



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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

MEETING: COMMUNITY SERVICES COMMITTEE
TIME: 5.30pm
DATE: Wednesday, 12th September 2018
VENUE: Council Chamber, The Grange, Nutholt Lane, Ely, CB7 4EE
ENQUIRIES REGARDING THIS AGENDA: Janis Murfet
DIRECT DIAL: (01353) 665555 EMAIL: Janis.murfet@eastcambs.gov.uk

Membership:

Conservative Members

Cllr David Ambrose Smith
(Chairman)
Cllr Allen Alderson
Cllr Christine Ambrose Smith
Cllr Lavinia Edwards
Cllr Lis Every (Vice Chair)
Cllr Mark Hugo
Cllr Dan Schumann
Cllr Stuart Smith

Liberal Democrat Members

Cllr Christine Whelan (Spokes)

Substitutes:

Cllr Andy Pearson
Cllr Hamish Ross
Cllr Jo Webber

Substitutes:

Cllr Sue Austen
Cllr Lorna Dupré

Lead Officer:

Emma Grima, Director - Commercial

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 26th June 2018
5. **Chairman's Announcements**
6. **Budget Monitoring Report**
7. **The Hive: Progress Report**
8. **Service Level Agreement Funding (Leisure Centres & Sport Facilities) 2018/19: Update Report**
9. **Public Spaces Protection Order for Dog Fouling**
10. **Draft Community Engagement Strategy 2018-2023 & Action Plan 2018-2020**
11. **Forward Agenda Plan**

NOTES:

1. Members of the public are welcome to attend this meeting. There are a number of schemes aimed at encouraging public participation in the Council's activities and meetings. These include public question times 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.

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 30 seated people and 20 standing.
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@eastcambbs.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)."

TITLE: BUDGET MONITORING REPORT

Committee: Community Services Committee

Date: 12th September 2018

Author: Finance Manager

[T90]

1. ISSUE

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

2. RECOMMENDATION(S)

2.1 Members are requested to note that this Committee is currently projected to end the year with a balanced budget, with net spend of £1,623,211.

2.2 Members are further requested to note that the Committee has a projected capital programme outturn of £3,109,562, this being an overspend on the revised budget of £402,595.

3. BACKGROUND/OPTIONS

3.1 Under Financial Regulations each policy committee is required to consider projections of financial performance against both its revenue and capital budget on a quarterly basis.

3.2 This is the first quarter report for the 2018-19 financial year and details actual expenditure incurred as at 30th June 2018 and current projections as to the year-end position.

3.3 The revenue budget for each service that falls under the stewardship of this Committee has been reviewed with appendix 1 detailing the current variance and forecast outturn for each service line.

3.4 The significant variances of actual spend compared to profiled budgeted spend at the end of June are listed below:

| Service | Variance £ | Explanation |
|----------------|-------------------|---|
| Local Plans | -89,112 | Timing issue with the profile, this will be addressed in July 2018. |

| | | |
|----------------------|---------|---|
| Depot Services | 30,921 | Staff within these services remain employees of the Council, and are then seconded to ECTC. Invoices for these staff costs are raised quarterly in arrears and so had not been raised at the time this report was produced. |
| LATC & Ely Markets | 28,844 | |
| Parks & Gardens Team | 242,505 | |
| Community Transport | -13,500 | Accrual at the end of 2017-18 remains unpaid |
| Parking of Vehicles | 14,735 | Awaiting settlement of 2017-18 final account for Littleport Station car park |

- 3.5 The projected net revenue outturn expenditure for this Committee is forecast to be £1,293,211.
- 3.6 The revised capital budget for this Committee stands at £2,706,967; including £1,482,977 of slippage brought forward from 2017-18.
- 3.7 The current forecast is that capital spending will be £3,109,562 at yearend. This is an overspend of £402,595 compared to the revised budget as it is now forecast that the Leisure Centre will cost an extra 346,807 mainly as a consequence of delays with a third party getting utilities onto the site. Members will be aware that early on in the build project we had issues with the ground works, which meant that the contingency built in for the project was spent before the major part of the build started. This was therefore a risk. We are currently attempting to recover the additional costs caused by the utility delay from the third party
- 3.8 Members should note that this overspend will be funded by the use of additional CIL contributions, so it will put no additional burden on the Council's budget. When preparing the original business case for the Leisure Centre, only guaranteed CIL contributions were included, but it was always intended to support the budget with any additional contributions that were achieved during the build stage.
- 3.9 The overspend on the equipment fit out will be recovered from the operator as part of the management fee, so again will not impact on the Council's budget position

4. FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 4.1 The current forecast is for the Committee's revenue expenditure to come in-line with its budget.
- 4.2 There is a capital overspend of £402,595 compared to this Committee's revised budget.

4.3 Equality Impact Assessment (INRA) not required.

5. APPENDICES

5.1 Appendix 1 – Community Services Committee Budget Monitoring Report – 30th June 2018.

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

COMMUNITY SERVICES COMMITTEE BUDGET MONITORING REPORT - JUNE 2018

| | Total Budget 2018-19 | Profiled Budget to 30 June 2018 | Actual to 30 June 2018 | Variance to date | Projected Outturn | Variance between Total Budget & Projected Outturn |
|-----------------------------|-------------------------|---------------------------------------|---------------------------|---------------------|----------------------|---|
| Revenue | £ | £ | £ | £ | £ | £ |
| Award Ditches | 8,656 | 2,164 | 1,742 | (422) | 8,656 | -- |
| Community Safety | 48,197 | 10,549 | (1,924) | (12,473) | 48,197 | -- |
| Closed Churchyards | 28,516 | 7,129 | 8,226 | 1,097 | 28,516 | -- |
| Depot Services | -- | -- | 30,921 | 30,921 | -- | -- |
| General Gang | 70,440 | 19,626 | 20,866 | 1,240 | 70,440 | -- |
| Community Projects & Grants | 267,258 | 100,245 | 94,116 | (6,129) | 267,258 | -- |
| LATC & Ely Markets | (0) | (0) | 28,844 | 28,844 | -- | -- |
| Local Plans | 330,000 | 82,500 | (6,612) | (89,112) | 330,000 | -- |
| Marketing & Grants | 155,793 | 73,508 | 73,367 | (141) | 155,793 | -- |
| Museum - Old Gaol House | -- | -- | 726 | 726 | -- | -- |
| Oliver Cromwell House | -- | -- | 3,228 | 3,228 | -- | -- |
| Parks & Gardens Team | 451,487 | 499,408 | 741,913 | 242,505 | 451,487 | -- |
| Paradise Pool | 27,977 | (70,377) | (66,791) | 3,586 | 27,977 | -- |
| Parking of Vehicles | (70,150) | 73,403 | 88,138 | 14,735 | (70,150) | -- |
| Sport & Recreation | 93,678 | 36,702 | 32,209 | (4,493) | 93,678 | -- |
| Public Conveniences | 146,837 | 50,349 | 52,360 | 2,011 | 146,837 | -- |
| Emergency Planning | 47,522 | 16,537 | 5,893 | (10,643) | 47,522 | -- |
| Community Transport | 15,000 | -- | (13,500) | (13,500) | 15,000 | -- |
| Parish Conferences | 2,000 | 500 | 329 | (171) | 2,000 | -- |
| Revenue Total | 1,623,211 | 902,242 | 1,094,051 | 191,809 | 1,623,211 | -- |

| | Published Budget 2018-19 | Slippage from 2017-18 | Approved Additions | Revised Budget 2018-19 | Actual to 30 June 2018 | Forecast Outturn | Variance between Revised Budget & Forecast Outturn |
|------------------------------------|--------------------------------|-----------------------------|-----------------------|------------------------------|---------------------------|---------------------|---|
| Capital | £ | £ | £ | £ | £ | £ | £ |
| Local Authority Trading Company | | 1,865,000 | | 1,865,000 | 1,485,000 | 1,865,000 | -- |
| Vehicle Etc Replacements | 29,000 | 60,187 | | 89,187 | | 89,187 | -- |
| Commuter Car Park - Ely | | 13,931 | | 13,931 | | 13,931 | -- |
| Commuter Car Park - Littleport | | 8,406 | | 8,406 | 200 | 8,406 | -- |
| Ely Country Park | 46,665 | | | 46,665 | | 46,665 | -- |
| <u>Leisure Centre</u> | | | | | | | |
| Construction and Preliminaries | 1,148,325 | (482,165) | | 666,160 | 810,010 | 1,012,967 | 346,807 |
| Project Costs | | | | -- | | -- | -- |
| Associated Costs and Contingencies | | | | -- | | -- | -- |
| Equipment Fit Out | | 17,618 | | 17,618 | 48,406 | 73,406 | 55,788 |
| Total | 1,223,990 | 1,482,977 | -- | 2,706,967 | 2,343,616 | 3,109,562 | 402,595 |

TITLE: The Hive: Progress Report

Committee: Community Services Committee

Date: 12th September 2018

Author: Victor Le Grand, Senior Leisure Services Officer

[T91]

1. ISSUE

- 1.1. To report on the initial progress of the new leisure centre (the Hive).

2. RECOMMENDATION

- 2.1. Members are asked to note the contents of this report.

3. BACKGROUND

- 3.1. The Hive has now been operating for a little over three months (from May). The purpose of this report is to report on the progress of the centre, and to identify any issues emerging.

4. ARGUMENTS AND CONCLUSIONS

- 4.1. Monthly usage (based on GLL data) increased from 21,400 visits in June to 25,100 in July – of which 75% was for the pool. The operation remains in its infancy, and throughput is expected to continue growing for some time yet. In particular, usage of the outdoor pitch, and of the sports hall, is likely to pick up with the autumn season.
- 4.2. The working relationship between ECDC and GLL remains good. Officers are in regular contact with the GLL management team, both with a view to optimising the long-term outcomes from the contract, and to help manage any immediate issues arising.
- 4.3. There remain some building snags and defects (mostly minor) which are logged by GLL and under review with the build contractor.
- 4.4. User feedback to the new facility has in general been highly positive. Issues which have been raised include:
- 4.4.1. Some dissatisfaction remains at the constraints of the teaching pool remains, and this has been accentuated by the competing demands of balancing teaching and casual usage over the holiday period. As previously reported, the specification reflects Sport England design guidance and industry best practice, but the user concerns have been noted and officers will work with GLL to make best use of the available water-space.

- 4.4.2. Service quality has not yet reached the levels of consistency which we would expect – for example in respect of cleaning. GLL are aware of this, and they are changing the staff rotas and seeking to engage a cleaning contractor to address the issues.
- 4.4.3. There have also been some points of ambiguity around pricing, and some users have found the membership procedure difficult to navigate. GLL have assured us that a member of staff – usually one of the management team - is always available to help users at the touch-screens and to address any queries at reception. Again however, officers are monitoring and responding to concerns and enquiries as they arise.
- 4.5. As previously noted and reflected in this report, the focus to date has been on these practical processes and stakeholder issues. The service specification also provides for a range of formal planning and reporting mechanisms, which will allow us to plan and evaluate the development of the service – essentially, its business planning cycle. Now that the centre is operational, we can more readily define the detail required for these processes, and further reports will be provided to this Committee as appropriate.

5. FINANCIAL IMPLICATIONS / EQUALITY IMPACT ASSESSMENT

- 5.1. There are no new financial commitments arising from this report.
- 5.2. An Equalities Impact Assessment was carried out for the leisure centre project in November 2016. No new considerations have emerged at this stage.

| | | |
|-----------------------------|--------------------------------------|---|
| Background Documents | Location The Grange Ely | Contact Officer Victor Le Grand Senior Leisure Services Officer (01353) 665555 E-mail: Victor.legrand@eastcambs.gov.uk |
|-----------------------------|--------------------------------------|---|

TITLE: Service Level Agreement Funding (Leisure Centres and Sport Facilities) 2018-19: Update Report

Committee: Community Services Committee

Date: 12th September 2018

Author: Victor Le Grand (Senior Leisure Services Officer) [T92]

1. ISSUE

- 1.1. To agree a revision to a funding allocation for the 2018-19 financial year for leisure centres and sport facilities.

2. RECOMMENDATION

- 2.1. The Committee is requested to agree the revision recommended below.

3. BACKGROUND

- 3.1. Grants are offered to leisure facility providers to support material improvements to their services, whether through capital improvements, programme developments or organisational developments. In all cases the outcomes sought are to strengthen the long-term sustainability of the facility, to extend the activity opportunities for the local community, or both.
- 3.2. The grants are offered so far as possible on a rolling programme, which supports the principle of funding being project-led. Providers are therefore not required to submit applications by any particular deadline, and proposals may be submitted throughout the year.
- 3.3. The annual budget for this programme is £30,881.

4. ARGUMENTS AND CONCLUSIONS

- 4.1. The Committee in June 2018 approved a grant to Bottisham Sports Centre (Bottisham Village College) for the purchase of an automated pool vacuum, at an anticipated cost of £1,000. The grant requested was £1,000 – the full cost of the equipment – and this was approved.
- 4.2. A subsequent review by the new sports centre manager indicates that a more powerful machine will be needed to be effective, and that the cost will be £3,000 rather than £1,000. Given the size of the pool and hours of use, this seems credible and it is better to reach this conclusion now than to buy a machine which sits idle. Officers remain satisfied that the purpose is sound and the cost proportionate to the anticipated benefit.
- 4.3. Bottisham is a dual use (educational / community) site. Recent grant recommendations have assumed that usage of the site is evenly split between the two, and that the cost of any facility-enhancements should be

analysed accordingly. In this instance however, given that the Committee has already agreed £1,000, the recommendation is rather to split the increase (£2,000) on a 50:50 basis and therefore increase the grant to £2,000, on condition that the college (or the centre, from its operating revenue) finances the balance. The grant recommendation remains modest in overall terms.

- 4.4. Taken with the previous recommendation for Littleport (June 2018), the grants recommended for approval this year so far total £8,640. In addition, the grant (£12,000) approved last year to Burwell Sports Centre for the renewal of its roof has recently been claimed, the work having been completed in June. The total of actual and committed expenditure for this financial year is therefore £20,640.
- 4.5. As previously noted, the other centres are addressing a range of issues and opportunities, some more immediate than others. The most imminent – for which no funding request has so far arisen – is the renewal of the hockey pitch by Ely Outdoor Sports Association. It is currently thought that funding for this project is now in place, subject to confirmation of one element. This project is somewhat time-sensitive due to seasonal factors and time-limits on some external grants, so officers will advise further – so far as appropriate or necessary – at the meeting.

5. FINANCIAL IMPLICATIONS / EQUALITY IMPACT ASSESSMENT

- 5.1. The proposed funding allocations fall within the existing budget.
- 5.2. No new equalities implications follow from these proposals.

Background Documents

Location

The Grange
Ely

Contact Officer

Victor Le Grand
Senior Leisure Services Officer

(01353) 665555

E-mail:

Victor.legrand@eastcambs.gov.uk

TITLE: Public Space Protection Order (PSPO) for Dog Fouling

Committee: Regulatory Services Committee

Date: 4th June 2018

Author: Karen See Senior Environmental Health Officer

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 PSCO'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 |

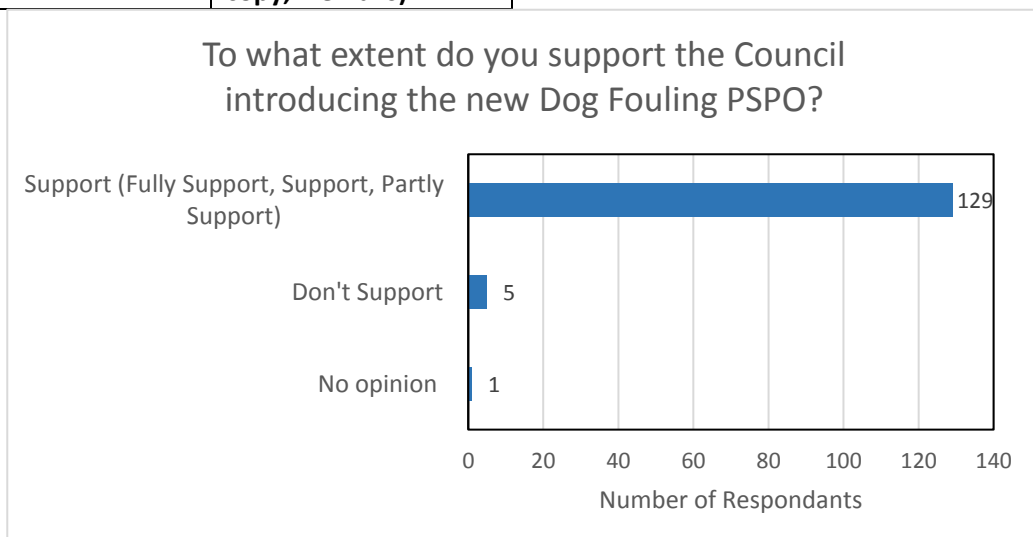
APPENDIX 2

PSPO Consultation Survey Results

| Question | Responses | Percentage | Comments |
|--|---|--|---|
| Do you own a dog? | Yes -79 No – 53 | Yes – 59.8% No – 40.1% | |
| Are you a resident/councillor/visitor/ other? | Resident- 124 Parish council representative - 11 Visitor -2 Other - 1 | | Other – lives on the border of East Cambs/Suffolk Number is greater than total respondents as some people have answered more than one option (i.e. resident and parish council representative) |
| To what extent do you support the Council introducing the Dog Fouling PSPO? (See below) | Fully Support – 117 Support - 7 Partly Support- 5 Don't Support- 5 No opinion – 1 | Support (Fully Support, Partly Support, Support) – 95.5% Don't Support – 3.7% No opinion – 0.74% | Total – 135 (132 online, 1 paper copy, 2 emails) |

| Responses | No of Respondents |
|----------------|---|
| Fully Support | 117 |
| Support | 7 |
| Partly Support | 5 |
| Don't Support | 5 |
| No opinion | 1 |
| Total | 135 (132 online, 1 paper copy, 2 emails) |

| Responses | Percentage of Respondents |
|--|---------------------------|
| Support (Fully Support, Partly Support, Support) | 95.5% |
| Don't Support | 3.7% |
| No opinion | 0.74% |



Comments from 'Don't Support' respondents

- I feel that providing the mess is to the side/ not directly in the path then **it should be left to degrade naturally**. Collecting the poo in a plastic bag only aides to our issues with landfill and use of plastic
- **There are inadequate dog bins** in the areas described, this is currently acceptable as these are areas of low traffic and therefore low risk of passers by being at any health risk. If dog owners are forced to pick up this waste, then more bins must be put in these places and regularly collected. It would be a far greater health risk to have people walking a great distance holding dog mess, so this must be avoided. This would be a significant cost, which is unnecessary, as the risk to health is currently negligible

Ely is a very dog friendly city. Many of its residents are both proud to live in Ely and proud to own dogs. **Dog fouling of land is a result of poor investment in bins.** Consider the underlying problem, not the symptom.

It is ridiculous, for example, **to require dog owners to search across a ploughed field for dog faeces!** I support the current regulations and am a responsible dog owner but I do not support this wholesale and unreasoned extension of the regulations.

- I pick up after my dog. Most dog walkers are vigilant about keeping an eye on other people's welfare, they notice when things are not right - they are the regular eyes in the street. I feel safe when my older kids are hanging out in areas where there are dog walkers because I know there would be help on hand if they had an accident or faced harm. **Dog fouling is offensive but I think this notice unfairly demonises and sections out one group** (a generally helpful group) in our society. Litter, especially broken glass causes far more harm to people, plastic litter v long term harm to wildlife . Dog mess though unacceptable is only one part of the picture. I also think that these anti social behaviours should be tackled with positive messages not penalties. Besides I would like the police to spend resources tackling more important crimes.
- I believe dog's mess should always be cleared up but the Littleport locals can be nasty enough about people who don't do it, or who they think don't do it, without giving them more reason for their animosities.

Comments from 'Partly Support' respondents

- Other villages under ECDC gave far better open spaces with **lots more bins** in situ, this is what you should be concentrating on not bringing in more rules and regulations that only punish dog walkers
- No I think there is too much regulation on open spaces as it is, how about spending more on anti social behaviour orders and getting shops in Soham high street to clear up their rubbish such as cigarette butts

- Before bringing in this new order at considerable cost the **council should invest money in more bins/ dog waste bins** near every footpath and byway and empty them more regularly.
- Only a very small minority of dog owners failing to pick up. I'm more concerned at the amount of cat faeces I have to pick up in my private garden I've even seen cats pooing in children's play areas but apparently cat owners are exempt from responsibility.
- Fouling on agricultural land is done by numerous animals, both wild and domesticated. In particular horses fouling are a problem on footpaths, bridleways, droves and lanes. Whilst the health risks from horse fouling are lower, the problems of smell, and general unpleasantness are the same, and the deposits are significantly bigger. Therefore the same ruling should apply to all riders of horses and ponies.
- Not something which I feel can be easily enforced without expense and resources being found. It's **not something that I see as a high priority** and don't want to fund the resources to enforce if when I imagine PCSO are better placed to deal with this.

Comments from 'Fully Support' respondents

- Responsible dog owners always pick up their dogs produce anyway, so this will have no impact on them. Irresponsible dog owners will take no notice.
- Dogs fouling pavements is a real problem in our village especially around school and other local amenities where small children are walking.
- It is very easy to pick up dog mess especially if there are bins provided to place it in.
- Dog fouling is antisocial, unpleasant and inconsiderate. There is NO excuse.
- There is a significant issue in the area and something needs to change to stop people doing it.
- I live near Qua Fen Common and visit it regularly with my 5 year old son. **Common land is not covered by the current legislation and I welcome its inclusion.**
- I think it is every dog owner's responsibility to clear up after their dog.
- To help make the local area safer and more pleasant for visitors and locals

Other comments:

- I would like members of the public to be able to report dog fouling by sending a photo or name of the owner to a single email address – *The new 'envirocrime' email address has been set up so that a report can be made online to the team. More information will be placed on the web site detailing what makes good evidence and a*

You Tube video is going to be made to educate the public as well as some targeted promotional days.

- **More bins around** – *The purchase of dog bins is down to the parish councils and we will be encouraging Parish Councils to provide more if possible and appropriate. We have 315 dog bins in the district.*
- **Please can you sticker up bins to say they can be used for bagged dog waste** as I think people are unaware of this and think that only dog waste bins can be used. Also, please please please start emptying the waste bins regularly in Isleham as they have been left in a disgusting state this summer! Thank you. – *Stickers are being designed currently.*
- There are dog bins in my area but often these are not emptied in a timely fashion; leading to them overflowing. – *The waste team advise these are emptied every week. North of the district emptied on a Mon/Tues, South of the district emptied on a Thurs/Fri.*
- Invest money in **more bins/ dog waste bins** near every footpath and byway and empty them more regularly.

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



COMMUNITY SERVICES COMMITTEE

LEAD OFFICER: Emma Grima, Director, Commercial

ANNUAL AGENDA PLAN

DEMOCRATIC SERVICES OFFICER: Janis Murfet

| Meeting on: Wednesday 12 th September 2018 | | Meeting on: Tuesday 20 th November 2018 | | Meeting on: Tuesday 15 th January 2019 | |
|---|--|---|--|---|--|
| Deadline for reports | By 30/08/18 | Deadline for reports | By 07/11/18 | Deadline for reports | By 02/01/19 |
| <ul style="list-style-type: none"> Forward Agenda Plan Budget Monitoring Report The Hive – Progress Report Public Spaces Protection Order – for Dog Fouling Draft Community Engagement Strategy 2018-2023 & Action Plan 2018-2020 Service Level Agreement Funding (Leisure Centres & Sport Facilities) 2018/19: Update Report | <p>J Murfet</p> <p>I Smith</p> <p>V Le Grand</p> <p>J Atkins</p> <p>L Bage</p> <p>V Le Grand</p> | <ul style="list-style-type: none"> Forward Agenda Plan Budget Monitoring Report The Hive – Progress Report Service Delivery Plans – Six Month Updates | <p>J Murfet</p> <p>I Smith</p> <p>V Le Grand</p> <p>H Thornton</p> | <ul style="list-style-type: none"> Forward Agenda Plan Budget Monitoring Report The Hive – Progress Report Community Grants Criteria & Assessment | <p>J Murfet</p> <p>I Smith</p> <p>V Le Grand</p> <p>L Bage/M Burrell-Barnett</p> |

COMMUNITY SERVICES COMMITTEE

LEAD OFFICER: Emma Grima, Director, Commercial

ANNUAL AGENDA PLAN

DEMOCRATIC SERVICES OFFICER: Janis Murfet

| Meeting on: Tuesday 12th March 2019 | | Meeting on: | | Meeting on: | |
|---|---|-----------------------------|--|-----------------------------|--|
| Deadline for reports By 27/02/19 | | Deadline for reports | | Deadline for reports | |
| <ul style="list-style-type: none">• Forward Agenda Plan• Budget Monitoring Report• The Hive – Progress Report | J Murfet I Smith V Le Grand | | | | |

COMMUNITY SERVICES COMMITTEE

LEAD OFFICER: Emma Grima, Director, Commercial

ANNUAL AGENDA PLAN

DEMOCRATIC SERVICES OFFICER: Janis Murfet

| Meeting on: | | Meeting on: | | Meeting on: | |
|-----------------------------|--|-----------------------------|--|-------------|--|
| | | | | | |
| Deadline for reports | | Deadline for reports | | | |
| | | | | | |

TITLE: PUBLIC SPACE PROTECTION ORDER for Dog fouling

Committee: Community Services Committee

Date: 12th September 2018

Author: Julia Atkins, Senior Environmental Health Officer

[T93]

1.0 ISSUE

1.1 Public Space Protection Order (PSPO) for dog fouling.

2.0 RECOMMENDATION(S)

2.1 Members are recommended to implement the Public Space Protection Order and for this to be implemented with effect from 12th September 2018.

3.0 BACKGROUND/OPTIONS

3.1 The Committee Report for the Public Space Protection Order was taken to Regulatory Services Committee on the 4TH June (please see Appendix 1) and it was agreed that there should be a 6 week consultation period. The closing date for the consultation was 24th July at midnight.

3.2 The Council has 2 options:-

- a) Implement the Public Space Protection Order
- b) Keep in place the existing Order under the Dogs Fouling of Land Act 1997

4.0 OUTCOME OF THE CONSULTATION

The Public Space Protection Order was supported. A full table of the results and comments are available in Appendix 2.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

5.1 This will have a positive effect. Increased fines will be able to be charged resulting in increased income to offset the cost of enforcement and clearance.

5.2 Equality Impact Assessment (INRA) not required

6.0 APPENDICES

6.1 Appendix 1-Committee Report 4th June (Regulatory Services)
Appendix 2-Consultation Results in detail.

Background Documents

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

Location

Room SF203
The Grange,
Ely

Contact Officer

Julia Atkins/Karen See
Position: Senior Environmental Health
Officer
(01353) 616304
E-mail:
Julia.atkins@eastcambs.gov.uk or
Karen.see@eastcambs.gov.uk



EAST CAMBRIDGESHIRE
DISTRICT COUNCIL

East Cambridgeshire District Council

Draft Community Engagement Strategy 2018-2023

Contents

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Forward

I am pleased to present the Community Engagement Strategy 2018-23 which outlines the Council's ambitions and commitments to the residents of East Cambridgeshire.

As the district continues to evolve and communities change, it is fundamental that effective engagement mechanisms are in place so that all residents have the opportunity to engage with the Council and have their say regarding the services and resources that they need. The Council recognises that change is a fundamental part of growth and effective change must come from within individuals and groups. It is important that our language, attitudes and views embrace the role of community engagement in response to growth and changing community needs.

This strategy looks at the importance of the varying forms of engagement, as well as the evolving nature of the district. It aims to ensure that community engagement is at the forefront of all Council services, turning our commitment of improving the lives of residents into a reality.

Councillor David Ambrose-Smith
Chairman of Community Services

Executive Summary

The East Cambridgeshire Community Engagement Strategy has been developed to ensure that all residents have the opportunity to engage with the Council and have their say regarding the services and resources that they need. Councils are at the heart of local democracy and it is therefore essential for us to ensure that all sections of our local community have the opportunity to have their say on the services they need and use.

The Council's Corporate Plan 2017-19 aims to make East Cambridgeshire a fantastic place to live, work and visit; whilst improving infrastructure and local transport; in order for the Council to achieve these aims, it is essential that the Council understands what the residents of the district want.

This strategy builds on the positive work currently being done and sets out what we mean by engagement, why we are committed to engaging with our communities and partners and how we plan to engage now and in the future. The strategy seeks to embed community engagement into everyday working practices as we recognise that engagement should not be a one-off activity, but provide the fundamental basis of everything we do.

What does the Community Engagement Strategy aim to achieve?

This Community Engagement Strategy aims to have effective engagement mechanisms in place to support strong, active and inclusive communities, who are informed and involved in decision-making and enable the Council to provide services that meet the needs of residents and enhance the quality of life of communities across East Cambridgeshire.

Introduction

What is community engagement?

Communities can mean different things to different people and there are many different groups that make up a living 'community'. Broadly speaking, there are two types of community that are commonly referred to as 'communities of place' and 'communities of Interest'.

'Community of place' is defined by a geographical area with physical boundaries, for example a village or parish in East Cambridgeshire, or a housing estate. These communities may have similar concerns about issues that affect their local area.

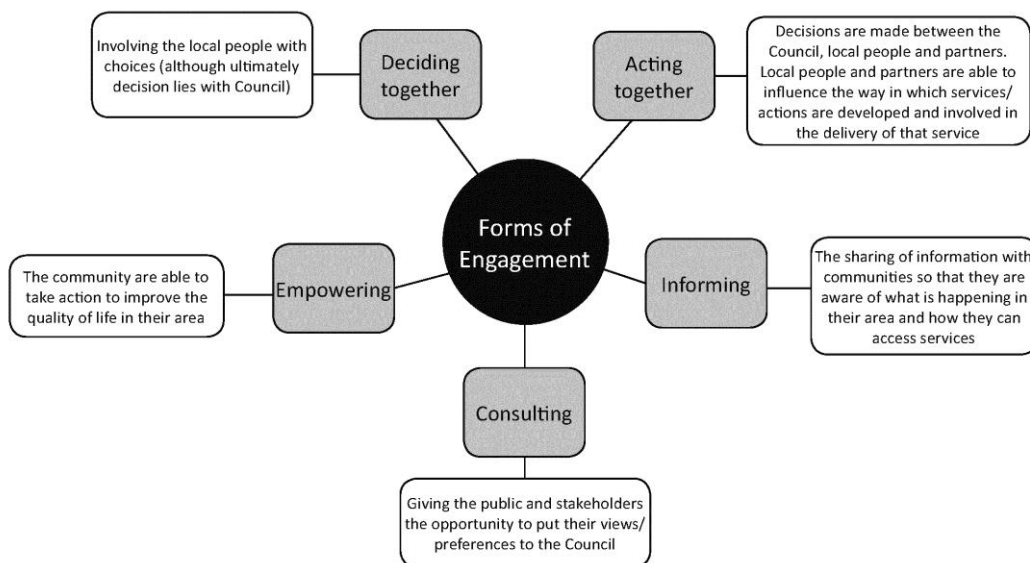
'Community of interest' is defined by a shared interest, experience or situation; examples include young people, disabled people and sports clubs. Additionally there are people who are concerned about specific issues for example the environment or crime and each of these communities of interest may require a different way to engage or be engaged.

The Council recognises that different communities will have different needs that need to be balanced and taken into consideration when delivering services and initiatives. Community engagement is about having the mechanisms in place to enable people to get involved in the services they need.

Forms of Engagement

Community engagement can take many different forms. Each type of involvement is important to help the Council with its decision-making and service provision. It may not always be possible to reach consensus around issues, however greater involvement and participation will bring about better understanding of sometimes complex issues. The Council uses a variety of community engagement methods which range from active involvement to passive involvement depending on the activity and circumstances.

The diagram below illustrates the various forms of engagement used by the Council:



Benefits of Engagement

The Council recognises that residents have a wealth of knowledge and information regarding their communities as well as a first-hand insight to the matters faced, solutions desired and services required. Many of the Council's priorities will only be achieved if communities are engaged and contribute their knowledge and resources.

Local experience and national evidence demonstrate that there are benefits to both communities and the Council when engagement is undertaken, including:

- More efficient and effective services that better reflect the needs of service users and have higher levels of customer satisfaction;
- A reduction in community inequalities;
- Safer and stronger communities, with a more attractive built environment that meets the people's needs
- Strengthening the democratic legitimacy of government and the civic life of the community
- Greater local ownership of Council services
- A better understanding of how and why local services need to change and develop;
- Improved local reputation;
- Greater job satisfaction for Council staff to see that the services they provide are meeting expressed local needs.

ECDC Community Engagement Principles

To ensure that everyone in our community has the information available and the opportunity to have their say on decisions that are made in their area, the Council has adopted the following community engagement principles:

- Ensure appropriate and accessible methods of engagement are in place and utilised to maximise participation
- Ensure that community engagement is embedded into everyday Council life and is used to inform service delivery and strategic direction
- Provide timely and quality feedback to consultees so that they know how their views have made a difference
- Use innovative and creative mechanisms to engage with people whose voices aren't usually heard
- Ensure the views and knowledge of partners, stakeholders and communities are considered in relation to services that relate to them
- Improve the community engagement skills and increase awareness of the tools available to Council staff and members to enhance the quality of consultation and engagement activity

Context

The National Planning Policy Framework 2012 encourages local communities to get involved in the development of Local Plans and planning decisions that affect their area. The Council has a role in supporting this, and helping to facilitate neighbourhood planning. The Council also has a duty to cooperate with neighbouring councils and other public bodies.

The Council has encouraged pre-application consultation for large scale development for some time and now the Localism Act 2011 formally requires this.

The Localism Act 2011 is an Act of Parliament that changes the powers of local government in England. The aim of the act is to facilitate the devolution of decision-making powers from central government control to individuals and communities. The measures affected by the Act include an increase in the number of elected mayors, referendums and the "Local authority's general power of competence".

The Act introduced powers that directly relate to Council conduct. These include:

- general power of competence; which gives councils the same broad powers as an individual to do anything unless it is prohibited by statute.
- pre-determination; the Act clarifies the rules around pre-determination and makes it clear that it is proper for councillors to play an active part in local discussions, and that they should not be liable to legal challenge as a result.

The Localism Act 2011 places a legal duty on local planning authorities and public bodies to engage constructively, actively and on an ongoing basis to maximise the effectiveness of Local Plan preparation in context of strategic cross boundary matters. This is known as the 'duty to comply.'

The Local Government and Public Involvement in Health Act 2007 introduced a duty on local authorities to involve, inform and consult representatives of local persons where it is appropriate and lawful to do so.¹

The Cambridgeshire Compact is a partnership arrangement between statutory bodies and the voluntary and community sector, which has been designed to improve relationships and provide a framework within which to understand what to expect from each other.

The Statement of Community Involvement sets out how East Cambridgeshire District Council will involve and consult with the public and wider stakeholders when planning for the future of the district, and was adopted by the Council in October 2015. The Statement of Community Involvement covers consultation arrangements in respect of both planning applications and planning policy matters, such as the preparation of a new Local Plan.

Engagement activity is already included within many of the Councils Service Plans and policies such as the ECDC Single Equality Scheme and Consultation Policy. The Single Equality Scheme is the Council's commitment to meeting the duties placed upon us by the equality legislation. Specifically, this relates to the Equality Act 2010. Beyond the legal duties, the scheme sets out the Council's commitment to taking equality and human rights into account in everything we do, whether that's providing

¹ Local Government and Public Involvement in Health Act, 2007, paragraph 138.

services to our local population, employing people, developing policies or communicating and involving people in our work. An objective of the scheme is to broaden the Council's consultation processes and improve community engagement so that local residents and service users feel empowered to influence the way the Council's services are provided before priorities are agreed. The current and emerging Consultation Policy sets out the principles on which the Council will consult with local people and groups about its policies and services.

Local evidence supporting the need for community engagement

Key drivers for community engagement

East Cambridgeshire is a predominantly rural district located to the north-east of Cambridge within the county of Cambridgeshire. The district covers an area of 655km² and has a population of approximately 87,800² which is estimated to increase to 98,200 by 2031.³

The largest population settlements in East Cambridgeshire are Ely, Soham, Littleport and Burwell. Together, these comprise approximately 56% of the district's population, with the remaining population is spread between about 50 villages.⁴

The emerging East Cambs Local Plan identifies that most places in the district will experience some growth, in particularly most medium, large and main settlements as identified in the Plan's Policy LP3: The Settlement Hierarchy and the Countryside⁵. The Emerging Local Plan identifies that new communities will be built in Ely, Kennett, Littleport and Soham. Creating new communities is not just about the building of physical infrastructure and new dwellings; it is vital that consideration is given to the people that will inhabit the area. Developing and sustaining successful new communities can be achieved by empowering residents to develop and sustain new community groups, social networks and activities to shape and create a strong sense of community and belonging. Such development work in new communities can lead to reduced isolation and loneliness leading to better mental and physical health, increased opportunities to help others, wider circle of relationships and local contacts, access to reliable local information and increased feelings of safety and security.

There are a number of harder to reach groups in East Cambs therefore it is important that practices are in place to reach these communities. Harder to reach groups include non English speakers, ethnic minority groups, travelling community, homeless people, people with disabilities, elderly and younger people, people in areas of deprivation and people that are digitally isolated.

In East Cambridgeshire over recent years, the top five countries from which National Insurance Number (NINo) registrations have been received are Poland, Romania, Bulgaria, Lithuania, and Portugal. These countries constitute a large proportion of (74.7% or 728 out of 974) of all NINo registrations in East Cambridgeshire for 2014/15.⁶

East Cambridgeshire has an ageing population, despite predicted growth in the total sizes of all age groups by 2031; the proportion of children and young people that

² ONS Population estimates - local authority based by five year age band (2016)

³ Cambridgeshire Annual demographic and socio-economic report 2011. Cambridgeshire County Council. This report based it's figures on the 2031 figures from ONS 2008-based sub-national population projections.

⁴ East Cambridgeshire Local Plan Further Draft – January 2017

⁵

<https://www.eastcambs.gov.uk/sites/default/files/CD05A%20Proposed%20Submission%20Local%20Plan.pdf>

⁶ Community Safety Strategic Assessment Quarter Two: Exploitation, Cohesion and Community Engagement November 2015. Figures in report from Department of Work and Pensions

make up the population is forecast to decrease whilst the proportion of older people increases.

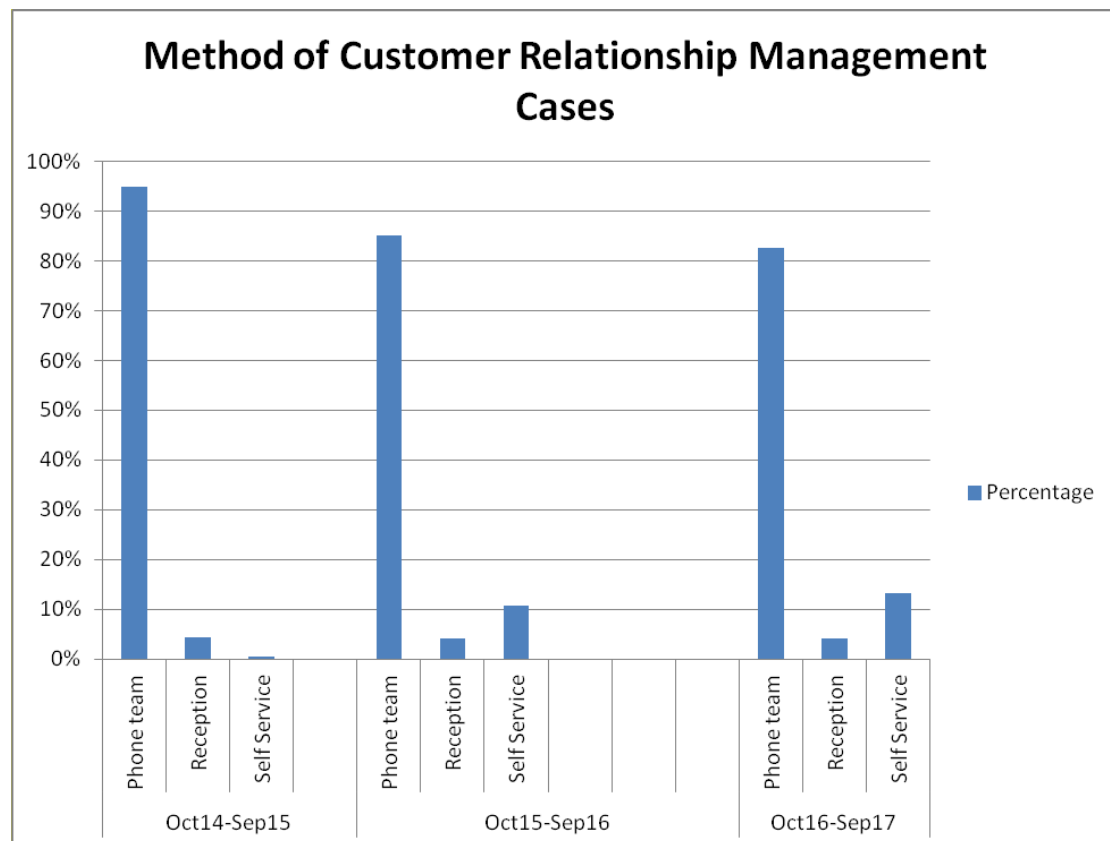
Whilst East Cambridgeshire is relatively prosperous, there are differences across the district that need to be taken into account in the Council's approach to community engagement. There are some areas that have higher levels of deprivation including Ely East, Littleport West, Littleport East and Ely North.⁷

More people are using their mobile phones to access the Council's website, and less people are using desktop computers and tablets, illustrated in Table 1.0 below:

| How people are accessing the ECDC website | | | |
|---|---------|--------|--------|
| | Desktop | Mobile | Tablet |
| April 2015 - March 2016 | 58.78% | 23.11% | 18.12% |
| April 2016 - March 2017 | 58.42% | 26.09% | 15.49% |
| April 2017 - March 2018 | 53.45% | 31.28% | 15.26% |

Table 1.0

Graph 1.0 illustrates that the proportion of Customer Relations Management cases generated by phone calls is decreasing and the number of cases generated due to people utilising the Self Service online system is increasing.



Graph 1.0 illustrates the methods of how Customer Relationship Management cases are generated between October 2014 – September 2017

⁷ Cambridgeshire: Indices of Deprivation 2015, Cambridgeshire Atlas

In August 2018, the ECDC Twitter account had 3,134 followers. The account was set up in April 2011 and Prominent PR took over the management of the account in June 2016.

The Council's Facebook the account was created in August 2016. In August 2018, the page had 529 'likes'.

It is important that the Council continue to monitor the ways in which people are accessing information and services so that it can respond accordingly.

How the Council intends to engage with communities and implement the Community Engagement Strategy

We recognise that the Council alone cannot achieve the ambitions in this strategy. Everyone has a part to play in making this Community Engagement Strategy work, including:

- all East Cambridgeshire residents
- elected members
- Council staff and departments
- Partners agencies

We will work with other organisations, groups and individuals from the community, voluntary and private sectors to make sure that engagement activities influence the future direction of the district.

We also know that we need to work closely with communities to encourage effective community engagement and ensure that processes are flexible and can be tailored to different groups and individuals in different areas of the district. We understand that sometimes people are reluctant to get involved and we will work with other partners to ensure that community engagement is as straightforward as possible and targeted appropriately.

Working with Parish, Town and City Councils

East Cambridgeshire consists of 35 parishes. The Council works with and supports parish councils, for example, through the delivery of Parish Council Conferences. Working with parish, town and the City councils is a key aspect of the Council's community engagement work.

Partnership working

The Council works with other agencies such as youth groups and the Police, and through partnerships such as the East Cambs Community Safety Partnership, to develop and deliver shared community engagement practices.

Departmental engagement practices and commitments

This section outlines specific key engagement practices that different Council department deliver:

| | |
|--------------------------------------|---|
| Communities and Partnerships | <p>Management of the Council's Register of Consultees to provide stakeholders with an opportunity to provide input into changes in Council service</p> <p>Stakeholder and user feedback on riverside enforcement scheme and improvement plans to inform proposals and decisions</p> <p>Delivery of Parish Council Conferences to provide a platform for parishes to meet each other and share best practice and ideas, potential for joint working. Ensure parishes are have the opportunity to engage with public organisations face to face</p> <p>Feedback from service users via onsite consultation (e.g. at Ely Riverside and Ely Country Park)</p> <p>Engagement with the community and voluntary sector via attending Compact Group meetings and other partnership meetings to ensure ECDC is aware of any changes that could affect service delivery, and update partners of related ECDC work</p> <p>Provide information to enable communities to understand their rights under the Localism Act 2011</p> |
| Democratic Services | <p>Delivery of Local District & Parish Council Elections</p> <p>Public Question Time at Committees & Public Speaking at Planning & Licensing Committees and Public Petitions Scheme to allow individuals/groups to express their views on relevant issues, policies, applications and projects</p> <p>Consultation on Polling Districts, Polling Places & Polling Stations Reviews and Community Governance Reviews in accordance with statutory requirements</p> |
| Environmental Services | <p>Engaging with the community and voluntary sector including businesses to ensure that we modify our internal procedures (subject to regulatory requirements) and to meet the needs of our customers, reduce complaints against officers and improve customer satisfaction and to ensure that businesses are kept informed of relevant health and safety incidents that allow them to improve their own safety</p> |
| Infrastructure and Strategic Housing | <p>Circulation of Growth Delivery Newsletter to Members of the public and organisations that have expressed an interest in growth projects in the district and requested to be included on the mailing list to keep people informed of progress with projects and developments across the district.</p> <p>Delivery of Parish Council Community Infrastructure Levy (CIL) Forums to provide information about CIL and how Parishes can submit projects for consideration for CIL funding.</p> <p>To facilitate Joint East Cambridgeshire and Cambridgeshire County Council Member and Officer Steering Group for Planning and</p> |

| | |
|--------------------|--|
| | Transport meetings to discuss the development of the Transport Strategy for East Cambridgeshire (TSEC) and CIL. |
| Human Resources | Consultation on the Council's Single Equality Scheme 2020-2024 to seek feedback on the revised scheme |
| Licensing | Taxi Forums to discuss taxi related matters with relevant parties |
| Open Spaces | Engagement with local Friends groups to share ideas and discuss relevant works/issues |
| Planning | <p>Consultation with parish councils to seek views on recent planning applications</p> <p>Hold Agents Forums to gather feedback and share information</p> <p>Specific letters posted to targeted relevant addresses to obtain feedback/views on specific planning applications</p> <p>Engagement with local access group to obtain views on planning applications in terms of accessibility for people with disabilities.</p> <p>Consultation with external agencies for advice/comments on impact of specific applications</p> <p>East Cambs Planning Facebook and Twitter pages to enable customers to engage and receive information on all validated and decisions.</p> <p>Quarterly newsletters issued to agents, Parish Councils and ECDC Members.</p> <p>Site notices are put up at application sites seeking views on applications</p> <p>Applications which fall within certain categories are advertised in the Cambridge Evening News</p> |
| Financial Services | Notify public when the Council's accounts are available for inspection |
| Strategic Planning | <p>Management of the Planning Policy database of Consultees to provide stakeholders with an opportunity to comment on planning policy documents at various stages</p> <p>Delivery of Parish Conferences to provide additional information and answer questions with parish councils. This also provides a platform for parishes to meet each other and share best practice and ideas, potential for joint working.</p> <p>Provide information to enable communities and individuals to understand planning policies that will help them to engage in the planning process and to ensure that clear and accurate information is provided to enable them to make effective contribution to the planning process in line with the Statement of Community Involvement.</p> |

| | |
|------------------------|---|
| Leisure Services | <p>Completion of the East Cambs Let's Get Moving survey with schools, clubs and groups to understand the needs and/or limitations of potential customers</p> <p>Promotion of services via Facebook and webpages</p> <p>Partnership meetings with sports centres, governing bodies, clubs and societies to ensure the suitability of any choices made (e.g. new club set up)</p> <p>Regular informal communication with groups that engage volunteers to identify potential individuals who may take on projects in the future</p> |
| Housing | <p>Delivery of multi-agency Community Hubs providing a range of services and an opportunity for engagement to vulnerable people</p> <p>Customer satisfaction surveys issued to all clients. Negative feedback is followed up to seek improvement.</p> <p>Parish council meetings to promote services and the Community Hub (planned in advance and as requested)</p> <p>Representation on a range of multi-agency partnerships such as the East Cambs Community Safety Partnership and housing provider liaison meetings.</p> |
| Performance Management | <p>Annual report posted to all residents</p> |

Shared Council engagement practices

This section details the engagement commitments of all Council departments to ensure that everyone is involved in community engagement activity in various forms:

- Consult on policy reviews relating to all areas of service delivery to ensure that the public and businesses have the opportunity to put forward their views on policy changes that may impact on them
- Regular meetings with Service Delivery Champions
- Community and voluntary sector organisations, who provide local services, work directly with local groups and organisations and with members of usually excluded groups and represent the views of their sectors
- Maintaining webpage content to ensure that information is accessible, relevant and up to date
- Ensure information is available in a number of formats both digitally and in print (e.g. notice boards, leaflets)
- Making use of local press by issuing of notices and press releases
- Utilising the Council's social media platforms

How decisions are made

The Council's Constitution⁸ outlines which part of the Council or individual has responsibility for making particular types of decisions or decisions relating to particular areas of functions. It outlines the principles that underpin all decisions made by the Council, including:

- (a) proportionality (i.e. the action must be proportionate to the intended outcome);
- (b) due consultation and the taking of professional advice from officers;
- (c) respect for human rights;
- (d) a presumption in favour of openness;
- (e) clarity of aims and desired outcomes;
- (f) having regard to all relevant considerations and ignoring all irrelevant ones;
- (g) a realistic evaluation of any alternative;
- (h) due consultation through effective access for the public to decision-making and decision makers.

General Data Protection Regulations (GDPR)

In line with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, East Cambridgeshire District Council is fully committed to protect the privacy of our constituents, staff and members. We ensure the safe processing of personal data through strict guidelines for collection, storage and retention of information. Where appropriate, data sharing protocols are entered into and robust security measures are in place. The Council maintains its Public Services Network compliance, demonstrating its on-going commitment to supporting best practice in the maintenance and handling of data.

For further information contact: The Data Protection Officer, The Grange, Nutholt Lane, Ely, Cambridgeshire, CB7 4EE (email: dataprotection@eastcambs.gov.uk)

How we will measure success

- Delivery of the Community Engagement Action Plan 2018-2020
- Monitoring and reporting on the performance of this strategy and action plan annually through the Service Planning Process
- Acting on feedback from our inspections and external assessments of performance
- Participating in any countywide forums that provide the opportunity to share and learn from best practice
- Completion of Equality Impact Assessments for all reports relating to potential changes in service delivery to demonstrate that the needs of all user groups have been considered

⁸<https://www.eastcambs.gov.uk/sites/default/files/Part%202%20-%20Articles%20of%20the%20Constitution.pdf>

Appendix ii – Community Engagement Action Plan 2018-2020

| Ensure appropriate and accessible methods of engagement are in place and utilised to maximise participation | | |
|--|--|---|
| Area of Focus | Action | Responsibility |
| Engagement with local access group on matters concerning accessibility | Engagement with local access group to obtain views on planning applications in terms of accessibility for people with disabilities | Planning |
| | Consult local access group on accessibility matters concerning improvement plans and specifications | Communities and Partnerships |
| Compliance with digital accessibility standards | Ensure that the ECDC website is compliant with accessibility standards | Webteam |
| Delivery of events, meetings and forums as a platform for engagement | Delivery of Taxi Forums | Licensing |
| | Delivery of Business Forums | Economic Development |
| | Public question time at committee meetings | Democratic Services |
| | Delivery of Agents Forums (Planning and Infrastructure and Strategic Housing) | |
| | Delivery of Parish Council Conferences | Communities and Partnerships |
| | Delivery of Strategic Planning Parish Conferences | Strategic Planning |
| Enable open suggestions from the public | Public suggestion box/forms in Reception and online | Customer Services, Webteam |
| Utilise digital platforms | Promotion of engagement opportunities online where suitable | All ECDC departments |
| | Make use of local press by issuing of notices and press releases | All ECDC departments, Communications team |
| | Utilisation of the Council's social media platforms | All ECDC departments, Communications team |

| Ensure that community engagement is embedded into everyday Council life and is used to inform service delivery and strategic direction | | |
|---|---|------------------------------|
| Area of Focus | Action | Responsibility |
| Equality Impact Assessments | Completion of Equality Impact Assessments for all reports relating to potential changes in service delivery to demonstrate that the needs of all user groups have been considered | All ECDC departments |
| Development of improvement plans | Consultation and engagement is carried out with users in the development of site specific improvement plans | Communities and Partnerships |
| Member seminars | Host Member seminars | Democratic Services |
| Consultation Policy | Review the Council's Consultation Policy | Communities and Partnerships |
| Register of Consultees | Promotion of Register of Consultees amongst all ECDC officers and ensure Intranet guidance is up-to-date | Communities and Partnerships |
| Planning Policy Database of Consultees | Ensure Planning Policy Database of Consultees is used at every formal stage of an emerging Local Plan. | Strategic Planning |

| Provide timely and quality feedback to consultees so that they know how their views have made a difference | | |
|---|--|---|
| Area of Focus | Action | Responsibility |
| Share engagement findings and decisions made | Engagement findings shared in reports or as appendices where appropriate | All ECDC departments |
| | Feed back to consultees on all consultation and involvement undertaken, where possible | All ECDC departments |
| | Council decisions publicised online and in press | Democratic Services and Communications Team |
| Engagement with Member Service Champions | Regular meetings with Member Service Champions | All ECDC departments |
| Press and Media | Make use of local press by issuing of notices and press releases | All ECDC departments |

| Use innovative and creative mechanisms to engage with people whose voices aren't usually heard | | |
|---|---|----------------|
| Area of Focus | Action | Responsibility |
| Community Hubs | Delivery of community hubs to engage with harder to reach | Housing |

| | | |
|------------------------|--|-----------------|
| | communities | |
| Translation services | Promotion of translation services to all departments | Human Resources |
| Harder to reach groups | Carry out outreach consultation with communities and harder to reach groups (e.g. focus groups in schools) | All departments |

| Ensure the views and knowledge of partners, stakeholders and communities are considered in relation to services that relate to them | | |
|--|---|---|
| Area of Focus | Action | Responsibility |
| Engagement with Parish Councils | Ensure parish councils are consulted when services affect particular areas | All ECDC departments |
| | Share engagement findings with local councillors and encourage that the information is shared with parish councils | ECDC officers, District Councillors, Parish Councillors |
| | Parish Council CIL Forums | Infrastructure and Strategic Housing |
| | Delivery of Parish Council Conferences | Communities and Partnerships |
| Engagement with stakeholders, community and voluntary groups | Engagement with community and voluntary organisations, local groups and stakeholders when making changes to services that affect them | All ECDC departments |
| Engagement with partnerships | Map and document all partnerships that the council is represented on and share with all staff to utilise for engagement purposes | Communities and Partnerships, All ECDC departments |
| | Representation at partnership meetings to share ideas and gather feedback | All ECDC departments |

| Improve the community engagement skills and increase awareness of the tools available to Council staff and members to enhance the quality of consultation and engagement activity | | |
|--|---|----------------------------------|
| Area of Focus | Action | Responsibility |
| Consultation Policy | Review of the Council's Consultation Policy | Communities and Partnerships |
| Community Engagement Toolkit | Produce a toolkit that outlines effective techniques and methods to engage a variety of people (e.g. access groups, land owners, interest groups, Register of Consultees) | Communities and Partnerships |
| Sharing best practice | Identify the engagement methods used by all Council departments to share best practice and information, reduce duplication and identify opportunities for engagement to inform the Community Engagement Toolkit | Communities and Partnerships |
| Corporate Induction | Promote community engagement and the Toolkit at Corporate Induction for new staff | HR, Communities and Partnerships |

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: | Community Engagement Strategy |
| Lead Officer (responsible for assessment): | Lewis Bage, Communities and Partnerships Manager |
| Department: | Communities and Partnerships |
| Others Involved in the Assessment (i.e. peer review, external challenge): | |
| Date Initial Screening Completed: | 05.06.2018 |

(a) **What is the policy trying to achieve?** ie. 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?

The Community Engagement Strategy (Appendix i) has been developed to ensure that all residents have the opportunity to engage with the Council and have their say regarding the services and resources that they need.

An Action Plan (Appendix ii) has been formulated which sets out how Council departments will ensure that effective engagement is in place. The principles identified in the strategy have been used in the Action Plan as to ensure that all actions undertaken contribute towards the aims of the strategy.

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

Residents, ECDC staff and members, parish councils, voluntary and community organisations, partners.

(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.

Consultation with external organisations and service leads, and research gathered from secondary sources (including other strategies and census information).

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

| | | | |
|----------------------------------|-------------------------------------|---|-------------------------------------|
| Ethnicity | <input checked="" type="checkbox"/> | Age | <input checked="" type="checkbox"/> |
| Gender | <input type="checkbox"/> | Religion or Belief | <input type="checkbox"/> |
| Disability | <input checked="" type="checkbox"/> | Sexual Orientation | <input type="checkbox"/> |
| Gender Reassignment | <input type="checkbox"/> | Marriage & Civil Partnership | <input type="checkbox"/> |
| Pregnancy & Maternity | <input type="checkbox"/> | Caring Responsibilities | <input type="checkbox"/> |

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

The Strategy identifies a range of forecasted trends affecting groups that may be affected by the strategy including people in new communities, older people and ethnic minority groups.

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

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: *Lewis Bage* **Date:** *05.06.2018*

Director: *Emma Grima* **Date:** *12.06.2018*

EQUALITY IMPACT ASSESSMENT (EIA) FORM

| | |
|--|--|
| Name of Policy: | Community Engagement Strategy |
| Lead Officer (responsible for assessment): | Lewis Bage, Communities and Partnerships Manager |
| Department: | Communities and Partnerships |
| Others Involved in the Assessment (i.e. peer review, external challenge): | |
| Date EIA Completed: | 05.06.2018 |

What is an Equality Impact Assessment (EIA)?

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

The word 'policy', in this context, includes the different things that the Council does. It includes any policy, procedure or practice - both in employment and service delivery. It also includes proposals for restructuring, redundancies and changes to service provision.

(a) **What is the policy trying to achieve?** ie. 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?

The Community Engagement Strategy (Appendix i) has been developed to ensure that all residents have the opportunity to engage with the Council and have their say regarding the services and resources that they need.

An Action Plan (Appendix ii) has been formulated which sets out how Council departments will ensure that effective engagement is in place. The principles identified in the strategy have been used in the Action Plan as to ensure that all actions undertaken contribute towards the aims of the strategy.

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

Residents, ECDC staff and members, parish councils, voluntary and community organisations, partners.

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

Consultation with external organisations and service leads, and research gathered from secondary sources (including other strategies and census information).

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

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

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

The Strategy identifies a range of forecasted trends affecting groups that may be affected by the strategy including people in new communities, older people and ethnic minority groups.

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

Evidence gathered following consultation with external organisations, service leads, and research gathered from secondary sources (including other strategies and census information).

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

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

Findings detailed in section entitled 'Local evidence supporting the need for community engagement - Key drivers for community engagement'

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

Without this strategy, engagement may be missed which may cause exclusion of views and opinions of relevant interested parties.

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

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

| | | |
|-----------|---|--|
| Option 4: | Stop and remove the policy – if the policy shows adverse effects that cannot be justified. | |
|-----------|---|--|

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

| |
|-----|
| N/A |
|-----|

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

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

Signatures:

Completing Officer: Lewis Bage **Date:** 05.06.2018

Director: Emma Grima **Date:** 12.06.2018

TITLE: Draft Community Engagement Strategy 2018-2023 and Action Plan 2018-20

Committee: Community Services Committee.

Date: Wednesday 12th September 2018

Author: Lewis Bage, Communities and Partnerships Manager

[T94]

1.0 ISSUE

1.1 To note and approve the Draft Community Engagement Strategy 2018-2023 and Action Plan 2018-20.

2.0 RECOMMENDATION(S)

2.1 Members are asked to:

- (i) To approve the Draft Community Engagement Strategy 2018-2023 and Action Plan 2018-20.

3.0 BACKGROUND

3.1 The Community Engagement Strategy (Appendix i) has been developed to ensure that all residents have the opportunity to engage with the Council and have their say regarding the services and resources that they need.

3.2 The Strategy aims to ensure that effective engagement mechanisms in place to support strong, active and inclusive communities, who are informed and involved in decision-making and enable the Council to provide services that meet the needs and enhance the quality of life of communities across East Cambridgeshire.

3.3 The Strategy outlines what community engagement is, the various forms it can take and the benefits of it. It also identifies the key drivers that require the council to engage with our communities effectively, including the development of new communities, growing population size, aging population and the way that people access information and engage with the Council.

3.4 The Strategy explains its context, with links made to national and local policies, and identifies that in order to ensure that Corporate Plan 2017-19 priorities are achieved such as making East Cambridgeshire 'a fantastic place to live and work' , it is essential to understand the needs of the community.

3.5 Consultation has been carried out with all Council Service Leads and some external partners to inform this Strategy and Action Plan.

4.0 ARGUMENTS/OPTIONS

4.1 In response to the key drivers identified in the Strategy, it is essential that we are committed to engaging with our communities and partners and how we plan to engage now and in the future. The strategy seeks to embed community engagement into everyday working practices and recognises that engagement should not be a one-off activity, but provide the fundamental basis of everything the Council does.

4.2 The Strategy identifies the following principles for the Council to adopt to ensure that effective community engagement is achieved:

- Ensure appropriate and accessible methods of engagement are in place and utilised to maximise participation
- Ensure that community engagement is embedded into everyday Council life and is used to inform service delivery and strategic direction
- Provide timely and quality feedback to consultees so that they know how their views have made a difference
- Use innovative and creative mechanisms to engage with people whose voices aren't always heard
- Ensure the views and knowledge of partners, stakeholders and communities are considered in relation to services that relate to them Improve community engagement skills and increase awareness of the tools available to Council staff and members to enhance the quality of consultation and engagement activity

4.3 An Action Plan (Appendix ii) has been formulated which sets out how the Council will ensure that effective engagement is in place.

5.0 CONCLUSIONS

5.1 A new Community Engagement Strategy and Action Plan will ensure that effective mechanisms are in place to ensure that all residents have the opportunity to engage with the Council and have their say regarding the services and resources that they need.

5.2 This Strategy will complement existing Council policies and strategies including the Corporate Plan 2017-19.

6.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

6.1 No financial implications.

7.0 APPENDICES

7.1 Appendix i – Draft Community Engagement Strategy 2018-2023
Appendix ii – Draft Community Engagement Action Plan 2018-20
Appendix iii – EIA
Appendix iv – EIA - Full Assessment

Background Documents

Draft Community Engagement
Strategy 2018-2023
Draft Community Engagement
Action Plan 2018-20

Location

Room
F008, The
Grange

Contact Officer

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