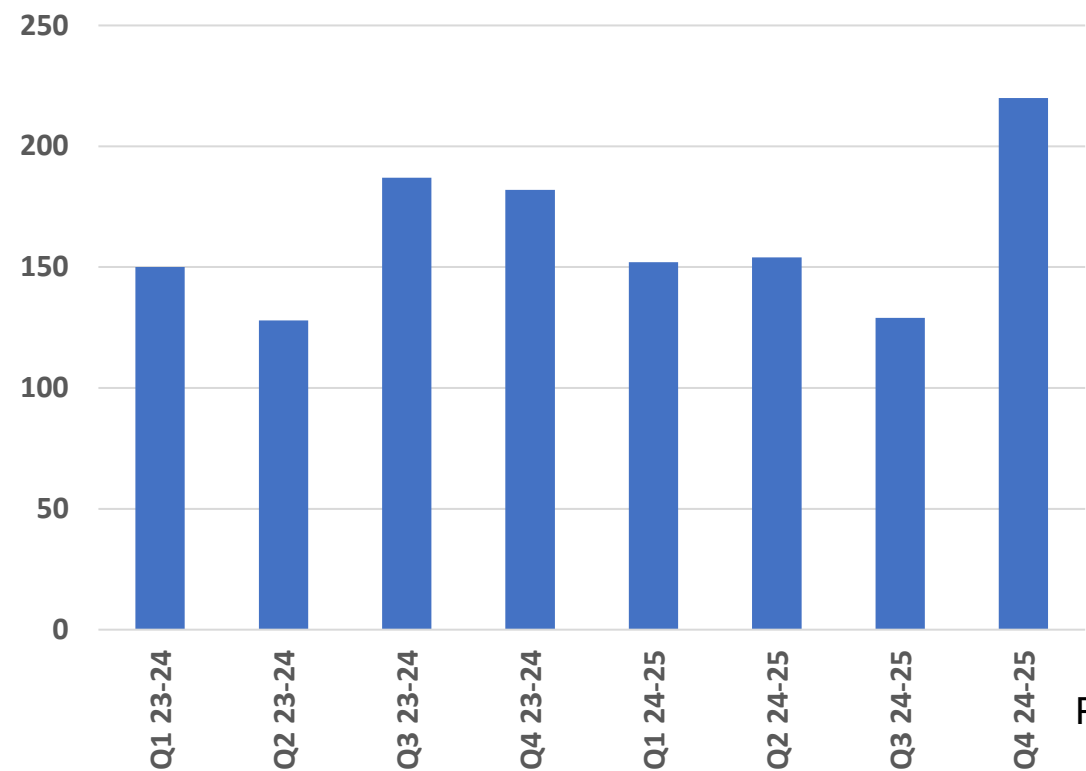
Successful removal of offensive graffiti within 1 working day



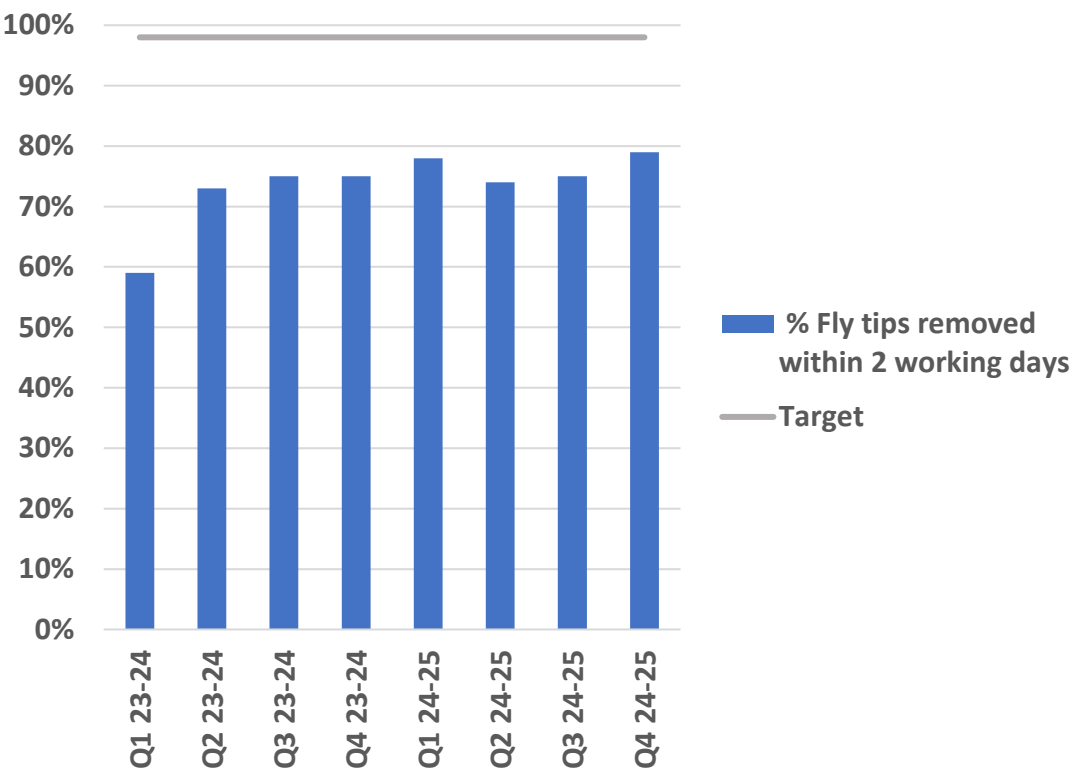
# Cleaner, Greener East Cambridgeshire

Maintain a clean and presentable environment by removing graffiti and fly tipped waste from the district

No. reported incidents of fly tips per month



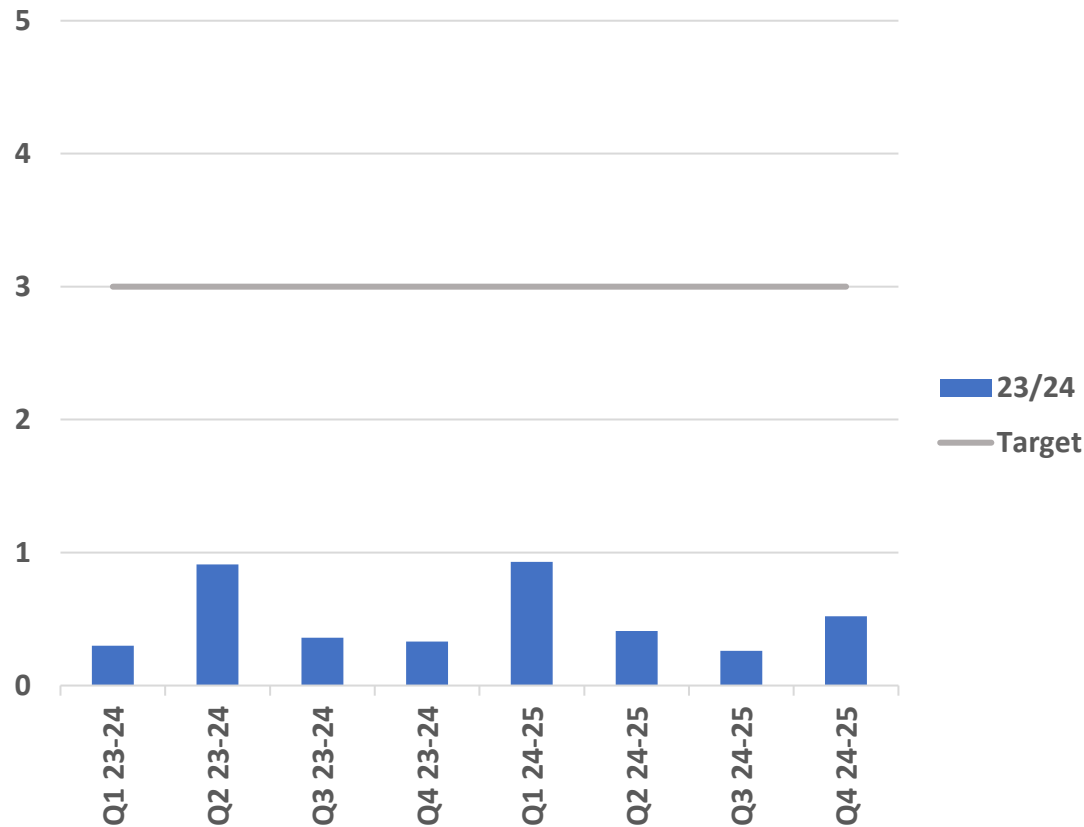
Successful removal of fly tips within 2 working days



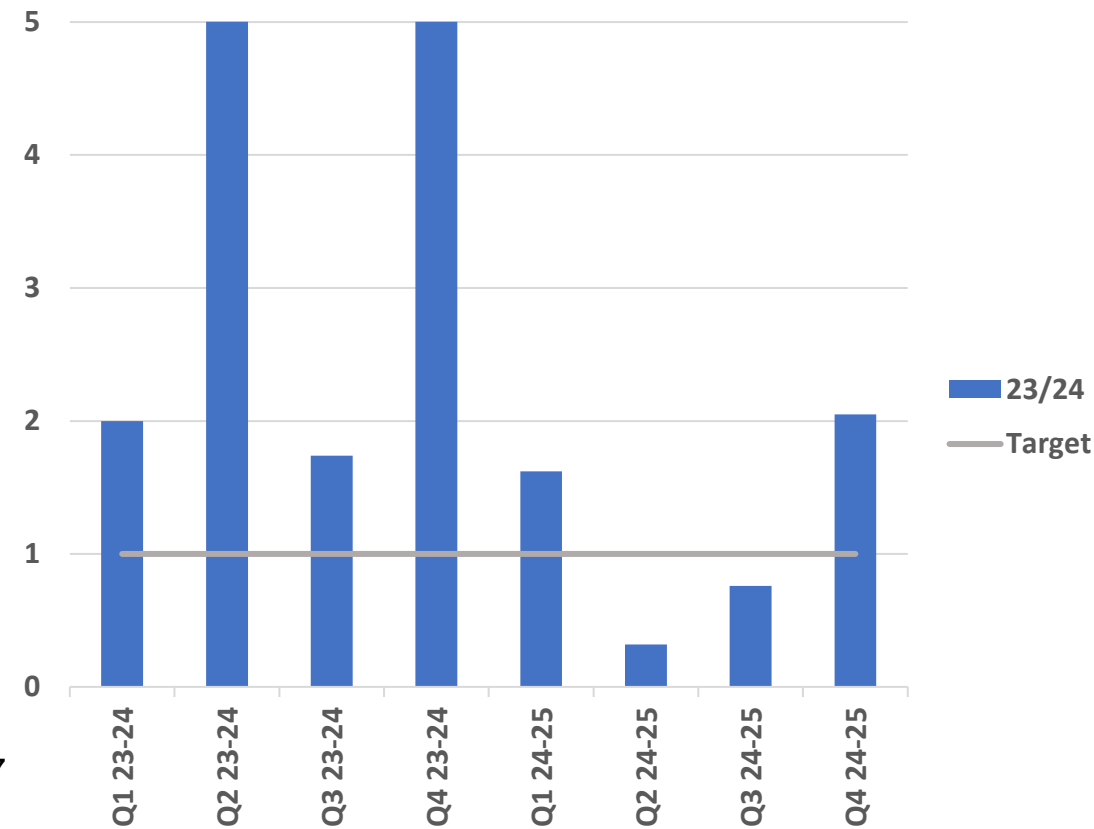
# Cleaner, Greener East Cambridgeshire

## Overflowing street bins (per 100 bins)

Litter bins

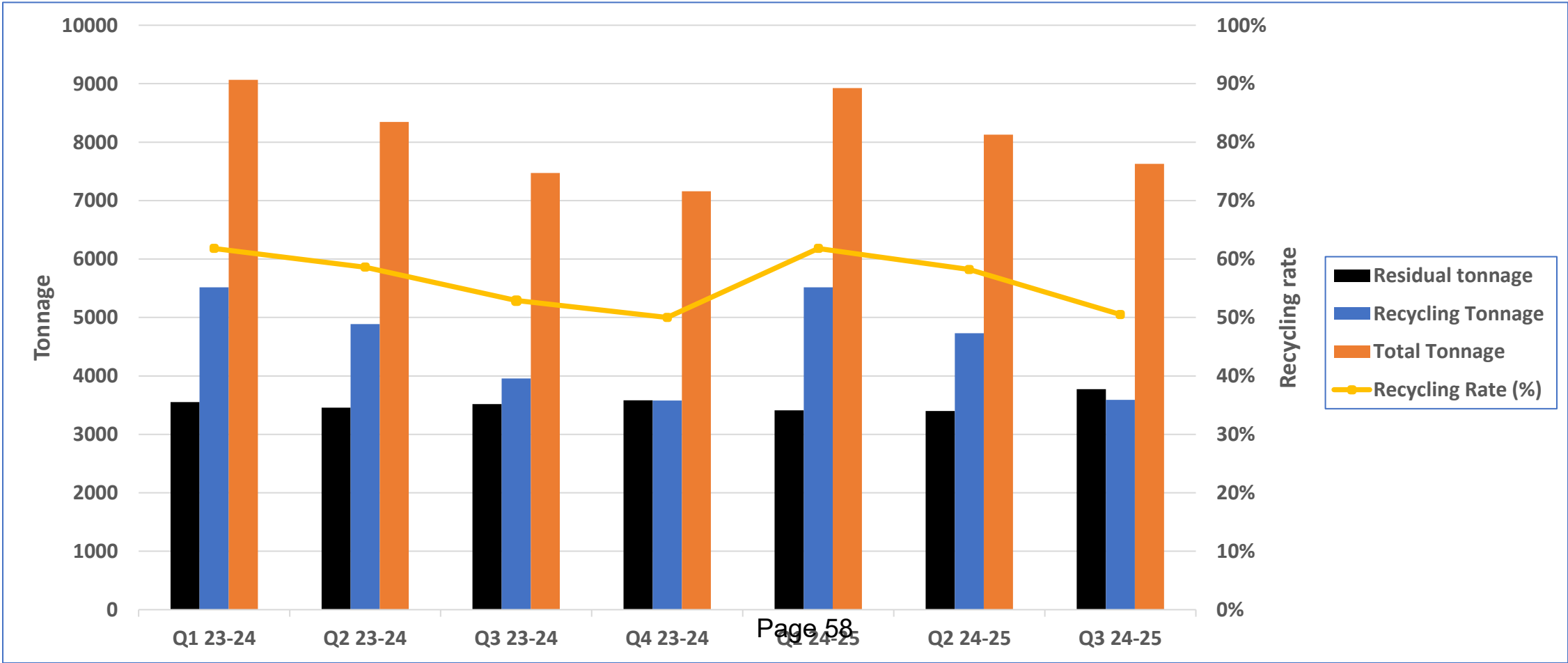


Dog bins



# Cleaner, Greener East Cambridgeshire

Reduce waste sent to landfill wherever possible, maximising the district’s recycling rate:



**Title: Changes to Waste Collection Service - Project Update**

Committee: Operational Services

Date: 23 June 2025

Author: Waste and Environmental Services Manager

Report number: AA12

Contact officer:

Nick Baker, Waste and Environmental Services Manager

[nick.baker@eastcambs.gov.uk](mailto:nick.baker@eastcambs.gov.uk) , 01353 616313, The Grange, Ely

**1.0 Issue**

- 1.1 This report provides an update for Members on the progress being made towards implementing the necessary changes to the Council's waste and recycling collection service, as approved by Full Council in September 2024.

**2.0 Recommendations**

- 2.1. That Members note the content of the report, and the progress made towards the implementation of the new waste and recycling collection service.

**3.0 Background/Options**

**Original Approval**

- 3.1 Changes to the Council's waste and recycling collection service were agreed by the Operational Services Committee and ratified by Full Council in October 2024. This followed implementation of the Environment Act 2021 and related secondary legislation, along with a complete review of the service to ascertain the best service delivery option for the future.
- 3.2 The main changes agreed were the provision of a new weekly collection of food waste and the replacement of black bags with a wheeled bin for residual waste (i.e. rubbish not for recycling). This required a wide range of supporting work, such as project management, a communications plan and a waste collection service policy to reflect the service changes.
- 3.3 The policy is in the process of now being designed as a more customer friendly document and is attached at Appendix 1. This will also form part of the Service Specification, which is being drawn up as a part of the new contract between the Council and ECSS, as its operational service provider.
- 3.4 There were significant financial implications for the changes proposed to the service and government has provided new burdens funding to cover most of the capital cost associated with separated food waste collection, such as food collection vehicles and containers. The additional revenue requirements of the food waste service will be primarily funded by government. Whilst transitional funding of

£280k has been confirmed, at the time of writing of this report, the level of any longer term revenue support is still to be agreed by government.

- 3.5 However, the change from black bags to wheeled bins for rubbish collections was a Council decision, so would not benefit from new burdens funding and the cost of new collection vehicles and bins would therefore be entirely funded from the Council's financial reserves.

### **Project Management**

- 3.6 With the new service being rolled out to every household in the district, it was considered essential to take a project management approach to this very significant change in service; this to ensure a smooth transition, with as little disruption as possible to our residents.
- 3.7 A Project Board has been formed with all key officers involved, from both the Council and ECSS. A detailed project plan has been developed, with a number of key workstreams and themes identified as critical to success of the implementation. The Board's work to date, is as follows:

### **Procurement**

- 3.8 With the majority of Councils across England also needing to procure vehicles and containers for their new food waste service, and with a limited number of manufacturers, it was deemed necessary to place orders as early as possible to minimise the risk of late delivery.
- 3.9 Officers had therefore already drawn up specifications and had been working with potential suppliers on public sector procurement framework contracts, ahead of the Council's decision. This meant, that as soon as possible after gaining Full Council's Approval, orders were secured for the following key items:
- 5 x collection vehicles for food waste, cost £500,000
  - 6 x collection vehicles for rubbish, cost £1.42m
  - c47,000 pairs of food waste caddies (one each for internal and external use and including spares), cost £386,000
  - c45,000 black wheeled bins (to replace black sacks), including the distribution of bins and caddies to every household, cost £1.12m
  - External support for collection round optimisation, to ensure the most efficient waste collection rounds were achieved for the future service, cost £22,500.

### **Communication**

- 3.10 The Communication Plan has now been significantly updated, as the overall project plan has developed and some certainty around key dates has been achieved.
- 3.11 Officers have identified around 80 different communication pieces, across all media channels and all areas of the project. These are now being worked up in terms of content and style, along with a chronological order of release. Undertaking this work



very early will allow us to be well prepared for delivering the key messages to residents as required.

- 3.12 Information on likely issues arising from food waste services is freely available, but from many different sources. A specific branding style is therefore being used for this project, which fits with the corporate style guide as well as giving a very clear, positive emphasis on what the Council is seeking to achieve.
- 3.13 As well as communicating directly with all residents as to what the changes will be and what we need them to do, support is also being offered from very early in the campaign to those who may have difficulties with using the changed service. This decision was taken so that we can resolve as many issues as possible before the new service goes live next year.
- 3.14 It is likely therefore, that our initial letter to all residents will be released in Autumn of this year.
- 3.15 As we get closer to key communications being released, Members will also be provided supporting information to help them with constituent queries. In addition, officers are currently considering what additional resources will be required in terms of customer service, and also for officer visits to those who may have difficulties with the new service.

### **Risk management**

- 3.16 With the number of customers involved and the complexity of making changes on this scale, it is essential that we identify and consider the wide range of risks to delivering the project as planned. A risk register has therefore been established as part of the Project Plan and officers are already developing controls and mitigation to reduce risks to an acceptable level of impact should they become a reality.
- 3.17 Whilst not an exhaustive list, some of the key risks already under consideration are identified for information below:
- timely delivery of vehicles and bins to the Council and, for bins, onward delivery to residents, complete with correct information regarding the new service
  - completion of collection round optimisation, to ensure efficient working for the Council
  - completion of a full programme of communication to all residents, to ensure they are all sufficiently informed to participate positively within the new service arrangements
  - provision of enough additional temporary staff to help deliver the project and minimise impacts on other service delivery across the council
  - successful recruitment of additional permanent staff at ECSS, which will be required to crew the new food waste collection rounds
- 3.18 Whilst there is mitigation available for most of the above risks, there will be some issues which are very unlikely but would have significant impacts and wherever

possible, contingency arrangements are being made for these. These will also cross into normal business continuity planning.

## **4.0 Arguments/Conclusions**

- 4.1. The significant cost and complexity of these service changes requires a rigorous project management approach to be taken and this is ongoing. This will help to ensure the change is completed successfully and with the least negative impact on the Council and residents.

This work is enabling officers to identify the resources needed to deliver the project, such as improved back office systems and additional staffing. In addition, it is giving the project team a better understanding of the potential impacts on the Council and residents and how these might be mitigated.

- 4.2. To date, the key areas of work have been around procurement, communication and risk management.

The first major decision arising from the risk management work was to change the go live date from the original 1st April, as this would have meant four bank holidays and four weeks of additional changes during the first eight weeks of the new service.

Officers considered this posed too much additional risk to implementing the new service and getting the required buy-in from residents. It has therefore been agreed to go live on 1<sup>st</sup> June 2026, thus avoiding any public holidays in the first two months of the new service.

- 4.3. Overall, the waste service change project is currently on track for a successful launch of the new service in 2026.

## **5.0 Additional Implications Assessment**

5.1

<b>Financial Implications</b>	<b>Legal Implications</b>	<b>Human Resources (HR) Implications</b>
<b>Yes</b>	<b>No</b>	<b>Yes</b>
<b>Equality Impact Assessment (EIA)</b>	<b>Carbon Impact Assessment (CIA)</b>	<b>Data Protection Impact Assessment (DPIA)</b>
<b>No</b>	<b>No</b>	<b>No</b>

### **5.2. Financial Implications**

- 5.3. The broad financial position of the new services arrangements was described in detail in the previous reports and has not changed significantly since that time. However, the overall project costs are not yet fully known and this is expected to be much clearer by the time of the next project update to the Committee.
- 5.4. As described earlier in this report, government New Burdens funding was provided for the capital budget items required for the new food waste collections; i.e. new vehicles and caddies, and these have been ordered. Similarly, the Council's financial

reserves have been utilised as approved, for the new vehicles and bins required in order to do away with black bags for rubbish and again, these have been ordered.

- 5.5.** For the period leading up to and immediately following the launch of the new food waste service, some £280k transition funding has also been provided by government for additional revenue costs, which the Council is expected to incur on that part of the overall project.

At this stage, officers are still working through the potential costs, so that the project can be fully funded as required, and any additional costs will be brought forward as part of the relevant budget setting processes.

**5.6. Human Resource Implications**

The report recognises there will be a need for additional temporary staff to support the waste service change project but at this stage, this has not yet been detailed or therefore costed. It is anticipated that this will be made clearer in the next project update report to the Committee.

**6.0 Appendices**

Appendix 1 – Waste and Recycling Collection Service Standards

**7.0 Background documents**

None





East Cambridgeshire  
District Council

# Waste Collection Service Standards

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Published in May 2025

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Revision due in May 2028

# Contents

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9.	Extra rubbish	page 9
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## 1. Introduction

At East Cambridgeshire District Council we're committed to providing an efficient and effective waste collection service, helping us to maintain a clean, safe and green district.

These waste collection service standards are designed to ensure all residents receive a consistent, accessible, fair and high-quality collection service, whilst aligning our services with regional and national environmental goals.

They detail:

- the bins we will provide
- when we will collect them
- additional and assisted bin collections
- the process for dealing with contaminated bins

By clearly defining roles, responsibilities and service expectations, these service standards aim to foster co-operation between the council, East Cambs Street Scene Ltd, which provides waste services, and our residents.

This document supports the council's broader environmental strategy and legislative obligations and will be reviewed periodically to adapt to emerging needs, technologies and regulatory changes.

For more information:

Website:

[eastcambs.gov.uk/waste-and-recycling](http://eastcambs.gov.uk/waste-and-recycling)

Email:

[ContactUs@eastcambs.gov.uk](mailto:ContactUs@eastcambs.gov.uk)

Telephone:

01353 665555

## 2. Our commitment

We're committed to delivering a high-quality waste collection service in East Cambridgeshire.

We will:

- provide a service that is value for money and includes a free garden waste collection service
- provide a service that helps residents reduce rubbish and recycle more
- ensure everyone can access our service and provide support to those residents who are assessed as having additional needs
- collect all correctly presented waste on the stated collection day and return containers to their original presentation point
- speak to residents in a polite and respectful manner
- ensure any spillage caused by the crews is cleared up by the end of the working day
- respond to resident concerns and inform them about how and when we will resolve them
- ensure crews advise residents by leaving information explaining why their container was not emptied
- where possible advertise any changes to collections well in advance via social media and on our website.

### 3. Standard household collection service

#### Bins we provide

We provide residents with the following bins:

- for food waste a 5 litre kitchen caddy and a 23 litre kerbside caddy
- for mixed recycling a 240 litre blue lidded wheeled bin
- for rubbish that cannot be recycled or composted a 180 litre black wheeled bin
- for garden waste a 240 litre green lidded wheeled bin

Please note that exemptions to the above are dealt with in points 4 and 7 (alternative and extra capacity). All containers remain the property of East Cambridgeshire District Council.

We will only empty official recycling and waste collection containers issued to each household by East Cambridgeshire District Council. This is to make sure that they are compatible with our collection vehicles and are safe for our crews to empty.

If you can accommodate these bins but do not want them, no alternative services will be offered and no sacks will be collected.

If you do not have space to accommodate these bins please refer to the Alternative collection service on page 6.

#### Bin collections

All food waste will be collected weekly.

We will collect bins on a two week cycle as follows:

Rubbish and garden waste week:

- black wheeled rubbish bin
- green lidded garden waste bin
- food caddy

Recycling week:

- blue lidded recycling bin
- food caddy

A bin collection calendar is available on the [East Cambridgeshire District Council's Website](http://self.eastcambs.gov.uk/bincollections) (self.eastcambs.gov.uk/bincollections).



## 4. Alternative collection service

An alternative to the bin collection service can be provided when a household:

- has no space to store a bin or bins off the public highway
- has no suitable location to present wheeled bins for collection
- has physical barriers such as steps, steep inclines or long distances that prevent safe handling of a bin to the collection point
- requires bins to be wheeled through the house from storage to collection point
- has all adults living at the property who have a physical disability or issue that prevents them from being able to place waste in a wheeled bin

When a household only has sufficient space to accommodate one wheeled bin, priority will be given to the provision of a mixed recycling (blue lidded bin).

The following service will be provided as an alternative:

- clear sacks for mixed recycling
- brown sacks for garden waste
- purple sacks for rubbish that cannot be recycled or composted
- a 5 litre kitchen caddy and a 23 litre kerbside caddy for food waste

Please note that exemptions to this are dealt with in point 7 (extra capacity).

We will only collect the official recycling and waste collection sacks and caddies issued to each household and identified by East Cambridgeshire District Council's logo. This is to make sure that they are compatible with our disposal facility, are safe for our crews to empty, and in the case of rubbish, is not an excessive amount.

### Sacks and food caddy collection service

All food waste will be collected weekly.

We will collect sacks on a two week cycle as follows:

Rubbish and garden waste week

- 3 purple rubbish sacks
- unlimited brown paper sacks for garden waste
- food caddy

Recycling week

- unlimited clear sacks for mixed recycling
- food caddy

A bin collection calendar is available on the [East Cambridgeshire District Councils Website](http://self.eastcambs.gov.uk/bincollections) (self.eastcambs.gov.uk/bincollections).

## 5. Collecting your bins or sacks

Please store all bins and sacks on your property until collection day.

When presenting your bins or sacks on collection day we ask that you:

- ensure they are left out by 6.30am, please do not put them out earlier than 6pm the day before
- make sure your bins or sacks do not block paths, roads or shared driveways
- present your bins or sacks at the curtilage of your property, where it is closest to the public highway and is visible from the street
- place your food caddy at the edge of your property with your other waste or recycling
- make sure your bin lids are closed, food caddies are locked and sacks tied securely to stop wildlife getting in and causing littering
- do not overload your bins or sacks

We may specify a different collection point if the road is:

- privately owned or unadopted
- not accessible, for example, if there are overhanging branches which could damage our vehicles

We will only empty the official rubbish and recycling bins and sacks issued to each household and identified by East Cambridgeshire District Council's logo.

Once we have collected your bins or sacks we will:

- place bins back at the original presentation point and not block access to roads or footpaths
- deliver top-up brown sacks free of charge
- replace lost or stolen bins free of charge within 10 working days

### Bins not presented

If a bin is not placed at the curtilage of your property by 6.30am or access to it is obstructed, we will record this, but we will not attempt to collect the bin again.

You will be advised to return the bin to your own property and either wait for your next collection day or be redirected to a household waste recycling centre. Details of your local household waste recycling centre can be found on [Cambridgeshire County Councils website](http://www.cambridgeshire.gov.uk/residents/waste-and-recycling/household-recycling-centres) (www.cambridgeshire.gov.uk/residents/waste-and-recycling/household-recycling-centres)

### Missed collections

If a missed bin is reported by the end of the next working day (Monday if the collection day was Friday), and no reason recorded by the crew for non-collection, then the bin will be emptied by the end of the next working day (Monday if it was reported on a Friday).

Missed bins can be reported after the crew have reported completing collections in the road. Usually this is by 3pm on your collection day. If you're not sure, you can check by completing our [online form](http://eastcambs.gov.uk/waste-and-recycling/report-problem) (eastcambs.gov.uk/waste-and-recycling/report-problem).

## 6. Assisted collections

If no one living in the property is able to move bins due to infirmity, illness or disability we will provide a free assisted collection. This arrangement can be put in place long term or on a temporary basis, for example to cover periods of illness or recovering from an operation. You can apply for this service by visiting the [council's assisted collections webpage](http://eastcambs.gov.uk/waste-and-recycling/assisted-collections) (eastcambs.gov.uk/waste-and-recycling/assisted-collections).

All bins and bags will be collected from a pre-agreed storage point on the property. This needs to be clearly visible, outside and not within a container. All access gates must be unlocked.

We will return all bins to the pre-agreed storage point.

We will contact you to check your assisted collection is still required every 2 years.

## 7. Extra black bin capacity

You can request to swap your black bin for a larger one if you believe the standard size is too small, and you meet at least one of the following criteria:

- 5 or more residents live permanently at the property
- 2 or more children are in nappies
- hygiene medical waste is produced in the household
- residents can demonstrate the household is recycling all materials correctly through the recycling service

A 240 litre black wheeled bin will be provided, or, if on the alternative service, up to 4 purple sacks of waste will be collected. Please speak to us if you are worried about containing your waste, we can help.

Your existing blue lidded bin will also be swapped automatically for a larger 360 litre recycling bin.

Your bins will be swapped over within 10 working days of your request being approved. If your collection is due within that time, we will accept an additional bag of rubbish. Once your bins have been swapped, your rubbish must be contained within the bin.

We will contact you to check you still need the extra capacity collection every 2 years and will remove the additional capacity if the criteria is no longer met or no longer required.

Where additional black bin capacity is approved and it is later found that a resident is not fully using the recycling service available, we reserve the right to withdraw the additional capacity bins or sacks.

## 8. Extra recycling and food waste

If you require larger bins, or additional bins for recycling or garden waste and you have room to store them, we will provide these on request for free.

An extra food waste recycling bin can also be provided for families that meet the extra black bin capacity criteria, however, before issuing, we will provide advice on minimising food waste.

Additional mixed recycling will be collected provided it is contained in a tied up clear plastic sack. These can be collected from the council offices at The Grange in Ely. Alternatively, you can present additional recycling in a cardboard box. Please note this will also be recycled and not returned.

Large cardboard boxes can be flattened and lent against the side of the bin.

If you have additional garden waste and have not requested an additional bin, you will need to take this to your nearest household waste recycling centre.

## 9. Extra rubbish

We are unable to collect any extra rubbish that has not been left in the black bins or purple sacks.

For clarity this is anything in addition to:

- a 180 litre black bin for standard household waste collections
- 3 purple sacks for alternative service collections
- a larger 240 litre black bin or up to 4 purple sacks of rubbish for households which have requested extra capacity

This is known as side waste and will be stickered and left by the crew.

The sticker will contain information on how to apply for extra capacity if required by the household, and also what to do with the extra waste, such as taking it to your nearest household waste recycling centre or fitting it into your next collection.

Repeated excess waste may result in further warnings. For details of what happens when you receive a warning please see the four-step warning process on page 11.

Residents must return any left sacks to their own property and ensure the waste is kept off the footpath.

## **10. Heavy bins**

Sometimes bins are too heavy for our crews to manage safely. This is down to the judgement of the crew on the day. A heavy bin will be left with a tag explaining the problem and what action to take, such as taking it to your nearest household waste recycling centre or fitting it into your next collection.

Repeated heavy bins may result in further warnings. For details of what happens when you receive a warning please see the four-step warning process on page 11.

## **11. Contaminated bins**

Crews check bins and sacks before they are emptied.

We will only empty bins and collect sacks that contain the right items. For a full list of items which can go into each bin or sack, please see our website or call 01353 665555.

If your bin or sacks are contaminated, for example if food is left in your rubbish bin or if non-recyclable items are put in your blue lidded bin, we will follow our four-step warning process.

## 12. Four-step warning process

We use the following four-step warning process if residents do not correctly fill their bins.

### Step 1

If bins or sacks are found to contain unacceptable material the crew will record the problem and the bin or sack will be left with a bin tag applied to explain the reason and the action to take.

This can include:

- removing the contamination and re-presenting the bin or sack at the next scheduled collection date
- taking the waste to your nearest household waste recycling centre

### Step 2

If the problem is still there at the next collection day, you will receive a warning letter containing further advice and instructions.

If you comply with this no further action will be taken, although if the same incident occurs within 3 months, we will progress immediately to step 3.

### Step 3

If the problem is still there, the householder will be served with a Section 46 Notice. This places a legal requirement on you to follow instructions regarding the separation and presentation of waste for collection.

If you comply with this no further action will be taken, although if the same incident occurs within 6 months, we will progress immediately to step 4.

### Step 4

If step 3 is ignored, and the incident occurs again within 6 months, then a Fixed Penalty Notice will be served against the household. The maximum Fixed Penalty Notice that can be set is £100 with the option for a reduction for early payment. If the Fixed Penalty Notice is not paid, this may be pursued as a debt.

This policy is aligned to our Environment Crime Enforcement Policy.

### **13. New developments**

Waste collections at new developments will not start until road surfaces are complete and access is not hindered, for example, by ongoing construction work.

Until these criteria are met, and where a development requires a waste collection service, provision will have to be made by the developer at their cost.

For new properties, a charge is made to the developer for the cost of delivering the bins and sacks and related administration.

When the criteria for new bins or sacks has been met we will deliver them within 10 working days.

### **14. Communal collections, such as flats and Houses of Multiple Occupancy (HMOs)**

If you live in a flat or a HMO you will be provided with shared bins.

The number and capacity of bins we provide will be determined by the number of dwellings.

If the shared bins are damaged on site we will charge the managing agent for the cost of replacing them. If they are damaged by our crew we will replace them free of charge within 10 working days.

If your gardens are communal areas and managed by a contractor, it is their responsibility to remove any garden waste. The council is not responsible for collecting this garden waste.

New flats or HMOs will be treated the same as new developments.

All bins will remain the property of East Cambridgeshire District Council.



## 15. Bin stores

We require access to bin stores at all times.

If bins are blocked, for example by bulky waste, excess waste or parked cars, they will be left and where possible, the managing agents advised.

Access will need to be cleared by the managing agent before collection can take place. In the case of bulky or excess waste the council is able to collect this for a charge. See our current fees and charges on page 15.

Any excess waste which is not correctly presented in a bin will be dealt with in the same way we deal with excess rubbish on page 9.

Managing agents are responsible for advising or updating the council of any codes for gates or bin stores that are new or changed. If collection has been prevented by not doing this a charge will apply if re-attempting is required.

## 16. Service disruption

### Blocked access

If a collection cannot be made due to a road being blocked, for example because of roadworks or parked cars, the crew may reattempt to collect the waste later that day.

If the road is still blocked, we will monitor the blockage and attempt collection a further two times during the collection interval.

If collection is not possible, up to 3 sacks containing rubbish for each household (4 if you are recognised as needing extra capacity) will be taken on the next collection day.

The Customer Service Team at the council will have this information in order to let residents know and can be contacted on 01353 665555.

If you try to log a missed collection online, using your self-service account, you will be informed the road has not been serviced yet.

If there are roadworks that last a number of weeks, the waste team will attempt to arrange access with the organisation carrying out the work.

If this is not possible, the waste team may write to residents giving details of a temporary waste collection point. Separate arrangements for residents in receipt of an assisted collection will be made.



## 17. Commercial waste

### Severe weather

Crews will continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so.

The decision on whether it is safe for a collection vehicle to access a specific location or street will be determined locally by the driver of that vehicle.

Crews will try to return and collect missed collections as soon as possible after the scheduled collection date.

If this is not possible due to continuing bad weather conditions, it may be necessary for residents to retain materials until the next collection date.

If significant disruption occurs, we will update our website and social media channels and issue media releases with information on what is happening, and may decide to prioritise certain services.

### Frozen bins

The crew will make every attempt to empty these, but if the waste does not empty the bin will be left with the contents still in it.

The crew will apply a bin tag to advise the resident an attempt was made. No reattempt will be made before the next scheduled collection.

For avoidance of doubt, the council defines commercial waste as set out in The Controlled Waste (England and Wales) Regulations 2012 and we will not collect it as part of our household (domestic) collection service. More details on this can be found on the [council's business waste webpage](http://eastcambs.gov.uk/business/business-waste) (eastcambs.gov.uk/business/business-waste).

## 18. Fees and charges

Content to arrive

**Title: Budget Outturn Report**

Committee: Operational Services Committee

Date: 23<sup>rd</sup> June 2025

Author: Director, Finance

Report No: AA13

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Room 104, The Grange, Ely

### **1.0 Issue**

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

### **2.0 Recommendation(s)**

- 2.1 Members are requested to note that the Committee had a revenue overspend of £195,163, when compared to its approved budget of £7,134,292.
- 2.2 Members are further requested to note that the Committee had capital programme spend of £1,869,054. This is an underspend of £2,858,721 when compared to its revised budget.

### **3.0 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 final report for the 2024/25 financial year and details actual expenditure incurred and income received as of 31<sup>st</sup> March 2025.

#### **Revenue**

- 3.3 The revenue budget for each service that falls under the stewardship of this Committee has been reviewed with appendix 1 detailing the variance on each service line.
- 3.4 The net revenue expenditure for Committee at yearend is £7,329,455. This is an overspend of £195,163 when compared to the approved budget. This is the combination of the forecast variations on service lines, as detailed in the table below.

Service	Variance £	Explanation
Building Control	£75,671	<p>The variance is the consequence of reduced income due to a decline in applications.</p> <p>Declining application numbers have been felt across the whole building control industry nationwide. It is hoped that the positive declarations from Government around relaxing planning requirements and their extremely high new housing building numbers will result in an upturn in applications during 2025/26.</p>
Community Projects & Grants	(£16,068)	Four facilities grants were awarded this year, but the sum of these was still less than the budget available.
Customer Services	(£44,524)	Delays in recruiting staff caused an underspend on salaries. There was also an underspend of the Website development budget, where further work will be undertaken in 2025/26.
Environmental Services	(£51,745)	Following the restructure of the service in October 2024, some costs have been allocated onto other budget lines.
Leisure Centre	(£38,809)	The Management Fee received from GLL increased during the year as activity at the Hive has increased.
Licensing-Env Services	(£71,453)	Licensing fees are set to recover the total cost of the service including corporate overheads. Income received has covered nearly 80% of the combined budget and shows as a surplus / underspend on the operational budget overall.
Planning	£353,578	<p>Planning income is below budget. Due to the uncertainty within the housing market (and changes to planning legislation which are due imminently) and the fact that the Council has a strong 5-year housing land supply, has resulted in a lower number of speculative development applications.</p>

Recycling	(£22,045)	With uncertainty around the cost of the new MRF contract at the point the budget was being prepared, a contingency was built into the budget to ensure resource was available. In the event, not all of this contingency was required.
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## Capital

- 3.5 The revised capital budget for Operational Services stands at £4,727,775 including net slippage of £381,234 brought forward from 2023/24 including mandatory Disabled Facilities Grants (DFG) of £388,864 and additions of £71,576.
- 3.6 The outturn position for Committee is £1,869,054, a net underspend of £2,858,721. There are underspends on several projects; one relates to the purchase of Waste bins, £1,000,000 was built into the budget as a contingency for buying new refuse bins when the Government's Strategic Waste Review progressed, replacing the black sacks currently used in the district. With the implementation date of the Review, Spring 2026, these will not now be purchased until the 2025/26 financial year, as will the vehicles that are required for the new collection process. The second underspend is on the Bereavement Centre, (£1,001,342), where work on the ground will start in 2025/26, so less was spent in 2024/25 than was forecast when the budget was set.
- 3.7 The DFG grant was £520,505 underspent; this will be carried forward to be spent in 2025/26.
- 3.8 There is an overspend on vehicles for the parks and gardens team within ECTC (£345,044). New vehicles have been purchased for the new schools' contract that ECTC was successful in winning. These vehicles are purchased by the Council, funded from Section 106 contributions, with the costs then being charged onto ECTC over the vehicles' expected life.

## 4.0 Arguments / Conclusions

- 4.1 The Committee's net revenue position at the end of the financial year was an overspend of £195,163.

## 5.0 Additional Implications Assessment

- 5.1 In the table below, please put Yes or No in each box:

<b>Financial Implications</b> Yes	<b>Legal Implications</b> No	<b>Human Resources (HR) Implications</b> No
<b>Equality Impact Assessment (EIA)</b> No	<b>Carbon Impact Assessment (CIA)</b> No	<b>Data Protection Impact Assessment (DPIA)</b> No

## 5.2 Financial Implications

The Committee overspend has been incorporated into the overall Council Finance Report, and that will be presented to Finance and Assets Committee on the 26<sup>th</sup> June 2025.

## 6.0 Appendices

6.1 Appendix 1 – Revenue budget outturn report – 31<sup>st</sup> March 2025.

6.2 Appendix 2 – Capital budget outturn report – 31<sup>st</sup> March 2025.

## 7.0 Background Documents

Council Budget approved by Full Council on the 20<sup>th</sup> February 2024.

**OPERATIONAL SERVICES COMMITTEE BUDGET OUTTURN REPORT - 31st March 2025**

<b>Revenue</b>	<b>Total Budget 2024-25</b>	<b>Actual to 31st March 2025</b>	<b>Variance</b>	<b>Variance between Total Budget &amp; Projected Outturn</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Building Regulations	43,806	119,477	75,671	80,000
CIL	-.-	-.-	-.-	
Community Projects & Grants	200,040	183,972	(16,068)	
Community Safety	66,776	64,757	(2,019)	
Cons.Area & Listed Buildings	74,073	75,694	1,621	
Customer Services	703,762	659,238	(44,524)	
Dog Warden Scheme	46,469	50,404	3,935	
Emergency Planning	30,661	28,982	(1,679)	
Environmental	162,973	170,471	7,498	
Environmental Health	563,292	511,547	(51,745)	
Homelessness	237,091	241,710	4,619	
Leisure Centre	(447,030)	(485,839)	(38,809)	
Licencing-Env Services	34,487	(36,966)	(71,453)	(45,000)
Marketing & Grants	43,469	48,929	5,460	
Parish Forums	1,530	1,134	(396)	
Nuisances	114,748	114,743	(5)	
Pest Control	11,959	8,492	(3,467)	
Planning	373,328	726,906	353,578	300,000
Public Relations	124,199	117,015	(7,184)	
Recycling	1,929,496	1,907,451	(22,045)	
Refuse Collection	1,756,517	1,765,737	9,220	
Street Cleansing	1,016,706	1,016,871	165	
Street Naming & Numbering	23,663	23,008	(655)	
Travellers Sites	22,277	15,722	(6,555)	
<b>Revenue Total</b>	<b>7,134,292</b>	<b>7,329,455</b>	<b>195,163</b>	<b>335,000</b>

**CAPITAL OUTTURN 2024/25**

<b>Capital</b>	<b>Published Budget 2024-25 £</b>	<b>Slippage from 2023-24 £</b>	<b>Additions £</b>	<b>Revised Budget 2024-25 £</b>	<b>Outturn £</b>	<b>Variance between Revised Budget &amp; Outturn £</b>
Conservation Area Schemes - 2nd round		27,506		<b>27,506</b>	0	(27,506)
Refuse & Cleansing Vehicles	862,666	(35,136)		<b>827,530</b>	203,910	(623,620)
Waste - Wheelied Bins	1,040,000			<b>1,040,000</b>	39,371	(1,000,629)
Mandatory Disabled Facilities Grants	697,299	388,864	71,576	<b>1,157,739</b>	637,234	(520,505)
Empty Properties, Discretionary DFGs, Minor Works, Home Repair Asst.	75,000			<b>75,000</b>	44,837	(30,163)
Vehicle Etc. Replacements	100,000			<b>100,000</b>	445,044	345,044
Bereavement Centre	1,500,000			<b>1,500,000</b>	498,658	(1,001,342)
Leisure Centre				<b>0</b>	0	0
<b>Total</b>	<b>4,274,965</b>	<b>381,234</b>	<b>71,576</b>	<b>4,727,775</b>	<b>1,869,054</b>	<b>(2,858,721)</b>

<b>SOURCES OF FINANCING</b>	<b>Published Budget 2024-25 £</b>	<b>Slippage from 2023-24 £</b>	<b>Additions £</b>	<b>Revised Budget 2024-25 £</b>	<b>Outturn £</b>	<b>Variances £</b>
Grants / Contributions (DFG)	602,678	388,864	166,197	1,157,739	637,234	(520,505)
Capital Receipts	209,621	27,506	(94,621)	142,506	74,208	(68,298)
Borrowing	1,862,666	(35,136)		1,827,530	(796,090)	(2,623,620)
Section 106 / CIL	1,600,000	0		1,600,000	1,953,702	353,702
<b>Capital Funding Total</b>	<b>4,274,965</b>	<b>381,234</b>	<b>71,576</b>	<b>4,727,775</b>	<b>1,869,054</b>	<b>(2,858,721)</b>



**Title: Community Sports Facilities Grant**

Committee: Operational Services

Date: 23 June 2025

Author: Leisure & Active Lifestyles Manager

Report number: AA14

Contact officer:

Martin Grey, Leisure & Active Lifestyles Manager

[martin.grey@eastcambs.gov.uk](mailto:martin.grey@eastcambs.gov.uk) 01353 616469, Room No. 002, The Grange, Ely

**1.0 Issue**

- 1.1. To consider a grant recommendation under the Community Sports Facilities Grants programme.

**2.0 Recommendations**

- 2.1. Members are recommended to approve a grant of £10,000 to Ely Outdoor Sports Association as set out in paragraph 4.1

**3.0 Background/Options**

- 3.1. The built leisure facility stock in East Cambridgeshire comprises of the Hive (owned by ECDC and operated by GLL) and a number of other centres operated by local trusts and academies, which are self-financing, with user charges roughly covering their normal operating costs. The centres have historically received advisory support and modest grants from the Council to support capital improvements and develop their services.
- 3.2. The Community Sports Facilities grant scheme was established to provide £300,000 of funding over three years to leisure centres to upgrade facilities and develop services to meet contemporary standards.
- 3.3. Partnership funding is requested of at least a third of the total cost.
- 3.4. A total of £242,000 has been allocated to date; Ross Peers Sports Centre (Soham) £179,500 for a full replacement of the sports hall roof; Ely Outdoor Sports Association £39,100 for the refurbishment of the toilet areas; Littleport Leisure £12,000 for the refurbishment of the sports hall floor and £11,400 for the redevelopment of a second gym.
- 3.5. As funds remained available at the end of the three year period, the scheme has been extended into 2025/2026.

## 4.0 Arguments/Conclusions

- 4.1. **Proposal:** Construction of two Padel courts at Ely Outdoor Sports Association (EOSA)

Anticipated Cost:	£163,500
Partnership Funding	£146,000
Grant recommended	£10,000

- 4.2. The project has been developed by the directors at EOSA to provide additionality to the multisport site and to provide new facilities for people to access one of the fastest growing sports.
- 4.3. Partnership funding will come from a variety of sources as set out in the application form (appendix 1) with the option of an LTA loan to fill any gap that is left.
- 4.4. EOSA currently provide facilities for Hockey, Rugby and Tennis. The Padel courts will provide a further option for physical activity provision and is regarded as a fun, easy to learn and an extremely sociable sport that makes it appealing to a broad audience.
- 4.5. The nearest Padel courts are currently in Cambridge, St Ives and Bury St Edmunds so by providing these courts in East Cambridgeshire it will break down transport barriers.
- 4.6. Planning permission for the courts has already been received.
- 4.7. This project will provide the opportunity to get more people active, support residents health and wellbeing and increase membership and participation levels at EOSA.

## 5.0 Additional Implications Assessment

- 5.1 In the table below, please put Yes or No in each box:

<b>Financial Implications</b> No	<b>Legal Implications</b> No	<b>Human Resources (HR) Implications</b> No
<b>Equality Impact Assessment (EIA)</b> No	<b>Carbon Impact Assessment (CIA)</b> No	<b>Data Protection Impact Assessment (DPIA)</b> No

## 6.0 Appendices

Appendix 1 – EOSA Padel Courts application form.

## 7.0 Background documents

None

# COMMUNITY SPORTS FACILITY GRANTS SCHEME

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## **Purpose**

To support the operation and development of community sports facilities and associated services.

## **Expected programme duration and application timeframes**

The programme is expected to remain open from April 2022 to March 2025, subject to availability of funding.

## **Eligibility**

The scheme is open to recognised not-for-profit organisations (including educational institutions and local trusts) whose sports facilities are regularly open to the community for at least 30 hours per week.

## **Funding limits**

There are no set limits, and all proposals will be assessed on their individual merits, including technical quality and feasibility, expected community sports benefits, and value for money in relation to the expected outcomes. Organisations will normally be expected to have partnership funding for around 1/3 of the project cost, though this will remain flexible according to context.

Organisations are free to make more than one application over the life of the programme, and each will be evaluated on its individual merits.

## **General project criteria**

The programme is intended to support:

- Facility additions, enhancements or refurbishments, for example to support a change or increase in the usage of a space
- Replacement of structural elements, plant or major equipment
- One-off costs for significant service improvements, such as IT investments, specialist staff training or industry-specific quality programmes
- Significant programme or service developments to support new or increased usage and activity in the local community

All proposals will need to be supported by:

- A clear and specific business case to detail what the project is intended to achieve, how it will do so, and how this will strengthen the business or service as a whole



- A current, clear and robust business plan for the site as a whole, including financial projections; service and/or facility development plans; and marketing plan
- Up-to-date financial accounts or management accounts
- Full details (unless this information has previously been shared with ECDC officers and there have been no significant changes) of how the site is operated and used by the community, including:
  - Ownership & governance arrangements
  - Operational management arrangements and staffing
  - Typical usage agreements and programmes of use

The Council may request more detailed operational, governance or financial information as required in order to have a full understanding of the project and site operations.

Priority will be given to projects which:

- Are intended to strengthen the scope of services or sustainability of the site, or of community sports provision in the locality: projects aimed only at maintaining existing services will carry lower priority.
- Are clearly aligned with the relevant overall strategy for the site: projects aimed at increasing usage of a space, or at overall service improvements, should align with the broader business plan. Refurbishments or renewals should form part of a coherent modernisation or development plan for the facilities as a whole.

Support will not be given to or for:

- Routine operating costs or revenue deficits
- Projects on which work has already commenced
- Facilities located outside East Cambridgeshire, even if used by East Cambridgeshire residents

## General Conditions

Any grants awarded are subject to the following general conditions:

- Grants may only be used for the purposes specified in the application and otherwise as agreed in writing by ECDC. The Council must be advised of any underspend against those purposes, and the award may be adjusted accordingly.
- The grant will not be increased in the case of any over-spend, miscalculation of VAT or other tax liabilities, or addition to the original project; unless made as a condition of grant or with prior agreement in writing. In the event that VAT is recoverable in excess of that identified in the application, ECDC must be advised and the award may be adjusted accordingly.
- The balance of funding required for a project, and all necessary statutory or legal permissions, must be in place before commencement and before any grant funds are claimed from ECDC. Written documentary evidence must be submitted to the ECDC to confirm this.
- Details of the procurement process, specifications and costs should be notified to ECDC prior to commencement of works or purchase as appropriate. All works and equipment must be appropriately procured and be certifiably fit for purpose, and approval to proceed may be withheld by ECDC where there are reasonable concerns that this is not the case.
- Organisations in receipt of ECDC grant support may not transfer, assign, grant or dispose of any freehold or leasehold interest in any part of the facilities for which support has been provided; and will not sub-contract or otherwise delegate the operation of the facilities (either in whole or in part) to any third party, unless ECDC has given its prior written consent.
- In the event that the facility ceases to operate for community use, or the organisation is dissolved, the facility and assets supported by the grant may be transferred into the control of another organisation with similar aims and objectives, with the prior written consent of ECDC.
- ECDC may request relevant follow-up information in order to understand and evaluate the impact of the grant funding, and organisations in receipt of grant funds will be expected to fully cooperate in the provision of such information.
- Publicity relating to a supported project will be expected to give appropriate recognition to ECDC for its support; the nature of such recognition may vary from case to case and may be agreed with officers at the time.
- A full financial account for the project, with all relevant supporting documentation, must be provided to ECDC on completion
- Where appropriate, organisations will be asked to confirm that receipt of a grant will not infringe subsidy allowance regulations



## **GDPR & Freedom of Information**

We will process the information provided in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. The information you provide will be stored securely by East Cambridgeshire District Council and will be destroyed after 7 years from the date of decision.

The Freedom of Information Act 2000 (FOIA) applies to East Cambridgeshire District Council and therefore information provided by you may have to be disclosed by the District Council in response to a request, unless the District Council considers that a statutory exemption applies. In all cases where information is released, data relating to individuals will be redacted.

Information held by the Council is solely used for providing services and is not made available to any other party other than for the purpose of protecting public funds and the prevention and detection of crime. For more information, please see [ECDC's Privacy Statement](#)

## **Submission of applications**

Applications, supporting documents and enquiries should be submitted to:

East Cambridgeshire District Council  
The Grange  
Nutholt Lane  
Ely  
Cambridgeshire CB7 4EE

Or by email to: [martin.grey@eastcambs.gov.uk](mailto:martin.grey@eastcambs.gov.uk)

COMMUNITY SPORTS FACILITIES GRANT SCHEME		
<b>Organisation / Facility:</b>	Ely Outdoor Sports Association Ltd (EOSA)	
<b>Principal contact:</b>	Julia Gilbert	
<b>Email:</b>	[REDACTED]	
<b>Telephone:</b>	[REDACTED]	
<b>Proposed project ('headline' only):</b>	Building of 2 Padel Courts	
<b>Anticipated total cost (please provide breakdown further below):</b>	£163.5K	
<b>Grant sought:</b>	£10K	
<b>Project Outline:</b> Please explain the proposed project in further detail, explaining:		
The key elements to the project	EOSA has planning permission to build 2 padel courts on their site behind Ely Leisure Village and are raising the £160K needed to build the courts and the associated electrical works.	
The expected timetable for implementation of the project, including any key milestones	Groundworks are expected to start mid to end of June. The padel courts will then be erected mid-end of July and should be operational by the beginning of September 2025.	
How the work or services will be procured (quotations should be attached as supporting evidence where available or provided subsequently)	We have obtained three quotes from Hexa Padel/Colin Clay, Padel Galis and Padel Tech  Our preferred contractor is Hexa Padel/Colin Clay as they are not only the cheapest, we have also worked with them in the past with the Tennis Courts and have been very happy with their work.	



<p>How the project fits into the overall development plan for the facility</p>	<p>EOSA's aim is make sport easily accessible to as many people in the local community from as many different backgrounds as possible. Ely Tennis Club is one of our member courts and we currently have 4 tennis courts available to hire by members of the local community as well as by members of the Club.</p> <p>Padel is the fastest growing racquet sport in the UK - there are currently 90,000 players in the UK and the LTA forecasts that this will grow to 600,000 by 2026 - and the nearest courts to Ely are currently at least 15 miles away in Bury St Edmunds, Cambridge and St Ives.</p> <p>Building two courts at EOSA will provide residents in Ely and the surrounding villages access to playing Padel. Once built members of the local community will be able to book a court for an hour's session either as a Padel Club member or a non-member. There will be 23 bookable sessions a day between 8am and 10pm, 365 days of the year.</p>
<p>How the project will strengthen the organisation's services or business</p>	<p>The increase in income that the padel courts generate will help EOSA</p> <ul style="list-style-type: none"> <li>- To further improve the facilities at EOSA and what we can offer to all members of the local community.</li> <li>- Build a much needed 5<sup>th</sup> tennis court for which we have planning permission</li> <li>- Employ a part time site manager. Having fallen into financial difficulties, EOSA did not reemploy a new site manager when the last one retired 7 years ago. Since then the facilities have been run by volunteers but as the facilities and their use grows this is unsustainable. Income from the padel courts should enable us to employ a part time site manager within the next 2 years. This will in turn enable us to market the use of the Clubhouse in particular, during the working week.</li> </ul>
<p>How the project will help to support activity-levels in the local community</p>	<p>Padel is fun, easy to learn and extremely sociable. Groups of mixed ages and abilities can play together making it a very inclusive and appealing way to keep fit.</p> <p>All our member clubs – Ely City Hockey Club, Ely Tennis Club and Ely Rugby Club – have very active adult and junior sessions. The proposed Ely Padel Club will also be open to members of all ages – adult and junior.</p> <p>Our member club, Ely Tennis Club has an award winning diversity tennis group. The new padel courts</p>



	will be fully wheelchair accessible and will hopefully encourage further participation by disabled people in the local area.
<b>Project Budget (all costs to be shown net of VAT):</b>	
• Groundworks for 2 padel courts	£50,148
• Soil removal	£6,468
• Groundworks for floodlights	£10,900
• Courts & Floodlights x 2	£40,500
• Delivery	£3,950
• Court Installation	£9,000
• Plant & Machinery Hire	£1,750
• Electrical work, cables and switch pillar	£7,000
• 5% Contingency	£6500
•	£
Irrecoverable VAT	£27,243
<b>Total</b>	<b>£163,500</b>
<b>Partnership Funding</b>	
• EOSA	£15K
• Ely Tennis Club	£10K
• ECDC Capital Growth Fund	£16K
• Crowdfunding Page	£15K
• Sport England Movement Fund	£15K
• Thalia WB Community Fund (TBC)	£50K

• Postcode Places Grant (TBC)	£25K
• LTA interest Free Loan	TBC
<b>Total (TBC)</b>	<b>£146K</b>
<b>Net Project Cost &amp; Grant Requested</b>	<b>£10K</b>
<p><b>Financial Context:</b> please give an overview of the organisation's financial position and commitments, identifying any key issues or trends, and provide a brief rationale for the partnership funding proposed.</p> <p>It is not necessary to replicate here detailed information which is contained within supporting documents.</p> <p><b>With the exception of rental hire agreement for a coffee machine, EOSA does not have any loans.</b></p> <p><b>As a not for profit organisation and large capital projects still needing to be done and funded, our aim is to try and remain debt free. With only 21 months left before our planning permission expires and with a number of investors looking to try and build padel courts locally we feel that we need to build the padel courts as soon as is possible. If we need to access the LTA Interest Free loan to enable us to do so we will have to but with the aim to pay it off as quickly as possible.</b></p> <p><b>Please see attached business plan and accounts for further details</b></p>	



**Supporting Documents (please indicate where provided):**

Independent evidence of need for the project (please specify briefly below):

- Crowdfunding comments
- 
- 
- 
- 

Copies of quotations (if already obtained)

Yes

Summary of operational structure &amp; staffing

Yes

Outline of governance arrangements, including Constitution or Memorandum &amp; Articles of Association

Yes

Key operational policies (eg Health &amp; Safety, Child Protection, Equal Opportunities) as applicable

Yes

Full Financial and / or Management Accounts for most recent year

Yes

Full operational budget for current or forthcoming year

Yes

Current business plan

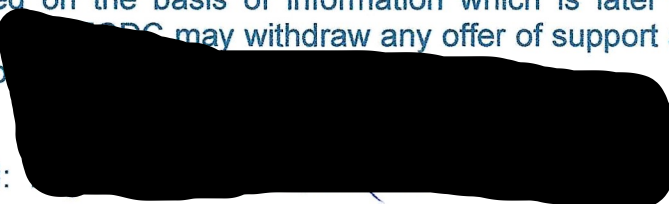

Yes

Facility development plan

Yes

**Declaration:**

I confirm that the information I have given on this form and in any supporting documentation is correct to the best of my knowledge. I understand that if a grant is awarded on the basis of information which is later found to have been false or misleading, the FSC may withdraw any offer of support and / or take action to recover any monies paid.

Signed: Print Name: Position in Organisation: DIRECTORDate: 31st March 2025



**Title: Citizens Advice West Suffolk SLA Performance Monitoring Update**

Committee: Operational Services

Date: 23 June 2025

Authors: Communities and Partnerships Manager and Project Coordinator (Health and Wellbeing)

Report number: AA14

Contact officer:

Lewis Bage, Communities and Partnerships Manager

[lewis.bage@eastcambs.gov.uk](mailto:lewis.bage@eastcambs.gov.uk). 01353 616340. Room 001, The Grange, Ely

### 1.0 Issue

- 1.1 To note the Citizens Advice West Suffolk (CAWS) performance update for the period between 1 April 2024 and 31 March 2025.

### 2.0 Recommendations

- 2.1. Members are requested to note this report.

### 3.0 Background/Options

- 3.1. On 31 January 2024, Operational Services Committee agreed to award a grant of £69,498.08 to CAWS for a Service Level Agreement from 1 April 2024 until 31 March 2027, which is to be paid over the course of the SLA term.
- 3.2. The SLA requires that CAWS provides free, confidential, impartial, and independent advice to enable local residents to deal with a wide range of issues, including benefits, housing, money advice, employment, consumer, relationships, taxation and more.

The targets within the SLA were based on CAWS' past performance. Prior to the commencement of the current SLA, CAWS were asked to confirm their ability to meet those targets within the budget specified, and they confirmed that they could achieve the targets.

### 4.0 Arguments/Conclusions

- 4.1. Details of performance between 1 April 2024 – 31 March 2025 can be found at Appendix 1. The document contains a table which includes expected and actual performance to date, CAWS's reasons for any negative variance and what has been done and/or is being done by CAWS in response to any variation.

### 5.0 Additional Implications Assessment

5.1

Financial Implications	Legal Implications	Human Resources (HR) Implications
------------------------	--------------------	-----------------------------------

<b>No</b>	<b>No</b>	<b>No</b>
<b>Equality Impact Assessment (EIA)</b>	<b>Carbon Impact Assessment (CIA)</b>	<b>Data Protection Impact Assessment (DPIA)</b>
<b>No</b>	<b>No</b>	<b>No</b>

5.2. This report does not have any new or additional implications relating to the listed areas.

**(a) Financial implications**

5.3. Financial implications, CIA and EIA were included in 31 January 2024's committee report.

## **6.0 Appendices**

Appendix 1 – CAWS Performance Update

## **7.0 Background documents**

7.1 Service Level Agreement between ECDC and CAWS 2024-27

## Appendix 1 - CAWS Performance Update

### Assist residents with a range of issues

Annual performance target 24/25 information required	Actual	CAWS' reason for negative variance	CAWS' response setting out what they have done or are doing in response to any negative variation
<p>Assist at least 360 unique clients with a range of issues including the following subjects:</p> <ul style="list-style-type: none"> <li>• Consumer</li> <li>• Money advice</li> <li>• Welfare Benefits</li> <li>• Employment</li> <li>• Housing</li> <li>• Family and personal matters</li> <li>• Taxes</li> <li>• Immigration and nationality</li> <li>• Health</li> </ul>	<p>376 unique clients with 1589 advice issues</p> <p>Top six client issues 24/25: Benefits &amp; tax credits: 495 issues Debt: 172 issues Relationships and family: 154 issues Universal credit: 132 issues Housing: 131 issues Financial capability: 124 issues</p> <p>Ward breakdown by unique clients:</p> <p>Woodditton: 85 Fordham &amp; Isleham: 69 Burwell: 52 Soham South: 46 Soham North: 39 Bottisham: 29 Littleport: 15 Ely West: 11 Stretham: 9</p>		

Annual performance target 24/25 information required	Actual	CAWS' reason for negative variance	CAWS' response setting out what they have done or are doing in response to any negative variation
<ul style="list-style-type: none"> <li>Education, including financial literacy education</li> </ul> <p>Provide debt advice that leads to reduction in potential homelessness and reduction in council tax/rent arrears</p> <p>Number of unique clients per ward to be provided.</p> <p>Top six client issues.</p> <p>Provide a breakdown of clients including: age, ethnicity, disability, location, gender, and contact method</p>	<p>Ely East: 6 Sutton: 6 Ely North: 4 Little Downham: 3 Haddenham: 2</p>		

**Provide a number of engagement methods**



Annual performance target 24/25 information required	Actual	CAWS' reason for negative variance	CAWS' response setting out what they have done or are doing in response to any negative variation
<p>Provide a number of different channels for clients to access the service:</p> <p>Telephone Email Letter Video call Face to Face appointment Drop in sessions</p> <p>The funded service shall be available:</p> <p>by letter, fax and e-mail (emails answered between 09:30-15:30 Monday to Friday)</p> <p>to personal callers by appointment at: Foley House, Newmarket or other Citizens Advice West Suffolk office locations</p>	<p>All opening times and methods of engagement were provided in accordance with the ECDC SLA requirements.</p> <p>These services are clearly advertised on premises, on the Citizens Advice website, at events CAWS attend and in promotional material.</p>		

Annual performance target 24/25 information required	Actual	CAWS' reason for negative variance	CAWS' response setting out what they have done or are doing in response to any negative variation
<p>Hours of opening:</p> <p>Telephone (0808 278 7868):</p> <p>Monday 09:30 – 15:30</p> <p>Tuesday 09:30 – 15:30</p> <p>Wednesday 09:30 – 15:30</p> <p>Thursday 09:30 – 15:30</p> <p>Friday 09:30 – 15:30</p> <p>Appointment:</p> <p>Monday 09:30 – 14.30</p> <p>Tuesday 09:30 – 14:30</p> <p>Wednesday 09:30 – 14.30</p> <p>Thursday 09:30 – 14:30</p> <p>Friday 09:30 – 14.30</p> <p>Drop-in: Minimum of 8 hours per week</p>			

<b>Annual performance target 24/25 information required</b>	<b>Actual</b>	<b>CAWS' reason for negative variance</b>	<b>CAWS' response setting out what they have done or are doing in response to any negative variation</b>
across the CAWS service including Friday 10.00 – 12.00 in Newmarket Include details of response/waiting times standards  These services shall be clearly advertised.			
Breakdown of different channels of how clients contacted the service.	<ul style="list-style-type: none"> <li>• Email = 37% (892 contacts)</li> <li>• Adviceline phone = 24% (587 contacts)</li> <li>• Telephone = 27% (644 contacts)</li> <li>• In person = 5% (120 contacts)</li> <li>• Other = 7%</li> </ul>		
Details of the development of face- to-face outreach work outside of main office, including attending 3 community events in East Cambridgeshire per year	<p>Community Events attended in East Cambridgeshire: -</p> <ul style="list-style-type: none"> <li>• 15-May-24 Parish &amp; Community - Greener Together</li> <li>• 15-Sep-24 Ely - Health and Well fair</li> <li>• 18-Jan-25 Community Appointment Day</li> </ul> <p>These events raised awareness of CAWS, enabled networking and collaboration with contacts at related</p>		

Annual performance target 24/25 information required	Actual	CAWS' reason for negative variance	CAWS' response setting out what they have done or are doing in response to any negative variation
	services, and provided opportunities to meet ECDC residents and answer their questions.		
Promote services available via website, social media, newsletter and other means of communication.	<p>We update our website regularly. The advice section: -</p> <p><a href="https://suffolkwestcab.org.uk/contact-us/">https://suffolkwestcab.org.uk/contact-us/</a></p> <p>explains to people how they can contact us.</p> <p>We have also continued to promote the service on our social media platforms. We post every weekday on X and Facebook and regularly on Instagram. We are linking with more groups in East Cambs via social media and at the events we are attending to raise awareness of our work to clients and partners</p>		We have made contact with the Ely Standard Elyi Magazine (online magazine) - for monthly/bi-monthly advice column and CB8 magazine.

## Reporting and accounts

<b>Annual performance target 24/25 information required</b>	<b>Actual</b>	<b>CAWS' reason for negative variance</b>	<b>CAWS' response setting out what they have done or are doing in response to any negative variation</b>
Details of AGM to be provided to the Council's contact officer	Completed		
Annual report and accounts provided to the Council	Completed		
Quarterly newsletter issued to update local organisations and elected members of the council	Newsletters are now circulated twice a year. June 2024 was distributed. The April '25 newsletter is being prepared.	The newsletter was only sent twice in 2024/25 due to unexpected staff sickness.	There is a plan to return to quarterly newsletters in 2025/26.

## Staffing and recruitment and retention of volunteers to support the service

<b>Annual performance target 24/25 information required</b>	<b>Actual</b>	<b>CAWS' reason for negative variance</b>	<b>CAWS' response setting out what they have done or are doing in response to any negative variation</b>
CAWS to provide ECDC with details of number of paid staff, type of paid staff, hours worked	24 paid staff team members, around 15 FTE.		
Number of volunteers (minimum of 55 volunteers supporting	At least <b>400 Volunteer hours</b> are delivered weekly. 65 volunteers plus 10 trustees.	Volunteer hours fluctuate throughout the year as volunteers find work, retire	We have a continual volunteer recruitment and training programme. Since

Annual performance target 24/25 information required	Actual	CAWS' reason for negative variance	CAWS' response setting out what they have done or are doing in response to any negative variation
the service for at least 450 volunteer hours per week), type of volunteer staff, hours worked	Types of Roles: 17 on triage, 12 trainee advisers, 33 general advisers, 2 form fillers, 2 admin We received <b>83 enquiries</b> in 2024/25 from people interested in volunteering. A detailed information pack is sent explaining the various roles and the training & support provided. 24 joined us.	and move away. We have recently lost two long-standing volunteers who have moved out of the area to be near family. They were both volunteering several days a week. A couple of trustees have also left one through ill health or changes to circumstances.	Christmas we have interviewed 3-4 new volunteers every month.
Provide development and training opportunities for front line staff and volunteers – 1 per member of staff per annum	<p>Full initial and ongoing training is provided for all team members as required for their role. This includes our Trustees. Some of these are in-person, most are online.</p> <ul style="list-style-type: none"> <li>▪ <b>51</b> attended a training course by Shelter covering changes to renters' rights.</li> <li>▪ The Designated Safeguarding Lead and Deputy Designated Safeguarding Lead attended training provided by Community Action Suffolk.</li> <li>▪ <b>14</b> attended Benefits update training run by the FIAS team</li> </ul>		

<b>Annual performance target 24/25 information required</b>	<b>Actual</b>	<b>CAWS' reason for negative variance</b>	<b>CAWS' response setting out what they have done or are doing in response to any negative variation</b>
	<p>at SCC.</p> <ul style="list-style-type: none"> <li>▪ The benefits team of 7 volunteers and staff attended a 'Challenging DWP Decisions' training session delivered by FIAS.</li> </ul>		
Recruit a minimum of 15 new volunteers	16 triage volunteers and 1 trustee		
Provide a minimum in kind volunteer contribution of £680,000 for the benefit of East Cambs residents	The value of the professional serviced volunteered is over £700,000 per year (based on National Citizens Advice calculations).		
CAWS to provide ECDC with the number of training courses provided for volunteers	<p>Training is provided for all team of volunteers, staff, and Trustees. Six online training courses are mandatory for all our team members during induction: EDI, Cyber Security, Data Protection, Safeguarding and Sexual Harassment in the Workplace.</p> <p>Ad hoc group training is provided on Safeguarding, Managed Migration for Universal Credit and Pension</p>		

<b>Annual performance target 24/25 information required</b>	<b>Actual</b>	<b>CAWS' reason for negative variance</b>	<b>CAWS' response setting out what they have done or are doing in response to any negative variation</b>
	Credit. One volunteer attended a Cruse Bereavement training.		

### Client satisfaction

<b>Annual performance target 24/25 information required</b>	<b>Actual</b>	<b>CAWS' reason for negative variance</b>	<b>CAWS' response setting out what they have done or are doing in response to any negative variation</b>
<p>Feedback from CAWS client feedback survey on:</p> <p>Ease of access to service: 73%            Help to find a way forward: 74%            Extent to which problem is now resolved: 74%            How likely to recommend the service: 87%</p>	<p>Q3 feedback from CAWS client feedback survey on:</p> <ul style="list-style-type: none"> <li>• Ease of access to service: <b>59%</b> (68% last year)</li> <li>• Help to find a way forward: <b>78%</b> (79% last year)</li> <li>• Extent to which problem is now resolved: <b>66%</b> (68% last year)</li> <li>• How likely to recommend the service: <b>78%</b> (81% last year)</li> <li>• Q4 not yet available</li> </ul>	<p>The feedback is anonymous and is a small sample size. We cannot explore individual responses. Some clients have very complicated issues and are frustrated with the system (health care, DWP, businesses, which often makes them a challenge to satisfy.</p>	<p>We will continue to offer the best service we can via multiple advice channels – face-to-face, phone, letter and email.</p>



<b>Annual performance target 24/25 information required</b>	<b>Actual</b>	<b>CAWS' reason for negative variance</b>	<b>CAWS' response setting out what they have done or are doing in response to any negative variation</b>
Number of formal complaints against the service	Two clients, none were from East Cambridgeshire.		

**To have an impact on the development of local and national social policies by development of research and campaigning work.**

<b>Annual performance target 24/25 information required</b>	<b>Actual</b>	<b>CAWS' reason for negative variance</b>	<b>CAWS' response setting out what they have done or are doing in response to any negative variation</b>
Provide details of press articles produced and circulated (2x per year)	<p>East Anglian Daily Times (04 Sept 2024)  <u>Over £8.5m boost: The impact of Citizens Advice in Suffolk   East Anglian Daily Times (eadt.co.uk)</u></p> <p>Suffolk News (04 Sept 2024)  <u>Suffolk Citizens Advice branches meet at Ravenwood Hall Hotel, near Bury St Edmunds, to celebrate 85 years of organisation (suffolknews.co.uk)</u></p> <p>Monthly Q&amp;A in the Newmarket Flyer.</p> <p>Articles have been on our Facebook, X and Instagram pages.</p>	Article sent to Ely Standard not always published	In 2024/25, unexpected staff illness has affected capacity. In 2025/26, we will have capacity to continue to build our links with the press and groups in East Cambs.

Annual performance target 24/25 information required	Actual	CAWS' reason for negative variance	CAWS' response setting out what they have done or are doing in response to any negative variation
Provide details of research and campaigning work influencing local and national policies – take part in at least 1 local campaign (per annum) resulting in better outcomes for East Cambs residents	Following the general election, CAWS have contacted the three new MP's that represent the constituency areas that they work in.	All advisers are trained to identify issues that are adversely affecting them due to local or national policies. Issues are recorded on our CRM system so that national Citizens Advice can collate responses and lobby parliament. Campaigns in 2024/25 have included the proposed changes to disability benefits, low levels of means tested benefits, upfront costs of renting and the need to have a guarantor and access to childcare.	

**Add value to grant made by ECDC by providing additional services for clients that supports the aims of the advice service and to use the funding as a basis to attract funds from other sources**

<b>Annual performance target 24/25 information required</b>	<b>Actual</b>	<b>CAWS' reason for negative variance</b>	<b>CAWS' response setting out what they have done or are doing in response to any negative variation</b>
Match ECDC funding pound for pound using ECDC core grant to lever in additional match funding from other sources.	ECDC's funding is matched pound for pound. CAWS budgeted income is £630k/year and the bulk of the funding is not restricted to postcode areas.		

**Provide debt advice that leads to reduction in potential homelessness and reduction in council tax/rent arrears**

<b>Annual performance target 24/25 information required</b>	<b>Actual</b>	<b>CAWS' reason for negative variance</b>	<b>CAWS' response setting out what they have done or are doing in response to any negative variation</b>
CAWS to provide ECDC with details of the total no. of clients supported for rent and mortgage arrears	In the East Cambridgeshire area, we helped 63 clients with 131 housing issues. 16 Debt issues related to rent/mortgage arrears. 13 Debt issues related to Council Tax arrears.		

**State of Communities Report**

Annual performance target 24/25 information required	Actual	CAWS' reason for negative variance	CAWS' response setting out what they have done or are doing in response to any negative variation
Provide the Council with one state of communities report which includes information on: emerging trends and risks, added value services	Received	N/A	N/A

### **Title: Voluntary And Community Action East Cambridgeshire SLA Performance Monitoring Update**

Committee: Operational Services

Date: 23 June 2025

Authors: Communities and Partnerships Manager and Project Coordinator (Health and Wellbeing)

Report number: AA15

Contact officer:

Lewis Bage, Communities and Partnerships Manager

[lewis.bage@eastcambs.gov.uk](mailto:lewis.bage@eastcambs.gov.uk). 01353 616340. Room 001, The Grange, Ely

#### **1.0 Issue**

- 1.1. To note the Voluntary and Community Action East Cambridgeshire (VCAEC) performance update for the period between 1 April 2024 and 30 March 2025.

#### **2.0 Recommendations**

- 2.1. Members are requested to note this report.

#### **3.0 Background/Options**

- 3.1. On 31 January 2024, Operational Services Committee agreed to award a grant of £39,530 to VCAEC for a Service Level Agreement (SLA) from 1 April 2024 until 31 March 2026, which is to be paid over the course of the SLA term.
- 3.2. The SLA requires 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, and to act as an umbrella organisation providing generic infrastructure support to voluntary and community sector organisations within East Cambridgeshire.
- 3.3. Prior to the commencement of the current SLA, VCAEC confirmed that they could achieve the targets.

#### **4.0 Arguments/Conclusions**

- 4.1. Details of VCAEC's performance between 1 April 2024 - 31 March 2025 can be found at Appendix 1. The document contains a table which includes expected and actual performance to date, VCAEC's reasons for any negative variance and what has been and/or is being done by VCAEC in response to any variation.

#### **5.0 Additional Implications Assessment**

5.1

Financial Implications	Legal Implications	Human Resources (HR) Implications
No	No	No

<b>Equality Impact Assessment (EIA)</b>	<b>Carbon Impact Assessment (CIA)</b>	<b>Data Protection Impact Assessment (DPIA)</b>
No	No	No

- 5.2. This report does not have any new or additional implications relating to the listed areas.

**(a) Financial implications**

- 5.3. Financial implications, CIA and EIA were included in January 2024's committee report.

## **6.0 Appendices**

Appendix 1 – VCAEC performance update

## **7.0 Background documents**

Service Level Agreement between ECDC and VCAEC 2024-26

## Appendix 1 - VCAEC performance update

### Provide support to the community and voluntary sector

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they have done and/or are doing in response to any negative variation
<p>Deliver training courses or networking/themed events to member organisations</p> <p>Provide details of the event, attendees, and evaluation feedback</p>	4	7		
<p>Respond to general community and voluntary sector enquiries</p> <p>Provide details regarding the nature of the enquiry and the support provided</p>	62	60	<p>Voluntary organisations and members of the public can obtain information from many sources not just us.</p> <p>Most information is available on line so they do not need to contact us.</p>	<p>To ensure visibility, we routinely advertise our services on all Facebook pages.</p> <p>We also engage with the community by attending events like Aquafest and Soham Carnival.</p> <p>Recognizing the importance of a positive online</p>

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they have done and/or are doing in response to any negative variation
				experience, we have also revamped our website for improved efficiency. We will also look into a way to monitor visits etc.
<p>Provide advice and support to voluntary and community groups on a range of subjects including:</p> <ul style="list-style-type: none"> <li>• Funding</li> <li>• Recruitment of volunteers</li> <li>• Setting up a group</li> <li>• Constitutions</li> <li>• Performance management</li> </ul> <p>Provide details about what support was provided</p>	20	<p>15 in total</p> <ol style="list-style-type: none"> <li>1. Safeguarding policy</li> <li>2. Funding assistance</li> <li>3. Info re setting up a CIC or CIO</li> <li>4. contacted by a group who needed help with obtaining funding and volunteers.</li> <li>5. Assisted an organisation</li> </ol>	<p>Voluntary organisations are no longer solely reliant on us for information.</p> <p>With the majority of resources now accessible online, direct inquiries are less common.</p>	<p>To ensure visibility, we routinely advertise our services on all Facebook pages.</p> <p>We also engage with the community by attending events like Aquaquest.</p> <p>Recognizing the importance of a positive online experience, we have also revamped our website for improved efficiency. We will also look into a way to monitor visits etc.</p> <p>We regularly contact our members either via a direct</p>



Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they have done and/or are doing in response to any negative variation
Provide details of external funding brought into East Cambridgeshire as a result of assistance with funding bids		<p>with claiming gift aid.</p> <p>6. Assisted an organisation with their constitution</p> <p>7. Gave a talk at Littleport timebank</p> <p>8. Contacted by a group regarding emergency funding for central heating.</p> <p>9. Met with a group to help them decide on CIC or CIO options.</p> <p>10. Gave assistance to</p>		email or via the newsletter every month.

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they have done and/or are doing in response to any negative variation
		<p>a new charity with policies etc.</p> <p>11. Policy advice for POW charity</p> <p>12. As above for Needhams Charity</p> <p>13. 13 As above for hop Laney Fondation</p> <p>14. 14 Advice for new mental health charity set up</p> <p>15. 15 Advice on Privacy Statements to POW charity</p>		

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they have done and/or are doing in response to any negative variation
<p>To have an impact on the development of local and national volunteer and community group policies by development of research and campaigning work.</p> <p>Undertake activities to inform or influence policy impacting the sector via responding to consultations, attending events etc.</p>	6 activities	<p>23 events attended</p> <p>Sit on 11 meetings to represent the sector</p> <p>We have undertaken research with many charities on their financial situation and viability discussing a strategy of representation to Government. This has included discussions with CCC, CCVS, Chamber of Commerce, ECBG members etc.</p> <p>2) Every event and engagement has</p>		

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they have done and/or are doing in response to any negative variation
		<p>resulted in additional information for our survey (see above). There now needs to be collaboration to put together a paper to highlight the plight of our small charities. This is a research led piece of work, working with a small team. This is WIP</p> <p>(3) Consulted with NHS volunteering and assisted with their survey.</p> <p>Assisted ARU with their volunteering study which was</p>		

<b>Area of focus</b>	<b>Annual performance target</b>	<b>Actual</b>	<b>VCAEC's reason for negative variance</b>	<b>VCAEC's response setting out what they have done and/or are doing in response to any negative variation</b>
		circulated to our members		
Conduct research into unmet or emerging social needs in the area and provide ECDC with a summary of current and developing issues for the sector its members, and the area which includes information on emerging trends and risks, unmet or emerging social needs in the area and the promotion of action to meet them.	Provide 1 report per annum to ECDC	Members survey and a report with the emerging issues for the voluntary sector and ourselves provided.	The Support Cambridgeshire survey 2025 has not been published yet. We use this information to see what training to provide and to see what issues there are for the sector throughout Cambridgeshire.	
Promote services available via website, social media, newsletter, attendance at local events and other	20 promotional activities	22		

<b>Area of focus</b>	<b>Annual performance target</b>	<b>Actual</b>	<b>VCAEC's reason for negative variance</b>	<b>VCAEC's response setting out what they have done and/or are doing in response to any negative variation</b>
means of communication				

### **Increasing volunteering opportunities**

<b>Area of focus</b>	<b>Annual performance target</b>	<b>Actual</b>	<b>VCAEC's reason for negative variance</b>	<b>VCAEC's response setting out what they are doing in response to any negative variation</b>
No of promotional activities undertaken to recruit new volunteers	10	10		
No of volunteers interviewed or signposted to a placements/ organisation	70	53	<p>Many will look at our website and go direct to the recruiter.</p> <p>Everything is on line these days which increases access to those unable to visit the office. Although we still offer this service for those that find accessing on line services difficult.</p>	<p>We work in partnership with Support Cambs and can use their Volunteer Cambs website. It has 145 members of the public have registered with an interest in East Cambs</p> <p>We re-vamped our own website to provide a more</p>

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they are doing in response to any negative variation
			The inability of individuals being able to offer their time for free means fewer visits/ contacts to the office.	streamlined experience and it has volunteering opportunities too. We are unable to track numbers on our website at this moment in time. I will be looking into this as this would be beneficial.  To ensure visibility, we routinely advertise our services on all Facebook pages.  We also engage with the community by attending events like Aquafest.
Provide details of the number of volunteers assisted to obtain a placement	30	9	Lack of volunteers – This is a national, regional and local issue. Since COVID when so many volunteers removed themselves we have made a steady increase in building this back up with other organisations, eg CCVS.	I have also registered with the NHS volunteering website and have met with them to get the voluntary sector perspective with regards to volunteering and assisted them with a survey.

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they are doing in response to any negative variation
			<p>This is WIP. The lack of a High Street presence does not help, but we could not afford the rent. The inability of individuals being able to offer their time for free means fewer visits to the office.</p> <p>We have replaced this with our social media strategy and many interactions are undertaken via signposting on line.</p> <p>This has also been highlighted in the VCAEC survey as one of the most common issues.</p> <p>Our purpose has adapted over the last decade to better serve a specific need. We are now here to assist individuals who require more face-to-face interaction, such as those who do not have</p>	



Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they are doing in response to any negative variation
			internet access or who lack confidence.	

### Volunteering projects

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they are doing in response to any negative variation
<b>Social Car Scheme</b>				
Number of volunteer driver hours  Number of unique customers  Give details of number of journeys and the purpose <ul style="list-style-type: none"> <li>Medical</li> </ul>	4800 (400 hrs x 12 months)	Total: 4,534 hours  3693 trips: Medical 2,576  Shopping: 136  Social: 485  Other: 496  445 unique clients	We do not have enough volunteers to meet the increasing need, despite a systematic marketing appeal. We continue to pursue this.  The inability of individuals being able to offer their time for free means fewer volunteers.	Met with Three Rivers car scheme and as a result of this meeting they attended the eyes and ears training. They often refer clients to us.  To ensure visibility, we routinely advertise our services on all Facebook pages.  We also engage with the community by attending

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they are doing in response to any negative variation
<ul style="list-style-type: none"> <li>• Shopping</li> <li>• Social</li> <li>• Other</li> </ul>				<p>events like Aquafest and Soham Carnival.</p> <p>Recognizing the importance of a positive online experience, we have also revamped our website for improved efficiency.</p>
<b>Volunteer Gardening Scheme</b>				
Volunteer hours worked	2880	2293	<p>We do not have enough volunteers to meet our needs, despite advertising widely.</p> <p>This is a nationwide issue.</p> <p>The inability of individuals being able to offer their time for free means fewer volunteers.</p>	<p>To ensure visibility, we routinely advertise our services on all Facebook pages.</p> <p>We also engage with the community by attending events like Aquafest and Soham Carnival.</p> <p>Recognizing the importance of a positive online experience, we have also revamped our website for improved efficiency.</p>

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they are doing in response to any negative variation
Number of unique customers	New measure	90		
<b>Other VCAEC services</b>				
Number of volunteer hours worked including office administration, finance and trustees	1300	980	<p>We do not have enough volunteer hours (especially since one of our car desk administrators is now paid), to meet these targets.</p> <p>We are also finding the recruitment of Trustees difficult.</p> <p>The inability of individuals being able to offer their time for free means fewer volunteers.</p>	<p>To ensure visibility, we routinely advertise our services on all Facebook pages.</p> <p>We also engage with the community by attending events like Aquafest and Soham Carnival.</p>
Provide a minimum in kind volunteer contribution for the benefit of East Cambs residents	£126,169	£109,687  Car scheme 4,534hrs x £14.05 = £63,704 Gardening 2,293hrs x £14.05 = £32,216		

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance	VCAEC's response setting out what they are doing in response to any negative variation
Give breakdown across volunteer areas and details of how this is calculated		Office 980hrs x £14.05 = £13,769 Total = £109,687		

### Member satisfaction

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance (and efforts made to achieve target)
All member organisations to be surveyed annually	Provide ECDC with results of annual member satisfaction survey	Provided Main issues funding and recruitment of volunteers.	
Number of complaints against the service	Provide the Council with details of any formal complaints	None	
Number of VCAEC	Provide ECDC with number of	111 current members	

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance (and efforts made to achieve target)
member organisations	VCAEC member organisations		

### Reporting and accounts

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance (and efforts made to achieve target)
AGM	Invite sent to ECDC	Completed	
Report and accounts	Provide annual report and accounts to ECDC	Completed	

### Methods of engagement

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance (and efforts made to achieve target)
The core service shall be available:	N/A	Agreed	

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance (and efforts made to achieve target)
<p>By letter, email and to personal callers on a drop-in basis at:</p> <p>VCAEC Rear Offices, Centre E 24 Barton Road Ely Cambs, CB7 4DE</p> <p>Hours of opening: Monday-Thursday 09:30am to 12:30pm</p> <p><i>By face-to-face appointments for general help:</i> Monday-Friday 09:00am to 14:00</p> <p><i>For all enquiries relating to volunteering:</i></p>			

Area of focus	Annual performance target	Actual	VCAEC's reason for negative variance (and efforts made to achieve target)
<p>Monday-Thursday 09:30am to 12:30pm</p> <p><i>For transport enquiries: Monday-Thursday 09:30am to 12:30pm (Must be a minimum of 12 hours per week)</i></p>			





**TITLE: Annual Reports from Representatives on Outside Bodies**

Committee: Operational Services Committee

Date: 23 June 2025

Author: Senior Democratic Services Officer

Report number: AA17

Contact officer: Patrick Adams

Senior Democratic Services Officer

Patrick.Adams@eastcambs.gov.uk, 01353 616298, Room 214, The Grange, Ely

**1.0 Issue**

- 1.1. To receive the annual reports from Council representatives on Outside Bodies within the responsibility of the Operational Services Committee.

**2.0 Recommendations**

- 2.1. That the annual reports from Council representatives on Outside Bodies within the responsibility of the Operational Services Committee be noted (Appendix 2).

**3.0 Background/Options**

- 3.1. The Council's Constitution specifies in the Terms of Reference for the Operational Services Committee that it should appoint representatives to Outside Bodies within its remit, from the wider membership of Council, for a period of up to 4 years. The most recent appointments were made at the Operational Services Committee meeting held on 24th June 2024.
- 3.2. The list of Outside Bodies currently within the remit of the Operational Services Committee is attached as Appendix 1, which includes the names of the appointed representatives.
- 3.3. Attached as Appendix 2 are the relevant pages of the Outside Bodies Booklet which detail the aims and activities of the Outside Bodies within the remit of the Operational Services Committee, and the annual reports from the Council representatives.

**4.0 Arguments/Conclusions**

- 4.1. Members are asked to note the reports received from the 2024-26 representatives.

**5.0 Additional Implications Assessment**

<b>Financial</b>	<b>Legal</b>	<b>Human Resources (HR)</b>
<b>No</b>	<b>No</b>	<b>No</b>
<b>Equality Impact Assessment (EIA)</b>	<b>Carbon Impact Assessment (CIA)</b>	<b>Data Protection Impact Assessment (DPIA)</b>
<b>No</b>	<b>No</b>	<b>No</b>

## **6.0 Appendices**

Appendix 1: Summary of the Outside Bodies and representatives for 2024-25 under the remit of the Operational Services Committee.

Appendix 2: The relevant pages of the Outside Bodies Booklet which detail the aims and activities of the Outside Bodies within the remit of the Operational Services Committee, and the annual reports of the Council representatives

## **7.0 Background documents**

[Representation on outside bodies | East Cambridgeshire District Council](#)

**OPERATIONAL SERVICES COMMITTEE**  
**OUTSIDE BODIES REPRESENTATIVES 2024-25**

ORGANISATION	REQUIRED REPRESENTATIVES	APPOINTMENT(S)	ECDC CONTACT OFFICER
Cambridgeshire County Council Adults and Health Committee	1 Lead Member and 1 Substitute	Cllr Keith Horgan ( <i>as Lead Member</i> ) Cllr Julia Huffer ( <i>as Substitute</i> )	Environmental Services Manager: Nick Baker
Cambridgeshire Police & Crime Panel	2 Lead Members and 2 Substitutes (1 Conservative + 1 Lib Dem & Ind)	Cllr Alan Sharp & Cllr Christine Whelan ( <i>as Lead Members</i> ) Cllr Julia Huffer & Cllr Ross Trent ( <i>as Substitutes</i> )	Communities & Partnerships Manager: Lewis Bage
Citizens Advice West Suffolk	1 Lead Member and 1 Substitute	Cllr Alan Sharp ( <i>as Lead Member</i> ) Cllr Julia Huffer ( <i>as Substitute</i> )	Communities & Partnerships Manager: Lewis Bage
Community Safety Partnership	1 Lead Member, 1 Member, and 2 Substitutes	Cllr Christine Ambrose Smith ( <i>as Lead Member</i> ) Cllr Martin Goodearl ( <i>as Member</i> ) Cllr Keith Horgan ( <i>as Substitute</i> ) Cllr Alan Sharp ( <i>as Substitute</i> )	Neighbourhood & Community Safety Team Leader: Emma Graves
Historic England – Heritage Champion	1	Cllr Lucius Vellacott	Conservation Officer: Christopher Partrick
Paradise Centre Management Committee, Ely	1	Cllr Martin Goodearl	Leisure & Active Lifestyles Manager: Martin Grey
RECAP Board	1	Cllr Julia Huffer	Environmental Services Manager: Nick Baker

Sanctuary Housing Services Ltd – East Cambridgeshire Management Committee	2	Cllr Christine Ambrose Smith Cllr Alan Sharp	Housing & Community Advice Manager: Angela Parmenter
Soham and District Sports Association	2	Cllr Ian Bovingdon Cllr Lucius Vellacott	Leisure & Active Lifestyles Manager: Martin Grey

# EAST CAMBRIDGESHIRE DISTRICT COUNCIL



## REPRESENTATION ON OUTSIDE BODIES WITHIN THE REMIT OF THE OPERATIONAL SERVICES COMMITTEE 2024-25

(Including reports from representatives for 2024-25)

# Contents

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## **PRIORITY CATEGORY OF OFFICER SUPPORT**

1. Nominated officers to provide Members with regular support on a proactive basis and attend meetings where appropriate (including those outside bodies where officers attend at present).
2. Nominated officers to provide ad hoc support on specific agenda issues and act as a contact for feedback and implementation of action points. The onus will be on the Member to contact the nominated officer to facilitate these arrangements.
3. Members should liaise directly with Democratic Services (Committees).

# **CAMBRIDGESHIRE COUNTY COUNCIL ADULTS AND HEALTH COMMITTEE**

## **AIMS AND ACTIVITIES**

- The County Council's public health duty including health improvement, individual and community wellbeing, and reduction of health inequalities.
- To respond as appropriate to central government consultation relating to policy or legislation falling within the remit of the Committee.
- The review and scrutiny of any matter relating to the planning, provision, and operation of the health services in Cambridgeshire.
- To report to the Secretary of State for Health on any proposals for substantial change to any part of the NHS's services within Cambridgeshire.

<b>Representation:</b>	One Member and one Substitute
<b>Status of Member:</b>	Non-voting member
<b>Approx. no. of meetings per year:</b>	6
<b>Expenses paid by organisation:</b>	No
<b>Insurance provision:</b>	Yes
<b>Category of Officer Support (see p. 6):</b>	1
<b>Contact Officer:</b>	Waste & Environmental Services Manager, Nick Baker

**Representatives for 2024/25:** Cllr Keith Horgan (*Lead Member*)  
Cllr James Lay (*Substitute*) – *replaced by Cllr Julia Huffer in September 2024*

## **REPORTS FROM 2024/25 REPRESENTATIVES**

Cllr Keith Horgan (attended 5 of 5 meetings)

**(i) How does the work of this Outside Body fit in with ECDC's Corporate Objectives?**

The work of this body accords closely with ECDC's objectives of sound financial management and in its broadest sense, sustainable communities. The budget for health in our area runs to many billions of pounds and ensuring this money is spent wisely is vital to the achievement of healthier and more sustainable communities.

**(ii) Do you think that continued representation on this Outside Body is worthwhile? (Please give reasons.)**

Yes. Health, and scrutiny of it is vital. This committee covers many areas as can be seen here: <https://www.cambridgeshire.gov.uk/council/meetings-and-decisions/council-constitution/part-d-committees/d5-adults-and-health-committee> and all of these have a direct impact on the health and wellbeing of residents in East Cambridgeshire. Scrutiny by us ensures the best outcomes for everyone.

**(iii) What specific items of relevance to ECDC have been considered/discussed by the Outside Body?**

Whilst the main committee covers finances, during the past year Scrutiny has covered many topics including mental health services, Urgent & Emergency Care including ambulance provision and hospital waiting lists, primary care activities such as Annual Health Checks for people with disabilities and health inequalities in Cambridgeshire.

## **CAMBRIDGESHIRE POLICE & CRIME PANEL**

### **AIMS AND ACTIVITIES**

The Police and Crime Panel (PCP) provides checks and balances on the work of the Police and Crime Commissioner (PCC). The Panel does not scrutinise Cambridgeshire Constabulary; it scrutinises how the PCC carries out their statutory responsibilities. While the Panel is there to constructively challenge the PCC, it also has a key role in supporting the Commissioner in their role in enhancing public accountability of the police force.

- To review and make a report or recommendation on the draft police and crime plan, or draft variation, given to the panel by the Police and Crime Commissioner.
- To review, put questions to the Police and Crime Commissioner at a public meeting, and make a report or recommendation (as necessary) on the annual report.
- To hold a confirmation hearing and review, make a report, and recommendation (as necessary) in respect of proposed senior appointments made by the Police and Crime Commissioner.
- To review and make a report on the proposed appointment of the Chief Constable.
- To review and make a report and recommendation (as necessary) on the proposed precept.
- To review or scrutinise decisions made, or other action taken, by the Police and Crime Commissioner in connection with the discharge of the commissioner's functions.
- To make reports or recommendations to the Police and Crime Commissioner with respect to the discharge of the commissioner's functions.
- To support the effective exercise of the functions of the Police and Crime Commissioner.
- To fulfil functions in relation to complaints about conduct matters, in accordance with the responsibilities accorded to the panel by the Police Reform and Social Responsibility Act 2011.
- To appoint an Acting Police and Crime Commissioner if necessary.
- To suspend the Police and Crime Commissioner if it appears to the panel that the Commissioner has been charged in the United Kingdom or Isle of Man with an offence which carries a maximum term of imprisonment exceeding two years.

<b>Representation:</b>	One member and one substitute
<b>Status of Member:</b>	ECDC representative
<b>No. meetings per year:</b>	4
<b>Expenses paid by organisation:</b>	£920 per annum (maximum) from a central fund administered by Peterborough City Council
<b>Insurance provision:</b>	No
<b>Category of Officer Support (see p. 6):</b>	1
<b>Contact Officer:</b>	Communities and Partnerships Manager, Lewis Bage

<b>Representatives for 2024/25:</b>	<b>Cllr Alan Sharp (<i>Lead Member</i>)</b> <b>Cllr Julia Huffer (<i>Substitute</i>)</b>
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### **REPORTS FROM 2024/25 REPRESENTATIVES**

Cllr Alan Sharp (attended 4 of 6 meetings)

The Police & Crime Panel is important, as it fits into the objective of ECDC of keeping the public safe, whilst fitting in to the objective of influencing policing within our District.



The continued representation on the Police & Crime Panel is required to continue, for the interests of ECDC.

I have attended 4 of the 6 Panel meetings held. Some of the PCP meetings unfortunately clashed with County Council commitments.

The Police & Crime Commissioner after his re-election, has continued to drive forward his thoughts on how we give the best service to residents to a high standard.

I feel that the members of the panel give good challenge to the Commissioner

Cllr Julia Huffer (substitute)  
(Not required.)

## **CITIZENS ADVICE WEST SUFFOLK**

### **AIMS AND ACTIVITIES**

The objective of the service is to provide free, confidential, impartial, and independent advice to enable local residents to deal with a wide range of issues, including benefits, housing, money advice, employment, consumer, relationships, taxation and many more. The nature of the assistance provided will depend on a client's needs and abilities.

The provision of this service requires that, at any one time, 2 to 6 advisers and 1 supervisor are on duty and 1 telephone number with 3 linked lines are available to members of the public. For face-to-face advice, offices are available at Foley House, Wellington Street, Newmarket.

The standard of service is set out in the Citizens Advice Quality Assurance Standards Membership Agreement.

Responsibility for the management of the Advice Service is vested in the Citizens Advice Trustee Board, the membership and operation of which is laid down by a constitution/Memorandum and Articles of Association.

<b>Representation:</b>	One Member and one Substitute
<b>Status of Member:</b>	ECDC representative (no decision-making powers)
<b>No. meetings per year:</b>	12
<b>Expenses paid by organisation:</b>	No
<b>Insurance provision:</b>	Yes
<b>Category of Officer Support (see p. 6):</b>	2
<b>Contact Officer:</b>	Communities & Partnerships Manager, Lewis Bage
<b>Representatives for 2024/25:</b>	<b>Cllr Alan Sharp (<i>Lead Member</i>) – replaced Cllr James Lay in September 2024</b> <b>Cllr Julia Huffer (<i>Substitute</i>)</b>

### **REPORTS FROM 2024/25 REPRESENTATIVES**

Cllr Julia Huffer (attended one out of six meetings)

The CAB continues to provide support to residents mainly from the south of the district, although help is sought from all areas of our District. They offer advice on many problems with all kinds of issues from debt to employment. The work they do is important to many residents.

I took over from Councillor Lay in the latter part of 2024 and I have only been able to attend one meeting as diary clashes prevented attendance

Cllr Alan Sharp – Not received

## **COMMUNITY SAFETY PARTNERSHIP**

### **AIMS AND ACTIVITIES**

- Section 6 of the 1998 Act requires the responsible authorities [commonly referred to collectively as a Community Safety Partnership (CSP)] in a local government area to work together in formulating and implementing strategies to tackle local crime and disorder in the area.
- To work in partnership with other organisations and groups to implement the Strategies.
- To monitor and evaluate the effectiveness of the strategies.
- To contribute to the improvement of the quality of life of local people by improving Community Safety and reducing crime and disorder (and the fear of crime) in East Cambridgeshire.

<b>Representation:</b>	Two Members and two Substitutes
<b>Status of Member:</b>	ECDC representative. Lead Member has voting rights.
<b>No. meetings per year:</b>	4
<b>Expenses paid by organisation:</b>	No
<b>Insurance provision:</b>	No
<b>Category of Officer Support (see p. 6):</b>	1
<b>Contact Officer:</b>	Neighbourhood & Community Safety Team Leader, Emma Graves

<b>Representatives for 2024/25:</b>	<b>Cllr Christine Ambrose-Smith(Lead Member)</b> <b>Cllr Martin Goodearl, replaced Cllr James Lay in</b> <b>September 2024</b> <b>Cllr Keith Horgan (Substitute)</b> <b>Cllr Alan Sharp (Substitute)</b>
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### **REPORTS FROM 2024/25 REPRESENTATIVES**

Cllr Christine Ambrose Smith (not received)

Cllr James Lay (not received)

Cllr Keith Horgan (substitute)  
(Not required.)

Cllr Alan Sharp (Substitute)  
(Not required.)

## **HISTORIC ENGLAND – HERITAGE CHAMPION**

### **AIMS AND ACTIVITIES**

The historic environment includes historic buildings, landscapes, monuments, places, archaeology (including marine archaeology) and areas. The Heritage Champion will promote the local historic environment, share best practice and attend training (where appropriate).

The network of Heritage Champions across the country supports the protection of the historic environment at a local level. At a strategic level, Champions can make sure that local plans and strategies capture the contribution that the local historic environment can make to the success of an area. More specifically they can:

- Help local authorities manage the historic environment of their area;
- Promote heritage within the local community, generating enthusiasm for and awareness of the importance of the local historic environment;
- Help ensure that commitment to the proper care of the historic environment is embedded in all relevant activities and plans of the local authority;
- Support the Authority's local historic environment services (both archaeological and historic buildings conservation officers);
- Influence and communicate with others to ensure benefits for the historic environment.

<b>Representation:</b>	One Member
<b>Status of Member:</b>	Champion
<b>No. meetings per year:</b>	0
<b>Expenses paid by organisation:</b>	No
<b>Insurance provision:</b>	No
<b>Category of Officer Support (see p. 6):</b>	1
<b>Contact Officer:</b>	Conservation Officer, Christopher Partrick
<b>Representative for 2024/25:</b>	Cllr Lucius Vellacott

### **REPORT FROM 2024/25 REPRESENTATIVE**

#### Cllr Lucius Vellacott

Working with Historic England meets the corporate objectives of improving the public realm and supporting our residents to live happy and healthy lives. With such a rich historical background, East Cambridgeshire needs to ensure the continued protection of our heritage assets, in all our villages and towns.

However, this specific role should be formalised. No specific activities/information has been offered as part of the role. This is in part due to the underpinning nature of the role, and it has been useful to ensure that heritage continues to be considered in planning determinations and other aspects of the Council's work.

The representation is symbolically important and serves as a reminder of the importance of supporting our historic environment, so representation should continue. A more specific outline of the role and responsibilities should be created, including at least an annual meeting with the Conservation team. I am more than happy to assist with and begin this piece of work.

## **PARADISE CENTRE MANAGEMENT COMMITTEE**

### **AIMS AND ACTIVITIES**

- The provision of facilities for playing sports;
- The provision of opportunities for recreation, social activities and refreshment, for the benefit of its members and the public;
- The provision and maintenance of a sports and leisure centre at Paradise Ground, Ely; including selection of the centre management.

<b>Representation:</b>	One Member
<b>Status of Member:</b>	Non-voting Observer
<b>No. meetings per year:</b>	6
<b>Expenses paid by organisation:</b>	No
<b>Insurance provision:</b>	Yes
<b>Category of Officer Support (see p. 6):</b>	3
<b>Contact Officer:</b>	Leisure & Active Lifestyles Manager, (vacancy)

**Representative for 2024/25:** Cllr Martin Goodearl

### **REPORTS FROM 2024/25 REPRESENTATIVE**

Cllr Martin Goodearl – not received

## **RECAP BOARD**

### **AIMS AND ACTIVITIES**

RECAP has representation from all Districts, Peterborough City Council and Cambridgeshire County Council. The partnership was set up to enable discussion and joint decisions. By working collaboratively on both the collection and disposal of waste as well as associated areas of work, education, fly-tipping efficiencies have been realised.

The RECAP Board shall:

- act as the focus for discussion and to deliver a political perspective and steer to the scope of activities undertaken by the RECAP Partnership.
- establish and implement a process of partnership and joint working on issues included within the scope of activities, seeking consensus within the budgets delegated by the constituent Councils, whilst respecting the individual council policies and authorisations of individual members.
- investigate ways of working to deliver services provided by Partner authorities in a more economic and efficient way, including the investigation of joint procurement where applicable.
- promote data sharing of the local environmental services provided by the Partner authorities and others in order to identify best practice.
- agree and recommend to the appointing authorities, the breakdown of the financial contribution to be made by respective Councils towards the coordination and development of the work of the RECAP Partnership.
- agree an annual work programme and recognise the achievements of the RECAP Partnership by regularly reporting on progress to the Cabinets of the County Council and Peterborough City Council and to the appropriate District Council Executives.
- promote common messages and common themes to ensure a consistent approach between the Partner authorities.
- contribute to the process of public consultation and public debate in relation to the services included in the scope of activities.
- consider the impact of legislation and national policy development and to make recommendations on the implications for, and response of, Partner authorities.

<b>Representation:</b>	One Member
<b>Status of Member:</b>	ECDC representative. Decision-maker.
<b>No. meetings per year:</b>	4
<b>Expenses paid by organisation:</b>	No
<b>Insurance provision:</b>	No
<b>Category of Officer Support (see p. 6):</b>	1
<b>Contact Officer:</b>	Environmental Services Manager, Liz Knox
<b>Representative for 2024/25:</b>	Cllr Julia Huffer

### **REPORT FROM 2024/25 REPRESENTATIVE**

Cllr Julia Huffer (attended 5 of 6 meetings)

Recap continues to be a vital part of the Waste Strategy for East Cambs. Officers and members are working to get the best outcomes for recycling and waste management throughout not only the District but the whole region. I strongly recommend our continuing membership of Recap.

# **SANCTUARY HOUSING SERVICES LTD** **EAST CAMBRIDGESHIRE MANAGEMENT COMMITTEE**

## **AIMS AND ACTIVITIES**

Sanctuary Housing Services Ltd is a non-profit-making organisation providing affordable homes for rent throughout East Cambridgeshire.

The purpose of the East Cambridgeshire Committee (the Committee) is to:

- Monitor and challenge landlord services provided to Sanctuary Group tenants living within the East Cambridgeshire District Council area
- Ensure services comply with the consumer standards set by Regulator for Social Housing
- Oversee compliance with the Local Offer to Sanctuary residents within the East Cambridgeshire District Council area
- Monitor the delivery of community investment activity in the East Cambridgeshire District Council area
- Ensure services are effective, improve and continue to offer good value
- Pay due consideration to the objectives of East Cambridgeshire District Council and other key local partners
- Work with, and support, Sanctuary's operations nationally
- Recommend improvements to the way local services, neighbourhood and community initiatives are run

<b>Representation:</b>	Two Members
<b>Status of Member:</b>	Decision-maker (limited)
<b>Approx. no. of meetings per year:</b>	4
<b>Expenses paid by organisation:</b>	Travel
<b>Insurance provision:</b>	No
<b>Category of Officer Support (see p. 6):</b>	1
<b>Contact Officer:</b>	Housing & Community Advice Manager, Angela Parmenter
<b>Representatives for 2024/25:</b>	<b>Cllr Christine Ambrose-Smith</b> <b>Cllr Alan Sharp</b>

## **REPORTS FROM 2024/25 REPRESENTATIVES**

Cllr Christine Ambrose Smith (not received)

Cllr Alan Sharp (attended 4 out of 4 meetings)

Sanctuary performs one of the key tasks required by the District Council in terms of ensuring that there is a good provision of affordable housing and the District Council's continued participation is vital.

This is the second year that I have been involved with the Sanctuary Housing Committee.

The Committee meets quarterly on line, and while there are still challenges with ensuring that tenant representatives are on the Committee, the papers and management reports were very thorough and informative.

The performance of Sanctuary has improved greatly since the days of COVID and whilst, there are still improvements to be made, the Association is heading in the right direction.

## **SOHAM AND DISTRICT SPORTS ASSOCIATION**

### **AIMS AND ACTIVITIES**

- To establish, maintain, finance, and manage an indoor sports hall.
- To act as a central body representing all sports interests in Soham and the surrounding district.
- To maintain and improve the provision of all sports learning and recreational facilities within Soham and the surrounding district.

<b>Representation:</b>	Two Members
<b>Status of Member:</b>	Voting Committee Member
<b>Approx. no. of meetings per year:</b>	At least 3
<b>Expenses paid by organisation:</b>	No
<b>Insurance provision:</b>	Yes
<b>Category of Officer Support (see p. 6):</b>	2
<b>Contact Officer:</b>	Leisure and Active Lifestyles Manager, (vacant)
<b>Representatives for 2024/25:</b>	<b>Cllr Ian Bovingdon</b> <b>Cllr Lucius Vellacott</b>

### **REPORTS FROM 2024/25 REPRESENTATIVES**

#### Cllr Lucius Vellacott

The SDSA's work at Ross Peers Sports Centre has been incredibly important. It supports the corporate objective of supporting our residents to live happy and healthy lives. It delivers affordable access to high quality services.

The Council has part funded repairs via its Community Sport Facilities Grant Scheme.

The 3G Pitch at Soham Village College is progressing well, and this will be an exceptional community facility for students and the people of Soham. It will also enable the football teams to use pitches in the winter months.

I have sadly not been invited to any meetings of the SDSA this year and therefore do not know if there have been any. I recommend that officers get in touch with the board and ensure they are contacting their representatives from the Council, and meeting at least once or twice a year. I would like to work closer with the SDSA going forward.

Should this condition be met I recommend that the Council continue to appoint representatives.

Cllr Ian Bovingdon  
(Not received.)



# Operational Services Committee Annual Agenda Plan

**LEAD OFFICER: Isabel Edgar, Director Operations**  
**Democratic Services Officer: Patrick Adams**

<b>Mon 29 September 2025</b>	<b>4:30pm</b>
<i>Q1 – Waste Service Performance and Project Highlight report</i>	Catherine Sutherland, Waste Development and Support Officer
<i>Review of Caravan Site Licensing and HMO licensing fees</i>	Environmental Health
<i>Strategic Waste Service Review – Member Working Party Recommendations</i>	Director Operations
<i>Waste Service Standards</i>	Catherine Sutherland, Waste Development and Support Officer
<i>Budget Monitoring Report</i>	Accountancy
ECSS Business Plan	Emma Grima, Director Commercial
ARP Joint Committee Minutes	DSO
Forward Agenda Plan	DSO
ECSS Management Accounts [EXEMPT]	
ECSS Board Minutes (if any) [EXEMPT]	
<b>Mon 17 November 2025</b>	<b>4:30pm</b>
<i>Service Delivery Plans – 6 Month Performance Monitoring</i>	Service leads
<i>Health and Wellbeing Strategy Plan update</i>	Environmental Health
<i>Budget Monitoring Report</i>	Accountancy
<i>Cambridgeshire and Peterborough Waste Strategy Review</i>	Environment Services
<i>Environmental Crime Action Plan 6 month update</i>	Karen See, Senior Environmental Health Officer
<i>Air Quality Strategy</i>	Environmental Health
<i>Q2 – Waste Performance Monitoring and Street Smart Highlights Report</i>	Catherine Sutherland, Development Management
ECSS Business Plan	Emma Grima, Director Commercial
ARP Joint Committee Minutes	DSO
Forward Agenda Plan	DSO
ECSS Management Accounts [EXEMPT]	
ECSS Board Minutes (if any) [EXEMPT]	
<b>Mon 26 January 2026</b>	<b>4:30pm</b>
<i>Community Safety Partnership Update</i>	CSP Representative
<i>Waste Performance Monitoring Report Q3 and Street Smart Highlights Report</i>	Catherine Sutherland, Development Manager
ECSS Business Plan	Emma Grima, Director Commercial
ARP Joint Committee Minutes	DSO
Forward Agenda Plan	DSO
ECSS Management Accounts [EXEMPT]	
ECSS Board Minutes (if any) [EXEMPT]	

**Notes:**

1. Agenda items which are likely to be “urgent” and therefore not subject to call-in are marked \*
2. Agenda items in italics are provisional items / possible items for future meetings.

# Operational Services Committee Annual Agenda Plan

**LEAD OFFICER:** Isabel Edgar, Director Operations  
**Democratic Services Officer:** Patrick Adams

<b>Mon 23 March 2026</b>	<b>4:30pm</b>
<i>End of Year Reports 2025/26</i> <i>Service Delivery Plans 2026/27</i>	Service Leads
ECSS Business Plan	Emma Grima, Director Commercial
ARP Joint Committee Minutes	DSO
Forward Agenda Plan	DSO
ECSS Management Accounts [EXEMPT]	
ECSS Board Minutes (if any) [EXEMPT]	

**Notes:**

1. Agenda items which are likely to be “urgent” and therefore not subject to call-in are marked \*
2. Agenda items in italics are provisional items / possible items for future meetings.