



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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

MEETING: **REGULATORY SERVICES COMMITTEE**
TIME: 4.30pm
DATE: 4th June 2018
VENUE: Council Chamber, Nutholt Lane, Ely
ENQUIRIES REGARDING THIS AGENDA: Adrian Scaites-Stokes
DIRECT DIAL: (01353) 665555 EMAIL: adrian.scaites-stokes@eastcamb.gov.uk

Membership:

Conservative Members

Cllr Anna Bailey
Cllr Elaine Griffin-Singh
Cllr Neil Hitchin
Cllr Julia Huffer
Cllr Chris Morris

Cllr Hamish Ross
Cllr Carol Sennitt
Cllr Jo Webber

Liberal Democrat Member

Cllr Sue Austen

Substitutes:

Cllr David Ambrose Smith
Cllr Mike Bradley

Cllr Stuart Smith

Substitutes:

Cllr Lorna Dupré
Cllr Christine Whelan

Lead Officers:

Jo Brooks, Director Operations

Quorum: 5 Members

A G E N D A

- 1. Public Question Time**
The meeting will commence with up to 15 minutes public question time
- 2. Apologies and Substitutions**
- 3. Declarations of Interest**
To receive declarations of interest from Members for any items on the Agenda in accordance with the Members Code of Conduct.
- 4. Minutes**
To confirm as a correct record the Minutes of the meeting of the Committee held on 19th March 2018

5. **Chairman's Announcements**
6. **Public Space Protection Order (PSPO) For Dog Fouling**
7. **Food and Safety Service Plan**
8. **Traveller Sites Review including Service Charges**
9. **Housing Update**
10. **Forward Agenda Plan**

NOTES:

1. Members of the public are welcome to attend this meeting. If you are visiting The Grange during normal hours you should report to main reception desk, where you will be asked to fill in a visitor's pass that must be worn at all times whilst you are in the building. Please remember to return your pass before you leave.

This will not apply if you come to an evening meeting: in this case you will enter via the rear access doors in the glass atrium at the back of the building and a Facilities Assistant will direct you to the room in which the meeting will take place.

The maximum capacity for meetings in the Council Chamber has been set by the Fire Officer at 100 persons. Allowing for Member/Officer attendance and room layout constraints, this will normally give a capacity for public attendance of approx 60 people. Admittance to the Council Chamber is on a 'first come, first served' basis and public access will be from 15 minutes before the start time of the meeting.

There are a number of schemes aimed at encouraging public participation in the Council's activities and meetings. These include public question time and a process to enable petitions to be submitted. Details of these can be obtained by calling any of the telephone numbers below or by logging onto the Council's website.
2. Fire instructions for meetings:
 - If the fire alarm sounds please make your way out of the building by the nearest available exit - i.e. the back staircase or the fire escape in the chamber. Do not to use the lifts.
 - The fire assembly point is in the front staff car park by the exit barrier.
 - This 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 of this area.
3. Reports are attached for each agenda item unless marked "oral".
4. If required all items on the agenda can be provided in different formats (e.g. large type, Braille or audio tape, or translated into other languages), on request, by calling Main Reception on (01353) 665555 or e-mail: translate@eastcambs.gov.uk
5. If the Committee wishes to exclude the public and press from the meeting a resolution in the following terms will need to be passed:
"That the press and public be excluded during the consideration of the remaining items no. 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 there would be disclosure to them of exempt information of Categories X Part I Schedule 12A to the Local Government Act 1972 (as Amended)."



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

AGENDA ITEM NO. 4
REGULATORY SERVICES COMMITTEE

Minutes of the meeting of the Regulatory Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on 19 March 2018 at 4.30 p.m.

P R E S E N T

Cllr Julia Huffer (Chairman)
Cllr David Ambrose-Smith (as a Substitute)
Cllr Elaine Griffin-Singh
Cllr Chris Morris
Cllr Carol Sennitt
Cllr Stuart Smith (as a Substitute)
Cllr Jo Webber

OFFICERS

Jo Brooks – Director Operations
Julia Atkins – Senior Environmental Health Officer (Domestic)
Jason Johnson – Senior Building Control Surveyor
Liz Knox – Environmental Services Manager
Adrian Scaites-Stokes – Democratic Services Officer
Hetty Thornton – Performance Management Officer
Dave White – Waste Services Team Leader
Members of the public - 0

37. **PUBLIC QUESTION TIME**

There were no public questions.

38. **APOLOGIES AND SUBSTITUTIONS**

Apologies were received from Councillors Sue Austen, Anna Bailey, Neil Hitchin and Hamish Ross.

Councillors David Ambrose Smith and Stuart Smith attended as Substitute Members.

39. **DECLARATIONS OF INTEREST**

There were no declaration of interest.

40. **MINUTES**

It was resolved:

That the minutes of the Regulatory Services Committee meeting held on 22nd January 2018 be confirmed as a correct record and be signed by the Chairman.

41. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman did not make any announcements.

42. **HEALTH AND WELLBEING STRATEGY 2018-2021**

The Committee considered a report, reference S264, previously circulated, that detailed the draft refreshed Health and Wellbeing Strategy prior to consultation.

The Environmental Services Manager reminded the Committee that the first Strategy had been agreed in 2015 to cover the years 2015 to 2018, with its performance reported last year. In January a Members' seminar had been held to review the Strategy's approach and refocus it.

In general the health of residents in East Cambridgeshire was good but there were some areas of concern, as set out in paragraph 3.5 of the report. Two priorities were identified to address those concerns: physical activity/lifestyles and partnership working. The revised Strategy reflected how this would work and the Action Plan concentrated on the priorities.

Members were asked for comments before the draft Strategy went out to consultation to various stakeholders such as health professionals, parish councils and neighbouring local authorities.

Councillor Chris Morris joined the meeting at this point, 4:32 p.m.

Councillor Jo Webber asked how the Council was getting on with Living Well. If support or advice was needed in the community should they be contacted? The Environmental Services Manager stated that there was very good interaction with them and jointly they were working out the best way forward to improve matters. They could be contacted directly or via the County Council.

Councillor Julia Huffer was astonished that 10% of children were designated as living in poverty in the district, with 24% of children in Littleport alone. What was the definition of poverty, as it was a large figure for an area that was fairly affluent? The Committee was advised that the wider definition included for safeguarding children, but further information on this would be sought and reported back. This issue was recognised in the county-wide strategy, as it was found across Cambridgeshire where there were pockets of high deprivation.

It was resolved:

That the draft Health and Wellbeing Strategy and planned actions for 2018-2012 be approved.

43. **NEW FINES FOR FIXED PENALTY NOTICES**

The Committee considered a report, reference S265, previously circulated, that proposed new financial penalties for specified Fixed Penalty Notices (FPNs).

The Senior Environmental Health Officer advised the Committee that changes to FPNs and fees would be coming into force on 1st April. Approval was sought to put in place a regime to deter littering and abandonment of vehicles through the proposed fee levels. It was also requested that the opportunity to pay reduced fines for early payment be removed.

Councillor Stuart Smith had been waiting for an enforcement area so the Dog Warden could issue fines for dog fouling. The Senior Environmental Health Officer stated that was a separate issue but protection orders could be issued.

Councillor Julia Huffer asked how many FPNs had been issued. The Senior Environmental Health Officer said that her department had only just taken over this service, so only one had been issued so far. A campaign would be run to highlight the issue.

It was resolved:

- (i) That the proposed levels of financial penalty for separate environmental crime offences be agreed;
- (ii) That the option of reduced fines for early payment of FPN be removed.

44. **PERFORMANCE MANAGEMENT – END OF YEAR PERFORMANCE AND NEW SERVICE DELIVERY PLANS**

The Committee considered a report, reference S266, previously circulated, that provided Members with the end of year performance outputs for 2017/2018 and the new service delivery plans for 2018/2019.

The Performance Management Officer asked Members to agree to the end-of-year performance reports and new service delivery plans.

Building Control

The Senior Building Control Surveyor advised the Committee that during the past year the department had consolidated its work within the district and had reported a 64% market share. Since drafting the report further work had been secured meaning that figure could reach around 80%. A 'lean' audit had been conducted, that had gone well and had resulted in disposing of wasteful processes, though improvements were still to be made. The Department was attempting to raise its identity through a new logo and by making payments easier. The budget would be balanced this year, though a profit would have been made if a new trainee had not been needed. They had been employed in August and were progressing well. So the team was at full capacity, the first time in a while.

Councillor Julia Huffer asked whether the Council's Information Technology (IT) team could look into simplifying the payments procedures. The Director, Operations acknowledged the potential for that, but the Finance and Customer Services teams would have to be involved. The IT team was currently going through a review, so there might be a delay in that work until vacant posts were filled.

The Senior Building Control Surveyor then set out the Department's plans for the upcoming year, which included raising the Department's identity, making the customer service easier, opening a Twitter account, and obtaining an application allowing bookings of inspections remotely. The quality standards of Building Control were being looked at nationally, so this would require a lot of work to ensure the Department met those standards. This was tied in with the Grenfell Tower disaster, with the initial report expected later this year. Although it would refer to high-rise buildings, it was expected to impact on the overall regulatory system to help pinpoint builders' responsibilities. The current standards would be stripped back and a new regulatory system introduced, with new technological guidance and competency cards included.

Inroads were being made into the commercial sector, most recently through a couple of local contracts. The Department would be working hard to connect with other developers.

Councillor Julia Huffer congratulated the officer on a very comprehensive report. What was the situation about building standards due to poor inspections by Approved Inspectors? The Senior Building Control Surveyor explained that those Inspectors did not always go to the buildings to inspect and some accepted self-certification.

Councillor David Ambrose Smith was concerned that there was a danger of over-complication. Costs could increase, so the team had to be careful. He asked why some work had not achieved a fee. If fees could not be charged, could money be obtained back via fines? It was explained that the Council had a statutory duty to provide enforcement work and this was paid for by the Council. Enforcement action could relate to almost anything but it did not always result in going to court, as the Department preferred to use intervention to prevent further problems.

Councillor Jo Webber thought the Department had a fantastic reputation and its staff had a realistic attitude. Would there be opportunities to target more builders to get them on board, using the Local Authority Building Control (LABC) warranty scheme? The Senior Building Control Surveyor informed the Committee that the LABC was underwritten but had different requirements to that of the National House Building Council (NHBC), so it would be difficult for a surveyor to do both. NHBC had presented a problem with a recent development due to the low level of their fees, which the Council would not compete with.

Environmental Services

The Environmental Services Manager advised the Committee that it had been a busy year that had seen a number of staff changes. Income had increased over the year, which reflected the amount of capital funding that had been made available through the Better Care Fund. This had meant that more disabled facility grants (DFGs) work had been completed. Increased air quality data had been received, because of an additional monitor installed at Haddenham. Other achievements included 100% food premises inspections completed and 14-day planning applications consultations.

The time to complete DFGs had decreased but there was still room for improvement. The targets had been set by Cambridgeshire County Council, but it had been acknowledged that those targets had been unachievable and would be amended for next year. The implementation of new processes should also help. Commercially the Department had offered to provide advice at cost, but so far there had been no take-up.

Next year poor performing businesses would be looked at. There were a number of new service targets for next year, focussed on environmental crime. A promotional campaign would be held followed by increasing enforcement action. Fixed Penalty Notices would be issued where there was sufficient evidence and houses in multiple occupation would be looked at, with reports brought back to the Committee later in the year. A Warmer Homes funding bid would also be made in September.

Commercially Members had agreed to charge for re-rating businesses. A number of Freedom of Information requests had been received from businesses with a low rating, wanting to be re-rated. There would also be a health and safety project, run with the Health and Safety Executive.

Licensing Services

The Environmental Services Manager advised the Committee that the Licensing Department had dealt with and processed 899 applications during the year. This included an increase in online applications, which had accounted for around 50% of the total. Fees and charges had been increased, with the aim of being a cost neutral service in 5 years. A Taxi Policy had been introduced that had made enforcement easier. The Market Street Ely taxi rank would be moved by the end of March.

Next year would be mainly 'business as usual', though a new draft Gambling Act Policy would be revised.

Housing and Community Safety Services

The Director, Operations advised the Committee that another year had passed with nobody housed in bed-and-breakfast accommodation. The Department had again prevented homelessness and all relevant decisions had been made within the timeframes. Government funding had been obtained for homelessness prevention, which had enabled the employment of additional officers. Negotiations with a charity had secured an additional 3 rooms to help with accommodation for people with mental health/learning disabilities/addictions. Other work had been undertaken for mental health support and a community hub had been opened in Littleport on 1st March and that was going well.

Councillor David Ambrose Smith thought that the results of the Department were good for the district and had been achieved by a wonderful team. It was understood that 8 community hubs throughout Cambridgeshire was the target. The Director, Operations confirmed that a further 2 hubs had already been identified.

Councillor Stuart Smith was concerned about the reports of rough sleepers in the district, but did not think the area had any. Were these homeless people

who had not come forward? The Committee was informed that the Council, like every other Authority, had a homeless issue but this Council was fairly unique in that it prevented the majority of homelessness from occurring. Part of that included preventing rough sleeping, as anyone approaching the Council was given help, though some people did not wish to engage. The Council would always find a solution for them, as it worked from the start of the problem to prevent homelessness. The Department was not aware of any genuine rough sleepers and officers went out daily to check. Begging in Ely was very lucrative for the perpetrators and reports had been received that the first 'professional' beggar had arrived. Daily these people were invited in and offered accommodation, which they refused as they were not actually sleeping rough. Messages were being put out not to give those people money and that if they wanted to help genuine rough sleepers they should donate to a relevant charity. There was also provision for rough sleepers during bouts of severe weather, but nobody had taken that offer up.

Councillor Elaine Griffin-Singh noted the work of the Council in helping these people, but questioned the participation of the Citizens Advice Bureau (CAB), who should be involved with this issue. The Committee was reminded that the Council gave grants to CAB and this could be reviewed in the light of their performance.

Councillor David Ambrose Smith asked about the traveller/gypsy site review. The Director, Operations explained that a new Traveller Liaison Officer had been appointed and he was undertaking a review, with a report due back to this Committee in June. In addition, 2 tenancy support officers were in place to help with budgeting for people affected by the change to Universal Credit. The Department was also looking for a jointly-funded post between Housing and Customer Services to assist people with their enquiries on that issue.

Planning Service

The Director, Operations advised the Committee that the Planning Department had done a phenomenal amount of work over the past year, as there had been an unprecedented level of applications. Despite this the Department had achieved application determination times better than Government targets. This had also resulted in revenue income of just under £1million. Some targets were not achieved, due to the volume of work, including validation of planning applications and discharge of conditions. There would be a concentration on these areas, plus work on listed buildings, during the next year. A paperless notification system would be used that would give instant notification of applications that had been processed. The Department would be trialling the use of tablets plus a jointly-funded planning lawyer would be sought.

Councillor David Ambrose Smith queried the rapport with the County Highways Department, as it appeared to hold up applications due to consideration of matters further away from the application sites. The Director, Operations stated that there was a certain amount of rapport with Highways but although it was not brilliant it was getting better. Highways officers had visited the Planning Department and would continue to do so.

Councillor Julia Huffer questioned the Section 106 contributions used for county education. This could be checked out and reported later.

Councillor Stuart Smith asked whether there were plans to expand the presence of the Planning Department on social media, as there was hardly anything on Facebook. Facebook tended to be more local than Twitter. The Director, Operations stated that the Planning Department intended to go further by publishing leaflets and using YouTube, to supplement the followers on Twitter.

Waste Services

The Waste Services Team Leader reminded the Committee that it had been an interesting year and there were only a couple of weeks to go before the Waste Services were transferred. The focus in the past year had been on what the Service would be doing next year. So the Service was trying to get through the remainder of this year intact, as the current waste providers were less than enthusiastic to provide that service. Maintaining services was a challenge and the street cleansing service had not been achieved. Next year would see efforts to improve the service, but it would involve hard work to turn it around.

Overall performance has not been brilliant, as recycling rates have dropped, not helped by the loss of two local newspapers and contamination of the recycling bins. All local authorities in the country had struggled to maintain their recycling levels. Around 230 extra blue bins had been purchased that should help recycling rates recover.

Councillor Stuart Smith noted that fly-tipping appeared to be getting worse. The Committee was informed that there were a multitude of problems with the current service, due to staff expected to be transferred over having to complete their annual leave before the end of the contractual year. So operating staff numbers were down, some had also left, affecting the service. Next year new staff would begin and there would have to be a culture change for the old staff. The fly-tipping vehicle had not been used, caused by an error from the current providers. Ideally someone would be responsible in a designated area and could call on support when needed, but it would be a while before that would happen.

Councillor Carol Sennitt noted that the recycling centre at Witchford was being more choosy over the materials it was willing to deal with. Could this be a cause of increased fly-tipping? The Waste Services Team Leader thought it was a worry, as small businesses would have minimum opportunities to get rid of small amounts of trade waste. The County Council recycling centre policies were under review again, though there was no awareness of a policy change. This would be looked into.

Councillor David Ambrose Smith was very concerned about street cleansing, as the district was in a poor state. It was to be hoped that this issue would be cleared up soon and the Council needed to work with parish councils, Councillors and the public to identify relevant areas that needed cleaning. The Waste Services Team Leader thought having someone responsible for an area would highlight problems and it would be useful to liaise with parish councils and others. There would be two machines available for street cleansing, one based in Ely and the other being mobile throughout the district. These would help improve the situation but it would be a gradual process.

Councillor Carol Sennitt left the meeting at this point, 6:05 p.m.

It was resolved:

That the end of year performance outputs and the new service delivery plans for the following services be approved:

- Building Control
- Environmental Services (including Licensing)
- Housing and Community Services
- Planning
- Waste.

Councillor Carol Sennitt returned to the meeting at this point, 6:07 p.m.

45. **FORWARD AGENDA PLAN**

The Committee noted its forward agenda plan with the addition of a report to the 5th November meeting relating to an update on the Waste and Street Cleansing Service.

The meeting concluded at 6:08 p.m.

REGULATORY SERVICES COMMITTEE

Lead Officer: Jo Brooks, Director, Operations

FORWARD AGENDA PLAN

Democratic Services Officer: Adrian Scaites-Stokes

23rd July 2018 4:30pm		10th September 2018 4:30pm		5th November 2018 4:30pm	
Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed
Report Deadline:	11 th July 2018	Report Deadline:	29 th August 2018	Report Deadline:	29 th August 2018
Budget Monitoring	Ian Smith Finance Manager	Revised Housing Enforcement Policy and Houses in Multiple Occupation	Karen See/Julia Atkins SEHO (Domestic)	Six Monthly Service Plans Update	Hetty Thornton Performance Management Officer
Warmer Homes Bid	Nick Wyatt Sustainability Officer	Tree Strategy	Rebecca Saunt Planning Manager	Budget Monitoring	Ian Smith Finance Manager
Public Space Protection Order – Consultation Responses & Final Proposals	Karen See/Julia Atkins SEHO (Domestic)	Final Health & Safety Enforcement Policy (Consultation Responses)	Jenny Winslet SEHO (Commercial)	Quarterly Update Waste Services	Jo Brooks Director, Operations
Representatives on Outside Bodies	Janis Murfet Democratic Services Officer				
Countywide Adaptations Policy	Liz Knox Environmental Services Manager				
Draft Health & Safety Enforcement Policy	Jenny Winslet SEHO (Commercial)				
Bring Banks	Jo Brooks Director, Operations				
Quarterly Update Waste Services	Jo Brooks Director, Operations				
Litter & Recycling	Liz Knox Environmental Services Manager				
Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer	Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer	Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer

REGULATORY SERVICES COMMITTEE

Lead Officer: Jo Brooks, Director, Operations

FORWARD AGENDA PLAN

Democratic Services Officer: Adrian Scaites-Stokes

21st January 2019 4:30pm		18th March 2019 4:30pm		TBA 4:30pm	
Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed
Report Deadline:	24th October 2018	Report Deadline:	9th January 2019	Report Deadline:	6th March 2019
Quarterly Update Waste Services	Jo Brooks Director, Operations				
Budget Monitoring	Ian Smith Finance Manager				
Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer	Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer	Forward Agenda Plan	A Scaites-Stokes Democratic Services Officer

The Dogs (Fouling of Land) Act 1996

Dogs (Fouling of Land in East Cambridgeshire) Order 1997

The EAST CAMBRIDGESHIRE DISTRICT COUNCIL (in this Order called "the Council") hereby make the following Order:

1. The land described in the Schedule below being land in the area of the Council which is land to which the Dogs (Fouling of Land) Act 1996 applies, is hereby designated for the purposes of that Act.
2. This Order may be cited as the Dogs (Fouling of Land in East Cambridgeshire) Order 1997 and shall come into force on 11th August 1997.

SCHEDULE

All land in East Cambridgeshire which is open to the air on at least one side and to which members of the public have access (with or without payment) EXCEPT:-

1. Land used for agriculture or for woodlands
2. Land which is predominantly marshland, moor or heath
3. Rural common land
4. Roads with a speed limit of over 40 mph and land alongside them

The Common Seal of EAST CAMBRIDGESHIRE DISTRICT COUNCIL was hereunto affixed this 3rd day of JULY 1997 in the presence of:

Chairman



District Solicitor



LEGAL/L402

TITLE: PUBLIC SPACE PROTECTION ORDER (PSPO) FOR DOG FOULING

Committee: Regulatory Services Committee

Date: 4th June 2018

Author: Karen See, Senior Environmental Health Officer

[T10]

1.0 ISSUE

1.1 The Anti-Social Behaviour, Crime and Policing Act 2014 gave powers to local authorities to introduce Public Space Protection Orders (PSPO's) to control a range of issues linked to anti-social behaviour, including the control of dogs.

2.0 RECOMMENDATION(S)

2.1 Members are requested to:

1. Approve the principles and content of a proposed new PSPO covering the control of dog fouling.
2. Agree a consultation period of 4 weeks commencing from 15th June 2018.
3. Agree the Fixed Penalty Notice (FPN) charge for breaches of dog fouling rules under the PSPO are set at £80.

3.0 BACKGROUND/OPTIONS

3.1 Dog mess causes many problems if not cleaned up. If left in parks and open spaces, it can be both unpleasant and a health hazard. It particularly causes problems to users of parks, play areas and sports grounds. Faeces can carry and transmit diseases, most severely toxocariasis which can cause blindness.

3.2 The majority of dog owners are responsible and appropriately clear up after their pets. However the fact remains that a small minority of people still allow their dogs to foul and do not remove it. The Council receives over 150 complaints of dog fouling each year and in the last 6 months 25 new areas of the district have been reported as potential hot spots for dog fouling. It is important therefore that the Council retains a means to control such issues which involves educating dog owners but also taking appropriate enforcement action where necessary.

3.3 The issue of dog fouling within the District is currently addressed through the Dogs (Fouling of Land) Act 1996 and its associated bylaws. This process is dated and only covers certain designated land, as shown in the Order attached in Appendix 1. The PSPO for dog fouling will cover more areas of land, reduce inconsistencies and will help to provide a clearer, simpler system for the public to understand as it will cover, as stated in section 74(1) of the Act, "*any place*

to which the public or any section of the public has access, on payment or otherwise, as of right or by virtue of express or implied permission.”

- 3.4 It is suggested that consultation is undertaken with a view to the following conditions being applied under the new PSPO:-
- The PSPO would apply to the whole of East Cambridgeshire;
 - The conditions of the PSPO would not apply to guide dogs or assistance dogs;
 - A district wide condition requiring dog faeces to be picked up and appropriately taken away or disposed of in a suitable bin;
- 3.5 A PSPO can last for up to 3 years, after which it must be reviewed. If the review supports an extension and other requirements are satisfied, it may be extended for up to a further 3 years. There is no limit on the number of times an Order may be reviewed and renewed.
- 3.6 Failure to comply with the requirements of the PSPO will (on satisfactory evidence) result in the service of a Fixed Penalty Notice (FPN). Alternatively and in cases of non-payment the matter can be taken to Court where the maximum fine on summary conviction is Level 3 on the standard scale. This is currently £1000.
- 3.7 The FPN charge for dog fouling offences is currently set at £75. The Environmental Offences (Fixed Penalties) (England) Regulations 2017 came into force on the 1st April 2018 and allows for the charge to be increased to £80.

4.0 ARGUMENTS/CONCLUSIONS

- 4.1 Good practice dictates that PSPO's are proportionate to the problems being experienced and contain conditions that are likely to be effective and that can be easily monitored and controlled.
- 4.2 Good practice also dictates that appropriate consultation takes place with all those who may be affected. It should be ensured that the duration of the consultation allows sufficient time to meaningfully engage with all those who may be impacted by the Order. To avoid the summer holiday period it is proposed that consultation will be for a period of 4 weeks, finishing on 16th July 2018.
- 4.3 The conditions of the PSPO to be consulted upon are provided in para 3.4 of the report. The results of the consultation will be brought back before Members on 23rd July 2018, with the aim being full adoption and an advertising and awareness raising exercise of the introduction of the PSPO within East Cambridgeshire by 31st August 2018.

4.4 If necessary additional conditions can be included when the PSPO needs to be reviewed or renewed, should locally evidenced issues of concern emerge.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

5.1 Publication of consultation in local media (approximately £1000) and cost to provide additional signs informing dog owners of the Order (estimated at £25 per sign) in specific areas such as the Pocket Park etc.

5.2 Equality Impact Assessment (INRA) not required.

6.0 APPENDICES

6.1 Appendix 1 – Copy of the Dogs (Fouling of Land in East Cambridgeshire) Order 1997.

.

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
Anti-Social Behaviour, Crime and Policing Act 2014. Home Office Guidance – Anti-social, Crime and Policing Act 2014, Statutory Guidance for frontline professionals – Dec 2017	Room SF203 (Location: The Grange, Ely	Karen See Senior EHO (01353) 616358 E-mail: karen.see@ eastcambs.gov.uk

**East Cambridgeshire District
Environmental Services Department**

COMMERCIAL TEAM

**Food and Health and Safety Service Plan
2018/2019**

Written in accordance with the Food Standards Agency's The Framework Agreement on Official Feed and Food Controls by Local Authorities Amendment No. 5 April 2010 and the Health and Safety Executive's Guidance to Local Authorities.

April 2018

CONTENTS

Heading	Page	Heading	
Introduction	3	Food Safety	
Food Safety		continued	
Section 1: Commercial Team Aims and Objectives	4	Section 4: Resources	15
1.1 Aims and Objectives	4	4.1 Financial Allocation	15
Section 2: Background	4	4.2 Staffing Allocation	16
2.1 Authority Profile	4	4.3 Staff Development Plan	16
2.2 Organisational Structure	4	Section 5: Food Team Quality Assessment	17
2.3 Scope of the Commercial Team	6	5.1 Quality Assessment	17
2.4 Demands on the Commercial Team	8	Section 6: Service Plan Review	18
2.5 Enforcement Policy	10	6.1 Review against the Service Plan	18
Section 3: Service Delivery	10	6.2 Identification of any Variation from the Service Plan	18
3.1 Review of the Commercial Team Intervention programme 2017/2018	10	6.3 Areas for Improvement	18
3.2 Food Complaints	12	Section 7 Health and Safety	19
3.3 Home Authority Principle and Primary Authority Scheme	12	7.1 Over view	19
3.4 Advice to businesses	12	7.2 Review of the Team's Health and Safety Work	21
3.5 Food Sampling	13	7.3 Targeting inspections	21
3.6 Control of Investigation of Outbreaks and Food Related Infectious Disease	14	7.4 Competencies and Procedures	22
3.7 Food Safety Incidents	14	7.5 Areas for Improvement	22
3.8 Liaison with Other Organisations	14	Appendix 1 Environmental Services Department	23
3.9 Food Safety promotional work and non-official controls	15		

INTRODUCTION

East Cambridge District Council (ECDC) is responsible for food safety and health and safety enforcement* in its area and is required, by the Framework Agreement**, to produce an annual service plan clarifying how it proposes to meet this obligation. The aim of this plan is to ensure that national priorities and standards set by the Food Standards Agency (FSA) and Health and Safety Executive (HSE) are addressed and delivered locally.

The Commercial Team (the Team) which undertakes these duties within ECDC, is committed to enforcement that is effective, risk based, proportionate and consistent, in common with the directives of the Food Standards Agency and Health and Safety Executive. It is also committed to working with all its customers including other enforcement agencies and Public Health England (PHE), no less in fulfilling its responsibilities in working to control infectious diseases.

This plan is consistent with the current Environmental Services Service Delivery Plan and the Council's corporate objective of "Delivering a Financially Sound and Well Managed Council".

Liz Knox
Environmental Services Manager

April 2018

**In businesses for which the local authority is the enforcing authority (Reference The Health and Safety (Enforcing Authority) Regulations 1998).*

*** Food Standards Agency's The Framework Agreement on Official Feed and Food Controls by Local Authorities Amendment No. 5 April 2010*

SECTION 1 : COMMERCIAL TEAM AIMS AND OBJECTIVES

1.1 Aims and Objectives

The regulatory and advisory roles of the Commercial Team (the Team) support the Council's corporate objective "Delivering a Financially Sound and Well Managed Council" and also those of the departmental Services Delivery Plan.

The Team operates within the Environmental Services Department. The link between the Council's corporate objectives and the Environmental Services Delivery Plan is in the commitment to "Continue business reviews to minimise bureaucracy, increase efficiency and provide excellent 'can do' and 'open for business' services". It also links some functions with the Cambridgeshire Health and Wellbeing Strategy.

As an enforcement service for Food Safety, Health and Safety and Public Health legislation, the aim of the Team is to improve public health in both food and health and safety. The key objectives are:

- Planned and reactive inspections of registered and approved food establishments
- The investigation of service requests and complaints relating to food and food premises
- The investigation of cases and outbreaks of food-borne and food poisoning illnesses.
- Giving advice to businesses and other internal and external customers
- The investigation of accidents reported under RIDDOR* and complaints about safety
- Undertaking health and safety "hazard spotting" at the time of food inspections
- Undertaking health and safety advisory visits and inspections according to HSE protocols and guidance.

The Team operates on a risk-based approach supporting firstly with advice and guidance on compliance. Enforcement is undertaken having regard to the Council's enforcement policies and guidance from the FSA, the HSE and PHE.

**Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013*

SECTION 2 : BACKGROUND

2.1 Authority Profile

2.1.1 East Cambridge District Council is a largely rural area of some 651.3 square Kilometres. It has its main commercial centre at Ely, which, due to its cathedral is a major tourist attraction. The district has more than twice the national proportion of agricultural businesses. The average employment rate is high at 72.3% for people between the ages of 16 and 74.

2.1.2 At the 2011 Census, the District's population was 83,300. There are areas of social

deprivation especially to the north of the district.

- 2.1.3 The Council is responsible for the enforcing food, public health and safety law in approximately 850 food businesses and other commercial premises. The district has around 4000 VAT registered businesses of every description. Many of the businesses in ECDC are independents, rather than being part of chains or multiples and this type of business often relies more heavily on the Commercial Team for advice and guidance. Note: The responsibility for enforcement at commercial premises is divided between the Health and Safety Executive and Council and because businesses do not need to register under health and safety law, an accurate database is not available.
- 2.1.4 The new cinema and leisure complex, Ely Leisure Village, on the outskirts of Ely was completed in 2017 and enforcement of its retail businesses falls to the Commercial Team. There are ongoing plans for extensive areas of residential development within the district.

2.2 Organisational Structure

- 2.2.1 The Team sits within the Environmental Services (ES) Department. The ES Department is led by the Environmental Services Manager (ESM) who reports to the Director of Operations. The ES Department, reports to the Regulatory Services Committee and has a designated Councillor Champion supporting the service. See Appendix 1 and table below.
- 2.2.2. The Senior Environmental Health Officer (SEHO) reports to the Environmental Services Manager (ESM). The ESM is a qualified EHO. The SEHO is the Lead Food Officer, undertakes the day-to-day supervision of the Team and contributes to the daily inspection and complaint investigations. The Team is responsible for the Council's enforcement role in relation to most food, health and safety and infection control aspects of public health legislation.

Table of Commercial Team and Colleagues

Name	Position
Councillor Carol Sennitt	Commercial Team Service Champion
Jo Brooks	Director of Operations
Liz Knox	Environmental Services Manager
Jenny Winslet	SEHO The Council's Lead Food Officer. Day-to-day supervision of the Team, performance monitoring, training and development, and delivery of an operational caseload. Includes approved establishments. Reactive Health and safety work including attendance at SAG meetings.
Louise Wright	Proactive and reactive food safety work. Day-to-day provision of technical and legal advice and operational case load. Reactive Health and safety work. Includes approved establishments. Part time post.
Jenny Clare	Graduate EHO As above EHO but full time post

Patricia Christie	Food and Safety Officer Proactive and reactive food safety work. Day-to-day provision of technical and legal advice and operational case load. Reactive Health and safety work. Sampling coordinator.
Wendy Page	Administrator, part time. Day to day administration. Maintains food premises register, administers low risk questionnaires (E premises); uploads Food Hygiene Rating data to the FSA; calibrates equipment; issues Export Health certificates.

2.2.3 The Legal Services department is supports legal proceedings. Officers are authorised to undertake a range of food health and safety and public health enforcement according to their job profile, competence and experience.

2.2.4 The Team has an authorised Public Analyst (PA) undertaken by Public Analysts Scientific Services and a food Examiner (Public Health England, Food Water and Environmental Microbiology Laboratory, Colindale, London).

2.3 Scope of the Commercial Team

2.3.1 The Team is primarily responsible for the following work areas:

- Carry out official controls at food premises to ensure that businesses comply with the relevant food hygiene legislation and the FSA Food Law Enforcement Code of Practice and Guidance.
- Carry out advisory visits at new businesses and support both new and existing businesses in the use of the required documented, food safety management systems such as the FSA, “Safer Food Better Business” and other guidance.
- Participate in the FSA Food Hygiene Rating Scheme, publicising Hygiene Ratings for businesses within the scope of the scheme.
- Sample food, food environments and articles coming into contact with food to microbiological standards, taking part in National, Regional and local sampling initiatives usually in partnership with Public Health England. Some compositional sampling may be undertaken for example in respect of imported foods.
- Action Food Alerts or other instructions/ referrals issued by the FSA and Defra.
- Cascade guidance and information from the FSA to local food businesses.
- Investigate complaints about foods and food premises.
- Investigate reported cases of food poisoning and other infectious diseases.
- Enforce imported food controls.
- Provide Home Authority (HA) advice where needed.

- Maintain the register of food establishments and a data base of food businesses.
- Maintain information about the work of the Team on the Council's website.
- Maintain up to date data on hygiene ratings for the FSA website.
- Liaise with Primary Authorities (PA) in respect of businesses with a PA agreement.
- "Hazard-spotting" at commercial premises for compliance with health and safety legislation, where the local authority is the enforcing authority.
- Undertake advisory and proactive health and safety interventions at premises according to HSE guidance.
- Give guidance to prospective and existing business and issue registrations to skin piercing premises and persons providing treatments at those premises.
- Investigate complaints about poor health and safety standards.
- Investigate accidents reported under RIDDOR or via complaints.
- Cascade advice and information from the HSE or other authorities, such as Public Health England to commercial business for which we are the enforcing authority.
- Participate in and give advice concerning the Council's Safety Advisory Group.
- Act as a consultee for planning and license applications in relation to relevant premises.
- Investigate complaints of smoking in relevant premises and hazard spot for smoking during other interventions.
- Liaise with and action directives from, where necessary, Public Health England; FSA; Defra; HSE, Fire Authority; internal and external regulatory partners and regional Environmental Health and Trading Standards departments on both food and safety related guidance, protocols, standards and general public health issues.
- Advise other Council services and stakeholders on all of the above as necessary and where resources allow.
- Give advice and presentations/talks to community and vulnerable groups, where resources allow.
- Participate in meetings and activities identified by the regional food and safety group including peer reviews (Cambridgeshire Food and Safety Group).
- In line with the Health and Wellbeing Strategy and County Council, promoting Healthier Options in independent food businesses to which the scheme applies.
- Maintain the Food Premises register, Cooling Tower register and Notices served under the Environmental Information Regulations 2004.
- Provide statistical and other information to the FSA and HSE.

- Be available to support emergency public health functions supporting teams within the department as necessary.

2.4 Demands on the Commercial Team

- 2.4.1 The Team is responsible for the enforcement of food, public health and safety law in commercial premises for which they are the enforcing authority. Of these, the Team enforces food safety in approximately 800 food businesses. The number of businesses for which the Team has an enforcement role is estimated to be in excess of 4000 (this being the approximate number of VAT registered businesses in the district).

Food businesses (Food Standards Agency classification)	Number at 23/04/18
Total number of registered food businesses	786
Primary Producers	10
Manufacturers/Packers	30
Importers	5
Distributors/Transporters	23
Food Retailers	137
Food Caterers	581
Number of establishments approved under Regulation EC No 853/2004	10

- 2.4.2 Food laws require certain premises handling food products of animal origin to be approved according to their nature, scale or complexity. ECDC has 10 approved establishments including cold stores; re-wrapping facilities; a smoker, fish cutting and distribution plant and egg packers for which specialise in the approvals legislation and guidance is needed. There are 30 manufacturers/packers and 5 businesses where the main activity is importation. There are a small number of businesses undertaking complex processes such as sous vide; vacuum packing and fermentation. Suitably qualified and trained officers carry out interventions in businesses associated with specialist and complex processes and equipment.
- 2.4.3 Officers hazard spot at food inspections and this is the focus of health and safety in the team. Officers also investigate a range of accidents and customer complaints about health and safety and undertake advisory visits and inspections at businesses listed the in HSE LAC 67-2 directive (as updated).

2.4.4. Figures are not kept on the percentages of businesses with a first language that is not English. There are a number of seasonal businesses and accurate figures are not kept of these as they are classed under businesses operating in residential accommodation and mobile/market establishment, some of whom never trade in ECDC. Ely town centre has a regular, twice-weekly market, but has traders on most days which includes food traders. The district is a popular tourist destination with numerous events including festivals which engage additional food traders. A number of events are selected for inspection, based on local intelligence or where this is the only event at which a locally registered local mobile trader can be found trading.

2.4.5 Turnover

The chart below shows the turnover of businesses in the district. Officers commit extra time to new businesses giving advice before they open and at their first inspection (which is normally carried out without prior warning), according to the FSA Code. New businesses are inspected in order according to risk where the FSA target of an inspection within 28 days of opening is not met.

Year	2015/2016	2016/2017	2017/2018
Number of new businesses	114	112	112
Number of closed businesses	141	132	112

2.4.6 Food Hygiene Rating Scheme

2.4.7 The Team is a partner of and promotes the FSA's Food Hygiene Rating Scheme (FHRS). Around 650 ECDC businesses are on the FSA website with businesses from 0 (urgent improvements necessary) to 5 (very good). Businesses are encouraged to display their ratings but this is not mandatory.

2.4.8 Cost recovery and income generation

2.4.9 Under the FHRS scheme, a business can request re-rating visit. From 01 April 2018 food businesses must pay a fee of £130.00 for a valid re-rating request.

2.4.10 The Team issues Export Health Certificates, for which a fee is payable. A total of 44 certificates were requested last year each at a cost of £95.00.

2.4.11 From April 2017, the Team offered coaching in Safer Food Better Business for a fee of £50.00 per hour. This is advertised at the time of inspections. To date, no business has applied for paid coaching.

2.4.11 External Factors

The FSA has a number of roles that can directly influence the operation of the Team. As well as developing and implementing the national guidance and codes of practice for all food authorities, they may also identify and direct reactive work.

Such unplanned, reactive work can impact on the work of the Team. Examples of this include enforcing new laws with FSA guidance, data cleansing and hygiene rating consistency exercises.

2.4.12 Access to the Team

Access for service users	Details
Office address: The Grange Nutholt Lane Ely Cambridgeshire SM7 4EE	08:45-17.00 Monday to Thursday and until 16.30 on Fridays
Day time telephone number	01353 665555
Email	foodandsafety@eastcambs.gov.uk
Council email	www.eastcambs.gov.uk
Out of hours contact	07710 978 900

2.4.13 Most inspections take place during weekday, office hours; but evening and weekend inspections and advisory visits are made where the business does not open at other times. Where a food business is based in residential premises, officers must give 24 hours' notice of entry. The Team does not have a safety enforcement responsibility in dwellings. In accordance with the FSA Food Law Code of Practice, inspections are without prior warning. However, inspections may be made by appointment where a business does not open at set times or officers need to meet with a particular person.

2.5 Enforcement Policy

2.5.1 The Council has a Corporate Enforcement Protocol in line with the Regulators Code. Under the umbrella of that Protocol, the Council has separate Food and Health and Safety Enforcement policies. These are available on the Council's website.

SECTION 3: SERVICE DELIVERY

3.1. Review of the Commercial Team Intervention Programme 2017-18

3.1.1 The aims of the Team are to ensure safe food for members of the public, whether for sale inside or distributed outside ECDC. The Team achieves this with an inspection programme and interventions according to the FSA Food Law Code of Practice and Guidance. The Team is made up of qualified and experienced officers. The officers follow the ECDC Food Safety Enforcement Policy, supporting and guiding businesses in compliance with food laws in the first instance. Where advice and guidance and an informal route fails, officers will use a graduated approach into formal enforcement.

3.1.2 The Uniform computer system is used to record team actions, information and generate statistics, including planning future businesses inspections. Most inspections are carried out without prior warning (the exception would be, for example at a business run from domestic premises where 24 hours notice of entry is required). The Council's IT Department supports the computer system.

3.1.3 The computer system generates premises due for inspection against their risk rating and officers are allocated inspections according to districts and workload. Officers inspect premises giving priority to those of highest risk according to Departmental service targets set in line with the FSA codes of practice and guidance. The system also records newly registers business and the priority for their inspection is based on risk.

3.1.4 After a programmed inspection, the business is risk rated and if it fails to reach a “broadly compliant” standard, it is re-inspected. All inspections are confirmed in writing. Premises included in the Hygiene Rating Scheme are sent information about their rating, the scheme, all businesses are invited to contact the officer about the inspection or, the senior officer if they are not satisfied. If a premises in the Scheme is not broadly compliant, it will achieve a rating of between 0 and 2. Currently, 90% of the food business in the district meet the “broadly compliant”.

3.1.5 In recent years, officers have given priority to how food businesses follow the FSA E Coli Guidance when handling open raw and ready to eat food. The importance of this was again raised in Summer 2016 when there were 2 deaths from eating salad leaves. The work is in addition to routinely disseminating information on new legislation such as that on allergen laws. The Team is currently waiting for the FSA to finalise guidance on Acrylamide, in line with new law on the contaminant.

3.1.6 This year, the vacant EHO post was converted to Graduate EHO (career graded) and This was filled by the food and safety officer. This left a vacancy for 6 months and this was filled by a new officer in October 2017.

3.1.7 An explanation of the risk ratings:

A	High Risk visit at least every 6 months	D	Low Risk visit at least every 24 months
B	High Risk visit at least every 12 months	E	Very Low risk visit every 60 months or use alternative enforcement strategy
C	Medium Risk visit at least every 18 months		

3.1.8 Trends in the inspections by the Commercial Team

Categories of business are defined in FSA guidance with Category A being the poorest compliant and receiving the most frequent interventions (within 6 months). Category E premises are inspected by “alternative means”, i.e. questionnaires and these “low risk” businesses receive a selective site intervention between questionnaires.

The numbers of inspections for the different categories of premises 2017/2018 is as follows, together with the projected inspections and revisits for 2018/2019:

Category	2016/2017	2017/2018	Inspections due 2018/2019
A	3	3	2
B	27	48	48
C	85	72	84
D	76	113	92
E	96	102	113
Total	287	338	342
Number of re visits undertaken	2016/2017 = 37	2017/2018 = 52	2018/2019 Predicted 60

3.2 Food Complaints

3.2.1 The Team contacts all customers making food complaints (unless anonymous) and will tailor the subsequent investigation using a risk- based approach. The Team has a standard operating procedure for the receipt of food complaints. It is considered that Team resources are adequate to effectively deal with complaints and enquiries when fully staffed. Funds would be made available were specialist analytical skills needed.

Food complaints and requests for service are combined and the numbers received and predicted is as below:

Period	2016/2017	2017/2018 predicted	2018/2019 predicted
Number of food complaints	449	365	400

3.3. Home Authority Principle and Primary Authority Scheme

3.3.1 The Team supports the Primary Authority Scheme run by RD (Regulatory Delivery) but does not have a Primary Authority partnership with any business in the District.

All officers have access to the RD website to find out, before they approach any business, if it has a Primary Authority partnership with another local authority: If it has, the officer must use inspection plans and/or qualified guidance agreed under the scheme. The officer must communicate their findings, for an inspection or complaint, to the relevant Primary Authority and company contacts.

It is not predicted that the Team will form a Primary Authority partnership with a business in the foreseeable future and this is largely due to the nature of ECDC's largely small, independent businesses culture. Primary Authority (PA) partnerships are suitable for businesses with multiple sites ensuring consistency of enforcement across the country. No specific resources are needed for this function.

3.3.2 Where there is no PA partnership, the Team fully endorses the Home Authority Principle: The Team will share information with other regulatory authorities about a business in ECDC and if necessary, take enforcement action.

The Team does not have a Home Authority arrangement with a company, but is an Originating Authority for any Approved establishments or business supplying food

outside the district. At the request of another regulatory authority, the Team will give appropriate information and assistance.

3.4 Advice to businesses

- 3.4.1 In keeping with the “open for business” ethos and the Council’s own business growth policy, the emphasis of the Team is to work with businesses and develop positive working relationships. Officers invest significant time on advice and guidance to support enterprise and maintain compliance, to avoid the need for formal action. This happens before a business opens or at any time in its activities. The district has a high proportion of small, independent businesses that do not have the support usually associated with big companies.
- 3.4.2 Numbers of advice enquires are combined with other service requests such as complaints about hygiene (see 3.2 above).
- 3.4.3 Special emphasis continues to be placed on disseminating the FSA guidance on preventing E coli 0157 in local food businesses, both before businesses open and at the time of inspection. Advice packs are sent out to new businesses and businesses are signposted to the Council’s webpages with links to the FSA site.

3.5 Food Sampling

- 3.5.1 The Team participates in national and regional sampling programmes of food, food environments and food packaging. Wherever possible, the Team samples from local businesses and manufacturers rather than national chains. Sampling is also undertaken as a result of complaints such as allegations of food poisoning or of contaminated foods reported by other enforcement agencies. The Team has a Sampling Policy which forms part of its Food Safety Enforcement Policy. The food and safety officer organises the sampling plan, but all officers contribute to sampling. Targets for the Team demand that a food business is notified of its results within 7 days of the sample result being sent from the laboratory: In the case of borderline or unsatisfactory samples, an officer will visit the premises for further sampling, advice and or investigation, following this up in writing. Further sampling is undertaken where samples are not identified as satisfactory.
- 3.5.2 The numbers of samples taken and predicted to be taken are as follows:

Type of sample	Nos taken 2017/2018	Predicted 2018/2019
Complaint microbiological (e.g. as a result of food poisoning outbreak or allegation)	0	10
Survey microbiological	33	50
Compositional (e.g. contaminated imported food)	0	0

- 3.5.3 Microbiological samples are sent to PHE at Colindale and the Public Analyst for analysis. The Team has a service agreement with both PHE and Public Analyst Scientific Services (the appointed Public Analyst).

3.5.3 The predicted number of samples will include sampling of local businesses with Approved establishment status, but total numbers may be reduced with the cessation of the Food Standards Agency –led, national programme and the reduction in the PHE, monthly sampling allocation. Taking formal samples for contaminants is unusual and is likely only as a result of a specific incident. The laboratory makes no restrictions on the number of samples needed in the event of an outbreak and does not charge for allocated numbers of samples.

3.6 Control of Investigation of Outbreaks and Food Related Infectious Disease

3.6.1 The Team investigates allegations of food poisoning using a risk- based approach having regard to the history of the premises, intelligence and the willingness of the complainants to provide stool specimens. The Team works in partnership with the Health Protection Team in the event of any outbreak or investigation into food borne pathogens/other contaminants including using regional guidance. In the event of a large outbreak, officer support would be sourced from the Domestic team of Environmental Services where two officers undertook sampling training in 2017. Depending on the nature of an outbreak, this would be reported to the FSA.

3.6.2 There has been a drop in the number of food poisonings reported to the Team because PHE no longer report cases of Campylobacter. The majority of food poisonings come to the Team by way of a service request. Officers contact all those reported as having food poisoning and with anyone alleging food poisoning. Numbers of food poisoning allegations are included in the earlier figures for food complaints. It is considered that resources are adequate to deal with the investigation and control of outbreaks when the team is fully staffed, but if additional resources were needed, they would be sourced from the Domestic Team. The numbers of notified food poisonings are as follows:

Year	2015/2016	2016/2017	2017/2018
Number of PHE notified food poisonings investigated out of the number reported	12/78	28/30	23/26

3.7 Food Safety Incidents

The Team responds to national food safety incidents and alerts as directed by the FSA Code of Practice/Guidance using a standard operating procedure. Based on the small number of food alerts in recent years the number of predicted incidents for the forthcoming year is two. The Team would notify the FSA of any local incident.

3.8 Liaison with Other Organisations

3.8.1 The Team liaises with neighbouring districts, by direct contact or via the regional

Cambridgeshire Food and Safety Group meetings and with bordering Suffolk authorities as required. Representatives from PHE, Trading Standards, HSE and FSA attend these meetings. Heads of Service attend strategic meetings at a county level. Working closely within a small authority, the Team liaises with Licensing; Building Control; the Markets Team; Waste Management and Ely Tourism.

Officers attend the Safety Advisory Group meetings allowing officers to work with emergency services and other County representatives. No special resources are needed to undertake this liaison.

Officers work with Cambridgeshire County Council on the Healthier Options project.

3.9 Food Safety promotional work and non-official controls

3.9.1 In line with the Cambridgeshire Health and Wellbeing Strategy, Officers promote the Healthier Options project at food businesses that meet the scheme's criteria. The aim is working with small businesses to help them to offer healthier choices in their menus. The Team has a target to meet for the businesses joining the scheme.

3.9.2 As a result of a business customer survey undertaken, the Team has offered a food business seminar each year. However, of the 30 businesses with a rating of 2 or below invited to a seminar in January 2018, no businesses applied. As a result, the Team has introduced a Poor Performers project to directly target a business identified on a set date, to have a rating of 2 or below. This project is an investment, working with businesses to improve compliance, reduce the risk of food poisoning and reduce the risk of time consuming legal action.

3.9.3 The team disseminates information to businesses and customers on site, in the post and via its website. On a day to day basis, information is provided mainly in the form of leaflets and web-links during routine correspondence. Information packs are sent out to newly registered businesses and prospective businesses.

SECTION 4 : RESOURCES

4.1 Financial Allocation

4.1.1 *The budgets for the Commercial Team are shown below.*

AREA	2014/15	2015/2016	2016/2017	2017/2018
Food (EH003)				
general	122,829	155,724	168,599	151,142.86
Central charges	31,316	45,994	37,135	36,855
Income	3735	6520	4134	5778.50
Total	150,440	195,198	201,600	193,776.36
H&S (EH004)				
general	39,896	18,255	15,424	14,939.40
Central charges	18,860	21,041	18,222	17,981
Total	58,756	39,295	33,646	32,920.40

- 4.1.2 Samples are submitted to Public Health England without charge within the Authority's allocation. Funds would be allocated for any non-routine, microbiological; compositional or other analytical samples.
- 4.1.3 Funding is made available where documents require translation or interpreting skills are needed.
- 4.1.4 In the event of legal proceedings, the costs are met from within the Departmental budget.
- 4.1.5 Office accommodation, IT and basic equipment such as torches; temperature probes printing etc are included in overheads.

4.2 Staffing Allocation

- 4.2.1 The work of the Team is carried out by the officers and a part-time administrator, supported as needed by the Council's Legal; Reprographics; General Office; Customer and ICT Services.
- 4.2.2 All officers carrying out enforcement duties are registered with the Chartered Institute of Environmental Health itself or its Registration Board (EHRB). Each enforcement officer is authorised in accordance with the standards and requirements of the respective legislation, the minutes of the Council and FSA Food Law Code of Practice.

The Commercial Team consists of:

Team member	Position
Jenny Winslet	SEHO authorised in food safety enforcement functions + 30 years experience. EHRB registered
Louise Wright	EHO (p/t) authorised in food safety enforcement functions + 10 years experience. EHRB registered
Jenny Clare	Graduate EHO authorised in food safety enforcement functions + 15 years experience. EHRB registered
Patricia Christie	Food and Safety Officer authorised in food safety enforcement functions + 20 years' experience. EHRB registered
Wendy Page	Administration assistant (p/t) + 20 years experience in Environmental Health

- 4.2.3 The Team has a history of employing contractors going back at least 5 years to cover vacancies and maternity leave. It is considered that the Team has the resources to cover its needs. In the case of an extreme event or outbreak, the Team would seek additional resources from officers in the Domestic Team.

Year and Full Time Equivalent (FTE)	2017/2018 Food FTE	2017/2018 Health and Safety FTE

Total officers – 4.0		
Officers	2.85	0.35
Administration	0.45	0.05

4.3 Staff Development Plan

- 4.3.1 All officers are appropriately qualified according to the Food Standards Agency Food Law Code of Practice and maintain their competencies. The officers also undertake the Regulatory Needs Development Analysis (RDNA) for both food and health and safety. Officers undertake personal study (including on-line courses and webinars), training after monthly team meetings and attend a variety of relevant external courses. Officers are set targets for personal training in annual appraisals. The loss of the FSA training for officers in early 2017 meant a significant loss of cost free training for officers in food safety. There is a culture of sharing knowledge and “buddying” colleagues at interventions both for food and for health and safety within the Team. Maintaining competencies in Approved establishments is not only by “buddying” in the district but is also being sought via neighbouring authorities.
- 4.3.2 Each officer is responsible for the maintenance of their personal Continual Professional Development (CPD) records, subject to the requirements of the Chartered Institute of Environmental Health. The CIEH reviewed the CPD for ECDC officers in 2014.
- 4.3.3 Staff development for the service includes:
- The employment of competent enforcement officers capable of performing their role within the Team with qualifications meeting the requirements of the FSA Code of Practice.
 - Maintenance and evidence of formal qualification and CPD. Undertaking in-house or external competency-based training. This includes webinars and other on-line training.
 - Officers undertaking external training are required to feed this back to the team members after the event.
 - The undertaking of “buddying” or mentoring with qualified or officer with different experience in food or health and safety.

SECTION 5 : QUALITY ASSESSMENT

5.1 Quality Assessment & Internal Monitoring

- 5.1.1 To maintain the quality of the work undertaken, the Team has a series of standard operating procedures which are reviewed periodically, drawing any changes to the attention of officers.
- 5.1.2 The Team undertakes monthly meetings to discuss procedures, changes in guidance from regulators and other technical matters. The agenda is open to the whole Team. Officer correspondence is reviewed, periodically, at the time of a change in risk rating and at the time of any contentious matter by the SEHO. Consultant’s correspondence is reviewed and joint visits arranged with the SEHO to review site interventions. This

supports consistency particularly in issuing Food Hygiene Ratings to businesses. Team colleagues are encouraged to discuss ratings or contentious technical matters. The quality and consistency of each enforcement officer's site interventions is periodically reviewed by way of joint visits. Health and safety Notices are issued having regard to the Enforcement Policy and for health and safety, the HSE Enforcement Management Model (EMM). Health and safety and food safety Notices are reviewed by the SEHO before service.

- 5.1.3 Bite-size training sessions follow the monthly Team meetings and these target identified training needs. This is in addition to personal learning, one to one and annual reviews.
- 5.1.4. The Team contributes to peer review exercises in conjunction with the Cambridgeshire Food and Safety Group. The Lead Food Officer (SEHO) organised the regional peer review for food inspections in 2015 and reported this to the FSA. A peer review of health and safety was undertaken by the regional group in 2016. The Team contributes and responds to the FSA, national, peer review exercises.

SECTION 6: SERVICE PLAN REVIEW

6.1 Review against the Service Plan

- 6.1.1 This service plan mirrors the Environmental Service delivery plan which sets out targets for complaint/service request investigation, interventions at the different categories of commercial premises inspected (includes health and safety interventions and A-E premises for food activities); approved establishments and new businesses. This service plan is designed to satisfy the requirements of FSA and HSE annual returns.
- 6.1.2 There are quarterly and annual reviews of performance targets against the service plan which is reported to the relevant committee. In the intervening period, monthly targets are reviewed by the SEHO with the Environmental Services Manager at one to ones. Officers have monthly one to one meetings with the SEHO.

Annual Criteria	Target
Programmed Inspections	
A and B-rated food businesses due an inspection	100%
C and D- rated food businesses due an inspection and E rated by alternative questionnaire	90%
Approved establishments due an inspection	100%
Contact FBOs within 7 days of sampling result received from the laboratory	100%
Complaint Investigations/Service request/ health and safety service request customer contacted within 3 day of receipt	90%
Infectious Disease Investigations within 3 days of receipt	100%

6.2 Identification of any variation from the Service Plan

- 6.2.1 The Team has satisfied these annual targets and this is achieved by variations being identified and discussed at monthly meetings between the SEHO and Service Manager.

6.2.2 Any additional activities such as formal enforcement or outbreaks are taken into account at reviews. Two food hygiene prosecution files were submitted to legal in 2017 with one being successfully prosecuted at Cambridge Magistrates Court in March 2018.

6.3 Areas for Improvement

6.3.1 The FSA Framework Agreement requires every local authority to review its previous year's performance against its service plan. The review must identify where the authority was at variance from the service plan and, where appropriate, the reasons for that variance. If service issues are identified, these are discussed at Team and then between the SEHO and Service Manager over the course of the year.

Section 7: HEALTH AND SAFETY

7.1 Overview

Whilst the responsibility for managing health and safety risks lies with any business, ECDC has a statutory responsibility for safeguarding the health, safety and welfare of employees and the public, working in, or visiting many businesses located within the District.

Under section 18(4) of the Health and Safety at Work etc Act 1974, a duty is placed on ECDC to make "adequate arrangements for the "of health and safety. These "arrangements" are set out in The National Local Authority Enforcement Code 2013 (The Code).

The Code is a framework ensuring LA regulators adopt a consistent and proportionate approach to enforcement. The Code directs that business operating in comparatively lower risk premises should not be subject to proactive, unannounced inspections, unless there is real and proportionate reason to suspect poor performance ("no inspection without a reason"). A business can make a complaint to the Council and to the Independent Regulatory Panel if it believes that the Code has not been followed. This has reduced the number of proactive inspections.

Enforcement of health and safety in businesses is divided between the HSE and local authorities under The Health and Safety (Enforcing Authority) Regulations 1998 and examples of these are as follows:

LA enforcement	HSE enforcement
Offices (not LA or government)	Factories
Shops and retail premises	Farms
Hotels, restaurants, pubs, clubs	Construction sites
Leisure premises	Nursing homes, hospitals
Care homes, sheltered accommodation	Schools and places of education
Nurseries and playgroups	Garages undertaking repairs/ MOTs
Skin piercers and beauty sector	Gas, electricity and water service providers
Storage warehouses	Warehouses (mainly distribution)
Zoos	Offshore installations
Churches and places of worship	Government / LA undertakings

7.2 Review of the Team's Health and Safety Work

- 7.2.1 Health and safety complaints and incidents reported under RIDDOR (The Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013 (as Amended)) are investigated according to the HSE LAC 22/13: Incident selection criteria. LAC stands for Local Authority Circular.
- 7.2.2 Local businesses that come to the Team's attention through complaints, referrals, Local/new, national intelligence and notifications under RIDDOR are considered for proactive inspection under the latest HSE LAC (67(2): Currently, Revision (7).
- 7.2.3 Officers follow the HSE guidance including (HSE) LAC 67/2 and HSE "Guidance on combining health and safety and food inspections". This is the routine "hazard spotting" undertaken by officers at food hygiene inspections and re-visits. During "hazard spotting", officers look into how a business is managing its risks of slips and trips (still the greatest cause of incidents in that sector). They also include the national planning priorities found in Annex A of LAC 67/2 of "Gas safety in commercial catering premises" and "Beverage gases in the hospitality industry" including how businesses are managing risks from solid fuel appliances.
- 7.2.4 Officers monitor and address Matters of Evident Concern (MECs)* and Matters of Potential Major Concern (MPMCs)** at the same time as food hygiene or other visits.
- 7.2.5 Officers undertook planned, advisory visits included those to zoos, visitor and animal attractions (ECDC has one zoo) in line with this HSE priority.
- 7.2.6 Officers attend the regular Safety Advisory Group meetings (SAG) supporting event organisers and businesses with advice, before, during and after the meetings. Advice is given to market traders and visiting stalls/markets both at events and in the regular Markets in Ely. Advice is offered to any business seeking support
- 7.2.7 The HSE strategy of "Raising awareness of the need to prevent injury to members of the public from accessing large commercial waste and recycling bins" was raised at the Council's Health and Safety Group Meeting in readiness for the Council taking local refuse collection in-house in 2018.
- 7.2.8 The Team disseminates information about health and safety as a result of alerts from the HSE. An example of this is in relation to a dangerous play area swing and this was brought to the attention of all the Parish Councils as well as the Council itself in 2017.
- 7.2.9 The Team will refer any matters of potential national significance to the HSE and reports its activities to the HSE annually.
- 7.2.10 The Team follows its Health and Safety Enforcement policy ensuring its activities are compliant with the Regulator's Code. The policy is to be reviewed in 2018.
- 7.2.11 ECDC does not have a primary authority agreement with a business but officers will use primary authority plans and coordinate any activities with the primary authority.

7.2.12 Officers attend the regional Food and Health and Safety Group meetings, share information with the group and use it to undertake peer reviews. The last peer review was in December 2016 and this related to accident investigation.

7.2.13. The Team used the HSE prosecution data base to undertake a project to bring the risks of unsecured windows to the attention of care providers.

7.2.14 Officers carried out a joint visit with the HSE and other LA regulators at a wakeboarding site whose equipment is designed and manufactured by a single supplier and at which that manufacturer had made modifications to the equipment that could be used across the sector.

7.2.15 The Team reacts to referrals from engineers reporting unsafe lifting equipment.

*Matters of Evident Concern (MEC) are defined as those that create a risk of serious personal injury or ill health and which are observed by an officer (i.e. self-evident) or brought to the attention of the officer.

**Matters of Potential Major Concern (MPMCs) are those which have a realistic potential to cause either multiple fatalities or multiple cases of acute or chronic ill-health.

For 2017/2018, as part of the “Helping Britain Work Well” HSE strategy and the LAC 67 (2) this is a summary of the Team’s work:

Intervention type	Number	
Number of visits to investigate health and safety incidents e.g. accidents	2	
Number of visits to investigate complaints	10	
Number of visits following requests for service e.g. by skin piercers wanting registration	12	
Number of re-visits from an earlier intervention	9	
Number of notices served	0	
Intervention type according to HSE LAC 67(2) as revised	Targeted using national intelligence	Targeted using local intelligence
Non inspection interventions where there is face to face contact such as hazard spotting at food hygiene inspections and advisory visits	4	95
Other contact/intervention such as phone calls that are not face to face	1	36
Proactive inspections	0	0

7.3 Targeting inspections

7.3.1 The Team uses LAC 67(2) as its framework for its daily activities and work plans.

Notified incidents and complaints are investigated as stated above. Sources to help target the work of the team come from working relationships with other regulators such as fire, ambulance, police; building control, licensing etc. allowing intelligence to be shared at SAG meetings and at other times. The Team receives alerts from the

fire service and HSE. In this small, local authority, officers liaise with colleagues directly in areas such as building control and licensing.

7.3.2 Other sources of work and intelligence include meeting other LAs and the HSE local principal inspector at the regional Cambridge Food and Health and Safety Group. Social media, local press, on line EHCNET and the HSE sites are monitored. The HSE prosecution website is reviewed.

7.3.3 In 2018-19, the Team will:

- Investigate fatalities and major accidents where ECDC is the enforcing authority.
- Investigate accidents reported under RIDDOR* having regard to the HSE incident selection criteria.
- Investigate allegations of poor health and safety standards/complaints, having regard to the HSE incident selection guidance.
- Continue to “Hazard spot” and raise health and safety standards in businesses as part of other inspections and visits such as food hygiene inspections. As part of this continue to include issues of “Gas safety in commercial catering premises” and “Beverage gases in the hospitality industry”.
- Investigate adverse lift reports sent in by engineers.
- Offer advisory visits on controlling the risks from manual handling in care homes.
- Offer advisory visits to skin piercing premises in relation to the maintenance of autoclaves and management of infection control. This is in addition to the routine offer of support and guidance to skin piercing establishments at the time of registration applications.
- Update the Council’s Health and Safety web pages.
- Host a work related death training course for ECDC and external LA officers using an external trainer.
- Continue to attend SAG, the Council’s internal health and safety committee meetings and the Cambridgeshire Food Health and Safety Group.
- Build links with Enterprise East Cambridgeshire to help raise awareness of the “Helping Britain Work Well” strategy and HSE website resources
- Refer emerging safety issues to the HSE.

7.4 Competencies and procedures

7.4.1 Officers are responsible for maintaining their competency using the Regulatory Needs Development Analysis by way of personal study, taking part in on line training and webinars. Where training is undertaken at courses, the officer must share this with other Team members, normally at monthly team meetings. The meetings are also used for health and safety training. This has included gas safety/ gas cylinder and work related death training in the last year. Officers “buddy” during accident and complaint investigations, where necessary, to help maintain knowledge and practical skills. Officers have targets for maintaining competencies that are reviewed at monthly one to ones and at 6 monthly and annual appraisals.

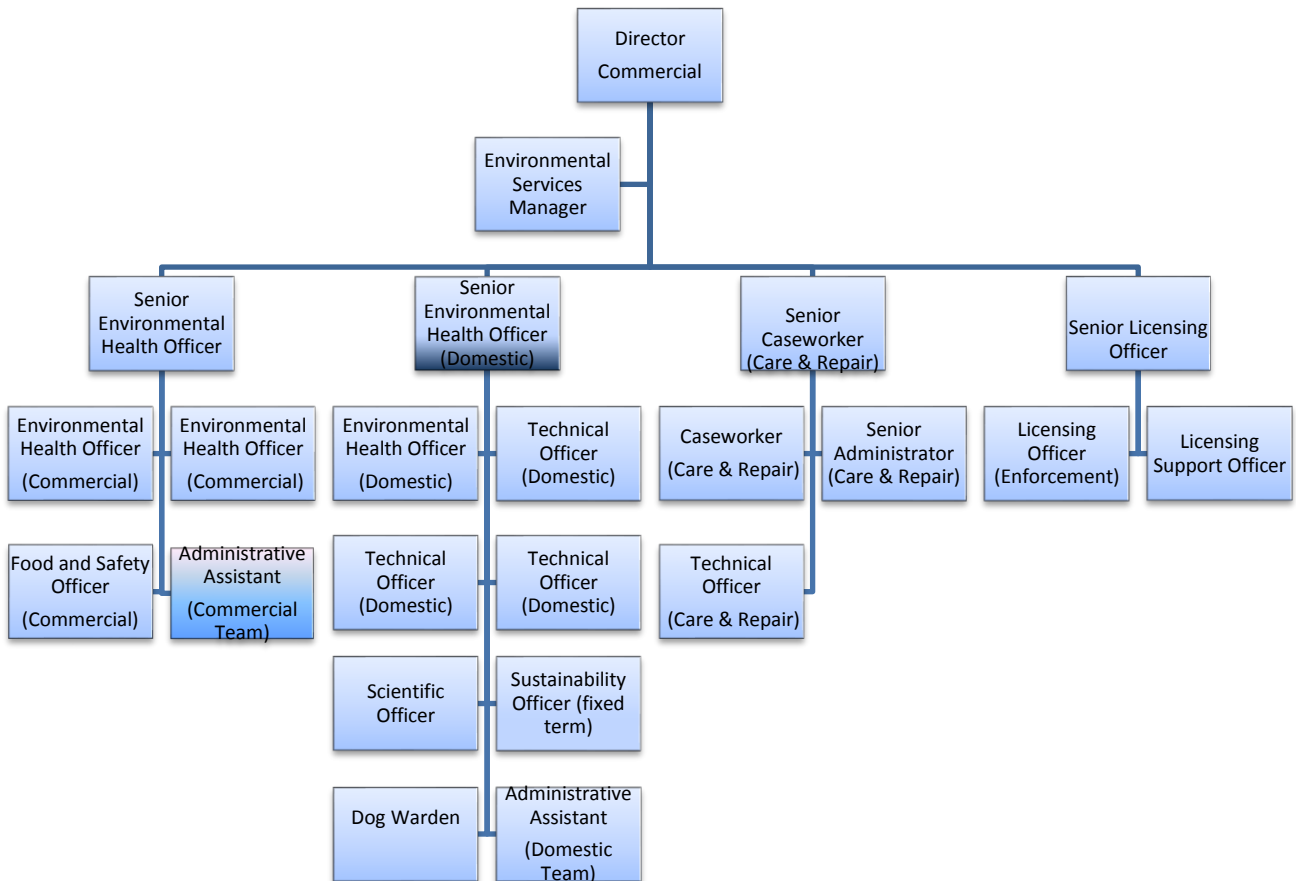
7.4.2. In December 2017, the Team facilitated a Health and Safety refresher course for Local Authority Regulators, inviting outside officers to a study day with Andy Lucas of Bespoke Safety. The timing of the training was to ensure that the newly appointed food and safety officer and all ECDC officers) could attend. The Team plans to host a further external trainer to provide low- cost training this year, probably in Work related Death. This will allow all team members to attend.

7.4.3 Standard Operating procedures (SOP) are reviewed in the light of changes to guidance and/or legislation. If a SOP is found not to be working, it will be reviewed. An example is the procedure for receiving and registering skin piercers. The Team will also review its activities in the light of customer comments or if it received complaints.

7.5 **Areas for improvement**

Identified areas for improvement this year are to include ensuring more recording of Interventions that take place, the review of the Enforcement Policy and the review of standard operating procedures.

Appendix 1 Environmental Services



EQUALITY IMPACT ASSESSMENT – INITIAL SCREENING TEMPLATE (IST)

Initial screening needs to take place for all new/revised Council policies. The word ‘policy’, in this context, includes the different things that the Council does. It includes any policy, procedure or practice - both in employment and service delivery. It also includes proposals for restructuring, redundancies and changes to service provision. This stage must be completed at the earliest opportunity to determine whether it is necessary to undertake an EIA for this activity.

Name of Policy:	Food and Safety Service plan
Lead Officer (responsible for assessment):	Senior Environmental Health Officer
Department:	Environmental Services
Others Involved in the Assessment (i.e. peer review, external challenge):	Environmental Services Manager
Date Initial Screening Completed:	April 2018

(a) **What is the policy trying to achieve?** i.e. What is the aim/purpose of the policy? Is it affected by external drivers for change? What outcomes do we want to achieve from the policy? How will the policy be put into practice?

Both the Food Standards Agency and Health and Safety Executive require East Cambridgeshire District Council to have arrangements in place to ensure that certain statutory functions are carried out in the Council’s district.

The statutory functions include the enforcement of food safety laws in food undertakings and health and safety legislation in premises for which the Local Authority is the enforcing authority (reference The Health and Safety (Enforcing Authority) Regulations 1998).

The Food Standards Agency has a framework for how these arrangements are documented and the Service plan is written in line with this, with the Health and Safety functions added.

The Council authorises officers to undertake the functions of the Service plan.

The Service plan is being submitted to the Regulatory Services Committee on 04 June 2018.

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

Existing and proposed businesses. Note that the Council is the enforcing authority for health and safety in only some businesses.

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

The Council must conform to statutory functions. Both the Food Standards Agency and Health and Safety Executive require the Council to have Service plans.

The Service plan has been prepared having regard to East Cambridgeshire Equality framework.

(d) Does this policy have the potential to cause a positive or negative impact on different groups in the community, on the grounds of any of the protected characteristics (please tick all that apply):

Ethnicity
Gender

x

Age
Religion or Belief

x
x

Disability	X
Gender Reassignment	
Pregnancy & Maternity	X

Sexual Orientation	
Marriage & Civil Partnership	
Caring Responsibilities	

Please explain any impact identified: i.e. What do you already know about equality impact or need? Is there any evidence that there is a higher or lower take-up by particular groups? Have there been any demographic changes or trends locally? Are there any barriers to accessing the policy or service?

These are updated documents. There is no evidence that there is higher or lower take up by particular groups; changes in demographics or local trends. The policies may impact on groups as follows:

Age
There are specific laws in health and safety applying to the safety of young persons. Laws require the ability of an individual to be considered. For example, authorised Council officers may need to enforce requirements for specific risk assessments that are required for young persons or a person who, by virtue of their age is less familiar with the potential dangers of work places.

Disability
Legislation dictates that some applications must be made in writing: An applicant may be visually impaired and therefore unable to complete the application forms his/herself. A physically or mentally disabled person may have special needs in health and safety legislation, for example, in risk assessments for the auditory impaired; ensuring that a work place has safe access and egress for the physically disabled; persons with mental health problems is not faced with unnecessary stress in their working environment. Where a person with a disability is invited to attend a recorded interview under the rules of PACE (Police and Criminal Evidence Act 1984), they may need “signing” support or to have the interview conducted at another premises and not the Council Offices.

Ethnicity
Where English is not be the first language of the worker or person running a business, translation services may be required and can be provided. Local knowledge will often identify premises where English is more likely to be a second language.

Religion and Belief
Authorised officers understand religious holidays and practices. For example, officers would be aware of the regular time for prayer when workers may attend their place of worship; to allow time during a long intervention for workers to pray and to avoid, where possible, interventions at some premises on dates of religious festivals or during fasting periods. Local knowledge will often identify premises at which workers and business operators are more likely to support religious customs such as Ramadan.

(e) Does the policy affect service users or the wider community?	NO
(f) Does the policy have a significant effect on how services are delivered?	NO
(g) Will it have a significant effect on how other organisations operate?	NO
(h) Does it involve a significant commitment of resources?	NO
(i) Does it relate to an area where there are known inequalities, e.g. disabled people’s access to public transport etc?	NO

If you have answered **YES** to any of the questions above, then it is necessary to proceed with a full equality impact assessment (EIA). If the answer is **NO**, then this judgement and your response to the above questions will need to be countersigned by your Head of Service and then referred to the Council’s Equal Opportunities Working Group (EOWG) for scrutiny and verification. Please forward completed and signed forms to the Principal HR Officer.

Signatures:

Completing Officer:	J Winslet	Date:	11 May 2018
	_____		_____
Head of Service:	Liz Knox	Date:	May 2018
	_____		_____

AGENDA ITEM NO. 7

TITLE: APPROVAL OF THE 2018/2019 FOOD AND HEALTH AND SAFETY SERVICE PLAN

Committee: **Regulatory Services Committee**

Date: **04 June 2018**

Author: **Senior Environmental Health Officer**

[T11]

1.0 ISSUE

1.1 The Council needs to update its service plan for both food and safety to satisfy requirements of the Food Standards Agency and Health and Safety Executive.

2.0 RECOMMENDATION(S)

2.1 The Committee is asked to approve the East Cambridgeshire District Council Food and Health and Safety Service Plan at Appendix 1.

3.0 BACKGROUND/OPTIONS

3.1 Officers authorised by East Cambridgeshire District Council carry out statutory functions according to food and health and safety laws.

3.2 Under the National Local Authority enforcement Code (National Code) East Cambridgeshire District Council is required to develop and approve a Health and Safety service plan. The National Code is given legal effect under Section 18 of the Health and Safety at Work etc. Act 1974.

3.3 Under the Food Safety Act 1990 and Food Standards Agency Framework Agreement (Amendment No. 5, 2010), the Food Standards Agency requires East Cambridgeshire District Council to have a Food Safety service plan.

3.4 The Food Standards Agency requires local authorities to present its food policy in accordance with its Framework Agreement Amendment and the Health and Safety service plan has been included into this.

4.0 ARGUMENTS/CONCLUSIONS

4.1 The East Cambridgeshire District Council's service plans for Food and Health and Safety allow the Council to satisfy the requirements for these of both the Food Standards Agency and Health and Safety Executive.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

5.1 The cost of officer time spent collating the documents.

5.2 Equality Impact Assessment IST completed and attached Appendix 2

6.0 APPENDIX 1

6.1. Food and Health and Safety Service Plans 2018/2019

7.0 APPENDIX 2

7.1 Equality Impact Assessment.

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
Food Standards Agency Framework Agreement Amendment No.5: April 2010 Food Safety Act 1990 s.40 Health and Safety Executive LAC 67 (2) Rev 7 National Local Authority (LA) Enforcement Code	Room: SF202 The Grange, Ely	Name: Jenny Winslet Position: Senior Environmental Health Officer (01353) 616466 E-mail: Jenny.winslet@ eastcambs.gov.uk

TRAVELLER SITES REVIEW INCLUDING SERVICE CHARGES

To: Regulatory Services Committee

Date: 4 June 2018

Author: Andrew Lamb, Traveller Liaison Officer

[T12]

1.0 **ISSUE**

1.1 To receive a review of the Traveller Sites.

2.0 **RECOMMENDATION(S)**

2.1 Members are requested to:

- (i) Note the contents of this report;
- (ii) Approve that the rents and service charges remain at their existing levels;
- (iii) Agree that any surplus service charges may be used to cover immediate maintenance issues on the sites;
- (iv) Agree to utilise the rental income to cover refurbishment requests for the sites, and;
- (v) Authorise the Traveller Liaison Officer to explore funding opportunities to re-open the Burwell traveller site and bring a further report back to this Committee on those findings

3.0 **BACKGROUND/OPTIONS**

3.1 ECDC has 3 Gypsy Traveller sites; Wentworth, Earith and Burwell. The latter has been closed since 2015. The Wentworth site is fully owned and run by ECDC while Earith and Burwell are currently owned by Cambridgeshire County Council and managed by ECDC.

3.2 The two open sites have a current weekly rent of £85 per week with a £10 weekly service charge for the use of water. Electric is paid for directly by the residents with the use of a meter key and therefore not part of the service charge.

- 3.3 The Wentworth site has 9 pitches. Most of the residents have lived there since it opened 30 years ago. It is an average size site in a right angled shape with one narrow road that runs between each pitch.

Earith has 11 residents with a mixture of young and old, some having been on site for over 20 years. The site is larger than Wentworth and in a more curved shape which has been redeveloped in the past. Originally there was a line of plots to the middle of the site but these were removed due to an inability to rent them out. The abandoned sites became a dumping ground for rubbish. The site was redesigned and extra land was given to residents, allowing them additional parking spaces and a small patch of garden.

- 3.4 While Wentworth is a very settled and quiet site with very few issues, Earith has historically seen anti-social behaviour and family disputes. However extensive community engagement work by ECDC over the years has brought about change to Earith which is now a relatively quiet site where families have grown and flourished.

- 3.5 When I started this role as the Traveller Liaison Officer, it was noted that Wentworth was a settled site with few issues other than basic maintenance problems.

- 3.6 When I started this role there was an issue with rubbish on site that caused an eye-sore to the residents and to passers-by. It consisted of everything from sofas to children's toys and gas bottles. It was a hazard to those residents and visitors coming on to the site as rubbish was piled both at the entrance and opposite road (Environmental Agency land).

This has been a recurring issue throughout the sites history and required determination to stop it from happening in the future. Litter was also piled at the end of the site, by Plot 6, which has for many years been abandoned and boarded up. It was an area covered by empty bottles, soil and other waste material that would be left to grow.

- 3.7 Due to the health hazards and the visible growth of waste getting rid of the waste was a priority. Rubbish was no longer kept to the entrance of the site but also started straying onto the road side which was a potential danger to motorists and health hazard to all residents. Much of the waste had been there for years, degrading away and causing rats to form near the entrance and run on to the site.

In March 2018 I employed a waste removal team with a grab lorry to remove all entrance and roadside rubbish. Over 2.2 tonnes of waste was recorded and removed purely from the entrance area.

I am pleased to advise that this has not re occurred since my intervention. Evidence has shown that residents are now working together and getting rid of their rubbish responsibly. This has brought about a greater community connection between all residents.

The rubbish opposite the site has posed more of a problem as it is land owned by the Environment Agency. We have, and continue to, work with the EA to get this fly tip removed and look at measures to prevent further fly tips from occurring.

- 3.8 One family who lived on two plots on Earith site had abandoned their plots in February without informing ECDC. The brick buildings on site were damaged. One building was bereft of kitchen fixtures, boiler and piping while the other received superficial damage to the inside before being targeted again with piping and boiler being taken.

All procedures were followed correctly by ECDC after the abandonment and concrete bollards were placed outside both plots to stop any illegal encampments turning up while refurbishment work was carried out. As the site is still owned by the County Council all refurbishment costs were met by them. The entire process from abandonment to completion of refurbishment took 3 months and is now occupied by new tenants.

- 3.9 Earith is made up of three main families who are linked via marriage. They are a fiercely tight knit unit who were wary of strangers, especially officials. When officers from health and education or indeed any visitors had attempted to go on site in the past they were ignored or told to leave. It was also noted that the issues of getting services like the education welfare team, health both - mental and physical, and advice groups would be difficult to get on to site as no individual would allow them into their property and there was no place for them on site to meet in a more controlled, open environment.

Such problems can cause isolation, residents won't ask for help, health inoculations won't be carried out and children won't attend school for fear of integration.

There is an empty brick building on the Earith site that has been in disrepair for many years. The plan has been to turn this dilapidated building into a Community Centre that can be used by all residents for a variety of different services, including education, health, benefits, fire safety, etc.

I voiced my thought of a community hub with the residents, welcoming their ideas. Whilst they were sceptical, mistrustful and cold to the idea in the beginning, slowly over time, and with 3 residents having new-born babies, acceptance of a Community Centre soon rang through as an investment for their children's futures - the offer of a community centre grew to be appreciated.

I contacted voluntary and statutory agencies to get their support in working on site with the residents. Once the Hub is open the following organisations will regularly be on site:

- CREDS
- Surestart

- Ely Children's Centre
- Police
- Fire service
- Mind
- Ormiston

A successful bid of £5000 to the Community Safety Partnership was submitted to help with the refurbishment costs. Work has begun on clearing out the rubbish inside before refurbishment work can commence. I have also applied for funding from the Lotto for £10,000 to help secure appliances and materials for services.

Once the centre is open, there will be many options available to residents, and Gypsy Roma and Travellers (GRT) throughout East Cambs. The aspiration is to make the GRT feel more included and integrated with other communities. This can serve to help bring services in the form of more extracurricular activities that GRT are interested in like boxing, beauty, trade work from the local community and have them working with our young.

It will also serve to help keep our young people in education by having educators come onto site from groups like Adult Education, Ormiston and Traveller's Education.

3.10 I am currently setting up a youth team that will help young GRT in East Cambs to find their voice and help break down barriers and show a new perspective of GRT life via the use of media. I currently have two young people writing articles which will be posted within a national GRT magazine and website. Once the community centre is ready, we will have a base to operate from and the youth team will become an East England media team that will connect with the West via the Traveller's Times Magazine.

3.11 I have started opportunities for Gypsies and Travellers within the East Cambridgeshire District. These include:

- Facilitating young Travellers to gain experience by working on professional production days at the BBC studio in Norwich (main base for BBC Look East). This is currently being advertised through the Travellers' Times – a national Gypsy Traveller magazine and the production class will begin in the near future.
- The Traveller's Times are also interested in connecting with us to open more opportunities to Gypsies and Travellers in the East. This includes doing articles and recordings of GRT in the area to help boost the voice of east England GRT. This is a great opportunity which could bring positive media to East Cambridgeshire District Council.

- The Romany Theatre Company and other charity groups have shown interest in working with us on a cultural awareness level – again bringing positive media and serving to create better relations between two communities. This will likely begin in summer.

3.12 White Ribbon is a charity looking to bring an end to domestic violence to women and is something that I am championing. I have written an article for a prominent GRT magazine and have set the task to my young youth group members to do the same, focusing on their experiences. I am also arranging for our young people to attend the BBC studio in Norwich to record their personal history surrounding issues like domestic violence, women's empowerment, women in education etc.

3.13 ECDC are responsible for ongoing maintenance and repairs with some responsibilities down to the tenant. Working on both sites and visiting the residents, I noticed more and more maintenance issues that were needing to be fixed, from the minimal changing of light bulbs to the grander need to fix fences, waste collection, brick building refurbishments.

When I started it was noted that there were a lot of maintenance issues including new lights, leaking taps, broken toilets and broken windows. I have worked with the Maintenance Team to re-prioritise maintenance issues which are now done effectively, efficiently and promptly. As maintenance issues are an on-going issue, most will be resolved within a two week timeframe although my aim is to improve on this timeline. Maintenance costs are covered by the housing budget.

In order to bring the sites up to a decent standard larger levels of refurbishments are needed. Refurbishment work will need to be done on both sites in the near future as issues on site are growing. These include potholes, broken fencing, and condensation mould in the brick buildings. These are standard issues that are inevitable in any residency. Budget restraints have maintenance has had to take a back seat but if we want residents to care for their pitches then we need to ensure that their living quarters are not sub standard.

3.14 Rent and service charges are paid on both sites on a Friday either by cash to me or via Direct Debit of which only one resident pays. The total cost of rent and service charge is £95 per week, £85 rent and £10 service charge (irrespective of any housing benefit entitlement).

All payments are collected on paper forms, copied and then sent to the Finance Department and money posted to the bank.

Previously, rent and service charge payments made by the residents was difficult to manage due to records being kept by the Finance Team and information on benefits not being shared – this meant it was difficult to keep on top of arrears, advise the residents of under or over payments and, on occasions, getting them into arrears through no fault of their own.

As there was no defined Traveller Liaison Officer for the District, money would be picked up by various individuals but usually the County Council Traveller Liaison Officer, who was unable to monitor the finances or deal with site issues due to time constraints. This led to obvious arrears and no ability to arrange alternative payments if their circumstances changed.

Since joining ECDC I have introduced a spreadsheet to include the entire yearly payments of rent and service charge payments. By doing this, each resident can be analysed for patterns in their payment history and find those who were lacking versus those keeping on top of payments.

I now have an in-depth knowledge of all residents and have arranged payment plans for those who are behind. I am currently running at a 100 percent rental payment level from residents, minus two residents who are new and are awaiting housing benefit. As for service charges, there is 90 percent collection rate for both sites with payment plans being put in place for two individuals who are in arrears.

We have also had financial expenditure at the Earith site due to foreign objects being placed within the waste system, meaning that our contractor (Dalrod) has to go out to fix the problem, costing various amounts depending on the problem. This has been anywhere between £70 and £270. This has been an on-going problem that has diminished funds for other projects as well as potentially causing health hazards of backed-up sewage that could potentially overflow onto the site via the drainage system.

After speaking with the residents and explaining the issues that arise from such actions and also sending out letters to remind them of negative consequences, we would find a lull in activity but this would only last around 3-4 weeks before the waste system would be blocked once again.

After motor oil was put into the system, causing real damage to the system, it was decided that costs would be put upon the residents, each carrying a portion of responsibility and cost. None have yet paid for the repair but since that point (early May 2018) no call outs have been made which we are hopeful to continue.

- 3.15 In South Cambridgeshire, Whaddon and Blackwell sites pay £71.50 per week in rent. Whaddon pay quarterly charges directly to the Anglian water but residents pay £10 per month for the upkeep of the sewage treatment plant while Blackwell pay £9 per week service charge.

Earith Site:

For Earith Site the cost of services (water) for the year 2016/17 was £3162.57.

For the residents on site the charge was £5720.
This has brought the District Council a surplus of £2557.43.

Wentworth:

For Wentworth the cost of services (water) for the year 2016/17 was £1832.43.

For the residents on site the charge for the same year was £4680
This has brought the District Council a surplus of £2847.57.

Together the surplus for the year was £5405.00

For the year 2017/18 the cost of services to Earith and Wentworth went up to £3597.98 and £2389.15, respectively.

This still gives an overall surplus of £4412.87.

Although cost has gone up for the service, the remaining surplus shows that raising service charges would be premature and would likely cause resistance within the community. The information suggests that there is no need in the present time for service charges to be raised as it appears the residents are already paying more for water than is being used. Remaining with the status quo will leave the residents with consistency and still allow a comfortable surplus margin for ECDC if charges were to rise.

- 3.16 As previously advised funding has been applied for from the Big Lottery Fund. We are hoping for £10,000 from 'Awards for all' to help go toward the community centre on the Earith site, to help boost the £5000 we currently have from the CSP. This money will help to bring in services to aid young people in education and possibly finding work available to them.

Heritage fund for cultural awareness programmes will be applied for once we have a youth team together which will be used to help with community cohesion between the settled and non-settled community via media. The amount requested will be £10,000 to cover costs of filming equipment, software, and other media related materials.

Other funding for large scale works of refurbishment for both sites is scarce. The usual awards by the Department for Communities and Local Government no longer cover refurbishment work. This makes any funding for refurbishments for Earith and Wentworth sites very difficult. The options for funding may be provided for by the District Council via the surplus money made from service charges and potentially from money made via rental income, making the two sites fully self-sustainable. The overall surplus service charge of 2017/18 was £4412.87 and rental income was £88400. This would bring in £92812.87 per year to allow for larger works to be carried out on two sites that have seen little financial support for over twenty years.

An option would be to make such funds available for a limited period that allows the sites to gain large repairs without taking away the income on a permanent basis.

3.17 Burwell is still closed due to the murder on site that took place in 2015. Since then the site was demolished and all brick buildings knocked down due to individuals returning to the site and causing damage.

The site itself was owned by the Cambridgeshire County Council and run by the ECDC Both sites are still owned by Cambridgeshire County Council but will be passed over to ECDC in the near future.

The Opinion Research services 2016 who carried out the research on Gypsy Traveller Accommodation needs for 2016-2036 has stated of East Cambridgeshire that:

*'...there is **no need for any additional pitches** in East Cambridgeshire for Gypsy and Traveller households that meet the new definition; a need for up to 40 additional pitches for Gypsy and Traveller households that may meet the new definition – although if the national average of 10% were to be applied this could be as few as 4 additional pitches; and a need for 10 additional pitches for Gypsy and Traveller households who do not meet the new definition.'*

However, this research was based on Burwell site as being open and used – giving 29 Public sites. At the moment we are 8 plots down and should consider the possibility to re-open the site in the future.

Anecdotally we are finding generations of families on our two sites remaining together as the younger ones don't wish to leave the area or move into housing. Although it is currently sustainable, Gypsies and Traveller women have an average of 3.5 and 5.9 children respectively which puts the needs assessments of Gypsy and Travellers at a growth rate of around 3%. With Niner (2003) and the Communities and Local Government (2007) that number has been dropped to a growth rate of 1.5%.

This is likely due to the definition of Gypsies and Travellers changing within the planning regulations (CLG 2015a), thus causing the number of pitches being required dropping as less and less Gypsies and Travellers are able to reach the heights of the new definition.

However in time we will find families who have lived in the area for many years, unable to remain due to no spaces available.

The Ministry of Housing, Communities and Local Government (formally the Department for Communities and Local Government) have funds that can be applied for new developments. It can be applied for either as a grant or match funding. Usually such funds are only available to new developments but it is likely that, due to the Burwell site being fully demolished, funding would cover the rebuild. It has been seen with Harlow Council that funding has been

applied for which covered the building of additional plots with a refurbishment to uninhabitable brick buildings on a Gypsy site.

- 3.18 Moving forward I am looking to work more to keep young GRT in education. I have connections with adult education groups who will be willing to run courses for GRT to help them gain basic qualifications if they can receive funding to outreach on our sites. This would include more advanced subjects including engineering, media, languages and law. It would be a boost to all GRT to see individuals from the community achieving what was once thought closed to them.

4.0 ARGUMENTS/CONCLUSIONS

- 4.1 Although the cost of water has increased, the remaining surplus shows that there is no need to raise service charges and would likely cause resistance within the community.
- 4.2 As is evidenced, East Cambs has one of the highest levels of rent charges in the County. It is therefore recommended that the rent remain at the same level.
- 4.3 Using surplus money made from service charges could help to fix specific issues on both sites. Issues such as broken fencing, condensation damp and filling of potholes would help with the visual and health benefits of each site. Spending surplus money paid for by the GRT community on the GRT community would send a positive message through the minority group and would help strengthen relationships between them and ECDC. Also, using some of the rental money collected for their rent and spending it on larger refurbishment needs, the GRT community would directly feel the benefit of their contribution. By doing so, both sites will reach a satisfactory standard of quality of living.
- 4.4 To re-open Burwell, it is necessary to understand that ECDC has an obligation to accommodate those of different cultures and beliefs. As stated in the Research paper, no new pitches are need beyond a possible 2 up to 2036. However, the research was based on Burwell being open. Without this site, we are running at a loss – both toward our obligation to the GRT but also on a financial level. Burwell housed 8 pitches and at the current rate of £85, this would mean we are losing £35,360 per year in rental fees every year that it is closed.

The argument against re-opening is cost. Seeing the site as it is now, it is difficult to estimate a price for returning it to an 8 pitch site. The demolished buildings are still on site and must be removed for work to begin. However, we, via the County council still own the land and would find it easier to re-open a past site than to go through the planning process to find other positions. The re-opening of Burwell is the most straightforward conclusion and likely to be the cheapest and most timely. Gaining funding via the Ministry of Communities and

Local Government is a possibility but it would need more research into financial cost before a conclusion can be made.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

5.1 There are no financial implications to ECDC by keeping the service charge at the same level.

There are no financial implications to ECDC by keeping the rent at the same level.

There are no financial implications to ECDC for work being done to the Community Centre, Youth Group or other groups being set up for the GRT community.

There are no financial implications to ECDC by re-opening the Burwell site in the future if funding can be achieved from the Ministry of Communities and Local Government.

Surplus service charges and rent payments being held for the GRT sites will cause financial implications to ECDC at a cost of their choosing and for a temporary period until the sites are up to a satisfactory level.

5.2 Equality Impact Assessment (INRA) not required

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
None	Room 115 The Grange, Ely	Andrew Lamb Traveller Liaison Officer (01353) 616349 E-mail: Andrew.Lamb @eastcambs.gov.uk

HOUSING UPDATE

To: Regulatory Services Committee
Date: 4 June 2018
Author: Housing & Community Safety Manager

[T13]

1.0 **ISSUE**

1.1 To receive an update on the Housing Service.

2.0 **RECOMMENDATIONS**

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

3.0 **UPDATE**

3.1 **Homeless Reduction Act 2017**

3.1.1 The Homeless Reduction Act 2017 (HRA) came into force on 3 April 2018. In order to prepare for this major change in legislation the Council received funding from two different sources to deal with the additional burden of implementation and operation.

New Burdens Funding

- £24,078 for 2017/18
- £22,055 for 2018/19
- £25,347 for 2019/20

Flexible Homeless Support Grant

- £168,000 for 2017/18
- £191,000 for 2018/19

The Council has ringfenced this money for the prevention of homelessness.

3.1.2 In preparation for the introduction of the HRA the Housing Team was restructured. The new structure can be found at Appendix 1. The purpose of the restructure was to provide a more holistic service with a focus on supporting people to sustain and maintain tenancies, particularly those with higher support needs e.g. mental health, drugs and alcohol.

3.1.3 The restructure introduced three new fixed term posts comprising a Community Safety and Housing Strategy Team Leader, a Tenancy Support Officer and a Housing Options Administration Officer. We have also outsourced a contract for specific mental health support. The latter is being delivered by

AGENDA ITEM NO. 9

RED2GREEN; a charity already established in the area for providing such support.

3.1.4 The Council was in a good position prior to the introduction of the HRA as it already had a focus on prevention.

What are the main implications of the new legislation?

DUTY TO PROVIDE ADVISORY SERVICES

Requires free homelessness advice and information services to be provided to all residents and to provide advice designed with certain vulnerable groups in mind, including care leavers, former armed forces, people leaving custody, victims of domestic abuse, people leaving hospital and people with mental health issues.

Advice must include:

Prevention of homelessness

Securing accommodation when homeless

The rights of applicants and LA duties

Help available to people threatened with or homeless

How to access the available help

MEANING OF 'THREATENED WITH HOMELESSNESS'

Extends the period during which someone might be threatened with homelessness from 28 days to 56 days and; An applicant is threatened with homelessness if they have been served with a valid section 21 notice to end the Assured Shorthold Tenancy of their only available accommodation, that has expired or will expire within 56 days.

PREVENTION DUTY

Local housing authorities (LHAs) must take reasonable steps to prevent homelessness for any at risk eligible applicant, regardless of priority need. This can involve assisting them to stay in their current accommodation, or helping them to find a new place to live

RELIEF DUTY

LHAs must take reasonable steps to help the applicant to secure suitable accommodation

Help could be, for example, funding a rent deposit or working with a private landlord to make properties available, working with supported accommodation providers to secure accommodation and working with social housing providers.

AGENDA ITEM NO. 9

ASSESSMENTS AND PERSONALISED HOUSING PLANS (PHP's)

LAs must carry out an assessment of the circumstances and needs of all eligible applicants who are homeless, or threatened with becoming homeless within 56 days. The assessment has to be shared with the applicant. A Personalised Housing Plan will be drawn up which sets out the 'reasonable steps' the authority and the applicant will take (and other agencies/people as appropriate). 'Reasonable steps' should be tailored to the individual and the plan should be realistic

The introduction of the HRA highlighted the good work already being done by the Council as we already were highly focused on prevention working with families and individuals at the earliest stages.

3.1.5 In anticipation for the new HRA we now have a qualified HHSSRS trained Officer who can assess suitability and standards of properties. This means we are expanding the knowledge within in the team and becoming more responsive broadening the skills and ability of the service.

3.2 Community Hubs

3.2.1 Ely

In its first year of operation the Ely Hub has seen in excess of 1,650 people. The hub has proven to be a very successful collaboration of partners. Through negotiation food is provided by Tesco's Fair Share and the coffee is provided by Starbucks.

3.2.2 Littleport

Littleport hub has been rolled out in partnership with Littleport Parish Council who are providing the village hall free of charge. The Hub is open to anyone on the 1st Thursday of every month. So far the roll out has been successful.

3.2.3 We have worked to complete an Information sharing agreement with partner agencies across Ely and Littleport and can now work in partnership with agencies including Cambridge Housing Society (CHS) , Inclusion, Christians against Poverty (CAP) , Centre 33 , Cambridgeshire County Council, Medical practices, Sanctuary Housing & The Rosmini Centre to name a few in order to be able to get to work quickly with the vulnerable families and individuals in the area to prevent homelessness and crisis situations early.

3.2.4 Youth hubs

The Council is rolling out two hubs, with statutory partner agencies, designed for young people aged 11 plus Littleport Leisure Centre will host one of the youth hubs and Officers are currently searching for a venue in Ely.

AGENDA ITEM NO. 9

The first youth community hub will be rolled out on 21 June 2018 at Littleport Leisure Centre.

The aim of the Hub is to be able to engage young people aged 11 upwards with agencies including Centre 33, MIND , mental health and wellbeing service for young people and a carer's support group. There will be classes including cooking, health and wellbeing. Littleport was identified as an area with a need as the first PSPO order was placed there. We have worked closely with the business at the leisure park and they will be awarding young people with vouchers for activities and food.

There will be places for young people to be able to complete homework if they need a quiet space.

3.2.5 Work in progress

Venues have been identified in Soham and Bottisham for future community hubs and work is ongoing to launch these in the coming months. The next area of focus will be in Sutton.

3.2.6 Early intervention is invaluable; reaching out to communities before crisis not only saves the Council money in the long run but delivers a service that the community deserves. None of this could be achieved without the excellent relationship that the Council has with partner agencies. Other authorities in the sub-region are looking to implement similar models.

3.2.7 In July The Housing Team will attend the National Practitioners Service conference. The team attended last year and were awarded the bronze award we are to attend this year and are aiming to achieve Gold Standard in Housing Advice and Prevention Services. We are working through several challenges to achieve this.

3.3 Life Skills

3.3.1 The Housing Team are in the process of organising a 'life skills' program which will be rolled out to all secondary schools in East Cambridgeshire. This programme aims to educate young people on the harsh realities of homelessness using visual interactive activities and guest speakers including young people from the Ely Young Peoples project (EYPP). We will be giving workshops on how to be a good neighbour and what constitutes ASB both in and outside the home. This work is being done in collaboration with Cambridgeshire County Council Youth Services. The first Personal Social Health and Economic Education (PSHE) day will be at Ely College on 20 June 2018.

3.4 Migrant workers

- 3.4.1 The Council recognises the high level of migrant workers in the district and as a consequence has welcomed the Rosmini Centre who now operate from an office base within the Council at an annual rent of £2000. Whilst they support primarily Eastern European clients they offer assistance to all minority ethnic communities. The Council contributes £7000 to the running costs through its Community Safety fund with a further £7000 of financial support from the Office of the Police and Crime Commissioner.
- 3.4.2 The Rosmini Centre service has proven to be of great value to the Council and many of its residents. They provide translators and support services to foreign nationals free of charge. Their outreach service includes assisting clients in obtaining National Insurance numbers, access to schools and medical services, signposting to mental health and learning difficulties support, job seeking and in limited circumstances, repatriation. They are involved in outreach work at local factories and other areas of employment and “recruit” volunteers to provide English speaking lessons
- 3.4.3 Leaflets promoting the service are distributed to all statutory and voluntary bodies as well as posters placed at locations including those known to be frequented by migrant communities. The Centre assists the police and other agencies in the identification of cases of exploitation and abuse among children and adults, this aspect being a fundamental plank of the successful bid for the OPCC funding (refer 3.4.1 above).
- 3.4.4 The Centre has recently (May 30th) delivered a Heritage Event in Ely which has celebrated cultural diversity through various activities, enabling their work to be advertised to a wider audience.
- 3.4.5 The Centre also assists with the co-ordination of our community hubs and in partnership with the Council are helping to apply for additional funding to sustain and develop them.
- 3.4.6 As a consequence their work provides an important addition to the Council's services aimed at the prevention of homelessness.

3.5 Prevention

- 3.5.1 As a result of all of the measures that have been put in place the Council is able to boast that it has still not used bed and breakfast accommodation. The changes introduced through the HRA and Universal Credit (due for implementation in September 2018), means that the Housing Team will need to continue to focus on the prevention work.
- 3.5.2 Officers are currently working in partnership with Ely Job Centre to identify client's now so early intervention and budgeting work can be completed.

AGENDA ITEM NO. 9

- 3.5.3 A referral process is already in place with Sanctuary Housing. Sanctuary Housing now issue the Council with a notice as soon as a tenant falls into rent arrears rather than waiting until court action is taken. This enables the Council to intervene at the earliest opportunity to work with tenants to prevent homelessness.
- 3.5.4 We have a well-established rent deposit scheme that has been running and which we have a collection rate of 85.38%. This enables us to lend money for rent deposit meaning we have a constant recycle fund so we can continue to lend homeless households and those threatened with homelessness money to secure private rented accommodation in the local area. In the last 12 months we have assisted 56 households into affordable private rented accommodation.
- 3.5.5 From the 1st of April 2017 until the 31.03.2018 we had:
- 361 Households approach the Housing Advice service as threatened with homelessness or homeless. We were able to work with 97 households to enable them to remain in their own home using mediation, Discretionary housing payments (DHP) and resolving housing benefit or income issues. 108 households were assisted into alternative accommodation including supported housing & private rented. Of the 156 homeless applications that were taken 94 were accepted as having a Full Housing Duty, which equates to 26% of the footfall to Housing advice being homeless acceptances. Taking the burden off Social Housing providers and opening up the Housing register to everybody is something we are very proud of.
- 3.5.6 The lighthouse centre in Ely provide our severe weather provision (SWEP) for street homeless individuals and we are looking to evolve this to include no second night out. The winter of 2017 the SWEP was accessed by 3 individuals who have now been housed.
- 3.5.7 A sharing agreement is currently being set up between East Cambridgeshire Housing, CHS, Inclusion Drug and Alcohol service, Red to Green mental health and wellbeing service and Police. It will mean that if an individual has been identified as street homeless then we will make contact by going out to see the person and try and engage individuals with support services to resolve the reasons the person is street homeless or begging.
- 3.5.8 Our Tenancy Support Officers have worked with 146 families across the district to prevent homelessness as well as the Housing and Community safety team they are contacted by partner agencies to work with vulnerable families and adults to help with income, maximise benefits help with health, debt and sign post to various support agencies. They also work closely with our temporary accommodation providers to ensure that households are ready to move into long term accommodation. They will work with families to set up tenancies, utility's, housing benefits, doctors and schools to give people the best possible start in accommodation.

AGENDA ITEM NO. 9

3.5.9 We work closely with local letting agents and private landlords to secure private rented accommodation for our clients. We invite local letting agents and landlords to attend our Landlord forums where we give advice to landlords regarding setting houses of multiple occupancy (HMO'S) changes to any current legalisation, our tenancy support officers and our free landlord resolution service.

We currently have 8 HMO's in the District that we have helped set up with the assistance from the environmental health team who will liaise with landlords to make sure that the property is up to health and safety standards. Having access to these properties means that we have direct access into shared housing within East Cambs to house clients who could struggle to find housing due to being non priority. We work with several landlords outside the District including Cambridge, Newmarket & Haverhill meaning that we have options to clients that work or have families outside the District To date since setting up the shared house we have housed 80 non priority single clients into HMO's.

3.6 Supported properties

3.6.1 The Housing Team have recently met with The Pringle Group whose main activity is to develop properties for adults with mental health and learning disability.

3.6.2 The Pringle Group have numerous properties in Ely which are set up as fully supported HMO's for people with learning disability and mental health issues. A property has become vacant and The Pringle Group has approached the Council to work together to provide accommodation for people with specific mental health, drug and alcohol related issues.

3.6.3 These properties are housing benefit sustainable. The Pringle Group provide support and are happy to work with the Council on a direct referral basis. If this property is successful there will be a potential for direct referrals to all of their other properties in this area. This opportunity has arisen from the positive reputation the Council has for the work carried out with landlords and the ongoing support provided by the Housing Team.

3.6.4 Our Soham Young Parents Project is going from strength due to the work that is done by our tenancy support officer and partner agencies. We have a well-established project and we are working to give young families the skills needed to maintain long term accommodation and become a good neighbour. Projects currently running:

- Carers and training opportunities (alongside County Council)
- Young parents group
- Budgeting/ income benefits
- Emotional wellbeing
- Healthy relationships
- Sexual health
- Healthy eating

AGENDA ITEM NO. 9

- Baby first aid
- Nutrition
- Computer skills
- Healthy cooking to a budget
- Paying rent and keeping up to date with rent payments
- Setting up utility bills

We are looking into various funding groups to explore the option of offering driving lessons so that they can gain more independence meaning more opportunities for work, education and training.

3.7 Community Safety

3.7.1 The Council is a lead organisation in the district's Community Safety Partnership (CSP). This partnership is responsible for working to reduce threat, risk and harm to victims of crime and anti-social behaviour. Whilst some elements of the work do not directly impact on homelessness prevention, many of the projects do.

3.7.2 We are currently re launching the White Ribbon campaign which looks to not only highlight the problem of domestic violence but to change people's mind-set and hopefully reduce the levels of abuse suffered, predominantly by women. It links to the County wide work which is constantly looking to develop and improve the provision of advice and support to victims. A number of our clients seeking housing advice are suffering from domestic abuse.

3.7.3 The Community Eyes and Ears initiative is also being overhauled and this will help identify vulnerable people in our communities who are struggling with various aspects of their lives and enable them to be given advice and support. Historically this has embraced households struggling with their accommodation and has enabled us to share with them alternatives or ways in which the current situation can be improved. This has included referrals to Care and Repair whereby adaptations have been provided to enable residents to remain in their own home safely.

3.7.4 Challenging Hate Crime and helping people to avoid Rogue Scams are two other projects supported by the Partnership and are aimed at keeping people safe and secure in their homes and communities. Other projects aimed at reducing the level and impact of anti- social behaviour have a very real impact on people's desire/need to look for alternative accommodation.

3.7.5 In association with our Waste Team and the Community Payback Team (Probation) we have worked hard to eradicate an increasing incidence of graffiti that a number of people have found unnerving to the point that they do not feel safe. Whilst not appearing on the surface to be associated with homelessness prevention such work does help people feel more satisfied with their surroundings and be less likely to want to move for reasons of fear. In a similar

AGENDA ITEM NO. 9

way our Community Partnership projects that have targeted domestic burglaries help residents to be less likely to pursue a move elsewhere.

3.7.6 What is quite clear is that the work of the Community Safety Partnership is an intrinsic part of the of the Housing Service and provides a number of benefits that, if they were not available, would doubtless see an increase in the number of members of the public seeking alternative accommodation.

4.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

4.1 There are no financial implications arising from this report.

4.2 Equality Impact Assessment (INRA) is not required.

5.0 APPENDICES

5.1 Appendix 1- Department Structure

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
None	Room FF102 1 st Floor, Annexe The Grange Ely	Angela Parmenter Housing & Community Safety Manager 01353 616374 Angela.parmenter@eastcambs.gov.uk