



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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

MEETING: OPERATIONAL SERVICES COMMITTEE

TIME: 4:30pm

DATE: **Monday 13th June 2022**

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

ENQUIRIES REGARDING THIS AGENDA: Tracy Couper

TELEPHONE: (01353) 665555 EMAIL: tracy.couper@eastcambs.gov.uk

MEMBERSHIP:

Conservative Members

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

Substitutes:

Cllr Anna Bailey
Cllr Daniel Schumann
Cllr Lisa Stubbs

Liberal Democrat Members

Cllr Mark Inskip
(Lead Member)
Cllr Alec Jones
Cllr John Trapp
Cllr Christine Whelan

Substitutes:

Cllr Matthew Downey
Cllr Simon Harries
Cllr Alison Whelan

Independent Member

Cllr Paola Trimarco
(Lead Member)

Substitute:

Cllr Sue Austen

Lead Officer

Emma Grima, Director Commercial

Quorum: 5 Members

AGENDA

1. **Public Question Time** [oral]
The meeting will commence with up to 15 minutes public question time
2. **Apologies and Substitutions** [oral]
3. **Declarations of Interest** [oral]
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 meetings of the Operational Services Committee held on 21st March and 19 May 2022.
 - 5. Chairman's Announcements** [oral]
 - 6. VCAEC – Service Level Agreement Update** [oral]
 - 7. Community Safety Partnership Update** [oral]
Community Safety Partnership Briefing Paper attached.
 - 8. Environment Action Plan 2022**
 - 9. Housing Enforcement Policy**
 - 10. Food and Health & Safety Service Plan**
 - 11. Quarter 4 2021/22 Performance Report for the Waste and Street Cleansing Services**
 - 12. Annual Reports of Representatives on Outside Bodies**
 - 13. Anglia Revenues and Benefits Partnership Joint Committee Minutes**
To receive the Minutes of the meeting held on 1st March 2022.
 - 14. Forward Agenda Plan**
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NOTES:

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

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

The meeting will be webcast and a livestream of the meeting will be available. Further details can be found at <https://www.eastcambs.gov.uk/meetings/operational-services-committee-13062022>. Please be aware that all attendees, including those in the public gallery, will be visible on the livestream.

2. Public Questions/Statements are welcomed on any topic related to the Committee's functions as long as there is no suspicion that it is improper (e.g. offensive, slanderous or might lead to disclosures of Exempt or Confidential information). Up to 15 minutes is allocated for this at the start of the meeting. Further details about the Public Question Time scheme are available at: <https://www.eastcambs.gov.uk/committees/public-question-time-scheme>
3. The Council has adopted a ‘Purge on Plastics’ strategy and is working towards the removal of all consumer single-use plastics in our workplace. Therefore, we do not provide disposable cups in our

building or at our meetings and would ask members of the public to bring their own drink to the meeting if required.

4. Fire instructions for meetings:

- If the fire alarm sounds please make your way out of the building by the nearest available exit i.e. the back staircase or the fire escape in the Chamber. Do not attempt to use the lifts.
- The fire assembly point is in the front staff car park by the exit barrier.
- The building has an auto-call system to the fire services so there is no need for anyone to call the fire services.

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

5. Reports are attached for each agenda item unless marked “oral”.

6. If required, all items on the agenda can be provided in different formats (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

7. If the Committee wishes to exclude the public and press from the meeting, a resolution in the following terms will need to be passed:

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

Agenda Item 4(a)

Minutes of a meeting of the Operational Services Committee
held in the Council Chamber, The Grange, Nutholt Lane, Ely on
Monday 21 March 2022 at 4:30pm

P R E S E N T

Cllr David Ambrose Smith (Vice-Chairman in the Chair)
Cllr Christine Ambrose Smith
Cllr Anna Bailey (Substitute for Cllr Huffer)
Cllr Lis Every
Cllr Mark Inskip
Cllr Alec Jones
Cllr Joshua Schumann
Cllr John Trapp
Cllr Paola Trimarco
Cllr Jo Webber
Cllr Christine Whelan

OFFICERS

Emma Grima – Director, Commercial
Ian Smith – Finance Manager
Tracy Couper - Democratic Services Manager
Stephanie Jones – Communities and Partnerships Support
Officer
Richard Kay – Strategic Planning Manager
James Khan – Head of Street Scene
Victor Legrand – Senior Leisure Services Officer
Elizabetha Knox – Environmental Services Manager
Angela Parmenter – Housing & Community Safety Manager
Rebecca Saunt – Planning Manager
Craig Smith – Building Control Manager
Annette Wade – Customer Services Manager
Karen Wright – ICT Manager

IN ATTENDANCE

Paul Remington – Chairman, East Cambs Street Scene
Nigel Ankers – Finance Manager, East Cambs Street Scene

50. PUBLIC QUESTION TIME

There were no public questions.

51. APOLOGIES AND SUBSTITUTIONS

Apologies for absence were received from Cllr Julia Huffer and Cllr Anna Bailey was acting as Substitute Member.

52. DECLARATIONS OF INTEREST

Councillors David Ambrose-Smith and Jo Webber declared an interest in agenda item 10, as Trustees of Littleport Leisure Centre, but stated that they would take part in the discussions and voting, as the item related to general grant criteria only.

53. MINUTES

The Minutes of the meeting of the Committee held on 15th November 2021 were received. A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes. In response to a further question by a Member, the Director, Commercial provided a copy of the insert in the Council Tax Billing on the Community Advice Bus.

The Chairman highlighted a correction required to the last sentence of paragraph 4 of Minute 40 on the Housing and Community Advice Service – Update on Impact of Covid-19 to read ‘stated’ not ‘started’. A Member referred to a further amendment to the final paragraph of the same item on page 4 to refer to Councillor Christine Ambrose-Smith rather than Councillor Every and herself as representatives on Sanctuary HA.

It was resolved:

That the minutes of the meeting held on 15th November 2021 be confirmed as a correct record and be signed by the Chairman, subject to the above amendments.

54. CHAIRMAN’S ANNOUNCEMENTS

The Chairman announced that a Member Seminar on the Model Housing Survey would take place on 28 April 2022 via Zoom. He also announced that Paul Remington and Nigel Ankers were present at the meeting to answer any questions relating to the ECSS Business Plan.

55. EAST CAMBS STREET SCENE (ECSS) BUSINESS PLAN 2022/23

The Committee considered a report, W154 previously circulated, containing the East Cambs Street Scene Ltd (ECSS) Business Plan for 2022/23. The Head of Street Scene reported that the current year had presented many challenges due to Covid-19 and the shortage of HGV drivers, etc, but staff had worked tirelessly to deliver the best service possible in the very difficult circumstances. Whilst dwindling to some extent, a number of these challenges would continue into the forthcoming year. The ECSS Finance Manager then summarised the headlines of the financial strategy for the forthcoming year and stated that active Budget monitoring would take place throughout the year.

The recommendation in the submitted report to approve the Business Plan was proposed and seconded by Councillors David and Christine Ambrose-Smith.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

Follow-up questions and further questions/comments were raised by Members and responded to as follows:

A number of questions were asked on the training Budget regarding the adequacy of the allocation in the light of the position on HGV driver training, the ability to offer spare training places to neighbouring Councils. The Head of Street Scene confirmed that he considered the funding to be adequate, explained the processes for driver training and agreed to consider the possibility of offering spare training places to neighbouring Councils. A Member highlighted funding for such training available from the Combined Authority.

Questions were asked on Social Media engagement and the ambitiousness of the targets set in relation to this. The Head of Street Scene stated that this was in the early stages of development and what were considered to be realistic targets had been set in the light of this, but these would be reviewed in the light of experience.

With regard to the A to Z tool, a Member commented that it would be useful for Committee Members to receive a quarterly data report.

In response to a question on comparator information on pay grades, the Head of Street Scene confirmed that regular reviews against other authorities were undertaken and ECSS was currently comparable with other authorities within the County.

With regard to the proposal to consider further commercial opportunities, a Member commented that ECSS needed to avoid direct competition with other small providers within the District in areas such as wheeled bin cleaning services. The Head of Street Scene explained that the intention was to consider areas of unmet demand, rather than to compete with services already in existence.

A question was raised on investigations regarding Electric and Hydrogen refuse vehicles in the light of the Council's Climate Change agenda, and the Head of Street Scene reported that this was reviewed on an ongoing basis to look to find an effective solution for a rural district like East Cambridgeshire, including the possibility of interim solutions such as HVO fuel.

Questions were raised regarding the Bulky Waste Collection service which were responded to by the Head of Street Scene. He confirmed that this Council's charges compared favourably with other authorities locally, there was good demand for the service and no evidence of a link to fly-tipping in the district.

A Member queried if there had been changes to the type and volume of waste during the various Covid-lockdown periods and if this had affected operating practices. The Head of Street Scene stated that whilst volumes had increased, resulting in more visits to the tip for some rounds, this had been cancelled out to a large extent by the quieter roads.

In response to a question regarding graffiti removal, the Head of Street Scene explained that no charge was made for the removal of offensive graffiti on privately owned property and was provided at cost to businesses for other types of graffiti. He was not aware of any instances of businesses querying or declining to use the service due to cost.

With regard to the challenges faced by and regarding staff, a Member suggested that some form of staffing turnover data and regular staff feedback/engagement surveys should be undertaken over the next year. In addition, the staffing risks needed to be reflected and quantified in the Risk Assessment.

However, Members of the Committee acknowledged the challenging period over the past year and requested that their recognition be placed on record for the outstanding effort of the ECSS workforce to deliver the best service possible to local residents. The District remained in the top quartile for recycling and ECSS delivered a high quality and excellent value for money service.

It was resolved (unanimously):

That the ECSS Business Plan 2022/23 attached at Appendix 1 to the submitted report be approved.

56. BUDGET MONITORING REPORT

The Committee considered a report, W155 previously circulated, which provided details of the financial position for services under the remit of the Operational Services Committee.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

It was resolved:

- i) That the Committee's projected year end underspend of £182,500 when compared to its approved revenue budget of £5,558,994, be noted.
- ii) That the Committee's overall position on Capital as a projected outturn of £666,744, which is £2,654,550 lower than its revised budget, be noted.

57. SERVICE DELIVERY PLANS 2022/23

The Committee considered a report, W156 previously circulated, containing the Service Delivery Plans for Services within the remit of this Committee.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

Questions/comments were raised in relation to the individual Service Delivery Plans and responses given as follows:

Customer Services

Members commended the quality and range of services provided by Customer Services staff, but a Member queried whether the long, recorded preamble at the start of telephone calls to the Council could be shortened/simplified.

A Member queried who was responsible for updating the Covid-related pages on the website and the Customer Services Manager confirmed that this was undertaken by the Webteam and would be updated in the near future.

ICT

A Member queried whether there was sufficient resourcing in ICT in the light of the increased level of remote working due to Covid and the outcome of the Cyber Security audit. It was reported that this would be reviewed to ensure sufficient capacity.

A Member queried what additional action had been taken in response to the guidance issued by the National Cyber Security Centre to improve resilience with the heightened cyber threat following Russia's attack on Ukraine. The ICT Manager reported that on-line Cyber Security training had been rolled-out to all staff.

A Member commented on the need to test the Disaster Recovery Plan and meet the quarter 1 Plan.

Communications

In response to a question on the key organisations that the Communications Team interacted with in this age of digital and social media, it was reported that a written response would be provided.

The Chairman commended the return and quality of the Service Delivery Plans. A Member referred to the importance of 6 month review reports.

It was resolved (unanimously):

That the following Service Delivery Plans attached at Appendix 1 to the submitted report be approved:

- i. Building Control
- ii. Communities & Partnerships
- iii. Customer Services
- iv. Environmental Services
- v. Licensing
- vi. Housing & Community Advice
- vii. Information Technology
- viii. Leisure Services

- ix. Planning
- x. Communications
- xi. Waste

58. ECDC ENVIRONMENT POLICY & 'INVESTORS IN THE ENVIRONMENT' (iiE) PROGRAMME

The Committee considered a report, W157 previously circulated, to consider whether the Council should adopt an overarching Environment Policy and endorse the new 'Investors in the Environment' programme.

The Strategic Planning Manager explained the nature of the draft Environment Policy, as a high-level mission statement sitting above the Council's Climate Change Action Plan, and the nationally-recognised iiE accreditation programme.

A number of questions relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

Members commended the draft policy and sign-up to the iiE accreditation programme, as providing focus and structure to the Council's Climate Change work. However, the Council needed to make sure it was explicit in what it meant by its target of truly net zero.

Other Members commended the 'location-based' approach of this Council to carbon emissions reporting, rather than market-based (including offsetting) reporting which some authorities use.

It was resolved (unanimously):

That the Committee:

1. Adopts the Environment Policy, as attached at Appendix A to the submitted report.
2. Welcomes the commencement of an 'Investors in the Environment' (iiE) accreditation programme for East Cambridgeshire District Council and asks all Members and Officers to contribute to activities that will help to achieve successful accreditation.

59. COMMUNITY SPORTS FACILITY GRANTS SCHEME 2022-25

The Committee considered a report, W158 previously circulated, detailing draft criteria for the Community Sports Facility Grants Scheme 2022-25.

The Senior Leisure Services Officer explained the proposed process and criteria for applications and the award of grants following approval of a £300,000 fund at full Council on 22 February 2022.

A Member highlighted the other grant funding sources available to such sports facilities and asked if this scheme would link-in with these. The Senior Leisure Services Officer confirmed that this would be the case and it was not the intention

for the Council to be the sole funder of projects but for them to evidence other partnership funding.

Members referred to the fact that only facilities open for 30 hours per week or more were eligible for this grant and asked whether it was intended to have a similar fund and scheme for smaller community sports facilities. The Senior Leisure Services Office stated that this was possible, if requested by the Committee/Council.

The Chairman highlighted the fact that grant applications would be submitted to this Committee for approval.

It was resolved (unanimously):

1. That approval be given to the Community Sports Facility Grants Scheme 2022-25 as set out in Appendix 1 to the submitted report.
2. That the Senior Leisure Services Officer, in consultation with the Chairman of the Committee, be authorised to make minor revisions to the Scheme necessary for clarity of presentation.

Councillor Trimarco left the meeting at 6pm and did not return.

60. YOUTH ACTION PLAN PROGRESS UPDATE

The Committee considered a report, W159 previously circulated, detailing progress on the East Cambridgeshire Youth Action Plan 2021-24.

A number of questions/comments relating to this item had been provided prior to the meeting from Members and these, along with answers provided by officers, were set out in Appendix 1 to these minutes.

A Member queried if efforts were being made to increase and widen the areas represented on the Youth Advisory Board and the Communities and Partnerships Support Officer confirmed that this was the case. It was also reported that work was being undertaken with the Communications Team to signpost the Youth Services webpages on Social Media.

Members commended the progress made to date and encouraged all Members to connect with and support local youth projects/organisations in their Parishes, particularly in the light of the low attendance at a recent Member seminar on the issue.

In response to a question by a Member, the Communities and Partnerships Support Officer explained the current position on the analysis of the responses from the Survey on the impacts of Covid-19 on local young people.

It was resolved:

That progress made against the East Cambridgeshire Youth Action Plan be noted.

61. QUARTER 3 PERFORMANCE REPORT FOR WASTE & STREET CLEANSING SERVICES

The Committee considered a report, W160 previously circulated, detailing the quarter 3 Performance for Waste & Street Cleansing Services by ECSS for the period October to December 2021.

Members commended the resilience and determination of staff to address the challenges of Covid, the shortage of HGV drivers, Christmas/New Year period collection changes and collection round re-configuration.

A Member raised questions on arrangements for the emptying of dog waste bins and the provision of reporting stickers on bins, which were responded to by the Head of Street Scene.

In response to a question as to when data on recycling rates would be available, the Head of Street Scene reported that it was hoped that this would be provided by Amey/CCC/Central Government by the end of the current financial year.

A Member queried when it was anticipated that ECSS would be back on track with regard to the various performance indicators, particularly in relation to street cleansing. The Head of Street Scene stated that this was a key area of focus and it was hoped that a position of stability could be reached by the end of quarter 1 in the new year, staffing availability and Covid-permitting.

It was resolved:

That the quarter 3 Performance Report for Waste & Street Cleansing Services by ECSS for the period October to December 2021 be noted.

62. ACTION TAKEN ON THE GROUNDS OF URGENCY

The Committee received a Memorandum on action taken on the grounds of urgency regarding renewal of the Public Space Protection Order (PSPO) for Dog Fouling. The Liberal Democrat Spokesperson on the Committee stated that he had not received notification of the making of the decision in accordance with the Constitution and queried why the urgent action had been required, since the date of expiry of the PSPO was clearly defined.

It was resolved:

That the action taken on the grounds of urgency be noted.

63. ANGLIA REVENUES PARTNERSHIP JOINT COMMITTEE MINUTES

It was resolved:

That the Minutes of the ARP Joint Committee meeting held on 7 December 2021 be noted.

64. FORWARD AGENDA PLAN

The Committee received its Forward Agenda Plan. The Chairman reported the cancellation of 11 July 2022 Committee meeting.

A Member highlighted the following 2 items for inclusion on the Agenda Plan:

- Environmental Action Plan – June meeting
- 6 month monitoring report on Service Delivery Plans – November meeting

It was resolved:

1. That the Forward Agenda Plan and cancellation of 11 July 2022 Committee meeting be noted.
2. That the Environmental Action Plan be added to the Agenda Plan for the June meeting of the Committee and the Chairman and Lead Officer for the Committee discuss the requirement for a 6 month monitoring report on Service Delivery Plans to be submitted to the November meeting of the Committee.

The meeting concluded at 6:35pm.

Chairman:.....

Date:

**OPERATIONAL SERVICES COMMITTEE
21 MARCH 2022
QUESTIONS FROM MEMBERS OF COMMITTEE**

ITEM 4 – MINUTES OF THE MEETING HELD ON 15 NOVEMBER 2021

Questions from Cllr Inskip:

Page 3, Minute 40: Were the breakdown of the details of the 160 refused applications for discretionary Covid isolation payments circulated to Committee Members?	This information will be shared with Members this week.
Page 4, Minute 40: Has the Sanctuary Members' Seminar been timetabled by officers and when will it take place?	It was discussed that Sanctuary could be invited to form part of the Housing Model Seminar which was due to take place on 10 March 2022. Due to external availability a new seminar date is being sought.
Page 4, Minute 41: What was the outcome of the Director Commercial's discussions regarding the suggestion from a Member to include details of the Community Hub Bus schedules in the Council Tax Bill mailings?	The Community Advice Bus was referenced in the 'Supporting Your Community' leaflet which was an insert in the Council Tax Billing mailings. A link to the timetable was provided.
Page 5, Minute 41: Has the Housing and Community Advice Manager provided Members of the Committee with a summary of the Customer Satisfaction Survey results?	This has now been provided (today 21 March 2022).
Page 5, Minute 42: Should read "The Planning Manager" not "The Planning Manger".	Noted. This will be reflected in the final minutes.
Page 9, Minute 49: Reference is made to a Member Seminar on the Youth Strategy on 10 March. Did this happen as planned, was it cancelled or is it being re-scheduled?	An East Cambs Youth Provision Seminar was facilitated by the CSP's Youth Task and Finish Group on 16 th November 2021 which all Members were invited to attend. This is an error in the minutes and should say 'Housing Model Seminar' on 10 March.

ITEM 6 – ECSS BUSINESS PLAN 2022/23

Questions from Cllr Inskip:

Appendix 1, page 3: Is the mission statement really to make a profit on services or to deliver value for money?	The service's main priority is to deliver a high-performing, cost-efficient service. By expanding into commercial activities, ECSS seeks to turn a profit.
Appendix 1, page 6: Why has the "Successful completion of bin deliveries within 10 working days" consistently fallen well below the 92% target?	Staff and vehicle shortages and delays in supplier deliveries.
Is the "Increase in social media presence" sufficiently ambitious when there are around 55,000 adult Facebook users and 403 therefore represents 0.73% or 1 in 136?	As ECSS's Facebook page is in its infancy, working towards achievable targets rather than ambitious remain the priority while the page finds its feet.
Does the "Increase in social media presence" rely on organic growth or has paid promotion been included in the strategy?	Specific paid promotion has not been included, with the page relying mainly on organic growth, however, as and where necessary to achieve the desired results, paid promotion will be used.
What data is available on staff turnover and can this be reported on a quarterly basis?	There is currently no suitably reportable staff turnover data to report on, however, this can be included within quarterly reports.
Does ECSS conduct any form of employee engagement survey to measure workforce morale and if yes what are the latest results?	There is currently no live staff survey, however, ECSS is liaising with the Council's Comms Manager to produce something suitable.
Appendix 1, page 7: What data analytics are available for the new A to Z tool and can these be shared?	There is currently no suitably reportable data on the A – Z tool. However, data can be gathered and included within a quarterly report.
Appendix 1, page 7: The statement "we now offer the highest starting salary we can, from day one" implies an upper limit to the starting salary. Why is there a limit? And does this prevent ECSS from offering a rate that is competitive in the market?	All ECSS employees were moved to the top of their pay grades in October 2021, therefore enabling the company to offer the highest salary for any given position from day one of employment. All of ECSS's current rates are comparable to other authority providers within Cambridgeshire and Peterborough area.

Appendix 1, page 8: What remaining COVID-19 restrictions are preventing the development team from attending any local events?	There are no COVID-19 restrictions preventing this. Current staff vacancies are however restricting these operations.
Appendix 1, page 9: Why can employee pay grades not be reviewed in order to allow further increases, if appropriate, based on performance appraisals?	As above, all employees are at the top of their respective grades. Additional work will be required to review and implement any financial reward, linked to performance appraisals.
Appendix 1, page 10: What is the current assessment of the economic situation within the district regarding the viability of introducing commercial collection rounds? What elements of cleansing services are being offered to larger commercial business and land owners? Is there an unmet demand in the market for a wheeled bin cleaning service in the district or would the proposed ECSS service be taking business away from existing small businesses?	Full assessment data is not currently available to determine this. Litter and Dog bin collection, street sweeping, litter picking, weed control. Comments are consistently raised surrounding the condition of bins after use, highlighting a need for a service of this nature. We are not currently aware of any existing businesses; however, this information would be included in any future business plans.
Appendix 1, page 11: What research has been conducted into Zero Emissions vehicles which could replace the current vehicles when the government's waste strategy allows, for example electric and green hydrogen vehicles?	Alternative fuels are constantly reviewed, with ECDC learning from other authorities who have already moved somewhat into these forms. Investigation into alternative fuels (HVO) has also been ongoing in a bid to possibly provide an alternative carbon reduction where electric and hydrogen are not plausible.
Appendix 1, page 12: What financial savings will be made from the reconfiguration of rounds and the reduction in fuel costs in the next financial year?	This is heavily dependent on fuel price fluctuations. Approximate savings based on average 6 months costs is circa £5000.
Appendix 1, page 22: Why is there only a vehicle cost for refuse vehicles but not for vehicles used for recycling or green waste collections?	There is no outstanding dept repayment of the vehicles used for recycling and green waste collections, therefore there is no associated figure.

Why are the fuel costs split equally between refuse, recycling and green collections when there are more rounds for refuse compared to recycling and green collections? Why is there a vehicle depreciation cost? I understand the vehicles were owned by ECDC.	Across an average two-week period, there are equal number of rounds across all service streams, therefore requiring equal fuel usage. The value assigned to “vehicle depreciation” is linked to a vehicle owned by ECSS.
Appendix 1, page 24: Why is there no risk captured for staff turnover or recruitment challenges? Why are risks only classified as ‘Likely’ and ‘Unlikely’ rather than using a probability scale similar to that used by ECDC? Appendix 1, page 31: Under “Weaknesses’ what is meant by “Technologically disadvantaged”?	Recruitment challenges and staff turnover are captured within the SWOT analysis. This is the scale ECSS uses. ECSS, compared to other neighbouring authorities, are not using the same degree technology to assist with services, like in-cab technology.

Questions/comments from Cllr Trapp:

Page 4: I suspect there is a misuse of the word 'exponentially' here.	ECSS growth in presence, service delivery and efficiency has increased substantially year on year for the past three years.
Page 6 (and similar for Item 12): Does Quarter 3 include some of the period during which there was a suspension of green waste collection? If so, I am surprised that a performance figure of 99.86% was attained.	The suspension of green waste started on 13 December 2021, three weeks at the end of quarter 3. The performance figure refers to scheduled collections and does not include collections during the time of pre-scheduled suspension.
Page 10: While one applauds ECSS striving for more business, the wheeled bin cleaning service will require more employees and by all accounts they are in short supply. The core business must be waste collecting and street cleansing. Won't the bin cleaning put private companies and individuals who do this now out of business? Don't we want to support private enterprise?	This commercial opportunity is dependent on investigation and legitimacy of success. A Board report will be submitted before any implementation. This report will look at staffing and resource requirements, ensuring it would not add additional strain on existing services with its presence. Additionally, the report will identify any existing small enterprises covering this corner of the market.

Page 22: The split of costs across the four service areas seems totally arbitrary, even pointless. Whilst one could consider the Management and Administrator costs to be shared equally between the four service areas, there are many budget lines where there must be a difference in costs between the four areas, such as Vehicle costs, Fuel, Insurance, Core staffing, etc. Which budget line incorporates the rental of the vehicles from ECDC? It would be preferable if there were a column with the previous year's budget, revised or not, for comparison.	The budget line "Vehicle Debt Repayment" highlights the rental costs ECSS pays to ECDC for the provision of vehicles. No figures are included under recycling and green as the vehicles used on these services have no written down value remaining. Many budget lines are split equally as equal resource and commitment is given to each service. Across a two-week period, the average numbers of vehicles are used for each collection service, bringing fuel, insurance, staffing, vehicle maintenance costs etc in line.
Page 24 ff: Most risk assessment has more gradations than the two given here. For example, A2 is not only 'Unlikely', but 'Impossible' as the management fee will be adjusted ECDC.	"Impossible" risk marks have not been used as consideration needs to be given to many factors before committing any additional funding. It would be unwise to use absolutes in these circumstances.

ITEM 7 – BUDGET MONITORING REPORT

Questions from Cllr Inskip:

Page 1, Community Projects & Grants: What reduction has there been in grant applications for facilities improvements compared to the period before COVID-19? What actions have been taken to promote the availability of grants to those organisations that could potentially benefit?	There was a decline in grants awarded in 2020/21 compared to 2019/20 (pre-COVID-19), however in 2021/22, to date, there has been an increase in grants awarded, with some awarded as recently as March 2022. Additional pro-active engagement has taken place e.g. individual parish councillors have been sent details of the grant in addition to sending them to parish clerks.
Page 2, Homelessness: What impact has there been to service level from the redeployment of staff onto COVID-19 projects? And if replacements being recruited what happens to redeployed staff when the COVID-19 projects come to an end?	There is no impact as staff were not redeployed.

ITEM 8 – SERVICE DELIVERY PLANS 2022/23

Communities and Partnerships Service Delivery Plan

Questions from Cllr Inskip:

When was the last Parish Conference held?	2 March 2020
What consideration has been given to a virtual conference to avoid the impact of COVID-19 restrictions?	A parish conference was planned to take place in November 2021 on the topic of Climate Change however due to COVID-19 risks at that time following a risk assessment, a decision was made to postpone the event. A virtual conference was considered instead however due to the specific aspects of the agenda such as networking and pledge signing, it was agreed that a face to face event would be more impactful.
When will the next Parish Conference be held?	3 May 2022 and soon to be promoted.

Information and Communication Technology Services Service Delivery Plan

Questions from Cllr Inskip:

Will the council continue to maintain an on-premise Exchange server once all email accounts have been moved to Office 365?	Yes, as the Council previously had on-premise exchange server, a hybrid migration was needed, this required the existing server to remain on-premise with its only role being the transport service.
When was the Council's Disaster Recovery Plan last tested?	Due to priorities relating to COVID, a full test has not been done on the new Disaster Recovery Plan, however, elements of it have been tested on an ad hoc basis.
When will the Council's Disaster Recovery Plan next be tested?	A full test will be carried out by the end of the first quarter of 2022/23.
How many actions are still open from the council's cyber-security audit, what are they and when will these be closed?	6 actions remain open and are due to be completed by the end of the first quarter of 2022/23; Monitoring Strategy, Disaster Recovery Plan Test, Cyber

	Essentials, Patch Policy, Instant Management Plan and Password Security (storage) Management.
What steps has the council taken to boost its cyber-security in response to the advice issued by the NCSC on 3 March in following Russia's attack on Ukraine?	Replaced the end point security Maintain daily security checks Monitoring advice from NCSC (and taking action where necessary) Staff reminded about security vigilance

Waste Services Service Delivery Plan

Questions from Cllr Trapp:

Are there different street cleansing performance targets for different streets? If so, is there any information on what levels are expected in different areas?	There are not separate targets for individual streets or areas. The targets cover all street cleansing services across the district.
Despite Brexit, it is good to read that we are trying to achieve European recycling rates.	Noted. The target continues to match those indicated by Central Government and therefore a target ECSS is aiming to achieve.

ITEM 9 – ECDC ENVIRONMENT POLICY AND “INVESTORS IN THE ENVIRONMENT” PROGRAMME

Questions from Cllr Inskip:

Appendix 1: When the statement is made that the council's target is to become “a truly net zero organisation by 2040” does this include Scope 1, 2 and 3?	The statement in Appendix 1 is consistent with the statement and definitions as set out in the ECDC Environment Plan 2021 (see in particular page 28 of that Plan). Whilst the statement (and corresponding Environment Plan target) certainly includes Scope 1 and 2 emissions (and, importantly, is location-based rather than market-based reporting of emissions i.e. it avoids the purchasing of offsetting credits), it is the expectation that the statement/target also includes as much scope 3 emissions (i.e. those indirect emissions over which the Council has limited or no present control, such as those arising from procured goods) as is possible to calculate. However, the
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	ability to include scope 3 emissions in their entirety at 2040 will, for any organisation, almost certainly depend on a national mechanism of emission reporting being put in place for all goods and services. In the shorter term, we are aware of the need for the Council to develop its understanding on, and reporting of, scope 3 emissions, and this is something we are looking to do via the iiE programme.
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ITEM 11 – YOUTH ACTION PLAN PROGRESS UPDATE

Questions from Cllr C Whelan:

How many officers are working on the analysis and when can we expect the report on this?	The Councils Youth Project team consists of five Officers; Communities & Partnerships Manager, Environmental Services Manager, Housing & Community Advice Manager, Housing Options Team Leader and Communities & Partnerships Support Officer. The Team are working on the analysis and this can be shared with Members mid-April.
How many people are on the Youth Advisory Board?	5 Young people are on the Youth Advisory Board in East Cambs.
Which areas are represented?	The current Youth Advisory Board consists of 2 members from Bottisham and 3 from Soham.
Are there any other means of getting out promotional materials? Most young people look for quick and accessible information and generally do not wade through webpages to get information.	This is noted and Officers will continue to look for the most effective way to communicate promotion materials.



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

Agenda Item 4(b)

Minutes of a meeting of the Operational Services Committee held at 7:15pm on Thursday 19th May 2022 in the Council Chamber at The Grange, Nutholt Lane, Ely, CB7 4EE

PRESENT

Cllr Christine Ambrose Smith
Cllr David Ambrose Smith
Cllr Anna Bailey (substitute for Cllr Joshua Schumann)
Cllr Lis Every
Cllr Julia Huffer
Cllr Mark Inskip
Cllr Alec Jones
Cllr John Trapp
Cllr Paola Trimarco
Cllr Jo Webber
Cllr Christine Whelan

OFFICERS

John Hill – Chief Executive
Emma Grima – Director Commercial
Sally Bonnett – Corporate Unit Manager
Maggie Camp – Legal Services Manager
Ian Smith – Finance Manager
Tracy Couper – Democratic Services Manager
Caroline Evans – Democratic Services Officer
Annalise Lister – Communications Manager
Angela Tyrrell – Senior Legal Assistant
Karen Wright – ICT Manager

1. ELECTION OF CHAIRMAN

Cllr Julia Huffer was nominated as the Committee Chairman by Cllr David Ambrose Smith and seconded by Cllr Jo Webber.

There being no other nominations, it was resolved:

That Cllr Julia Huffer be elected as Chairman of the Operational Services Committee for the municipal year 2022/23.

2. ELECTION OF VICE-CHAIRMAN

Cllr David Ambrose Smith was nominated as the Committee Vice-Chairman by Cllr Julia Huffer and seconded by Cllr Lis Every.

Cllr Mark Inskip was nominated as the Committee Vice-Chairman by Cllr Alec Jones and seconded by Cllr John Trapp.

Upon being put to the vote, it was resolved:

That Cllr David Ambrose Smith be elected as Vice-Chairman of the Operational Services Committee for the municipal year 2022/23.

The meeting concluded at 7:17pm.

TITLE: ECDC ENVIRONMENT AND CLIMATE CHANGE STRATEGY AND ACTION PLAN (JUNE 2022 EDITION)

Committee: Operational Services Committee

Date: 13 June 2022

Author: Richard Kay, Strategic Planning Manager

[X11]

1.0 ISSUE

- 1.1 On 17 October 2019, Full Council passed a 'climate change motion', which declared a climate emergency and agreed a number of actions to take place. One such action was to task this Committee with the preparation of an 'Environment and Climate Change Strategy and Action Plan' (*Environment Plan*). The first such Environment Plan was adopted in June 2020, a second in June 2021, and the third, fully refreshed, Environment Plan is brought to Committee today.

2.0 RECOMMENDATION(S)

- 2.1 That the Committee:

- (A) Approves the Council's third Environment and Climate Change Strategy and Action Plan, dated June 2022 (as attached at Appendix A); and
- (B) Approves the establishment of a full time, permanent, Climate Change and Natural Environment Officer.

3.0 BACKGROUND/OPTIONS

- 3.1 On 17 October 2019, Full Council approved a wide-ranging Motion relating to climate change matters and which, in short, had the effect of this Council declaring that there is a climate emergency.
- 3.2 The Motion agreed a number of specific actions which should take place, including a commitment to the preparation of an Environment and Climate Change Strategy and Action Plan. In June 2020, this Committee adopted such an Environment Plan, and further committed to an annual update of it.
- 3.3 This report is intended to meet that commitment for an annual update.
- 3.4 The updated Environment Plan (third edition, for 2022/23) is broadly similar in structure to the original 2020/21 version, but of particular note are the following additions or amendments:
- Section 2 has been updated to report on Carbon Dioxide (and equivalent) (CO₂e) emissions for year 2020/21. Those emissions are showing a continued steady decline from the baseline year of 2018/19, but highlight

once again the dominance of our ‘fleet vehicles’ (i.e. our waste collection vehicles and open space maintenance vehicles) as our main source of CO₂e emissions;

- In June 2021 the Council agreed a set of carbon reduction targets, the first milestone of which was a 20-33% reduction by 2025/26. Using 2020/21 data, we have achieved around a 5% reduction to date;
- In section 5, there is a review of the ‘top 20’ actions committed to in June 2021, together with a proposed new set of ‘top 20’ actions for June 2022-June 2023. Some brief headlines on these actions are set out later in this report.

3.5 The document continues to both act as a strategy, to guide us in the early years of the journey to net-zero carbon and enhancement of our natural environment; as well as a short-term action plan, so we can continue to make progress towards the longer-term vision.

3.6 It is also two pronged: it seeks to mitigate climate change, doing our bit to address this global problem; and it seeks to boost the natural environment, here in East Cambridgeshire.

3.7 The Environment Plan is predominantly ‘inward looking’, in that it focuses on what we can do, as an organisation, to make a difference. But part of those commitments are about how we can show leadership and use our coordination skills to help others make a change, for the benefit of our climate and natural environment.

Top 20 Actions: review of 2021/22 and new for 2022/23

3.8 Section 5 of the Environment Plan sets out both a review of last year’s ‘top 20’ actions (and our progress with them) as well as a new set of ‘top 20’ actions for 2022/23.

3.9 Of last year’s actions, it is pleasing to report a great many successes, with the majority of the actions completed in full, and progress towards finalising any outstanding actions underway. Particular highlights include:

- The opening of the Jubilee Tree Maze, designed by children, on 30 May 2022.
- Establishment of 20 orchards across the district over winter 2021/22.
- Committing to become an ‘Investors in the Environment’ organisation.
- Strengthening our partnership working, such as with schools, local environment groups, parish councils and many others

3.10 The new set of actions for 2022/23, include the following proposals:

- ***Recognising those who go above and beyond*** with their commitment to the environment, whether that be a local school (eco-school accreditation) or a local business, community group or individual (new East Cambs Green Awards).

- ***Directly cutting the Council's carbon emissions***, through installation of solar panels, reducing our paper use, and upgrading our public toilets to be more energy efficient.
- ***Helping others reduce their emissions***, both through grant funding to retrofit homes to become more energy efficient, installing electric vehicle charge points in public car parks and potentially helping to run a 'climate café'.
- ***Supporting nature recovery in the area***, through grants, linking youth clubs to nature sites, re-running the free fruit trees for orchards programme, and working with the Local Nature Partnership to develop grass roots green champions and funding streams.

3.11 Through delivery on the new actions, we will also continue to strengthen our engagement activities, especially with schools and the youth sector.

Staffing resources and skills base

3.12 In June 2021, this Committee considered whether or not additional staffing resource was needed to help deliver on the actions and ambitions we set ourselves in the annual Environment Plans. Following discussion at that meeting, the Committee agreed *"the addition of a new Climate Change and Natural Environment Senior Officer to the establishment on a part-time, temporary basis"*, with the intention that such a post be reviewed in a year to determine what long-term arrangements, if any, should be put in place.

3.13 Thus, and as a reminder, over the past 12 months the preparation of the Environment Plan and the monitoring/coordinating/delivering the actions it contains, has primarily been via four means:

- First, myself, as the Strategic Planning Manager, in the 'service lead' role, combining duties with wider planning policy related duties;
- Second, continuation of a monthly climate officer group comprising senior officers across the Council, with the role of such a group to share relevant activities, contribute ideas, and embed the principles of carbon reduction / environmental improvement within their service areas;
- Third, technical carbon footprint data work has been commissioned on a cost-recovery basis from Peterborough City Council (this work of collecting the data and then converting all our 'in scope' activities, such as electricity, gas and fuel use, into Co2e emissions takes about 5 working days, but requires technical expertise we don't have in-house); and
- Fourth, from October 2021, Emma-Jane Danielsson has undertaken the part time, temporary *Climate Change and Natural Environment Officer* role, as described above (with the contract due to end in October 2022).

3.14 The intention is to maintain the first three elements above, but there is a need to determine how to proceed with the fourth element. The main options are:

Option 1: End the *Climate Change and Natural Environment Officer* role arrangements in October 2022, when the contract reaches its end, and simply rely on the first three elements described above;

Option 2: Continue with the part time role, but extend for further year (or more);
or

Option 3: Upgrade the post to a permanent, full time post, and recruit accordingly.

- 3.15 To help consider the above options, the funding for the current part-time post is sourced from the £100k p.a. climate change funding agreed by Council (funding which was set up to specifically assist in delivering the ambitions of the Environment Plan). Thus, if option 1 is chosen, there would be greater £ remaining in the funding pot for spend on activities, whereas Option 2 (c£20k, including on-costs) and Option 3 (c£40k, including on-costs) would clearly have a greater demand on the £100k pot available.
- 3.16 To further assist in this consideration, it is worth reviewing the activities the part-time post holder has undertaken to date, with a few months still remaining of her contract:
- Managed the successful community orchard programme over winter 2021/22
 - Established the East Cambs eco-schools accreditation programme, with several schools lined up to commence activities and aim to achieve accreditation from Sept 2022.
 - Re-invigorated the Partnership Forum, a forum bringing together external bodies, all with a common goal of helping the local environment.
 - Assisting East Cambs CAN with the establishment of a community-wide climate and environment website for East Cambridgeshire, which is hoped to be launched soon, as well as updated our ECDC environment based webpages.
 - Established ECDC's commitment to Investors In the Environment (iIE) accreditation programme, and is the lead officer coordinating activities across all staff as we seek the Bronze, Silver and Green award levels.
- 3.17 Turning to the Options, Option 1 would, of course, mean activities such as above would be much harder to achieve, and would like have to come to an end or be done at a much slower pace.
- 3.18 Option 2 would likely mean such activities, which all have a common theme around engaging and enthusing others (staff, the young and the wider community to 'do their bit'), would continue.
- 3.19 With option 3, the above activities would continue, but the proposal is that the additional time capacity available would enable the Council to bid for grants and, where applicable, the post holder would manage some of those grants we successfully receive. The volume of environment related grants available is considerable, and appears to exponentially grow year on year, ranging from public sector based grants (e.g. government departments, government agencies), charity based grants (e.g. lottery, environment based charitable bodies) and from

private companies (i.e. private businesses, usually large national/international companies, launching grant schemes which, in turn, help communicate their commitment to the environment or help offset their carbon emissions).

- 3.20 However, bidding for these grants takes time, and then, when successful, it takes officer time to ensure they are delivered. Being frank, we bid for very few such grants presently. As such, if the *Climate Change and Natural Environment Officer* role was made full time, that capacity to bid would exist, and we would hopefully secure far more grants than ECDC currently achieves, thus helping to deliver more in the local area. Of course, it would mean ECDC has less of its £100k annual fund available to spend directly; but overall, the aim would be that the volume of grants achieved would more than compensate for that reduction.
- 3.21 There is one further consideration. The provisions set out in Environment Act 2021 are being phased in over the coming year or so, and there is much within it which will create new duties on local councils. For example, local councils will have new legal responsibilities around:
- waste and recycling;
 - updated air quality duties;
 - mandating biodiversity net gain through the planning system;
 - preparing Local Nature Recovery Strategies;
 - a legal requirement to not only have a duty to assist in *conserving* biodiversity (which was already a duty in the 2006 Act) but now also duty to consider actions it can take to *enhance* biodiversity;
 - publication of a “Biodiversity Report” within three years, updated at least every five years, setting out what action the Authority has taken over the period to promote Biodiversity; and
 - street tree (felling of) consultation.
- 3.22 Much of the detail on the above is yet to be published, but the underlying message is that additional capacity will be needed within local authorities to tackle these new duties, and it is possible that the *Climate Change and Natural Environment Officer* could have a role in fulfilling some of those duties. It is probable, but not yet confirmed, that Government will compensate local authorities with a ‘new burdens grant’ to cover implementation of above, and, if so, such grant(s) could be put towards the funding of the *Climate Change and Natural Environment Officer* post, meaning a greater retention of the £100k funding pot we have, which can then be utilised for other actions.
- 3.23 For the avoidance of doubt, therefore, none of the Options 1-3 are proposing to involve a financial saving or additional cost to ECDC; it is more a question of where the funding already budgeted for (i.e. the £100k pa funding) should be directed.
- 3.24 In the opinion of officers, it is recommended that the current temporary and part time post be agreed to be made full time and permanent, with recruitment taking place over Summer/Autumn.

4.0 ARGUMENTS/CONCLUSIONS

- 4.1 The updated Environment Plan recommended to Committee is deemed ambitious, yet realistic. It provides a clear set of updated short-term actions, medium term targets and long-term vision and ambitions.
- 4.2 The Environment Plan is founded on robust evidence base, an analysis of the realistic options available and a clear targeting of those areas which will deliver the greatest impact.

5.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT ASSESSMENT / ENVIRONMENTAL IMPACT ASSESSMENT

- 5.1 There are no immediate direct financial implications arising from the recommendations. However, delivering the actions it proposes will require investment, most of which are available from existing resources. Where resources are not presently available (e.g. for significant capital expenditure), these will be a matter for a future decision.
- 5.2 Equality Impact Assessment has found no direct positive or negative impacts.
- 5.3 An Environmental Impact Assessment has found no direct benefits arising from approving the Environment Plan, but indirectly there will be considerable benefits, should the actions it proposes be taken forward.

6.0 APPENDICES

- 6.1 Appendix A: Environment and Climate Change Strategy and Action Plan (June 2022)
Appendix B: Equality impact assessment

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

East Cambridgeshire District Council

ENVIRONMENT PLAN (YEAR 3)

A Strategy And Action Plan To Boost The Environment And Help Mitigate Climate Change

June 2022



Watercolour painting by Martha Rickett, Aged 10, and winner of the East Cambridgeshire

'Plant a Tree for the Jubilee' art competition, May 2022

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Foreword

I am delighted to introduce this latest edition of our Environment Plan, June 2022. Each June we publish an updated Plan, and it is always great to look back at what has been achieved in the past 12 months, as well as look forward to new and exciting actions we are proposing for the coming 12 months.

Despite the on-going challenges we all faced this past 12 months, from covid to on-going cost of living rises, it's important we don't lose sight of the huge challenge we face around climate change and reversing biodiversity loss.

And it strikes me how much these things are all interlinked.

For example, if there is one thing that the covid pandemic taught us, it is how much we value high quality parks and open spaces, watching wildlife in their natural habitats and taking great pleasure from a new area sown with wildflower seeds. And if these are all local, we travel less and spend less money getting there, for the benefit of the environment and our pockets.

At the same time, as the cost of living rises are causing everyone real difficulties, especially the eye-watering rise in our gas, electricity, oil and petrol prices, by reducing our fossil fuel consumption (through better home insulation, or driving that little bit less) we can help offset those higher prices as well as be doing our bit for reducing carbon emissions into the atmosphere.

I know all of this is easier said than done. But I am very keen to help, to take actions which not only boost the local natural environment or reduce our carbon emissions, but which also helps some of the challenges we face by the cost of living rises. Actions which are truly win-win.

Reflecting on the past 12 months, my personal highlights include:

- The opening of a huge new tree maze in Ely Country Park, designed by youngsters in the district, which is fun and free, as well as helping capture carbon from the near 5,000 trees planted. These trees will also provide homes for a huge variety of birds and other creatures. I can't think of another project which could capture so many wide-ranging benefits.
- Our highly successful orchard programme, which has helped create or regenerate 20 publicly accessible orchards right across the district. Orchards are one of my favourite local landscapes, with gorgeous blossom in early Spring, followed by all those red apples or green pears in autumn. But not only do they look beautiful, they will provide free and healthy food for people and for wildlife, and as the trees grow, they too will capture some carbon from the atmosphere. Another win-win action, and so successful I'm delighted to announce we are planning on running the programme again this winter, creating even more orchards for us all to enjoy.
- I know it wasn't easy at the start, but we took the brave move to reconfigure our waste collection routes earlier this year. We hadn't altered the routes for years, and they were no longer fit for purpose. By altering the routes in a more efficient way, we are hopeful of saving an astonishing 5,000 litres of diesel and 12,000kg of carbon dioxide emissions every year. This is not only great for the environment, but saves the council money, money which can be better spent on improving our parks and open spaces, or planting more trees or wildflower areas. I can't thank you enough for your help and patience when the new routes were introduced, but I'm sure you agree it was worth it.



But it's not all about what we, as a Council, do directly on the ground, but what we can do to help you make a difference. Therefore, I'm really pleased that our partnerships are developing really strongly, as I know we have to work together on this climate and biodiversity crisis we face.

For example, I was delighted by the success of the East Cambridgeshire Parish Conference that we hosted in May 2022, resulting in a host of pledges from parish councils to take actions in their communities.

As a Board Member of the Cambridgeshire-Peterborough Combined authority, I was also delighted the Board adopted its first ever environment action plan in March 2022, something which I personally campaigned for over the winter. It sets a framework for action not only in East Cambridgeshire, but right across the county.

And I'm really pleased to hear that, working with the local environment group 'East Cambs CAN', we are soon to launch a new independent website which will contain lots of valuable information and signposting to advice, nature activities and events anyone can join. The website is independent of East Cambridgeshire District Council, but we are to grant fund it in order to make a local environment group bring their idea into reality, and I wish East Cambs CAN every success with it.

But we must continue to do more. So this year, in this Plan, we set out another set of Top 20 actions that we have challenged ourselves to achieve in the next 12 months. Real actions now, not vague commitments for a distant date.

For example:

- Installing photovoltaic (PV) solar panels on the Council's E-Space North office building, in Littleport, aiming to generate at least half of the building's electricity needs over a full year, and looking at all our other buildings to see if we can install more, elsewhere.
- Use some of the recently launched £2m East Cambridgeshire Growth and Infrastructure Fund to help deliver natural environment projects across the district – watch this space on announcements on this.
- Working directly with local schools, helping them to achieve 'eco-school accreditation', whilst at the same time I want the Council to become the first district council in the county to achieve an Investors in the Environment accreditation. But these accreditations will only get awarded if we take actions to warrant it, so lots of hard work ahead!

These projects, and many more, are set out in this Environment Plan, so please do take a look and see what exciting things are coming up.

In fact, I continue to be really excited about the future. Let's change the focus from tackling a pandemic crisis to tackling the climate and biodiversity crisis. Let's recognise the real challenges we face with the cost of living rises, but find creative and environmentally friendly ways to mitigate those challenges. I want this Council to be at the forefront of a 'green recovery' agenda, and I would urge all of you to join us and play your part.

Together we can make a real difference.

Anna Bailey
Leader - East Cambridgeshire District Council

Acknowledgements

In preparing this Environment Plan, the Council wishes to acknowledge the help and support of Cambridgeshire County Council. With its agreement, we have included some similar diagrams and statistical evidence.

1 Introduction

The overriding context

The current generation has a duty to protect and improve the health of our planet for those that follow.

The world is facing unprecedented challenges in population growth, climate change, pollution and ever increasing and competing demands on its land and natural resources. By 2050 the world population is expected to rise from its current level of 7.7 billion to 9.8 billion¹. There is global consensus that climate change poses significant risk to the health of the planet and its ability to sustain life.

Local Authorities have a responsibility, both in their own activities and those undertaken with partners, as well as in the influence they can bring to bear, to reduce the adverse effects of their populations on the planet.

East Cambridgeshire, and Cambridgeshire as a whole, is a growing area. Increasing populations result in increasing need for businesses, houses, health, retail and leisure outlets, transport and other supporting infrastructure, all of which can lead to adverse impacts on the environment. With growth comes a responsibility to balance competing demands and mitigate the negative impacts of that growth as far as is reasonably possible.

We know, and fully support, that residents are calling for action. We acknowledge that this Council has a significant role to play in protecting and improving the environment for future generations.

What have we declared?

In October 2019, East Cambridgeshire District Council declared a climate emergency and committed to the development of an annual Environment and Climate Change Strategy and Action Plan (our 'Environment Plan'). We published our first Environment Plan in June 2020, refreshed it in June 2021, and we are pleased to publish this third edition Plan for June 2022.

This Council acknowledges that our natural and built environment is the most precious inheritance for which we act as caretakers for the next generation.

We also accept that greater rigour is needed now, and hereafter, to protect our environment and mitigate the effects of climate change. We accept that every day action is delayed it becomes more likely we will pass irreversible environmental tipping points. Human driven climate change is one of the most complex issues facing us today. It poses significant risk to our health, our economy, our environment, and endangers the wellbeing of future generations.

Pollution, in all forms, is also another global environmental concern. People of all ages, all walks of life and all social and economic backgrounds are becoming increasingly concerned they will leave or inherit an environment that is irreparably damaged, forcing others to live with the consequences of the decisions we make today.

Carbon dioxide, the greenhouse gas that has driven recent global warming, lingers in the atmosphere for hundreds of years, and the planet (especially the oceans) takes a while to respond to warming. So even if we stopped emitting all greenhouse gases today, global warming and climate change will continue to affect future generations. All Governments (national, regional and local) have a duty to limit the negative impacts of environmental change by cutting carbon emissions, protecting

¹ United Nations, Department of Economic and Social Affairs

<https://www.un.org/development/desa/en/news/population/world-population-prospects-2017.html>

biodiversity and reducing pollution. The necessity of reaching net-zero was enshrined in UK law on 27th June 2019, requiring the UK to bring all greenhouse gas emissions to net zero by 2050. More recently, Government has committed to a new interim target of a 78% cut in emissions by 2035.

Human activity contributes significantly to the increases in global average air and ocean temperatures, widespread melting of snow and ice, and rising global average sea level. The International Panel on Climate Change (IPCC) estimates that human activity has already caused 1°C warming above pre-industrial levels. If temperatures increase at the current rate, warming is likely to reach 1.5°C between 2030 and 2052, leading to regional scale changes to climate including dramatic increases in the frequency and intensity of flood or drought events across the world, including the UK. These risks are set to increase should warming reach 2°C, and the longer that temperatures remain high, the harder it becomes to reverse the damage.

Balancing growth and environmental protection

As one of the fastest growing counties within the UK, Cambridgeshire experiences increased demand for things like housing, food, water resources and efficient public transport, all of which compete for land use and put pressure on our natural environment. Some land use changes bring negative effects to our environment, for example, damage to landscape from minerals extraction for building materials, loss of natural habitat, increased air pollution from power generation, unsustainable travel and the impact of agricultural pesticides on water quality and biodiversity.

Saying ‘no’ to growth is not an option. There is a pressing need for new homes and infrastructure, but we recognise the need for **sustainable growth** such as minimising the need to travel, providing sustainable transport options and reducing the carbon emissions from buildings, whilst enhancing natural assets through restoring local heritage, providing increased green spaces for people and nature and increasing tree planting to assist with shade and urban cooling.

Imperatives for Action

There are three clear imperatives for action, as outlined by the Global Commission for Adaptation, which will directly impact our ability to serve our communities in the most effective way.

The Human Imperative: Climate change exacerbates existing challenges to our services and the communities we serve. Increasing frequencies of heatwaves, flooding and its contamination of water supplies pose a particular threat for our most vulnerable residents. Climate refugees, people displaced from their homes as a result of the impacts of climate change, are likely to bring increased pressure on our social care delivery by 2050. It also puts an unfair burden on future generations who will have to cope with the challenges we are leaving them.

The Environmental Imperative: The natural environment is our first line of defence against extreme environmental events such as floods, droughts and heatwaves. A thriving natural environment is fundamental to effective and lasting adaptation. Yet, one in four species is facing extinction, about a quarter of all ice-free land is now subject to degradation, and ocean temperatures and acidity are rising. Climate change will bring adverse effects on our natural environment everywhere. We must protect and work with nature to build resilience and reduce climate risks at all scales before the damage has gone too far. Humans are, after all, part of nature, not apart from nature.

The Economic Imperative: Mitigation and adaptation are now in our strong economic self-interest: the cost of doing nothing far outweighs the cost of taking positive action now. The Global Commission on Adaptation has demonstrated that the overall rate of return on investments in improved resilience is high, with benefit-cost ratios ranging from 2:1 to 10:1, and in some cases even higher. Introducing climate adaptation considerations into our financial decision making will have commercial benefit to our economy in the long run.

What have we done so far?

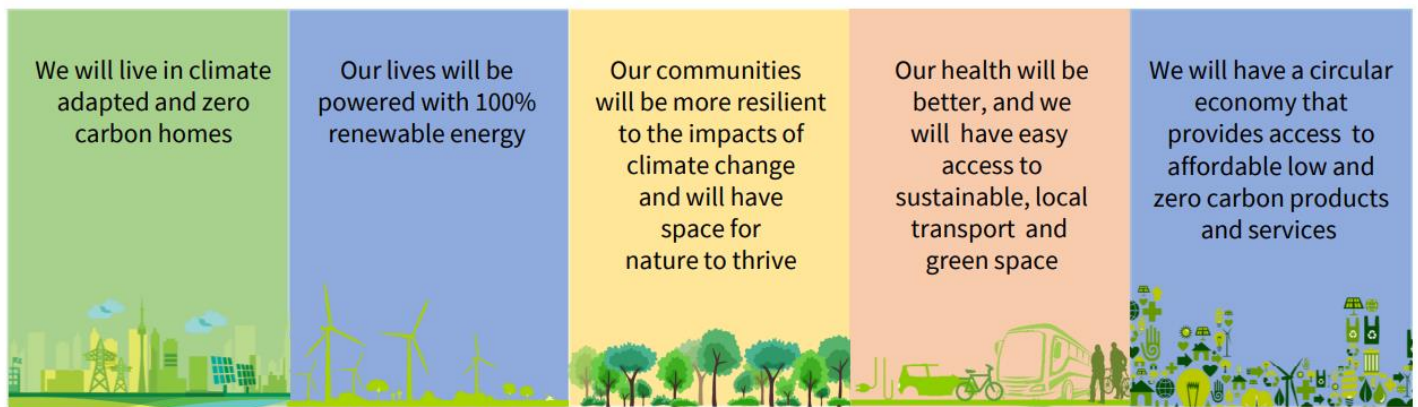
We know we can and must do more. But we should not dismiss the good work and action East Cambridgeshire District Council has already completed. In our first Action Plan (June 2020) we set out what we had already achieved as a Council up to June 2020. In each annual Action Plan, we have then committed to a set of 'top 20' actions for the forthcoming year.

We need to build on this positive work, to further embed positive environmental thinking, behaviours, and action throughout the Council, as an organisation, and to seek to influence partners and others to do the same. This updated Plan aims to further facilitate that process.

Our Vision (last updated - June 2021)

Our vision for 2040 is to deliver net zero carbon emissions for the Council's operations and, in partnership with all stakeholders, for East Cambridgeshire as a whole, with clear and demonstrable progress towards that target year on year. At the same time, we will support our communities and East Cambridgeshire's biodiversity and environmental assets to adapt and flourish as our climate changes.

Our vision also fully aligns with that of the County Council, as follows:



(Source of graphics: Cambridgeshire County Council Climate Change and Environment Strategy, 2022)

Interim Targets

This Council recognises the need to act fast now to reduce our net emissions as quickly as possible, and as deeply as possible, on our journey to net zero emissions.

As such, and as introduced in the second edition of this Environment Plan (June 2021 edition), the Council has already brought forward by 10 years, from 2050 to 2040, its own net zero carbon emissions target date, and has set the following interim targets:

- A 20-33% reduction in our net CO₂e emissions by year 2025/26.
- A 66-80% reduction in our net CO₂e emissions by year 2030/31.
- A near 100% reduction in our net CO₂ emissions by year 2034/35.
- A truly net zero carbon emission organisation by 2040, with no fossil fuel consumption.

For further information on how these interim targets have been established, and the assumptions and definitions used, please see section 3.

Purpose of the Environment Plan

The purpose of the Environment Plan is to provide a clear statement of the Council's climate change and environmental objectives and to set out how the Council will continue to address environmental and climate change challenges.

It will describe how we will look to address our own impacts and how working together with our public sector partners and our communities we will support the transformation needed across East Cambridgeshire to tackle these challenges.

Our Overarching Environment Policy

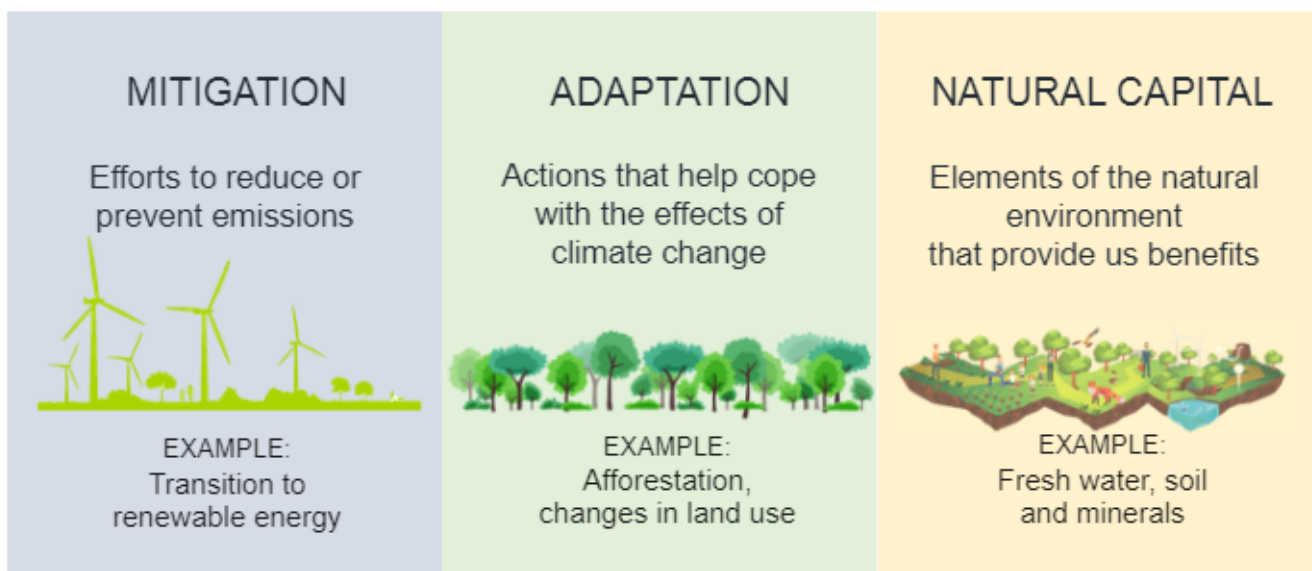
In March 2022, the Council adopted an overarching 'Environment Policy', which is a single, simple overarching statement from which all our activities, such as this Environment Plan, will stem from. A copy can be found Appendix 4.

Identifying the Key themes to build our Environment Plan

In preparing its own strategy, Cambridgeshire County Council identified, in 2020, three key themes covering technical, organisational and engagement aspects to provide the context and how we work with partners and our community. It continues to use such themes in its 2022 strategy update. East Cambridgeshire District Council endorses these themes and, to assist with coordination of activities with the County Council, will use the same themes in this Plan.

They are:

- Quantifying our carbon footprints to inform and deliver climate change mitigation through efforts to reduce or prevent carbon emissions;
- Adaptation to cope with the existing and future impacts of climate change;
- Enhancing and conserving natural capital such as wildlife, plants, air, water and soils.



(Source: Cambridgeshire County Council Climate Change and Environment Strategy, 2022)

What is mitigation?

Mitigation of carbon emissions addresses the causes of climate change. It describes those actions which reduce, prevent or capture greenhouse gas emissions. Alongside the views of our communities, the current carbon footprints of both this Council as an organisation, and that of the entire geographical area of East Cambridgeshire as a whole, informs our action planning.

What is adaptation?

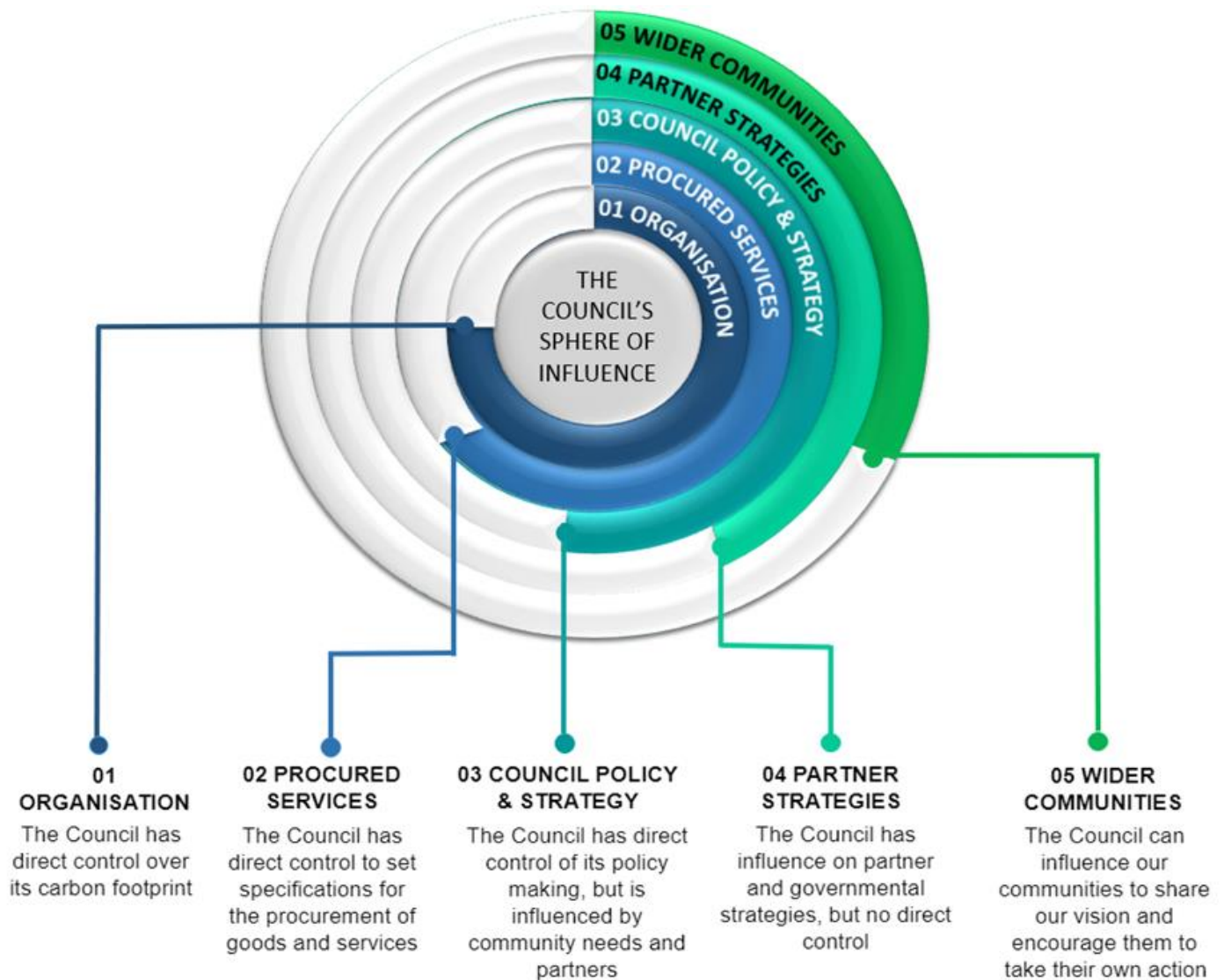
Adaptation consists of those actions that enable us to deal with the effects of climate change, such as flood risk management in response to heavier more frequent rainfall. We have commenced preparation of a separate document in relation to the adaptation actions the Council can take, though Appendix 3 has some preliminary views on how society can and will need to adapt.

What is natural capital?

Natural capital comprises our ‘stock’ of waters, land, air, species, minerals and oceans. This stock underpins our economy by producing value for people, both directly and indirectly. Goods provided by natural capital include clean air and water, food, energy, wildlife, recreation and protection from hazards. Improving our natural capital addresses how to enhance our existing nature reserves, improve biodiversity and tackle air, land and water pollution to keep our planet healthy for all species.

Control and influence of the strategy

This is a Plan for the Council (rather than the district of East Cambridgeshire) and identifies how we must work with our public and private sector partners and communities across East Cambridgeshire and beyond. As part of its strategy, the Council recognises what is under its direct control and wider influence. The diagram below was developed by the County Council, but is equally applicable to East Cambridgeshire District Council:



Aligning Our Environment Plan with other action plans and strategies

We recognise the need to coordinate activities with a wide range of partners. The climate and biodiversity challenges we face do not stop and start at the East Cambridgeshire borders.

It is therefore pleasing to note that a huge variety of actions and plans are taking place across the local area, and far too many to mention here. However, to highlight a flavour of those wider activities, all of which East Cambridgeshire District Council supports in principle and are willing to assist wherever possible, are the following:

Cambridgeshire-Peterborough Combined Authority Climate Action Plan

Following the final report of the Cambridgeshire-Peterborough Independent Commission on Climate's Final Recommendations report in October 2021, the Cambridgeshire Peterborough Combined Authority (CPCA) adopted a 'Climate Action Plan 2022-2025'² in March 2022, which has *"a focus on identifying and supporting strategic priorities and collaborative action, where more can be achieved working together or particular gaps addressed."* The Climate Action Plan sets out a series of strategic actions, dates and resources to achieve them and the lead groups responsible for their delivery. Actions are wide ranging, including on themes such as sustainable finance, engagement, energy, buildings, transport and nature.

Cambridgeshire County Council Environment Strategy

In February 2022, Cambridgeshire County Council published a refresh of its Environment Strategy³, describing the new Strategy as *"our commitment to working for and with people, communities, businesses and all political parties to deliver urgent action across Cambridgeshire. This ambition and our principles will provide a practical framework to guide creativity and collaboration."* The Strategy is complemented by an 'Action Plan' and, similar to the CPCA Action Plan described above, includes wide ranging actions covering many environmental related themes, such as transport, nature and waste, as well as actions relating to its own corporate estate.

Natural Cambridgeshire's 'Doubling Nature' programme

Natural Cambridgeshire, a charity based Local Nature Partnership for Cambridgeshire and Peterborough, is another key strategy for the local area, including East Cambridgeshire. Natural Cambridgeshire's overarching ambition is to *'work together to create a quality natural environment where people and wildlife flourish'*⁴. From September 2020, a central target of Natural Cambridgeshire is to 'double land for nature', or more specifically, through partnership working, to double the area of rich wildlife habitats and natural green space across Cambridgeshire and Peterborough. This ambition to 'double land for nature' has subsequently been endorsed by a wide range of organisations, and momentum continues to grow towards delivering that long term ambition.

² See [Document.ashx \(cmis.uk.com\)](https://cmis.uk.com/Document.ashx)

³ See [Climate Change and Environment Strategy - Cambridgeshire County Council](#)

⁴ See [Natural Cambridgeshire - Putting nature at the heart](#)

2 Mitigating Climate Change

Introduction

Mitigation can mean using new technologies and renewable energy, making older equipment more energy efficient, reducing consumption and waste, or changing management practices or consumer behaviour, to reduce or prevent emission of greenhouse gases and limit the magnitude or rate of long-term global warming due to human emissions of greenhouse gases.

It is important to understand that the sooner mitigation of carbon emissions occurs, the greater the overall reduction of carbon emissions generated by 2040. For example, if you reduce 20 tonnes of CO₂ in 2022, this produces a cumulative impact of 400 tonnes reduction by 2040.

'Net Zero Carbon' means, first, the reduction of greenhouse gas emissions to the lowest possible level. Then, for any remaining emissions, offsetting them through carbon removal methods such as tree planting or carbon capture and storage, so we have 'net zero' emissions overall to the atmosphere.

However, offsetting should be seen as a last resort. Planting trees, even on a massive scale across East Cambridgeshire, will only go a tiny fraction of the way to balance out our current emissions.

For the UK as a whole, the net zero target legally must be reached by the end of 2050.

Pathway to Net Zero Carbon



(Source: Cambridgeshire County Council Climate Change and Environment Strategy, 2022)

Carbon Footprints

Before an individual, organisation or nation decides what it should do differently to reduce its emissions, it needs to properly understand what its current activities are emitting. This is sometimes known as working out a 'carbon footprint' which, in technical terms, is a measure of the greenhouse gases (GHGs)⁵ emitted into the atmosphere from sources in a specified area or by an organisation. It usually includes all relevant greenhouse gases, the most common of which is carbon dioxide (CO₂). Emissions of other GHGs such as methane (CH₄) or nitrous oxide (N₂O), are measured in 'carbon dioxide equivalent' (CO₂e)⁶.

⁵ The main GHGs are: carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF₆) and Nitrogen Trifluoride (NF₃). The Kyoto Protocol – the international agreement addressing climate change - covers these seven main GHGs. The last four are fluorinated gases ("F-gases") which are a range of man-made compounds (including HFCs, PFCs, SF₆ and NF₃) used in a variety of industries including refrigeration, air-conditioning and the manufacture of cosmetics, pharmaceuticals, electronics and aluminium. F-gases are extremely potent greenhouse gases with some having GWPs of several thousand or more (BEIS, 2019a). The greenhouse gases covered by the Kyoto Protocol account for over 99% of global greenhouse gas emissions.

⁶ By using CO₂e as a measuring tool means that the different global warming potential (GWP) of different gases are taken into account. Quantities of GHGs are multiplied by their GWP to give results in units of carbon dioxide equivalent (CO₂e)

Nationwide, emissions of CO₂ make up 81% of GHG emissions, with the remainder from methane (11%), nitrous oxide (4%) and fluorinated gases (3%), when weighted by Global Warming Potential (GWP)⁷. The biggest source of greenhouse gas emissions in the UK is transport, closely followed by energy supply.

To help set the wider context, this Environment Plan reports the carbon footprint of the geographical area of Cambridgeshire-Peterborough as a whole, then East Cambridgeshire as a whole, and finally that of East Cambridgeshire District Council as an organisation.

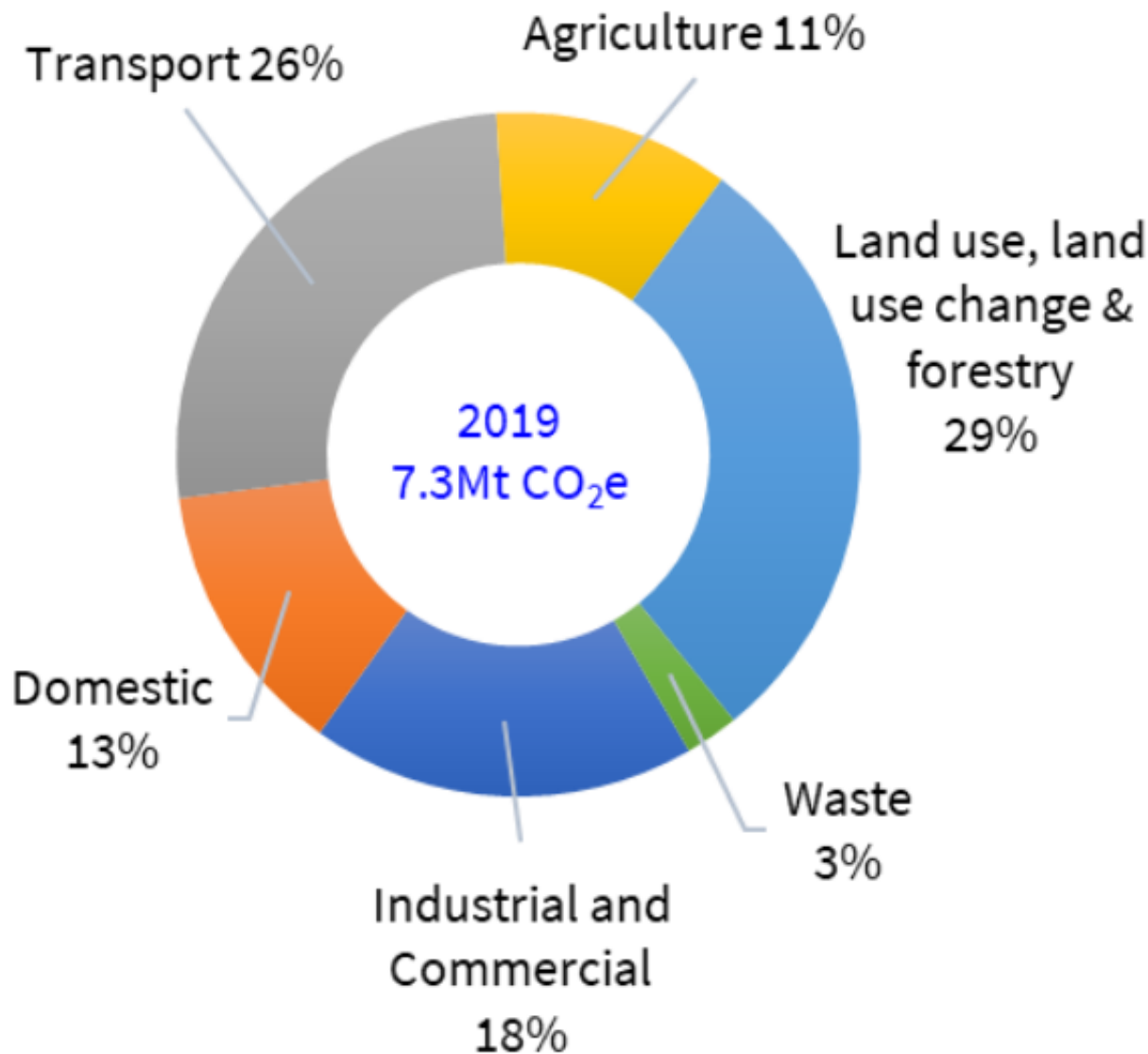
Whilst not an exact science, you can also have a go at calculating your own (or your family's) carbon footprint using an online tool such as <https://footprint.wwf.org.uk/>. Calculating a carbon footprint can provide a useful indicator of how much impact you or a business is having, and pointers to where action could be taken to reduce the footprint (and hence reduce your impact on the environment).

⁷ Global warming potential. A factor describing the radiative force impact (degree of harm to the atmosphere) of one unit of a given GHG relative to one unit of CO₂.

Cambridgeshire's Carbon Footprint

Recent government data sets show the carbon footprint for Cambridgeshire as a region was around 7.3million tonnes CO₂e in 2019 (out of 454.8MtCO₂e for the UK as a whole).

The following diagram splits Cambridgeshire's emissions down into various main sectors:



(Source: Cambridgeshire County Council Climate Change and Environment Strategy, 2022)

Cambridgeshire's largest sources of emissions therefore came from land use, land use change & forestry (LULUCF) (29%). Most of the emissions from LULUCF come from agriculture and peatlands. While the national data is uncertain, our generally poor condition peat means Cambridgeshire could be contributing up to 26% of peatland emissions nationally.

Our emissions in Cambridgeshire are considerably higher than the national average on a per capita and per km² basis, with particularly high emissions (compared to national averages) in the Transport and LULUCF sectors.

East Cambridgeshire’s Carbon Footprint

Ideally, the carbon footprint for the geographical area of East Cambridgeshire should comprise all GHG emissions that occur in the area – this includes commercial and industrial sources, domestic homes, transport, agriculture, waste and land use.

However, there is no simple 100% accurate way of calculating a carbon footprint, as it relies on a number of assumptions. The Government Department for Business, Energy and Industrial Strategy (BEIS) annually publishes detailed local authority level CO₂ emissions data. Unfortunately, this does not provide data on the other recognised Kyoto Protocol GHGs emissions, collectively known as CO₂e emissions. As such, this data ‘misses’ 19% of all GHGs. Nevertheless, it provides a useful baseline.

The data is published with a 2 year lag (year x-2), and therefore 2019 (published in the second half of 2021) is the most recent data available, and is set out below.

Please note that, for the 2019 data (released in 2021), BEIS made significant changes to the way it calculates emissions, especially in relation to land use and industry and commercial. As such, the following information is not comparable to the graphs used in the previous 2020 and 2021 East Cambridgeshire Environment Plan, because BEIS has ‘backdated’ its calculations to 2005.

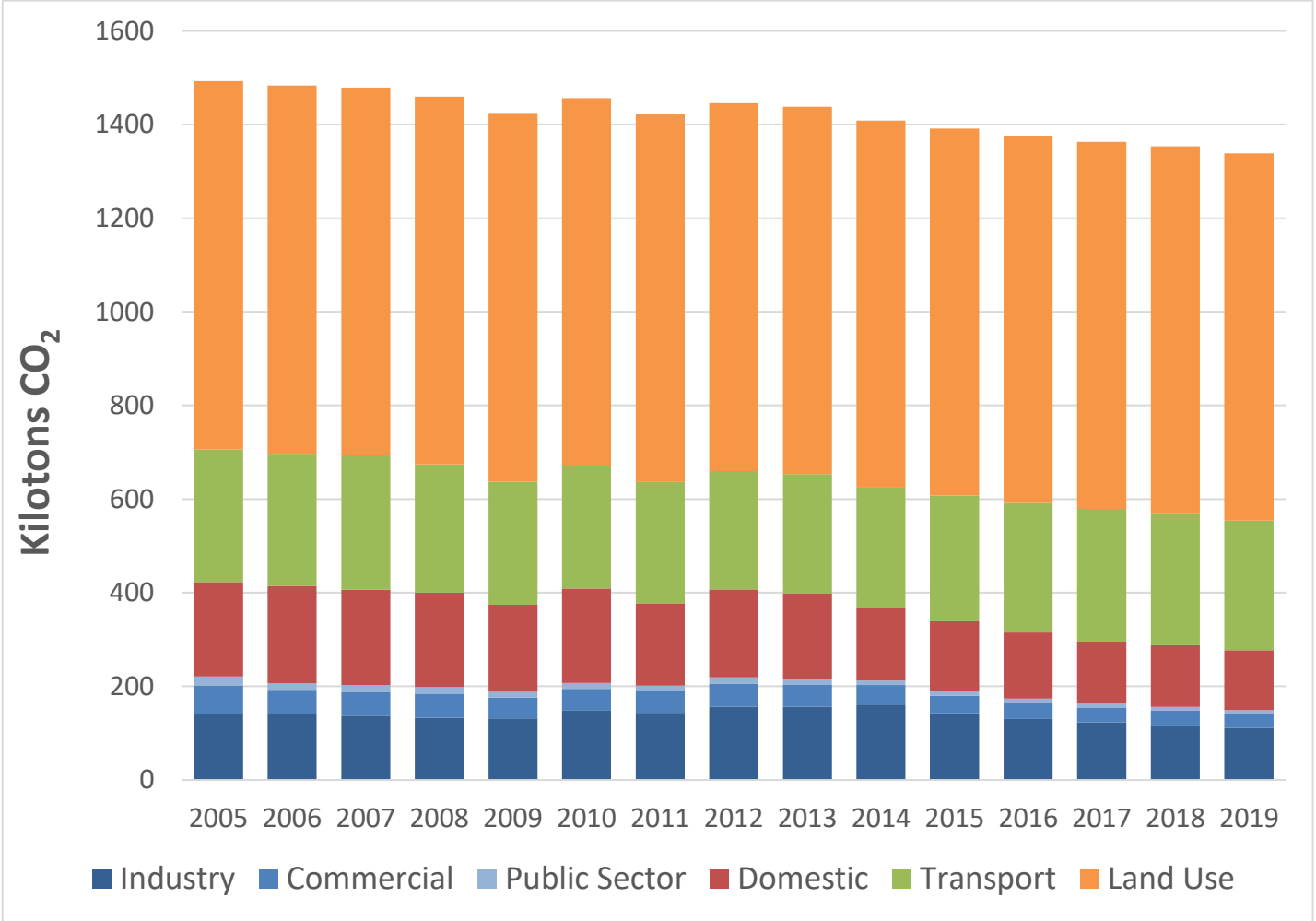


Figure: East Cambridgeshire’s CO₂ emissions by end-user sector, 2005 – 2019 (BEIS, 2021)

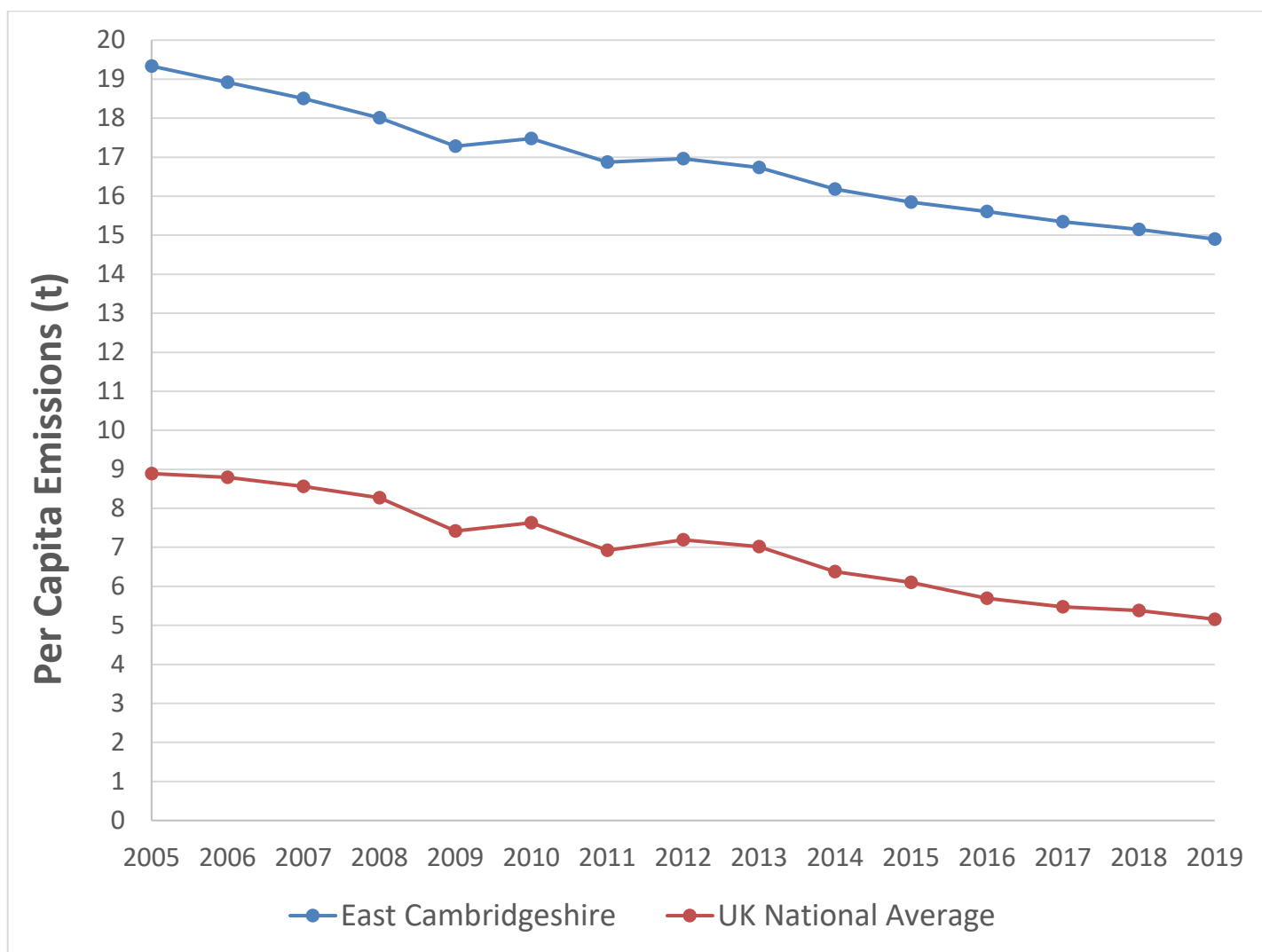


Figure: Per capita emissions for East Cambridgeshire and UK National Average, 2005 – 2019 (BEIS 2021)

From the two charts above, two key points arise.

First, is the huge difference, per capita, of emissions in East Cambridgeshire compared with the UK average. What it is identifying is that, in East Cambridgeshire, we emit **nearly three times** as much CO₂ per person (14.90tCO₂ in 2019) compared with the average across the UK (5.16tCO₂ in 2019). The primary reasons for this are as follows:

- More than half of our emissions are due to Land Use i.e. emissions from agriculture and peatlands. Compared with much of the UK, we have a lot of agricultural land in East Cambridgeshire and a relatively low population. Therefore, when all those emissions from agricultural activities are shared between each person who lives in East Cambridgeshire, it means each person has the equivalent of a very high CO₂ emission.
- But it is not just Land Use (i.e. our high agriculture / rural nature) that causes our high emissions. Our emissions per person from Transport are also much higher than UK averages. This is highly likely a consequence of two matters: our rural nature, meaning higher car use and longer distances travelled to access services; and our high levels of out-commuting for work (eg to Cambridge).

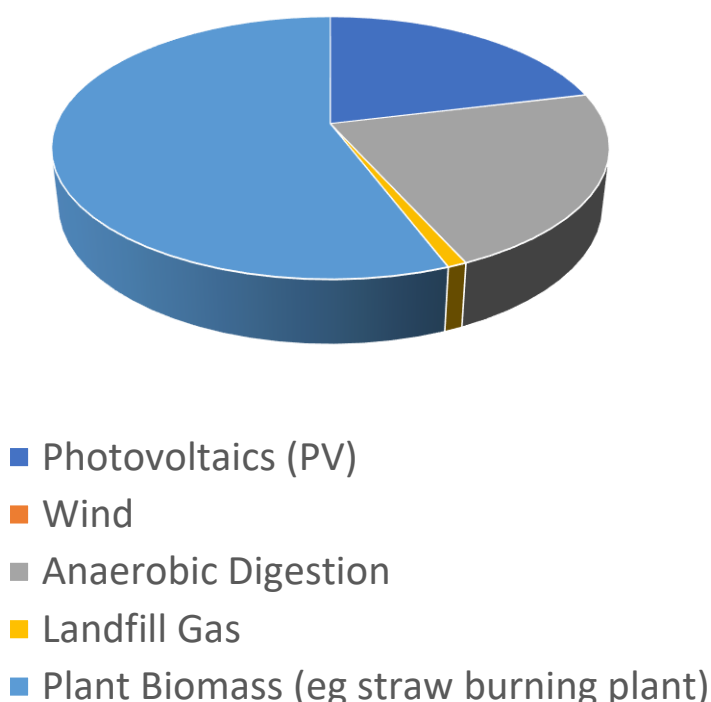
Second, and more positive, is the evident trend in East Cambridgeshire (and nationally): CO₂ emissions are slowly and steadily declining over the last 15 years, due mainly to the decarbonisation⁸ of the electricity grid, albeit the gap between East Cambridgeshire and the UK average remains very similar.

Renewable Energy Generation

But it is not all bad news in East Cambridgeshire. Whilst our per capita emissions are one of the highest in the UK, on the flip side (and not reflected in the above statistics) we are also a high per capita producer of renewable energy.

According to the latest BEIS data⁹ of September 2021, **East Cambridgeshire** generated 449,691 MWh of renewable electricity in 2020, a record year, and broken down as follows:

Type of Renewable Energy	MWh generated in 2020
Photovoltaics (PV)	95,213
Wind	307
Anaerobic Digestion	99,054
Landfill Gas	4,280
Plant Biomass (eg straw burning plant)	250,837
All other possible sources (eg hydro, tidal)	0
Total	449,691



On a per household basis, the same BEIS data estimates that East Cambridgeshire has 35,183 households, which means an average of 12.78MWh of renewable electricity was produced per household in East Cambridgeshire in 2020. On the basis that a typical household uses around 4MWh per year (though this of course varies considerably from home to home), the amount of renewable energy generated in the district would power three times more than the homes we have. Of course, this statistic excludes other major electricity users in the district, such as businesses, schools and other public buildings, but nevertheless demonstrates that the district is a significant generator of renewable energy.

It is worth comparing generation of renewable energy in East Cambridgeshire with the rest of Cambridgeshire and Peterborough, as the table below shows. This identifies that East Cambridgeshire generates more renewable energy than any other Cambridgeshire or Peterborough

⁸ Decarbonisation means reducing the carbon intensity of energy in the national grid, this is achieved by reducing the proportion of fossil fuels and increasing the proportion of renewable energy sources such as solar and wind.

⁹ See [Regional Renewable Statistics - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/regional-renewable-statistics)

district, on a total MWh basis, and on a per household basis, and over 60% more renewable energy than the next best (Fenland), and twice as much as South Cambridgeshire or Huntingdonshire. Unsurprisingly, Cambridge City scores least favourable, producing less than 3% renewable energy per household compared with East Cambridgeshire, reflecting its very limited geographical area to install renewable energy infrastructure.

District	Photovoltaics (PV)	Wind	Anaerobic Digestion	Landfill Gas	Plant Biomass	All other possible sources	Total MWh	Households in district	MWh per household in the district
East Cambridgeshire	95,213	307	99,054	4,280	250,837	0	449,691	35,183	12.78
Fenland	34,887	266,121	27,179	1,488	0	0	329,675	42,077	7.84
South Cambridgeshire	283,943	86,386	1,374	28,081	0	0	399,784	60,330	6.63
Huntingdonshire	88,768	198,122	1,821	19,641	15,143	154	323,650	69,948	4.63
Peterborough	32,346	109,158	0	20,190	0	0	161,693	76,131	2.12
Cambridge City	8,102	0	0	0	0	6,011	14,113	47,778	0.30

Overall, East Cambridgeshire comes in 22nd (out of 407) local authorities in the UK, in terms of renewable energy produced per household in the district (after assuming off-shore wind is not allocated to its nearest local authority), with around half of the 21 districts ahead of us being in Scotland (large rural areas with large on-shore wind).

What the two sets of data tell us is that East Cambridgeshire has a very high emissions rate, on a per capita basis, but equally a very high rate of generation of renewable energy on a per capita basis. In seeking to reach the overall goal of 'net zero' across East Cambridgeshire, it is therefore important to not only tackle what do we emit (and try to reduce it), but also consider what renewable energy we generate (and how could we, in appropriate places, increase it). And the same principle should apply to individual businesses and organisations, local communities and right down to each individual.

East Cambridgeshire District Council's Carbon Footprint

Defining the Scope

The previous section, looking at Cambridgeshire-Peterborough as a whole, and East Cambridgeshire as a whole, used data collected and published by other parties. However, to work out the carbon footprint of an individual company or organisation, like East Cambridgeshire District Council, then a lot more data collection and analysis is required to determine a robust carbon footprint.

The starting point for carbon management is to accurately establish the emissions baseline. The scope of the baseline includes the required types and sources of emissions over a defined timescale. The baseline is a fixed point against which a reduction target can be set and future performance monitored. Our baseline was set as emissions arising in 2018/19 (details below).

Emissions-releasing activities are classified into three groups known as scopes. Scope 1 and 2 are generally considered to be areas that an organisation has a high degree of control over and can therefore reduce the resultant emissions significantly, if not completely. Scope 3 are considered to be indirect emissions that an organisation cannot directly control and therefore the ability to reduce emissions to net-zero is far more challenging.

These scopes, and their relevant associated activities, are defined in the GHG Protocol Corporate Standard as follows:

Scope	Definition / Activity
1 (Direct)	<i>Emissions from sources that are owned or controlled by the organisation</i>
Fuels	Fuel sources combusted at a site or in an asset owned or controlled by the organisation.
Refrigerants	Refrigerants that leak from air-conditioning equipment.
Passenger vehicles	Travel in cars and on motorcycles owned or controlled by the organisation.
Delivery vehicles	Travel in vans and heavy goods vehicles that are owned or controlled by the organisation.
2 (Indirect)	<i>Emissions that are a consequence of the organisation's operations, but occur from sources owned or controlled by another company</i>
Electricity (grid)	Electricity used by an organisation at sites owned or controlled by them.
3 (Other Indirect)	<i>Emissions that are a consequence of the organisation's operations, which occur at sources which they do not own or control</i>
Business travel	Travel for business purposes in assets not owned or directly operated by the organisation.
Hotel stays	Overnight hotel stays for work purposes.
Material use	Process emissions from purchased materials.
Waste disposal	Emissions from end-of-life disposal of different materials using a variety of different disposal methods.
Water supply	Emissions from water delivered through the mains supply network.

Water treatment	Emissions from water returned to the sewage system through mains drains.
Transmission & Distribution	Emissions associated with grid losses (the energy loss that occurs in getting the electricity from the power plant to the organisations that purchase it).
Well-to-Tank (WTT)	Upstream emissions of extraction, refining and transportation of a primary fuel source prior to its point of combustion.

Table: GHG Emission scopes and associated emission releasing activities (BEIS,2020)

In order to produce our organisational carbon footprint it is essential to accurately establish the scope of the operations on which our organisation will report. This process is known as defining the 'organisational boundary'.

The organisational boundary means establishing what activities and functions are counted (or 'in scope') for the purpose of determining the Council's overall emissions, and by default what activities and functions are not counted ('out of scope'). This stage of the process involves reviewing the Council's operations to determine activities that give rise to carbon emissions.

We have determined that it is appropriate to include the following sources ('in-scope'):

Scope	Activities typical to an office based organisation		Identified Council emission sources
1	Stationary	Production of electricity, heat or steam	- Gas used in Council Offices e.g. The Grange - Gas used in buildings operated by the Council e.g. E-Space North
	Mobile	Transportation of raw materials/waste	Travel in cars, vans and heavy goods vehicles operated by the Council
	Fugitive	Hydrofluorocarbons (HFC) emissions during use of refrigeration and air-conditioning equipment	Air conditioning used in Council Offices e.g. The Grange
2	Stationary	Consumption of purchased electricity, heat or steam	- Electricity used in Council Offices e.g. The Grange, Portley Hill Depot - Electricity used in street and car park lighting which also includes road signs and illuminated bollards - Electricity used in business facilities operated by the Council e.g. E-space North, E-space South - Electricity used in public facilities operated by the Council e.g. Ely Market Square, Jubilee Gardens
3	Stationary & Process	Production emissions from purchased materials	Excluded (see below)
	Mobile	Transportation of raw materials/ products/ waste, employee business travel, employee commuting	- Staff business travel and accommodation - Employee commuting – Excluded (see below) - Supply and treatment of water used in Council Offices e.g. The Grange - Supply and treatment of water used in public facilities e.g. Public toilets

Table: Identified Council related emissions in relation to typical GHG emissions for service sector / office based organisations (WRI/WBCSD, 2004)

Excluded Emissions

In addition to those sources detailed above, there are other areas which give rise to emissions that the Council feels should be included but for which, at this time, insufficient detail is held to enable them to be included. These all fall within the category of 'scope 3':

Scope 3

- Waste production
- Purchased materials
- Employee commuting
- Third parties

It is not unusual for such matters to be categorised as 'out of scope'. However, over time, we intend to make as many of these areas as possible 'in scope', therefore taking even greater responsibility for emissions arising, even where we don't have direct control over those emissions. Of purchased materials, for example, paper is likely to be an early candidate for bringing 'in scope', due to reliable data for the carbon impact of paper use becoming available.

Data Collection

The energy data used to calculate the baseline was gathered from different sources, for example invoices received by the Council, annual energy statements from utility providers and property services. Work continues to ensure that this data is robust and systems are in place to ensure ongoing timely and accurate collection of such data.

Energy Type	Source	Data Quality/Estimation techniques
Gas	Energy invoices from different suppliers, meter readings.	Where estimations have been used records are held with source data. Methods include: Annualising consumption or average data calculated using bookended data.
Passenger vehicles	Staff mileage claims, fuel purchased and vehicle log books.	Annualising consumption where required
Delivery vehicles	Fuel purchased and vehicle log books.	Annualising consumption where required
Electricity	Energy invoices from different suppliers, meter readings.	Where estimations have been used records are held with source data. Methods include: Annualising consumption or average data calculated using bookended periods.
Business travel	Staff mileage claims	N/A
Hotel Stays	Staff claim forms	N/A
Refrigerants	Energy invoices	N/A
Water supply	Energy invoices from different suppliers.	Annualising consumption where required

Table: Source of data by energy type

Calculating the Baseline

To calculate CO₂e emissions arising, it is necessary to convert the 'raw' data (such as KWh of electricity used) into CO₂e emissions. This process is relatively straight forward, using what are known as 'conversion factors'. The carbon conversion factors used for this Plan are the latest UK Government published carbon conversion factors (BEIS, July 2021).

The Council will use the most up to date conversion factors each time it updates this Plan or reports on its carbon footprint. Generally speaking, a good example of where the conversion factor can change each year is UK electricity, which is on a downward trend, due to the increasing renewables feeding into the national grid.

Overall Summary

The carbon footprint of East Cambridgeshire District Council (as an organisation) comprises emissions that occur as a result of the Council's own operations. We have calculated the carbon footprint of the Council's own operations in line with the UK Government's Environmental Reporting Guidelines for Voluntary Greenhouse Gas Reporting¹⁰.

The first Plan, of June 2020, reported the baseline upon which future years progress will be monitored. That baseline carbon footprint (using data for the financial year 1 April 2018 to 31 March 2019) resulted in a **baseline carbon footprint for the Council**, as an organisation, **for 2018/19 of 1,317 tonnes of CO₂e** (full breakdown in the June 2020 Plan).

The second Environment Plan, of June 2021, reported the carbon footprint for the Council for 2019/20 (i.e. to April 2020). It reported the Council's carbon footprint as being **(for 2019-20) 1,315 tonnes of CO₂e**.

For this third Environment Plan, of June 2022, we are reporting a carbon footprint for the Council for 2020/21 (i.e. to April 2021) as being **(for 2020-21) 1,241 tonnes of CO₂e**.

This is summarised in the table below:

Total Gross Emissions 2019-20	Tonnes of CO ₂ e
for Scope 1 (Direct)	892
for Scope 2 (Indirect)	95
for Scope 3 (Other indirect)	254
Grand Total	1,241

Table: Emissions by scope, 2020-21

Thus, overall, in headline terms, the Council's carbon footprint for 2020/21 (1,241 tCO₂e) is showing a limited decrease from the baseline year of 2018/19 (1,317 tCO₂e)

Our transport related emissions (1,012 tCO₂e) account for around four-fifths of all the Council's emissions. To put the figure into context, the average UK citizen has a total carbon footprint of less than 10 tCO₂e per annum, so it demonstrates just how high our emissions from transport are.

¹⁰ These reporting guidelines are based on internationally-recognised standards from the World Resources Institute and World Business Council for Sustainable Development: the GHG Protocol Corporate Accounting and Reporting Standard, and the GHG Protocol Scope 3 standard. (BEIS, 2019a)

Further details on the Council's 2020/21 carbon footprint are provided on the following two pages, starting with a breakdown in more detail of where the Council's emissions arise.

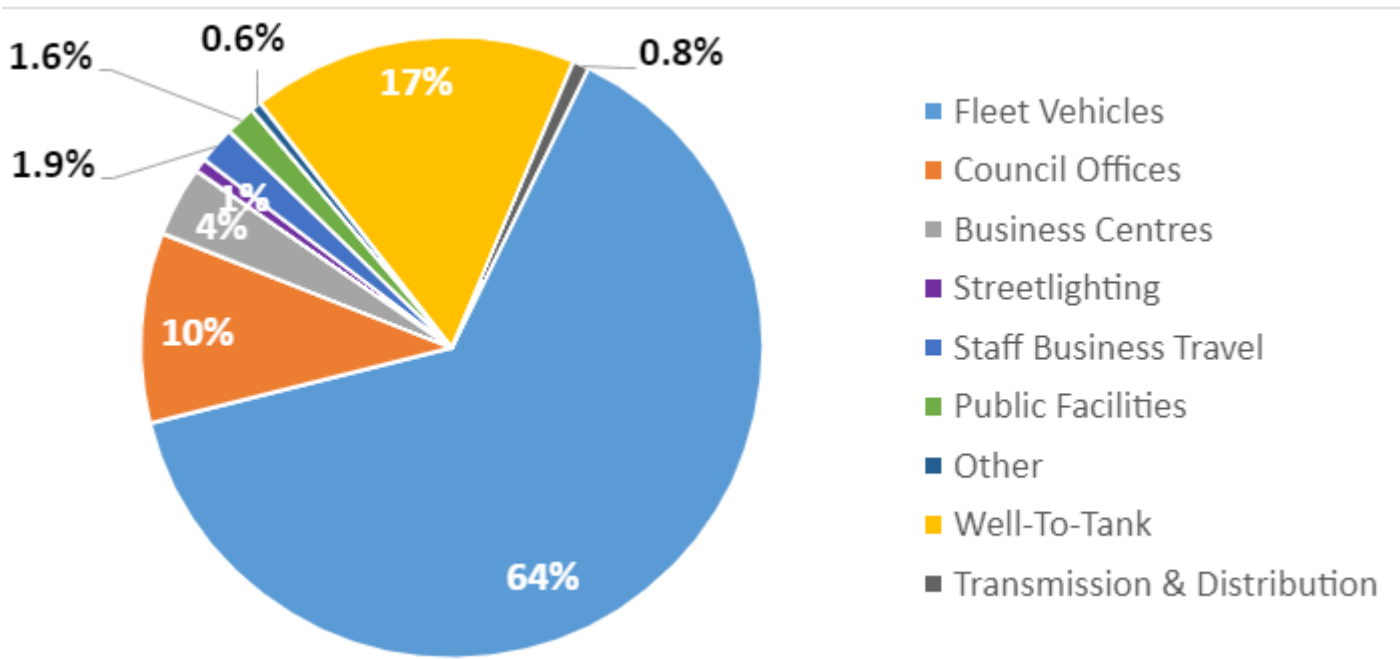


Figure: Emissions by business area, 2020-21

Understanding the Council's biggest emitters helps focus identification of projects, as set out in Section 5 of this Plan. The largest single contributing area is a consequence of the Council's 'fleet vehicles' (i.e. the vehicles it uses for waste collection, maintaining our parks and open spaces, general maintenance of our properties and land, and any lease vehicles; it also includes what is known as 'well to tank', that being the emissions arising from the production and distribution of fuel before it enters the vehicles). When the Council's fleet vehicles are combined with the relatively small (but still significant) staff business travel, the Council's 'transport' activities consequently result in 1,012 tonnes of CO₂e in 2020/21 (baseline = 1,049tCO₂e), which is 80% of the Council's entire volume of emissions.

Of the Council's 'fleet vehicles', the Council's waste collection vehicles consumed over 270,000 litres of diesel in 2020/21 and emitted around 860 tCO₂e (when 'well to tank' is factored in), and are therefore responsible for over two-thirds of the Council's entire emissions.

More detailed figures on all the Council's emissions are set out below (with 'well-to-tank' listed separately, rather than merged into the individual applicable rows, but generally speaking it adds approximately 25% to the direct emissions):

	Scope 1	Scope 2	Scope 3	Grand Total
Buildings & Utilities				
Electricity		87		87
Gas Consumption	82			82
Streetlighting		9		9
Water and sewerage			8	8
Transmission & Distribution			10	10
Well-To-Tank			14	14
Heating Oil	18			18
[Buildings & Utilities Total]				[251]
Transport				
Business travel			24	24
Fleet Vehicles	792			792
Well-To-Tank			196	196
[Transport Total]				[1,012]
Waste				
Waste			1	1
Grand Total	892	95	254	1,241

Figure: Breakdown of emissions by scope and type, tonnes of CO2e

3. Carbon Emissions Overall Target and Interim Targets

Introduction

When declaring a climate emergency in October 2019, the Council agreed that it “*will explore and consider...measures required and feasibility of reaching net zero carbon emissions by the Council by 2050*”. The relevance of 2050 is important: it is the same year legally committed to by UK government, whereby UK greenhouse gas emissions by 2050 should be net zero emissions¹¹.

However, even since October 2019, the urgency to reach net zero as soon as possible is ever increasing, and the importance of deep, early cuts to emissions is increasingly needed. For example, national Government itself has recently (April 2021) committed to a 78% cut by 2035, as a step towards net zero by 2050. And new analysis (October 2021)¹² shows that we have only about 6 years remaining under ‘business as usual’ before Cambridgeshire, as a collective, will have exhausted all of our ‘allowed’ share of emissions to 2050. We can’t, therefore, wait until 2050 to act. We have to act now.

As such, in June 2021 the Council agreed to bring forward to 2040 (from 2050) the date for the Council’s operations to become truly net zero, with an effectively net zero level achieved by 2034/35. The Council also agreed a series of interim targets towards net zero.

Determining those targets required an analysis of what is causing our emissions. The previous section highlighted that the Council’s Fleet Vehicles (of which, waste collection vehicles are the primary source) are far and away the leading cause of the Council’s emissions: around 80%.

To get to net zero emissions, then obviously each of the contributors needs to reduce its fossil fuel consumption to zero (or close to zero) and do so by relying more on renewable sources of energy.

One option, especially in the interim stages towards net zero, is to produce more renewable energy than it consumes, to offset any remaining fossil fuel or other combustion fuel usage. However, this is not technically allowable under the true definition of ‘net zero carbon’ because it still involves the use of fossil fuels which are not offset by carbon capture. But, an argument can be made to use this as a basis for interim targets during the period when the national grid is still reliant on fossil fuels, because the renewable energy generated and exported to the grid should result in an equivalent reduction in fossil fuels needed to be consumed by the grid (though this assumption will gradually become less reliable, as the grid on some days of the year (sunny and windy days) could be entirely renewable energy fed in any event, meaning any additional renewable energy fed into it by the Council’s infrastructure would not be offsetting any fossil fuel use, unless such energy is stored in some way).

Overall, to get to net zero will require national measures (primarily, the 100% decarbonisation of the electricity grid, and the likely outlawing of fossil fuel direct combustion in vehicles). Ultimately, it will require society to be almost entirely run on electricity (rather than direct combustion of fossil fuels, such as gas, petrol and diesel), and that electricity created through renewable energy sources. There may also be a role for alternative fuels, such as hydrogen, with such hydrogen manufactured via renewable energy (and hence, carbon neutral).

But, this Council did not want to simply ‘wait for change to happen’ and wait for measures to be mandated on organisations such as this Council. Indeed, many would argue we have a moral duty to

¹¹ - see The Climate Change Act 2008 (2050 Target Amendment) Order 2019

¹² see Cambridgeshire & Peterborough Independent Commission on Climate, Final Report, October 2021
[FINAL CLIMATE REPORT LOW \(002\).pdf \(hubspotusercontent40.net\)](#)

make change happen, and quickly, in order for this Council to do its bit to help avert the worst of the emerging environmental crisis. As such, setting challenging organisational-targets towards net zero is a sensible and appropriate measure for all organisations, including this Council.

Establishing a set of Targets

After considering a wide range of evidence to inform its position (including Tyndall Centre evidence, IPCC recommendations, UK Climate Change Committee evidence, CPCA Climate Commission Final Report, environmental lobby group recommendations and targets set by other organisations), the Council wanted to set interim targets that were ambitious yet realistic. And, on that basis, it is a statement of fact that the biggest source of emissions by the Council is from its vehicle fleet, and of that (and by far), from its waste collection vehicles.

And therein lies a fundamental problem: reducing the emissions from our vehicle fleet is extremely challenging and not a straight forward problem to solve or plan for. First, it would require low carbon/electric waste collection vehicles to be available on the market, that can successfully undertake waste collection in a rural district such as East Cambridgeshire. Put simply, such vehicles are not presently available, or certainly not widely available. Even if they were, or soon became available, they would require considerable capital cost to purchase (running into £m's). And, to complicate things further, Government is finalising its waste strategy, which means any early purchase of new vehicles now could be incompatible with that new national strategy and requirements.

Even if these hurdles can be overcome in the next few years, it also has to be factored in that getting rid of perfectly useable vehicles 'early' (i.e. before end of life), in order to switch to a low carbon vehicle, could arguably be a counter-productive measure from an emissions point of view due to the huge embodied carbon¹³ in a new vehicle. This is because the embodied carbon in a vehicle is often greater than the carbon emissions emitted in the entire operating life of a fossil fuel consuming vehicle (it is, for example, accepted internationally that most petrol or diesel cars produced in the world consume more energy (and hence emissions of CO₂e) during the manufacturing of that car, than the car will ever emit through its entire life of petrol/diesel consuming use).

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

On the basis of the evidence available, therefore, it was deemed not feasible to set a significant reduction in carbon emission from our (waste collection dominated) fleet vehicles until probably around 2030, when it is hoped such low carbon / electric vehicles will be available on the market.

In the meantime, as an alternative, it was agreed in 2021 to focus on two issues in the short term: making the delivery rounds of such vehicles as efficient as possible (and hence reduce the miles travelled); and, investigate whether any lower emission fuels are available to service the existing fleet (such as biofuels). In the more medium term, put in place a target date of securing low carbon / electric fleet vehicles starting from around 2030, and ending by 2035, with any new purchase in the meantime

¹³ Embodied carbon includes any CO₂e created during the manufacturing of a product (eg building materials require material extraction, transport to manufacturer, manufacturing etc) and the transport of those products to the final destination (eg building materials to the building site). Put simply, embodied carbon is the carbon footprint of a product or project before it becomes operational or is used.

(to replace any vehicles which reach end of life prior to 2030), aligning to a new end of life of around 2030 to 2035.

Turning to our office and other buildings, there is greater scope to reduce their carbon footprint in the shorter term, through a combination of energy efficiency measures, behaviour change (of staff occupying and using such buildings) and through renewable energy generation. As part of that process, we should make the transition away from gas heating to electric based heating, but only when such gas heating systems reach, or are close to reaching, 'end of life', again for embodied carbon reasons. Again, targeting a 2030 date for such a transition to take place would be sensible.

However, even if we implemented all of the above by, say, 2030 or 2035, for vehicles and for buildings, the Council would not be 'net zero' because of the carbon element of electricity. For example, an electric vehicle in use today is not 'carbon neutral' if it is charged up via the grid (the grid still being powered by gas and coal to a significant degree).

Thus, to align to the 'net zero' aspirations, the Council itself would need to generate the same amount of electricity from renewable sources as it consumed, at least until the national grid was truly decarbonised. To do this, the Council would need to explore direct investment in renewable energy generation, on its own land, on a commercial scale. For example, rather than the Council focussing only on reducing its energy use, it also focusses attention on generating renewable energy in the first place. And, in doing so, determines how, for each £1 spent, the greatest net CO₂e savings can be achieved.

For example, once the easier and relatively inexpensive energy efficiency saving measures have been taken (on our buildings or vehicle routes), chasing further savings may cost a lot of money for very little CO₂e saving. A more effective measure could be to generate renewable electricity ourselves, so that overall our emissions are reducing towards net zero on an interim basis. That investment would, of course, also deliver an annual financial return from the selling of any excess generated electricity.

Bringing all of the above together, the following **ambitious targets** were agreed in June 2021, and are reconfirmed in this June 2022 updated Environment Plan:

- **A 20-33% reduction in our net CO₂e emissions by year 2025/26 (compared with a 2018/19 baseline).** That will be achieved via: reduced energy use in our buildings; a lower carbon conversion factor for the energy we do use, due to the broader national decarbonisation of the electricity grid; maximising the efficiency and performance of our existing fleet vehicles; investment in our own renewable energy infrastructure; and minimising the use of business miles of our staff. By 2020/21, we appear to have achieved around a 5% cut so far (though year-on-year figures can fluctuate).
- **A 66-80% reduction in our net CO₂e emissions by year 2030/31.** That will be achieved via further investment in our own renewable energy infrastructure; some investment in electric based fleet vehicles; and (potentially) moving off the gas grid to heat our buildings.
- **A 100% net reduction (i.e. near or at net zero position) in our CO₂e emissions by year 2034/35.** That will be achieved by moving to a vast majority, if not entirely, electric based vehicle fleet; zero gas use in our buildings; and further investment in renewable energy infrastructure.

(Note: This '100% net reduction' target will not mean a truly 'net zero carbon' organisation at this stage, because greenhouse gas reporting accounting rules dictate that if an organisation sources any electricity from the national grid, and the national grid is not yet fully decarbonised, then that organisation still causes emissions. Put another way, an organisation cannot 'net off' any renewable energy it generates, unless such energy is directly consumed by the organisation (i.e. it would have to have no grid consumption to be truly net zero carbon).

However, from a headline perspective, we believe it is reasonable to claim a ‘100% net reduction in our emissions’ if, on a net basis, we use no fossil fuels directly (petrol, gas, diesel) and produce at least as much renewable electricity as electricity we consume; or, if we still have some limited direct fossil fuel use at this stage, we produce more renewable electricity than (a) the electricity we consume and (b) enough renewable energy to offset the remaining fossil fuel use.)

- **A truly ‘net zero carbon’ organisation (and potentially negative carbon emission organisation) by 2040.** To achieve this will almost certainly require the national grid to be 100% decarbonised, and the organisation will use no fossil fuels for any of its operations. To be a negative carbon emission organisation, the organisation will generate more electricity than it consumes and, if technology exists, the excess electricity generated would be used to extract CO₂e from the atmosphere (‘carbon capture’), making the organisation a negative contributor to CO₂e levels in the atmosphere.

There are, of course, a number of challenges and risks in reaching such targets. These include:

- The rate of decarbonisation of the national grid fails to materialise as expected.
- Electric HGV-style vehicles (or other zero-carbon fuelled vehicles) do not get developed in the market place, or are prohibitively expensive, in the next 5-10 years.
- Nil or limited feasible (practical, deliverable, affordable) means of establishing our own renewable energy infrastructure arises in the next 3-10 years.
- Energy use in our buildings (and/or the carbon intensity of such energy) does not reduce as hoped for, despite investment and staff training.
- National policy or legislation changes results in a greater level of service requirements being deployed (such as increased waste collection and waste separation) which results in increased emissions.
- Growing populations and households, meaning the Council is serving more people over time and consequently (all things being equal) would result in a rise in Council emissions (for example, the housing stock of the district is rising by 1-2%pa, which means 1-2% more homes every year requiring their waste to be collected, which will cause an increase in emissions arising to collect such waste).
- Unforeseen events / emergencies (such as the covid pandemic), which disrupts efficiency savings and requires increased energy use.
- The interim targets of 2025/26, 2030/31 and 2034/35 are all on the basis that we calculate our net emissions by offsetting our fossil fuel use with renewable energy generated (accepting that this method is not truly in line with the definition of how ‘net zero carbon’ should be calculated). The 2040 target is, however, in line with the true definition of net zero, because it involves no fossil fuel use.

The targets set out, therefore, should be regarded as ambitious, working towards targets, rather than fixed guarantees. Indeed, the Council would like to exceed them, if at all possible, but is equally mindful that many events are beyond its control which could impair its ability to achieve them

Market-based and Location-based Reporting

As set out earlier, the Council emits around 95 tonnes CO₂e from ‘scope 2’ activities, which in simple terms is emission arising from the electricity the Council uses. **We are reporting these on a location-based method basis**, which means those emissions are calculated using the average emissions intensity of the national grid. We think this is the fairest and most honest way of reporting our true

emissions. Indeed, Government (in its latest 2019 'Environmental Reporting Guidelines'¹⁴) make it clear that, whilst not compulsory,

"Organisations are encouraged to use location-based grid average emission factors to report the emissions from electricity, including those consumed from the grid."

However, an alternative way of reporting our scope 2 (i.e. electricity) activities is on a **market-based method basis**. Such a method takes account of the contractual basis of where we buy electricity from. The Council's electricity tariffs are entirely on a 100% renewable energy contract basis (following action the Council took in 2020 to change our suppliers), and therefore under the market-based method, our scope 2 emissions would be reduced from 95 tonnes CO₂e to **zero tonnes CO₂e**. This would reduce our total emission (i.e. our carbon footprint) by around 8%.

Some Councils and other organisations that are on 100% renewable energy tariffs are choosing to use this 'market-based' method to report their emissions, and consequently are claiming a lower carbon footprint than they would do so if they reported under the 'location-based' method. East Cambridgeshire District Council has chosen not to do so, for one simple reason. By reporting on a market-based method, that organisation doesn't actually reduce the net emission of itself or the country as a whole; it simply means another organisation uses a greater share of 'dirtier' electricity than otherwise be the case, because the organisation using the 'market-based' method is in effect making the rest of the national grid, which is shared with everyone else, more carbon intensive. In fact, if an organisation which is on a 100% renewable energy tariff reports only on a market-based method basis, there is no incentive for that organisation to reduce electricity use at all, because it would already be set at 0 tonnes CO₂e.

Again, Government gives advice in the aforementioned Guidelines, as follows:

"Where organisations have entered into contractual arrangements for renewable electricity and wish to reflect a reduced emission figure based on its purchase, this can be presented in the relevant report using a "market-based" reporting approach. It is recommended that this is presented alongside the "location-based" grid-average figures."

Put another way, market-based reporting alone is arguably a misleading way of trying to claim a lower carbon footprint than would otherwise be the case under the location-based method. If market-based reporting is to be reported at all, it should, according to Government, be alongside location-based reporting.

Overall, whilst it is important that East Cambridgeshire District Council does operate a renewable energy tariff for its electricity supply, because that will generate investment in renewables across the country, the Council has not claimed any carbon footprint credit for doing so. Instead, it prefers, in line with Government guidance, to headline its reporting of emissions using the location-based reporting method. However, it gives the above commentary on the effect of our emissions under the market-based method. By doing so, the Council believes it is providing its emissions data in the most transparent and accurate way possible.

¹⁴ See [Environmental reporting guidelines: including Streamlined Energy and Carbon Reporting requirements - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/environmental-reporting-guidelines-including-streamlined-energy-and-carbon-reporting-requirements)

4. Biodiversity and the Natural Environment

Introduction

Our environment provides numerous benefits to people and communities' humanity, many of which are fundamental to our lives. It enables the food we eat to grow, clean air to breathe and water to drink. This is referred to as the 'regulating' services or benefits we get from nature. We also, of course, derive huge cultural, mental health and wellbeing benefits from the natural environment all around us.

Put another way, damaging our natural environment, especially if beyond recovery and repair, will mean a diminished quality of life for us all and for future generations.



Figure: Benefits from nature, adapted from Millennium Ecosystem Assessment, 2005

(Source: Cambridgeshire County Council Climate Change and Environment Strategy)

How can we ‘measure’ the benefits of (or harm to) our natural environment?

It isn't easy, but there are ways to identify what benefits our natural environment provides, and consequently what harm arises if we neglect it. Scientists usually break down the natural environment into two main types to do this. First, the all-encompassing ‘natural capital’ and second, forming part of the first and the one we perhaps most think of, ‘biodiversity’. These are explained a little more below.

Natural Capital

Natural capital is our ‘stock’ of water, land, air, species, minerals and oceans. From this stock goods and services are produced, including clean air and water, food and pollination, energy, wildlife, recreation and protection from hazards. These services provide economic, social, environmental, cultural, and well-being benefits.

Biodiversity

Biodiversity, our flora and fauna, is an essential component of natural capital stocks and an indicator of the stocks’ condition and resilience. It provides benefits directly to people, for example, the pollination of plants to produce seeds. This benefits society primarily through food provision, and has a global economic value of approximately £120 billion and within the UK alone in the region of £690 million each year.

Methods to measure the benefits

There are a range of established methodologies now available to value these benefits and quantify these financially to allow for easy incorporation into decision making. Such methods are not commonly used yet, but are highly likely to become more and more common, in the same way that it is becoming more common to measure the ‘carbon footprint’ of actions we take.

By providing a financial value to our natural environment, it can demonstrate to decision makers the full cost of exploiting our environment for short term gain, compared with the gains achievable through enhancing or protecting it. This is known as the ‘natural capital approach’.

As an example, currently, the UK consumes resources equivalent to three planet earths. This means that if every human on the planet consumed the same amount of resource as someone in the UK, there simply would not be enough resource to share around – we'd need three planets to do so, not just the one we have. The UK is not alone in consuming more than its fair share of what the earth can provide. Most ‘western’ developed countries similarly consume around ‘three planets worth’.

This is not sustainable.

We must therefore become far more resource efficient, reduce consumption and reduce waste, especially as our environment takes time to replenish itself. The UK Government also recognises the need for change in its recent ‘A Green Future: Our 25 Year Plan to Improve the Environment’.

Threats to our natural environment

Climate Change:

Climate change impacts species and ecosystems, and therefore the services they provide, in many ways. Changes in prevailing weather conditions (temperature, precipitation, seasonality) directly affects ecosystem processes as well as species survival, encourages the spread of pathogens, and disrupts the timing of life cycle events. It decouples evolutionary relationships and undermines complex processes that underpin ecosystem function.

There are many lines of evidence that show that species are already being affected by climate change. With the damage to this natural capital comes impacts on the services they provide us, and the development of feedback loops which exacerbates both the cause and effects of this damage.

Risks include:

- Damage to crops from severe weather/lack of water;
- Loss of top soils due to floods;
- Changing temperatures impacting wildlife through changes to habitat and food chains;
- Damage to historic buildings from air pollution.

Pollution

Clean air is one of our natural capital 'stocks' but air pollutants generated by a mixture of natural and human-made processes are creating health and environmental damage. The main challenge is the production of particulates and nitrogen dioxide (NO₂) resulting from the combustion of fossil fuels, causing unacceptable impacts on health. Particulates, when inhaled, can lodge in the lungs and exacerbate existing respiratory problems whilst NO₂ can increase asthma impacts in children. Our wildlife is also impacted by poor air quality reducing new growth and vulnerable species not thriving.

Managing the impacts of air pollution from cars and power stations is possible and there are many synergies between approaches to manage air pollution and reduce carbon emissions.

Polluting our rivers and oceans from single-use plastics and agricultural run-off poses a significant threat to marine-life and reduces the ability of our oceans to nurture and restock itself.

- An estimated 79% of all plastic waste ever created is still in our environment and needing to be cleaned up;
- Waterways become clogged with plastic pollution, preventing natural functioning of the systems and harming wildlife when consumed;
- Agricultural run-off, for example use of fertilisers, cause oxygen levels in waterways to diminish such that flora and fauna cannot survive.

Population Growth and Development

Cambridgeshire is one of the fastest growing counties in the UK. Growth necessitates the provision of more housing, food and water, which must be managed sustainably to minimise the environmental impact of our county's success. There are numerous examples globally of economic development taking place to the detriment of nature. Examples have included:

- Damage to landscape from minerals extraction for building materials;
- Loss of natural habitat to make way for new homes or road building programmes;
- Increasing air pollution from burning fossil fuels for travel;
- The impact of agricultural pesticides on water quality and biodiversity.

To achieve sustainable growth, it is important that everyone acts to conserve and enhance our natural capital. Using Cambridgeshire's growth as an opportunity, natural capital can be developed and enhanced through:

- Provision of increased green spaces for people and nature;
- Increasing tree planting to assist with shade/urban cooling, air quality and biodiversity;
- Switching from cars to more active travel choices such as walking, cycling and mass transport solutions.

What can East Cambridgeshire District Council do to help conserve and enhance the natural environment?

The Council is not a major landowner (unlike, for example, the County Council which has a large farm estate portfolio), so is limited by what it can do directly. However, it has significant policy responsibilities, such as planning policy, which means it can require or influence others to act.

East Cambridgeshire is home to a number of nationally and internationally important wildlife sites. It has a number of Sites of Scientific Interest (SSSI) including Devil's Dyke. It also hosts three internationally important Ramsar sites (the Nene Washes, Great Ouse Washes and Chippenham Fen), as well as a number of internationally important Special Areas of Conservation (SACs) including part of Fenland SAC. Through our partnerships we can help to maintain these valuable sites in positive conservation status.

We can also encourage and help facilitate new biodiverse rich sites within the district.

Planning Policy and Planning Decision Maker

As a District Council, we are responsible for preparing planning policies for the district, as well as determining the vast majority of planning applications for development in the district (a limited number are determined by other bodies, such as minerals and waste development whereby both policy and decisions on applications are taken by Cambridgeshire County Council).

Our 2015 Local Plan contains many policies to help protect and enhance the natural environment, but over 2020 we recognised we could go further. Following public consultation, we therefore adopted a new Natural Environment Supplementary Planning Document (SPD), which sets out much more detailed requirements for development proposals to follow. Examples of the sorts of things we can achieve through making decisions on planning applications are:

- Preventing harm to any designated nature site;
- Requiring a 'net gain' in biodiversity via development i.e. the quantity and/or quality of biodiversity must be better for a particular site after development has happened, than it was before; and
- Helping improve water quality.

Parish Councils can also set their own natural environment planning policies for their local parish, via a 'Neighbourhood Plan', and we encourage them to do so and offer support throughout the process.

Reducing plastic pollution

The Council buys services and goods to deliver its statutory responsibilities. It will look to improve its procurements and work with its supply chain to find better, more sustainable options to replace single use plastics.

Priority areas for natural capital through collaboration with partners and our communities

Peatland: In its natural (damp) state, peatland acts as a 'carbon sink', sucking carbon dioxide out of the atmosphere and 'locking' it in the ground. Wicken Fen is a good example of such wet peatland. However, the vast majority of our peatland is not in its natural state due to intensive farming (and consequent drying of the peat, which releases large volumes of carbon dioxide into the atmosphere). Large parts of East Cambridgeshire are, of course, peat-based fenland, especially the northern half of the district.

To exacerbate matters, fen peatlands are among the UK's most diverse habitats for wildlife, but the vast majority have been lost to drainage and agricultural practices, with just small pockets like Wicken Fen remaining. These habitats rely on a delicate balance of water volume and quality to maintain their diverse range for flora and fauna, and what remains of them are often internationally recognised for their importance.

But there is some good news emerging on peatland. Already there are projects such as Wicken Fen Vision (the National Trust) and, in Huntingdonshire, the Greater Fen Project (Wildlife Trust) working to conserve and re-wet small additional areas of our peatlands, as well as work with farmers in those areas to produce crops in a less damaging, but still profitable, way.

The NFU, for example, are fully behind such initiatives, not only for the sake of the natural environment, but to protect the assets the farmers own: if we continue to dry out our peatland, the rich peat soil literally disappears into the atmosphere (we lose 1-2cms of peat per year), to the point that in 50-100 years it is predicted that most of the fenland peat soil will have gone, leaving poorer quality soils (eg clay) behind.

East Cambridgeshire District Council fully supports the County Council bringing this issue to greater prominence, and welcomes its proposals to manage its own land in a different way. Whilst our ability to influence how peatlands are managed is limited, we will support all efforts to raise awareness and change land management practices, where we can, for the benefit of wildlife and for the benefit of our climate.

Green Spaces and 'Doubling Land for Nature': Cambridgeshire has one of the smallest percentages of land managed for nature in the country. Currently only 8.5% of the county is covered by natural or green spaces. Natural Cambridgeshire, the Cambridgeshire and Peterborough Local Nature Partnership (LNP), is a partnership bringing together district councils (including East Cambridgeshire District Council), the County Council, Natural England, the Environment Agency, the National Farmers Union and more. Recently, it adopted its long-term target of 'Doubling Land for Nature' across Cambridgeshire. The LNP is working on proposals to commence delivery of that ambition, including funding to make it happen. East Cambridgeshire District Council fully supports this initiative.

5. Actions and Projects

To boost our natural environment and to achieve our carbon emission targets as set out in section 3, will be a momentous task. There is an indefinite list of changes required, many of which are only realistically feasible on a regional or national scale.

However, there are realistic and practical actions that can be taken at a local level, and now.

The following section of this report provides a breakdown of actions that the Council will seek to take forward over **June 2022 to June 2023**, as well as a review of the actions we committed to in June 2021.

In order to make decisions on what projects to take forward, the Council has adopted the following key principles:

- Cost of the action proposed in relation to the CO₂e saved (i.e. high CO₂e saving per £ spent) or the degree of likely benefit to the natural environment;
- Ease of implementing (for example, easy / quick actions will make carbon savings sooner);
- Public demonstration (whilst of less importance than other principles, by undertaking highly visual or engaging actions we could stimulate others to also act themselves).

Review of our Top 20 Actions for 2020/21

To help move towards our longer-term vision, the Council commits each year to a set of 'top 20 actions'. The previous set were agreed in June 2021, for the period June 2021 to June 2022. Those actions are set out below (first column), and commentary on the degree of meeting those actions is also set out (second column).

Our Target (set in June 2021)	Our Progress (by June 2022)
1. Develop (including in partnership with East Cambridgeshire Street Scene (ECSS)) a programme of engagement activities with schools , helping to educate young people of the importance of climate change and the natural environment, and what they can do to help	<i>Following discussions with some schools and investigating options, the Council opted to work closely with Peterborough Environment City Trust (PECT) to launch an eco-school programme from Feb 2022. This is the first district-wide programme run in the country. Seven schools (as at May 2022) have signed up to the programme, from across the district, and each will get a free subscription to the accreditation programme, paid for by ECDC. Signed up schools will commence activities with their pupils from Sept 2022, linked to the curriculum. It is hoped more schools will be encouraged to join, once the initial batch has rolled out.</i> <i>(note: ECDC has committed to the setting up of this programme, and paying initial subscription fees. Future annual subscriptions will be the responsibility of the school, though there is no commitment beyond the initial period if schools decide not to continue with the accreditation).</i>

2. Actively participate, and encourage others to participate, in the ‘Queen’s Green Canopy’ initiative, which is a programme of tree planting in winter 2021 and winter 2022.	Officers have worked closely with Cambridgeshire County Council and the Cambridgeshire Lord Lieutenancy to help promote the Queen’s Green Canopy initiative across the area. The Council has also actively taken part by planting trees itself and handing out free fruit trees (see action 4, below). A map of trees planted in East Cambridgeshire and logged under the initiative can be found on the website: The Queen’s Green Canopy (queensgreencanopy.org)
3. Create a new Queen Elizabeth Jubilee Tree Maze, via: running a competition with children to design the maze; plant out in a suitable location the winning maze design, using a native tree/hedging species (eg hornbeam); educate the benefits of the maze (biodiversity / carbon locking / active lifestyles).	This has been a highly successful action over the past 12 months, starting with a successful competition (including being invited into schools to give a presentation and explain why we wanted to plant a maze) with entries received from across the district, from budding artists aged 4 to 14. Nearly 5,000 trees were then planted out in Ely Country Park over the winter, to fit the winning designs, creating both a main maze as well as a more toddler friendly smaller version. The two mazes were officially opened during the Jubilee week celebrations at the end of May 2022. Over the next few years, we look forward to the trees maturing into a full height maze, with considerable potential for engagement and education events, as well as lots of fun!
4. Establish an East Cambridgeshire Create an Orchard Programme and target the creation of at least 26 Orchards (East Cambs COP26), whereby ECDC encourages and helps the creation of new (or renewed) orchards by community groups, Parish Councils or schools. ECDC to provide free fruit trees, stakes and other essential equipment to establish the orchard (land, planting and maintenance provided by the group/council/school).	This initiative was ‘oversubscribed’ such was the demand for the fruit trees in the first winter of the programme, helping create 20 new orchards already. The new orchards, all of which are publicly accessible or linked to a school, are spread right across the district, from Bottisham to Littleport, and from Mepal to Soham. Full details of the orchard locations can be found on our website at Community Orchards (www.eastcambs.gov.uk/climate-change/community-orchards-district).
5. Implement new grass cutting and wildflower management arrangements in suitable locations, to help support greater biodiversity	This is an ongoing initiative, and we are aiming to write up a log of where we have implemented the new arrangements and publish it on our website.
6. Develop a preliminary ‘nature recovery strategy’ for East Cambridgeshire, to feed	This year long piece of work (a full year is needed, in order to undertake survey work in the different seasons) is to conclude this summer

into Cambridgeshire wide nature recovery actions and frameworks	<i>(2022). The work, undertaken with the support of the local Wildlife Trust, will help identify the priority areas for biodiversity and landscape enhancements in East Cambridgeshire, which in turn will help the Council progress its new duties under the Environment Act 2021, such as Biodiversity Net Gain. By identifying the priority areas, for the first time East Cambridgeshire will be establishing a long-term vision of where and how we can bring about a 'nature recovery' in the district, for the benefit of people and for nature.</i>
7. Undertake a series of energy efficiency improvements on The Grange (such as window replacement, loft insulation and LED lighting). In addition, commence a programme of 'behavioural change' activities for staff, so as to encourage efficient use of energy with The Grange. Combined, this action should reduce energy use within The Grange.	<i>The programme of energy efficiency work has completed, including new LED lighting installed (at around 75% improved efficiency compared with previous lighting) and a large number of 'secondary glazing' added to improve the energy efficiency of the building.</i> <i>Separately, the Council has recently signed up to a national 'Investors in the Environment' (iE) accreditation programme. The programme helps coordinate a wide range of staff actions to reduce resource use in the Council. We are aiming to achieve 'bronze' status during 2022, the first council in Cambridgeshire to do so, and progress through 'silver' and 'green' levels over the coming years.</i>
8. Before the end of 2021, report findings of a preliminary investigation into whether ECDC could operate its own renewable energy infrastructure, such as solar panels (PV) over one of its car parks. If feasible, progress implementation, with the target in future years of generating enough renewable energy to match the energy used by ECDC in its buildings, street lights and storage depots	<i>Following investigations in Autumn 2021, it was agreed by the Council (Operational Services Committee, Nov 2021) that the Council progresses the option of installing PV solar panels on its E Space North, Littleport, building. The roof space was deemed the more effective council owned place in the district to generate electricity, with a good match between energy generated and energy demanded by the building, and had low embodied carbon implications (unlike the car park option, which required additional steel supports, of a high carbon content as well as additional cost).</i> <i>We recently have sought suppliers to install the panels, and hope to have the panels installed over 2022 (subject to supplier availability, which is challenging due to the high demand for installations nationally).</i>
9. Help improve the energy efficiency of existing housing stock in the district, in particular through: (a) direct delivery of over	<i>The delivery of the LAD1b funding scheme has been very challenging nationally, acknowledged</i>

£1m in home energy efficiency improvements to at least 100 homes in the district, comprising of Sanctuary Properties (40 properties), low income private homes (10 properties) and park homes (50 properties) (Note: these improvements are a partnership between ECDC, Sanctuary Properties and the Cambridgeshire Action on Energy Partnership; (b) the recruitment of a new ECDC part time Home Energy Advisor to offer advice and support to all residents on home energy and fuel poverty issues; and (c) undertaking further research, including with Sanctuary Properties, to gain a deeper understanding of the scale of need and opportunities available to make further future energy efficiency improvements to existing homes in the district.

by Government (BEIS) who have extended the scheme closure date twice.

East Cambs DC, as part of a wider consortium of Cambridgeshire Councils known as the Cambridgeshire Energy Retrofit Partnership (CERP), had aimed to undertake energy improvements to approx. 100 properties. However, the group faced a number of significant problems in identifying installers who had both the skills (to meet new standards for installations introduced by BEIS midway through the scheme roll out), and capacity to undertake the work (due to labour shortages and the impact of Covid restrictions). The new Government standards caused particular difficulties for improving the planning energy efficiency for 50 Park Homes, and we continue to await guidance from BEIS on how to move forward.

Notwithstanding these frustrations and delays arising from the nationally imposed 'moving goalposts' (a problem affecting districts nationally), we are progressing with what we can by the updated deadline of 30th June 2022.

Despite the challenges above, CERP were very successful in bidding for £6 million of funding from the newest scheme (LAD3/HUG due to run from April 22 – March 23) of which £1.75 million was bid for East Cambs DC. This scheme has seen a significant increase on maximum grant awards for homeowners in comparison from the previous scheme (from max £10,000 to max £25,000, depending on the energy inefficiency of a home and whether it is on or off the gas grid). This means that we can, where needed, implement multiple measures on a single property to drive the maximum improvement of energy efficiency possible. We have included Park Homes in our new scheme in anticipation that the outstanding BEIS guidance will be forthcoming.

We note that Installers are investing internally in the recruitment and training of specialists roles needed to meet the new installation processes required by BEIS for funded work and this should mitigate the skills shortages previously highlighted and provide more confidence to homeowners when planning to undertake these types of improvements.

	<i>Separately, the Council recruited a part time officer in July 21 who is responsible for administering current and future grant funded schemes and, who is working in partnership with other CERP colleagues to deliver a trusted route to retrofit for residents and landlords who wish to privately fund improvements.</i> <i>We also continue to explore available methods to identify the volume and potential costs involved in retrofitting all domestic properties within East Cambridgeshire. A comprehensive Housing stock conditions report was delivered in 2021 and is being utilised to identify potential grant funded opportunities. This forms the basis of future projects to assess the challenge relating to privately funded and Social Housing upgrades.</i> <i>Overall, therefore, whilst our originally set targets for 2021/22 under this Action 9 have faced some unexpected challenges and delays, for reasons beyond our control, we now have considerably more confidence that those challenges are being addressed, and additional funding opportunities arising, so that delivery on the ground can be stepped up considerably compared with financial year 2021/22.</i>
10. In respect of our fleet vehicles (eg waste and recycling lorries; parks and open space maintenance vehicles), work with ECTC and ECSS to, as first priority, reconfigure routes and collection rounds with a view to minimising miles travelled. Separately, respond to the new national waste strategy and continue to monitor the emerging electric/low-carbon vehicle market. Ensure any purchase (or lease) of new fleet vehicles, during 2021/22, considers the potential for electric/low-carbon vehicles to become more widely available from 2025 onwards	<i>From 28 March 2022, our newly reconfigured waste collection rounds commenced. Once the new rounds have bedded in, it is estimated that the new and more efficient routes will save up to 5,000 litres of diesel a year, resulting in both a financial cost saving as well as 12 tonnes of CO2 saving per year.</i> <i>Separately, ECTC and ECSS continue to investigate more medium-term solutions, working in partnership with nearby councils to learn of options available and best practice. An interim solution prior to electric vehicles could be, for example, the use of Hydrotreated Vegetable Oil (HVO) fuel, which might be possible to use in some of our existing fleet vehicles with a much lower carbon impact than diesel.</i>
11. Adopt a new Cycling and Walking Strategy for East Cambridgeshire, and use that strategy as the basis for influencing change,	<i>East Cambridgeshire Cycling and Walking Routes Strategy was approved by Finance and Assets Committee Nov 2021, and we now move</i>

bidding for funds and for negotiation with developers	on to securing funding to deliver the priorities set out. <i>Sustrans have been commissioned to produce route feasibility studies for the following routes:</i> • <i>Fordham – Burwell</i> • <i>Haddenham – A142</i> • <i>Little Downham – Ely</i> • <i>Littleport – Chettisham – Ely</i> • <i>Swaffham Prior – Reach – Burwell</i> <i>The studies will develop early work to understand possible costs and benefits of potential interventions and ensure proposals clearly align with national policy. This information will be used to seek funding from external sources to enable delivery of the routes.</i> <i>Also working with Sustrans, the Wicken to Soham route costs have been updated and this information was used to inform a successful bid by ECDC and Soham Town Council to secure CPCA Market Towns funding towards the delivery of the route.</i>
12. To progress the delivery of Electric Vehicle Charging Points (EVCPs) across the district, through the direct delivery of new EVCPs in at least one of our public car parks during 2021/22, and through working with the Combined Authority on a county-wide strategy to support the mainstream roll out of EVCPs	<i>In April 2022, the Council finally received confirmation of funding support to deliver charging points in three public car parks. That funding application and approval process took longer than anticipated, and installation costs remain high (typically £10-15,000 per Point), and this meant delivery on the ground is slightly behind schedule. On the positive side, we should be able to progress three sites, rather than the ‘minimum of one’ originally planned. Subject to final agreements, we are hopeful of installing the charge points in the following car parks by September 2022:</i> • <i>Clay Street Car Park, Soham – 4 chargers / 8 sockets</i> • <i>Barton Rd Car Park, Ely – 4 chargers / 8 sockets</i> • <i>Newham Street Car park, Ely – 4 chargers / 8 sockets</i> <i>(the specification of the chargers will mean it will take up to 3 hrs for a full charge)</i> <i>Separately, the Combined Authority is working with the New Anglia Local Enterprise Partnership to produce an Alternative Fuels Strategy and Action Plan for East Anglia, which will also</i>

	<i>consider hydrogen fuelled vehicles. ECDC officers continue to engage in the preparation of that strategy, which is due to be published later this year.</i>
13. Improve the ‘Carbon Impact Assessment’ procedure, developed in coordination with partners and in line with Combined Authority Climate Commission recommendations. This will help demonstrate the carbon implications of the decision being made.	<i>An updated ECDC-only CIA process was launched to internal staff in summer 2022. The CIA process is an ongoing measure which we intend to continuously improve and deepen, in terms of analysis and impacts arising from decisions. The Combined Authority has yet to progress any Cambridgeshire wide CIA process.</i>
14. Encourage and monitor the take up of the newly launched ‘mix and match’ training courses for staff and councillors . The OU recognised and developed courses accommodate a wide range of staff interests and skills, helping to build a base of environment knowledge across the council, no matter what the core duties of that person are. All staff and Members are targeted to have completed at least one such course by end 2021	<i>Training scheme was launched in April 2021. Completion rates by staff were mixed, and towards the end of the year it became apparent that full staff completion would not occur. As a consequence, in early 2022 it was decided to change the approach to engaging staff by using a more structured approach offered by Investors in the Environment, which was launched to all staff in April 2022 (see action 7).</i>
15. Continue to embed a greater culture of home working (to reduce commuting) and less business travel (e.g. for site visits) , taking advantage of lessons learnt during the Covid-19 lockdown, with the aim of encouraging staff to undertake less, and more coordinated, site visits and meeting attendance. Target 20% reduction in business miles from pre-pandemic levels	<i>This is an on-going initiative, and data for the past two years has clearly been influenced by covid-related restrictions (which continued longer into 2021/22 than was perhaps envisaged in June 2021). Nevertheless, staff mileage only shows a marginal increase in 2021/22 compared with 2020/21 (when more severe lockdown measures were in place), and remains significantly down compared with the pre-covid year of 2019/20. The graph at the end of this table illustrates the three years of data, and we will continue to monitor this through 2022/23, where covid restrictions are expect to remain low/nil.</i> <i>Please note, the chart is based on expenses claims, rather than actual mileage undertaken or emissions arising. However, there is a direct correlation between expenses claims and actual miles/CO2e.</i>
16. Active role in encouraging / lobbying for the highest energy efficiency standards in new development , as part of: the new ‘spatial strategy’ for the Oxford-Cambridge Arc;	<i>This is an ongoing action, but in the past 12 month period, the Council has:</i> <i>lobbied government for the development in the Arc to “go well beyond national building regulations” in terms of energy efficiency, as</i>

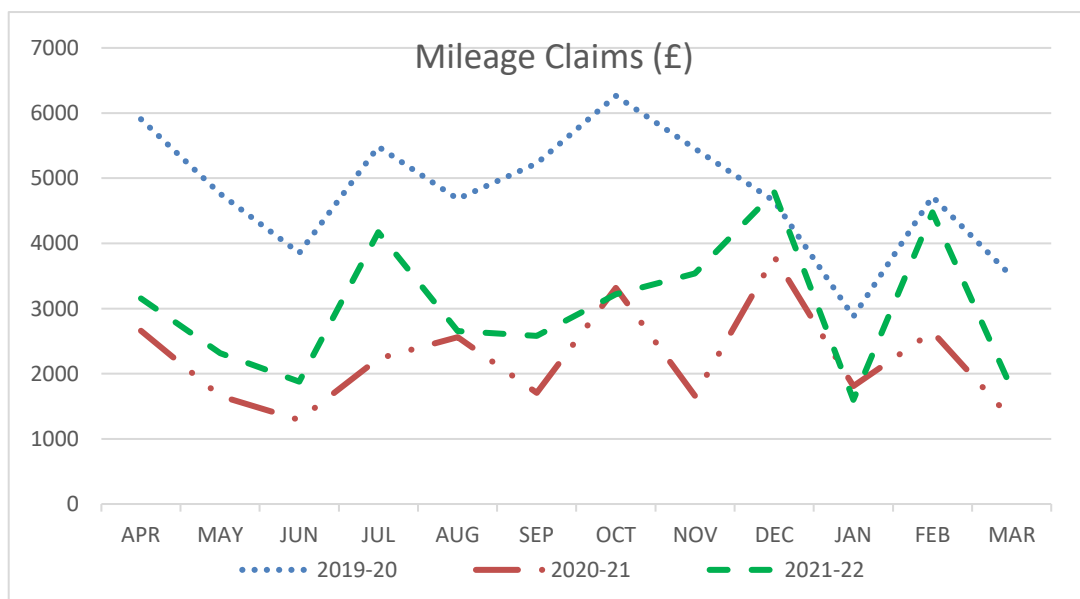
- the proposed new national Building Regulations and 'Future Homes Standard'; - the new planning system being introduced via the Planning White Paper; - any emerging Neighbourhood Plan that Parish Councils produce; and - any future development schemes by Palace Green Homes / Community Land Trusts (CLTs) in the district.	<i>well as greater commitments to the natural environment and supporting the 'green' economy.</i> <i>Assisted parish councils with advice on the potential of neighbourhood plans to include climate related policies, including a full parish conference on 3 May 2022 devoted to climate and natural environment, on the theme of what parish councils could do to help.</i> <i>Frustratingly, we continue to wait for Government to progress updated building regulations and the promised planning system reform, both of which have progressed little over the past 12 months.</i>
17. Work proactively with the Combined Authority, seeking to implement as many as reasonably practical of the Climate Change Independent Commission recommendations (due Sept 2021).	<i>In October 2021, the Commission published its final Report ¹⁵, which was endorsed by the Combined Authority Board (upon which ECDC's Leader, Anna Bailey, sits). At Anna Bailey's request, the Board further agreed in March 2022 a detailed action plan to take forward the recommendations across Cambridgeshire-Peterborough.</i> <i>Overall, the Council remains a very proactive partner helping to implement as many as reasonably practical of the Commission's recommendations.</i>
18. Further develop the recently established East Cambridgeshire Partnership Forum, with the aim of the Forum to help devise actions and targets to reduce carbon emissions and boost the natural environment collectively across the East Cambridgeshire area. Potentially establish a non-ECDC website as a base for information and actions.	<i>2022 has seen a considerable reinvigoration of the Forum, with regular meetings and dialogue taking place.</i> <i>"A great meeting - people are getting to know one another, and themes are emerging" was feedback from one member after the last meeting.</i> <i>Of the Forum members, four volunteered their own time to make individual presentations (and engage with attendees) at the Parish Conference on 3 May 2022. Members have also contributed several ideas for the 2022/23 Top 20 Actions.</i> <i>Working with the Forum, we have worked up a brief for a partnership website, to be funded by ECDC but content led by East Cambs CAN (a</i>

¹⁵ See <https://cambridgeshirepeterborough-ca.gov.uk-6985942.hs-sites.com/cpicc-initial-report>

	<i>local environment campaign group), which we hope to launch later this year.</i>
19. Continue to prepare an annual ECDC Environment Plan , setting out the latest 'carbon footprint' of the Council, a series of annual actions, and a longer-term target to reduce ECDC's net emissions by 20-33% (by 2025); 66-80% (by 2030); 100% (by 2035); and achieve a truly net zero carbon organisation by 2040.	<i>We continue to commit to updating our environment plan each year, as well as making our 'carbon footprint' calculations as robust and as wide ranging as possible. For example, we've commenced collecting data in order to calculate the carbon footprint of the paper we use, and will continue to investigate how to account for the carbon footprint of other items we procure (which are technically known as 'scope 3' emissions, and are often very difficult to calculate because the council has no direct control over those emissions but, by purchasing such goods, it is indirectly responsible for them).</i>
20. Work with Palace Green Homes (PGH), the Council's commercial property and development company, assisting it to implement its recently adopted Sustainability Policy ; and, for all its future major development proposals (i.e. developments of 10 homes or more, which don't already have planning consent as at 1 June 2021), achieve the Local Nature Partnership's 'Working with Nature Charter Mark'	<i>PGH is progressing its first application for a Working with Nature Charter Mark status. Looking further forward, it has committed 'by 2030 our new homes will be carbon net zero'.</i>

Graph outlining 2019/20, 2020/21 and 2021/22 staff and member mileage claims (in £) – see notes on action 15 in the above table for an explanation.

The top 'dotted' line is data for 2019/20, the bottom 'dash and two dots' line is data for 2020/21 (the main covid affected year) and the middle 'dashed' line is data for the latest year of 2021/22.



Our 20 Commitments for 2022/23

Building on the commitments and achievements of last year, the Council commits to the following set of 'top 20 actions' for the period June 2022 to June 2023:

Accreditation and Recognition:

1. ECDC to achieve, as an organisation, **Investors in the Environment (iE)** accreditation Bronze award in 2022, and work towards achieving Silver award in 2023 (with the top accreditation of Green award sometime after June 2023).
2. Support 5-10 schools seeking to achieve national **eco-schools accreditation**, by subsidising their first year of subscription fees and providing wider support and advice throughout the accreditation process.
3. Establish an annual '**East Cambridgeshire green awards**' scheme, which recognises those local residents, communities and businesses that have demonstrated a clear commitment to improving the local environment in the district.

Taking Direct Action to Reduce the Council's Emissions:

4. Install **photovoltaic (PV) solar panels** on ECDC's E-Space North office building by end of 2022, aiming to generate at least half of the building's electricity needs over a full year, and selling any excess at peak generating times to the national grid. In parallel, investigate further opportunities for additional PV panel installation on ECDC's land and buildings, with a particular target being the roof space of The Hive leisure centre.
5. Target a **20% reduction in ECDC's paper use** over 2022/23, compared with a pre-covid baseline of 2017-2019 average of 1.07m sheets per annum; and establish more ambitious medium- and longer-term paper reduction targets by June 2023.
6. Invest in one or more of **ECDC's public toilets**, through potential measures such as efficient (low energy) hand driers and solar panels for heating water.
7. In respect of our **fleet vehicles** (eg waste and recycling lorries; parks and open space maintenance vehicles and vehicles used by Palace Green Homes), investigate the **potential of low carbon fuel**, such as HVO, and work towards implementing if practical to do so.
8. **Palace Green Homes** commit to replace all future contracts for site plant in preference for equipment powered by alternative means rather than using 100% diesel or petrol fuels. This may include the use of HVO diesel replacement fuel or full/hybrid electrically powered vehicles where appropriate but preference will be for static plant where site conditions allow. The selection of plant will be reviewed at the outset of the construction phase of each project and selected to meet the specific build requirements of the site development proposals. Selection will assess and favour the lowest operational carbon footprint possible.
9. Prepare a **Travel Plan for the Council** which aims to reduce car use to and from the Council's offices, both in terms of staff commuting as well as business related travel, and explore opportunities to offer incentives to staff to take up low carbon modes of travel.

Helping Others to Reduce Their Emissions:

10. Help improve the **energy efficiency of existing housing stock** in the district, in particular through: (a) successfully implementing around £1.75m in home energy efficiency improvements, funding which has been awarded from the LAD3/HUG national funding stream; (b) in partnership with *Cambridgeshire Energy Retrofit Partnership (CERP)*, establish a

framework of contractors that can undertake grant-funded and privately-funded retrofit schemes; (c) establish with CERP a suite of communications (including a bespoke website) to assist residents in understanding the retrofit options available and access to potential contractors; and (d) undertake further research to understand more fully from an East Cambridgeshire perspective the options and cost implications of achieving Government targets for 2035 and 2050 in relation to reducing carbon emissions from domestic dwellings.

11. Working with the East Cambridgeshire Partnership Forum and East Cambs CAN, help **launch a new environment-based website** which will:
 - Promote local action for climate and the environment;
 - Provide a central hub for all local environment related resources/services;
 - Update local people about events, campaigns and successes.
12. Working with Ely Cycling Campaign and other groups to update and **expand help and advice in relation to cycling** opportunities, cycle parking and upcoming cycling infrastructure proposals across East Cambridgeshire.
13. As well as targeting the **delivery of the planned 24 Electric Vehicle Charge (EVC)** points in three ECDC carparks by end of September 2022 (see Action 12 from 2021/22), support the provision of additional EVC points throughout the district through increased advice and support, as well as ensuring (when it is the Council's duty to do so) district wide compliance of the new *Part S Building Regulations (Infrastructure for the Charging of Electric Vehicles)* and the *Electric Vehicles (Smart Charge Points) Regulations 2021*, both of which come into force in June 2022 and should lead to widespread public and private EVC points becoming available of a standardised and 'smart' operating nature.
14. Continue to facilitate the **East Cambridgeshire Partnership Forum** (see Action 18 from 2021/22), including investigating the potential of **setting up a regular 'climate café'** whereby anyone with an interest in discussing ideas and actions to help address climate or natural environment issues can get together, hopefully leading to new and exciting actions on the ground.

Supporting Nature Recovery in East Cambridgeshire:

15. Utilising funding from the recently launched £2m East Cambridgeshire Growth and Infrastructure Fund, establish a grant scheme for **natural environment capital projects** that deliver long lasting nature benefits in the district.
16. Help to facilitate a **natural environment youth engagement programme** which, for example, could seek to pair up youth clubs (and any other youth-based organisations or networks) with local wildlife reserves or nature recovery programmes, encouraging those of a youth age to engage with their local environment, learn new skills and take pride in where they live.
17. Rerun the successful **East Cambridgeshire Create an Orchard Programme**, which targets the creation of at least **26 Orchards (East Cambs COP26)** across East Cambridgeshire, whereby ECDC encourages and helps the creation of new (or renewed) orchards by community groups, Parish Councils or schools. ECDC to provide free fruit trees, stakes and other essential equipment to establish the orchard (land, planting and maintenance provided by the group/council/school).
18. Establish a policy and implementation framework for **locally delivering 'biodiversity net gain'**, a mechanism whereby new development must provide a biodiversity net gain from their development, either on-site or through nature improvements off-site.

19. Work with **Natural Cambridgeshire Local Nature Partnership**, including a continued contribution to its running costs, aiming to develop and deliver the following:
- Commence the longer term aim of having a community-led local nature recovery plan for every town and parish council in East Cambridgeshire.
 - Nature Recovery Now! – help the LNP develop a Community Climate and Nature Champions programme (working with other willing district councils in Cambridgeshire) to recruit and train local people to enable them to lead nature recovery projects where they live.
 - Seek funding for community nature recovery grants, including seed corn monies.
20. Establish, and map, the **‘priority landscapes’ for nature recovery in East Cambridgeshire** (such as the Wicken Fen Vision area), and, working in partnership with others, commence a long term programme of increasing awareness and understanding (and ultimately take up) amongst landowners and farmers within those priority landscapes of the various subsidy and grant schemes available that will assist with nature-recovery and climate change adaptation, whilst also maintaining a working and productive farming landscape, including Environmental Land Management Schemes (ELMs), opportunities from Biodiversity Net Gain (BNG), forestry grants (in appropriate locations only) and water quality schemes.

6. Financing the Strategy and Action Plan

Like all councils, we have challenging financial and resource pressures. We are also a small Council, operating with a relatively small budget (around £10m per annum total spend), compared with other councils. County Councils, for example, have operating budgets of hundreds of £millions. However, we cannot use any of these challenges as an excuse for not finding new ways of living, and doing 'our bit' with the budgets we operate under. We can find realistic and genuine ways to make positive changes that limit our impact on and improve our environment, and we can also regulate others to do their fair share, through the policies we set and licenses we operate.

All potential projects referred to in this Plan will, where necessary, go through the Council's approval process and receive expenditure approval in accordance with the budget setting and procurement processes. It must be noted that these corporate controls are required regardless of eventual funding streams as the Council needs to ensure value for money is achieved.

The Council has access to several potential funding streams and the choice of most appropriate funding will depend upon achievement of value for money. This will be assessed following the completion of relevant business cases for individual projects. External funding will always be considered before the use of internal Council funds.

Some of the ways the Council may decide to fund the projects associated with the Plan are:

- **Invest to Save:** For example, capital expenditure ('investment') to improve the energy efficiency of the buildings or vehicles we own can save money every year thereafter through lower energy costs. The money to fund the original expenditure could be from a council's own reserves or from a loan.
- **Grants and Loans:** These can be from Government or private sources.
- **Match-Funding:** Some grants might require the Council to contribute some (often half) the funding for a project.

More specifically, at the time of writing, the following budgets are available, or potentially available:

- **Council direct 'revenue' funding:** £100,000 per annum funding was agreed by the Council in 2020 to help deliver on the actions within each annual Environment Plan. We therefore have £100,000 for the financial year 2022/23 to help deliver the top 20 actions identified.
- **Government Grants:** in partnership with Cambridgeshire County Council, City and District councils, we continue to successfully bid for grants to improve the energy efficiency of private properties. We are hoping to step up our grant bids, in order to deliver more projects across East Cambridgeshire.
- **Council direct 'capital' funding:** £50,000 has been set aside for 2022/23 for energy related capital projects, which is likely to be directed to photovoltaic (PV) solar panels on our office buildings. The Council will continue to consider making further investments if it proves value for money and helps generate an annual income (as well as a carbon saving) for the investment made.

7. Further Reading

There is a host of information available on the internet, and we set out some links in the Appendices.

We also intend to improve information we post on our own website, via this page:

<https://www.eastcambs.gov.uk/climatechange>

If you are particularly interested in learning more about climate change and environmental matters, and would like to reward yourself with a certificate, we recommend you have a go at completing any of the Open University courses available on the web. Most are free, and can take as little as 1 hour to complete

<https://www.open.edu/openlearn/nature-environment>

8. Monitoring and Evaluation

Successful implementation and ongoing delivery require a robust, transparent governance procedure which will ensure strategic ownership of the Council's carbon reduction aims in line with the climate emergency declaration. This governance process will bring together the diverse range of projects undertaken throughout the Council which contribute to the organisation's overall environmental impact.

Identifying Projects

The Council is committed to identifying opportunities to reduce carbon emissions across all areas of its operations. In order to achieve this the Council has introduced the following:

- A core team of officers, representing key service areas, have been identified. These officers will meet informally on a regular basis in order to discuss ideas and forthcoming projects.
- Decisions taken by the Council are now be subject to a Carbon Impact Assessment (CIA). This involves lead officers undertaking a review of their project/decision and considering what impact it will have on the Council's aim to achieve net-zero carbon emissions. A summary of the CIA will be included in the governing report to enable the relevant decision maker to make an informed decision. The introduction of this process, which we periodically update and improve upon, also helps raise awareness of the challenge amongst officers and will lead to officers considering the potential environmental impacts earlier in the decision making process, for example, at the contract specification stage.
- Steps to ensure that officers throughout the organisation have the opportunity to make suggestions for projects that could help to reduce carbon emissions.

Initiating Projects

Before any project gets off the ground the relevant Council officer will ensure that all of the necessary procurement and governance steps are undertaken. Consideration will also be given, on a case by case basis, to any communication activity that may be required alongside any specific monitoring requirements.

Monitoring

The impact of individual projects will primarily be monitored by collating data for all emissions sources that are within the organisational scope. This will be undertaken in line with the process set out earlier in this document. Where it is possible and feasible to do so individual projects will be monitored more frequently to ensure any deviation from projections are identified and addressed as soon as possible.

Separately, the Council will continue to monitor the Government's approach to UK carbon pricing and the implications of that scheme on the Council and wider stakeholders.

Reporting Progress

Each year the Council will produce an annual report no later than the 30th June each year.

Baseline Year Recalculation Policy

There may be circumstances under which it becomes necessary to recalculate our baseline year emissions. If significant changes were to occur - either within the Council's organisation or to recognised methodologies - it could challenge the validity of existing data. To mitigate this, we have developed the following baseline year recalculation policy which will ensure that any significant changes are identified, measured for a recalculation threshold and processed accordingly:

Change scenario	Baseline year recalculation?
Mergers, Acquisitions, Divestitures	
Acquisition of (or insourcing) a facility that did not exist in the baseline year.	Potentially recalculate baseline year emissions depending on likely impact to be consistent with new approach, or correct errors
Disposal of (or outsourcing) a facility to another company.	Potentially recalculate baseline year emissions depending on likely impact to be consistent with new approach, or correct errors
Transfer of ownership/ control of emissions sources. This includes changes in lease status.	No base year recalculation required
Organic Growth and Decline	
Organic growth	No base year recalculation required
Organic decline	No base year recalculation required
Changes in Quantification Methodologies / Errors	
Changes in emission factors or methodologies (e.g. change in activity data) that reflect real changes in emissions (i.e. changes in fuel type or technology)	No base year recalculation required
Changes in measurement methodologies, improvements in the accuracy of emission factors/ activity data, or discovery of previous errors/ number of cumulative errors	Potentially recalculate baseline year emissions depending on likely impact to be consistent with new approach, or correct errors

Table Baseline year recalculation policy

The Council will review the scope on an annual or biennial basis to ensure that data is collected from all relevant sources.

9. Stakeholder engagement

It is clear that the Council, working alone, cannot achieve the target of net-zero carbon emissions across both the geographical area of East Cambridgeshire and throughout the Council's own operations. Yet, the Council is committed to working in partnership in order to make this ambition a reality. As such, in addition to Council Members and Officers, the Council works with, for example, the following stakeholders:

- **Youth Council**
- **Citizen Engagement**
- **Schools**
- **Natural Cambridgeshire Local Nature Partnership (LNP)***
- **Business Community**
- **Parish Councils**
- **Cambridgeshire County Council**
- **Cambridgeshire and Peterborough Combined Authority**
- **Other Local Authorities**
- **Government**

**The LNP comprises a wide range of organisations committed to improving the natural environment of Cambridgeshire, including: Natural England; Defra; Environment Agency; NFU; RSPB; Wildlife Trust; Anglian Water and Cambridge University*

Appendices

Appendix 1: Impacts and Risks associated with Climate Change

Climate change has many impacts. These will be realised by the Council in a variety of different ways. The table below summarises some of these.

Impact / Risk	Description	Possible Impacts for the Council
Flood Risk	Projected increases in extreme rainfall will bring increased risk of flooding. The nature of surface water rainfall means that many areas will be affected by increased flooding. Runoff from compacted or impermeable areas will increase and water will accumulate in low spots. As temperatures increase and sea levels rise areas like the Fens will become under greater threat.	Infrastructure: Disruption to transport links could affect staff travel to work and access to parts of the district and wider county for meetings. Disruption to travel could disrupt Council response processes by restricting access to some parts of the district. There may be increased risk of power outages associated with flooding and thunderstorms, which could cause disruptions to transport, logistics and processes.
		Finance: Increased costs of flood related damage and flood investigations. Increased costs for providing flood resilient infrastructure to existing buildings. Increased social costs associated with providing support for people suffering from emotional issues associated with flooding and uncertainty.
		People and health: Council employees may suffer from increased stress or mental health problems associated with flooding of their homes or the uncertainty associated with increased flood risk.
		Property: Council buildings and property may be damaged by flooding if located within flood risk areas.
Heat Waves	Climate change is projected to bring an increase in warm temperature extremes and it is very likely that heat waves will occur more frequently and last longer. Cambridgeshire is one of the warmer parts of the country, so could be significantly impacted by these changes. Cities will be impacted more than rural areas	Infrastructure: Disruption to transport links could affect staff travel to work and meetings. Disruption to travel could also disrupt Council response processes by restricting access to some parts of the district.
		Finance: Increased costs associated with summer cooling in Council buildings. Increased costs associated with installation of air conditioning and heat resilient infrastructure.
		People and health: Working conditions may become unsuitable for staff which could impact employee concentration and performance.

Impact / Risk	Description	Possible Impacts for the Council
		Property: Office spaces may become unsuitable to work in during heat wave conditions. This will have implications on the design, construction and maintenance of existing and new office space.
Drought	With increased temperatures extremes and more frequent and longer lasting heat waves will mean increased water restrictions in Europe. Cambridgeshire is already one of the driest counties in England so could be significantly impacted by this. The frequency of drought is likely to increase in presently dry regions by the end of the 21st century	Infrastructure: Roads can be affected under drought conditions and subject to cracking (a matter of concern for Cambridgeshire County Council with knock effects for East Cambridgeshire District Council residents).
		Finance: Increased water costs for office buildings. Increased social costs as more people fall below the poverty line as a result of increased food and water costs.
		People and health: Employees may be emotionally or physically impacted by reduced food and water availability and increased costs associated with this.
Sea Level Rise (SLR)	Rising global temperatures are causing polar ice to melt and oceans to expand, resulting in global sea level rise. Global sea levels rose by circa 0.19 metres between 1901 and 2010. Cambridgeshire is one of the most low-lying counties in England so could be significantly impacted by sea level rise in tidal and fen areas. It is anticipated that the East of England could experience a dramatic sea level rise of up to 0.54 metres by 2100 under a high greenhouse gas emission scenario.	Infrastructure: Transport links may be impacted by SLR in low-lying parts of the district. SLR could restrict or prevent access to low-lying parts of the district, disrupting access for social needs, emergency planning and other service provision.
		Finance: Costs of re-locating Council buildings, infrastructure and Council operated housing away from high risk areas and provision of SLR resilient infrastructure.
		People and health: Council staff and communities in low- lying regions may be emotionally affected by the uncertainty surrounding sea level rise and re-location. Increased pressure on social needs to provide increased support.
Air pollution	Transport is a major source of short-lived greenhouse gas pollutants, which can result in direct damage to	Infrastructure: Ground level ozone could create a risk of damage to infrastructure, ecosystem services and functions. This could in turn influence agricultural productivity and water supply.

Impact / Risk	Description	Possible Impacts for the Council
	human health. Road transport (particularly diesel traffic) is a significant contributor to air pollution such as particulate matter (PM) and ground-level ozone (O₃). Rising temperatures are also projected to increase levels of ozone, as are other greenhouse gases such as carbon monoxide, methane and nitrogen oxides. Short-lived greenhouse pollution can also cause acid rain. Air pollutants have been linked to health conditions such as asthma and eczema.	Finance: Increased social costs associated with providing support to people impacted by pollution related health impacts. Increased costs associated with repair of Council buildings impacted by acid rain.
		People and health: Poor air quality can pose a risk to employee health which could lead to more sick days. Air pollution has been associated with the development and worsening of asthma and can also make people who already have asthma more sensitive to asthma triggers. Air pollutants have also been associated with health implications such as eczema. Urban air pollution can increase risk of cardiovascular, respiratory diseases and cancer. Council staff travelling for or to work may be particularly impacted by air pollution from vehicles.
		Property: Ozone pollution can cause acid rain which could cause damage to Council buildings. Indoor air pollution could increase mould and damp in office space.

Appendix 2: Climate Change Mitigation Measures

Climate change mitigation measures can be incorporated into both existing and new infrastructure to reduce carbon emissions and improve energy efficiency. There are a number of ways to do this, and the following table describes some of these measures.

Table: Methods to mitigate carbon emissions

	Mitigation measure	How does this mitigate carbon emissions?	Description
Renewable Energy and Storage	Solar Panels 	Reduces fossil fuel usage for electricity and heating (if electric).	Sunlight is absorbed by the photovoltaic panels and is used to generate electricity.
	Photo Solar Thermal 	Reduces fossil fuel usage for water heating.	Heat from the sun is used to warm water running in pipes through the panel. Depending on the temperature the water reaches, the temperature can be “topped up” using conventional methods.
	Photo ©Greentech Battery Energy Storage 	Enables intermittent renewable energy sources to become viable alternatives to fossil fuels.	Stores electricity for use at times when generation is low.
	Photo ©Greentech Media Air Source Heat Pump 	Reduces or removes fossil fuel usage for heating.	Air is used to heat liquid refrigerant. The pump uses electricity to compress the refrigerant to increase its temperature then condenses it back to release stored heat. This heat is sent to radiators and stored as hot water.
	Photo ©burtonwright Ground Source Heat Pump 	Reduces or removes fossil fuel usage for heating.	Coils or pipes containing refrigerant are buried in the ground. Heat from the ground is used to warm the refrigerant and an electric heat pump is used to raise this temperature further. This heat is transferred from the refrigerant via a heat exchanger in the building to providing hot water and heating.

	Mitigation measure	How does this mitigate carbon emissions?	Description
	Hydrogen  Photo ©National Planning	Reduces or removes fossil fuel usage for heating.	Hydrogen, produced through electrolysis of water using solar or renewable energy, or, produced using natural gas but using carbon capture and storage, is being considered heating homes.
	 National Planning Policy Framework	Enables standard requirements for mitigation actions within developments.	The Planning System in England is 'plan-led.' The Local Plan contains policies that set out what development is needed where – either by identifying specific sites or general types of site. When a planning application is submitted, it is tested against those policies to see whether or not it should be approved.
	Building Regulations 	Can be set to reduce energy demand of homes (e.g. through energy efficiency measures).	These are statutory minimum standards for design, construction and alterations to virtually every building.
Energy Efficiency	Passive House  Photo ©Magnetitite	Little to no domestic heating requirements.	Homes designed to combine ultra-low energy consumption with consistently good air quality. They are built with superinsulation, low-volume heat recovery ventilation systems and tightly controlled rates of air infiltration, which combine to make sure the building's carbon footprint is as small as possible. These types of buildings do not require conventional heating systems.

	Mitigation measure	How does this mitigate carbon emissions?	Description
	Fabric First/Insulation  Photo ©MyBuilder.com	Reduces heat loss from buildings, reducing heating requirements.	Materials used to reduce heat loss from buildings – these can be built into new builds or retrofitted. It can come in many forms specific to the area being insulated including: Pipe insulation Roof insulation Wall insulation
	Other energy efficiency measures  Image ©Base Energy	Reduce energy consumption, thereby reducing emissions from generation.	Various methods to reduce energy consumption. e.g. LED Lighting and double glazing.
	District Heating/Heat Networks  Image ©Energy Saving Trust	Facilitates low carbon heating.	Groups of co-located (e.g. a village or town) buildings sharing the same heating source. They are directly connected via insulated pipes to a local renewable heating source, such as a ground source heat pump. This enables faster transition to renewables.
Transportation	Active transport eg. Cycling, walking  Photo ©The Independent	Zero carbon.	Avoids travel by vehicles.
	Car Sharing/Car Clubs  Photo ©Pacific Rent-A-Car	Reduces the number of vehicles on the road.	Car sharing is the sharing of car journeys so that more than one person travels in a car, and prevents the need for others to have to drive to a location themselves. Car clubs are a model of car rental where people rent cars for short periods of time, often by the hour.
	Public Transport  Photo ©intelligenttransport.com	Reduces the number of vehicles on the road.	Public Transport reduces the number of vehicles on the road, but provides far greater benefits than car sharing as more people can use the same vehicle.

	Mitigation measure	How does this mitigate carbon emissions?	Description
	Electric Vehicles (private and public) and charge points  Photo ©Rolec  Photo ©Electrek	Removes combustion of fossil fuels as the direct source of energy.	Electric vehicles (EVs) do not rely on the internal combustion engine (ICE) burning petrol or diesel to function. Instead they contain batteries which charge on electricity, removing their carbon emissions as well as reducing air quality impacts. If the electricity comes from renewable sources, use of these vehicles is carbon free.
	Hydrogen Vehicles  Photo ©intelligenttransport.com	Removes combustion of fossil fuels as the direct source of energy.	For larger vehicles, Hydrogen could be used as a fuel source. This is where Hydrogen is electrolysed to produce electricity. Water vapour is the only by-product emitted from the exhaust.

Appendix 3: Adaptation measures

Climate change adaptation measures can be incorporated into both existing and new infrastructure to reduce the effects of climate change. This is done by improving our resilience to the changes that are anticipated to come forward over the coming years. There are a number of ways to do this, and the following table describes some of these measures.

Table Methods to adapt to climate change impacts

Adaptive measure	What change does this adapt to?	Description
Rainwater harvesting/ water butts  ©SusDrain 2019	Flood and drought.	Rainwater is collected in water butts and used as a non-portable water resource such as toilet flushing. Harvested water can also be used for gardening and small-scale infrastructure.
Grey water harvesting  © The Green Age	Flood and drought.	Wastewater from baths, showers, washing machines, dishwashers and sinks can be re-used for portable water sources.
Sustainable Drainage Systems (SuDS)  ©SusDrain 2012	Flood, heat waves and drought.	SuDS mimic nature and manage rainfall at the source. They slow the flow of surface water and treat it before it enters watercourses. They provide areas to store water at the surface and allow green and blue infrastructure to be incorporated into urban spaces.
Property Level Resilience (PLR)  ©Flood Protection Solutions	Flood, SLR.	Protective measures installed in existing homes and buildings to offer protection from flooding. This is best suited for existing buildings located in high flood risk areas which are expected to be impacted most by high intensity flooding and sea level rise associated with climate change.

Adaptive measure	What change does this adapt to?	Description
Green space and low level vegetation  ©Cambridge Independent	Flood, drought, heat waves.	Can be incorporated into both new and existing developments. Areas of green space can be used as flood storage providing adaptation to flooding. They also allow water to be absorbed into the ground, recharging drinking water supplies to provide adaptation to drought.
Tree planting  ©Cambridge City Council	Air pollution, flood, heat waves and drought.	Trees provide shading and urban cooling to allow adaptation to increased temperatures and heat waves. They provide adaptation to increased rainfall and flooding by intercepting rainfall. The interception of rainfall allows more water to be absorbed into the ground providing groundwater recharge and thus adaptation to drought. Trees can improve air quality by removing particles and gases from the air (14).
Resilient building design  ©Building Green	Heat waves, flooding, sea level rise, air pollution, drought.	Buildings designed better to adapt to changing temperatures through installation of energy efficient air conditioning, window shading and tinting. Buildings can also be designed with air pollution filters, and ventilation to reduce indoor air pollution. Green walls can be a successful air pollution adaptation measure in city areas, as planting of large trees along narrow streets can obstruct wind flow, limiting their ability to absorb pollutants. Buildings can be designed with floor levels above the projected flood or sea level to adapt to flooding and sea level rise. Buildings can also be adapted to include water re-use/ recycle measures and water saving features such as automatic taps to adapt to drought.
Locating services  ©The Independent	Flooding, sea level rise.	Infrastructure services such as power supplies, property and transport links should be located in areas at less risk of flooding and sea level rise.

East Cambridgeshire District Council Environmental Policy



The policy

At East Cambridgeshire District Council we recognise that we can affect the environment through: the services we provide and how we deliver them; our policies; our enforcement of laws and regulations; the choices we make when buying goods or commissioning services – as well as our role as a community leader. This policy will support the Council in its commitments to take action on urgent environmental issues facing the district and the wider world. This includes the increasing threats presented by dangerous climate change and loss of biodiversity and habitats.

In addition to fulfilling our statutory environmental responsibilities and complying with all legal and other requirements, including any voluntary commitments, we will use our powers and influence to further protect and improve the environment – challenging ourselves to make continual improvements in our performance.

We will:

- Annually update and implement our 'Environment Plan', which is a Strategy and Action Plan to boost the environment and help mitigate climate change.
- Target becoming at, or near to, net zero by 2034/35, and a truly net zero organisation by 2040, with annual updates towards those targets published. We want to reduce our actual emissions, not buy 'credits' to offset our emissions – and on that basis we will primarily use 'location based' reporting of our emissions, not 'market based' reporting.
- Working with partners, develop our understanding of the risks presented by climate change and ensure our services and infrastructure (such as our water management and flood prevention capacity) are adapted to protect the district and its residents.
- Prevent or minimise pollution to air, water and land (including noise pollution, litter, fly tipping and the impacts of car travel) and work to ensure that air quality in East Cambridgeshire meets all legal limits on air pollution levels.
- Protect and enhance the quality, extent and accessibility of East Cambridgeshire's 'green infrastructure' (open spaces, trees, waterways and natural environment) for people and biodiversity. Use the improvement of green infrastructure to help the district adapt to climate change and reduce carbon emissions.
- Contribute to the creation of a sustainable built environment through the planning process and achieving a high level of sustainability in our own development projects.
- Minimise energy and water demand across our estate and use all resources efficiently to reduce the environmental impacts of their consumption by our services and activities.
- Encourage the appropriate generation and use of renewable and low carbon energy, including through the installation of projects within our own estate.
- Minimise waste and the impact of its disposal by applying the 'waste hierarchy': maximising waste reduction, reuse, recycling or composting and energy recovery to minimise the amount sent to landfill.

- Reduce the environmental impacts of the goods we buy and the works and services we commission, and promote a circular economy.
- Use products and materials such as paper efficiently.
- Promote a culture of environmental awareness within the Council, including through the provision of training and ensuring that staff are aware of their role in implementing this policy.

We will convey this policy to all our employees and Council Members and make certain that they are provided with proper training and information to increase awareness of environmental matters.

A Council Member has, from January 2021, been designated as the 'Natural Environment and Climate Change Member Champion', overseeing the corporate implementation of this policy and help promote it within, and beyond, the organisation. Separately, the Strategic Planning Manager will act as the 'Natural Environment and Climate Change Officer Champion', coordinating the day-to-day delivery of activities under this Policy, and promoting the Policy throughout the organisation.

We will make this policy available on our website, in a location and format that is accessible and easy to find.

Implementing the policy

All staff are expected to implement this policy within the Council wherever it relates to their work and managers are expected to ensure it is implemented as relevant and appropriate.

We recognise the importance of effective communication in delivering this policy, as well as the potential of participation and dialogue to enhance progress.

We will communicate this policy within the Council and to our external stakeholders, enabling our staff and others to fulfil their role in delivering it by providing information and other support.

We will also encourage dialogue within the Council and with our stakeholders to foster debate, learning and greater environmental improvement. This will include the public, businesses, education and community organisations, and regulators.

We will encourage the public, schools and partners to take action too, through environmental information, advice and services.

Accountability

This Policy has been approved by the Operational Service Committee (21 March 2022) and will be regularly reviewed. The Council will publicise its environmental performance and progress each year, in its Environment Plan, to enable the people of East Cambridgeshire to hold us to account.

Appendix B - Completed INRA

EQUALITY IMPACT ASSESSMENT – INITIAL SCREENING

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:	Environment Plan (year 3)
Lead Officer (responsible for assessment):	Richard Kay
Department:	Strategic Planning
Others Involved in the Assessment (i.e. peer review, external challenge):	None
Date Initial Screening Completed:	May 2022

- (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?

The Environment Plan sets the Council's actions and targets in respect of climate change and the natural environment. This first such Plan was adopted in June 2020. This is a 'year 3' refresh of the Plan, with a new set of proposed actions for 2022/23.

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

It is primarily aimed at the Council itself, and what actions it will take to reduce its emissions and help boost the natural environment. However, in fulfilling those actions, especially in relation to the natural environment, all residents and visitors should benefit from a high quality natural environment.

- (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 Plan is informed by both statistical data as well as wide-ranging community engagement

- (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	No	Age	No
Gender	No	Religion or Belief	No
Disability	No	Sexual Orientation	No
Gender Reassignment	No	Marriage & Civil Partnership	No

Pregnancy & Maternity

No

Caring Responsibilities

No

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?

There is no apparent reason why any of the different groups as listed above will be particularly affected, negatively or positively, as a result of the Plan

(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:	<u>RK</u>	Date:	<u>May 2022</u>
Head of Service:	<u>RK</u>	Date:	<u>May 2022</u>



Appendix 1
**EAST CAMBRIDGESHIRE
DISTRICT COUNCIL**

Private Sector Housing Enforcement Policy

May 2022



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5. Aggravating and Mitigating Factors to Consider when determining penalties.

1. Purpose

This Policy details how the Council will regulate standards in all types and tenures of housing but with particular reference to the Private Rented Housing Sector in East Cambridgeshire. It also provides a background to the legislation and guidance on which it is based.

It is important for local authorities to have an enforcement policy to ensure consistency of approach among Council Officers and for members of the public to know what to expect from the service.

An enforcement policy also provides clarity if the Council takes legal proceedings or enforcement action is appealed against.

Our aim is to raise standards in Private Sector Housing throughout East Cambridgeshire, working with owners, landlords, letting agents and tenants to achieve this. However, it is recognised that if there is an offence, then enforcement action may be necessary to protect the public and the environment.

In developing this policy, the Council must remain impartial to both landlord and tenant to be fair to both sides and give help and advice to achieve our aim but we must also be firm in taking enforcement action, if appropriate.

2. Introduction

The Private Sector Housing Enforcement role sits within the Domestic Team of Environmental Services. It is important to develop strategies and procedures that address and improve housing standards, and to work with owner occupiers, private landlords, social housing providers and tenants to safeguard the health and wellbeing of all occupiers of residential properties within the district. However formal enforcement action will be taken to secure compliance with standards, when the requirements within this policy are met.

The **Private Sector Housing Enforcement Policy** outlines the Council's general approach to enforcement across a wide range of activities. This policy provides details of the Council's specific approach to regulating housing standards in East Cambridgeshire. The policy applies to all tenures including registered providers, private sector landlords, letting agents and owner occupiers. It sets out the main and most current regulatory legislation that the council can use but is not an exhaustive list and the council reserves the right to adopt the enforcement of other legislation or regulations that are not included but are relevant to housing health and safety, or if new regulations are introduced prior to the next policy update. Enforcement proceedings will take into account the Code of Practice for Crown Prosecutors.

The Private Sector Housing Enforcement Policy confirms that:

- The Council will provide awareness, advice and assistance whenever possible to the public, businesses and organisations to help them meet their legal obligations in relation to the relevant legislation before embarking on the

enforcement process

- The Council is committed to carrying out its duties in a fair and consistent manner, ensuring that enforcement action is proportional to the seriousness of failure to comply with statutory requirements
- The decision to use enforcement action will depend on the severity of the non-compliance

Effective and well targeted regulation is essential in promoting fairness and protection from harm. The Regulators' Compliance Code is a statutory code of practice for regulators hereafter referred to as 'The Code'.

www.gov.uk/government/publications/regulators-code

From 6 April 2014, the Council has been required to comply with the Code when regulating private rented housing standards and its specific obligations have been included in this policy. The overriding principle of the Code is that regulation and its enforcement should be ***proportionate and flexible enough to allow or even encourage economic progress.***

3. What to expect from us

3.1 Landlords

- 1) We will advise you of the legislation and help you understand how you can comply with it
- 2) We will advise you of any action you need to take to comply with the legislation and will ask you to respond with your proposal of how you intend to comply with any requirements of any Notice
- 3) If we are satisfied with your proposal, we will work with you to comply within agreed timescales
- 4) If we are not satisfied with your proposal or how the work is progressing, we will initiate formal action in a proportionate manner as appropriate to the circumstances.
- 5) In cases where there has been a clear and serious breach of health and safety and the council considers the culpability of the landlord is high then notices will be served or prosecution commenced without further timescales being offered for remedial action.
- 6) In making any decision to prosecute we will have regard to how serious the offence is, the benefit of enforcement action and whether some other action would be appropriate
- 7) A charge will be made for the service of certain formal notices.
- 8) Fees and charges will be reviewed on an annual basis as part of the council's fee setting and charge review process.

3.2 Tenants

- 1) Legislation covering landlord and tenant issues require that tenants notify their landlords of any problems with the property (preferably in writing) and the council will expect you to be able to demonstrate that you have raised any issues

directly with your landlord prior to requesting assistance from the Domestic Team.

- 2) There may be instances where tenants will not feel able to do this, for example there is a history of harassment or threatened illegal eviction, and in such instances, it may be appropriate for the council to liaise directly with the landlord in the first instance. Further information can be found through the following link:

<https://www.eastcambs.gov.uk/housing/private-housing-accreditation>

- 3) We will advise you as to what action we can take
- 4) We will expect you to cooperate with the landlord to get the works carried out and to advise us of any action taken by the landlord

3.3 Owners

- 1) We will expect owners to maintain the properties they live in.

3.4 Letting Agents

- 1) We expect agents to be aware of their responsibilities and to keep updated with legislation changes.
- 2) Where an agent has managing responsibilities and has a legal duty to comply with legislation and fails to do so, the council will take appropriate enforcement action in such cases and may serve notices on both the landlord and agent and prosecute when applicable.
- 3) In making any decision to prosecute we will have regard to how serious the offence is, the benefit of enforcement action and whether some other action would be appropriate
- 4) A charge will be made for the service of certain formal notices.
- 5) Fees and charges will be reviewed on an annual basis as part of the council's fee setting and charge review process.

3.5 Owners of Empty Homes

- 1) We will work proactively with owners of empty homes to encourage the bringing of their empty homes back into use
- 2) Where an empty property is having a detrimental impact on the neighbouring area enforcement action will be considered if appropriate
- 3) If owners fail to take responsibility for their properties, are not willing to engage or negotiations have failed, and where there is little prospect of a property being brought back into use voluntarily, enforcement action (Enforced Sale Compulsory Purchase Order, Empty Dwelling Management Order, and) may be considered although such action will only be used as a last resort for the most serious of cases of abandonment of a property.

4. Enforcement Policy and Principles

4.1 Role of the Private Rented Sector

The supply of good quality, affordable, privately rented accommodation is essential to meeting local housing need.

A key priority for this strategy is to provide professionally managed and well-maintained homes. We will work with landlords to improve and sustain good quality accommodation and will intervene when there is a risk to the health and safety of occupants, neighbours or visitors to a property.

4.2 Risk Assessment

The Domestic Team use risk assessments to concentrate resources in the areas that need them most and on the properties in the worst condition. In doing so, we also take account of any safeguarding issues and vulnerability of the occupant referring to other appropriate agencies or services if appropriate.

Suitably trained Officers routinely use the Housing Health and Safety Rating System (HHSRS), which is a statutory, evidence-based, risk assessment method for assessing and dealing with poor housing conditions under the Housing Act 2004.

Following the receipt of a service request or complaint about poor housing conditions, an initial risk assessment will normally be carried out. Follow-up advice or action will be dependent on the outcome of the initial risk assessment and may not always involve a visit to the property.

Complaints about Social Housing properties will be referred to the Providers to investigate in the first instance. However, where it is necessary that intervention is required, we will do so.

4.3 Housing Health & Safety Rating System (HHSRS)

The Housing Act 2004 introduced the **Housing Health & Safety Rating System (HHSRS)**. It is a calculation of the effect of 29 possible hazards on the health of occupiers. The legislation provides a range of actions for addressing identified hazards. It is a two-stage calculation combining the likelihood of an occurrence taking place and then the range of probable harm outcomes that might arise from that occurrence which would result in a numerical rating. This is repeated for each of the hazards present. The assessment is not based upon the risk to the actual occupant but upon the group most vulnerable to that particular risk. Once scored, any action that is then considered will take into account the effect of that risk upon the actual occupant.

The scores for each hazard present are then banded from A to J. Bands A to C (ratings of 1,000 points and over) are the most severe, and are known as **Category 1 hazards** when considering action. Bands D to J, the less severe (rating less than 1,000 points) are known as **Category 2 hazards**.

HHSRS provides a combined score for each hazard identified and does not provide a single score for the dwelling as a whole. It is applied to all residential premises,

whether owner-occupied or rented.

This Policy takes account of guidance provided by the Government and sets out how the Council will use its powers and reach its decisions in relation to the Housing Health & Safety Rating System (Part 1 of the Housing Act 2004).

The Council has a duty to take appropriate action in response to a **Category 1 hazard**. (When a Category 1 hazard is identified, the Council must decide which of the available enforcement options it is most appropriate to use. These are explained in more detail below.)

The Council will exercise its discretion and consider individual cases and circumstances when deciding whether to act in response to **Category 2 hazards**.

<https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-enforcement-guidance-housing-conditions>

4.4 Advice and Guidance

The Domestic Team will provide authoritative, accessible advice around Private Sector Housing. The Council's website is used to provide general information, advice and guidance to make it easier for landlords, agents, home owners and others to understand their obligations, is provided in clear, concise and accessible language, using a range of appropriate formats and media. General information for Landlords and Tenants is available under the following links:-

General information

<http://www.eastcambs.gov.uk/search/site/housing%20information>

Damp and Mould

http://www.eastcambs.gov.uk/sites/default/files/housing/condensation_information_eafet_english_version_19190.pdf

Caravan/Mobile Home Sites

<http://www.eastcambs.gov.uk/licensing/caravan-site-licence>

The service will consult with landlords' associations and other appropriate stakeholders when developing the content and style of this guidance.

When offering compliance advice, the Domestic Team will distinguish between statutory requirements and advice or guidance aimed at improvements above minimum standards. Advice will be confirmed in writing, if requested.

The Domestic Team welcomes enquiries from home owners and landlords about complying with minimum standards and ensuring homes are safe and warm. However, the Service will not act as a consultant for home owners or landlords and is not able to complete non-statutory, detailed assessments for specific properties (such as fire safety risk assessments; confirming in detail the work that would be required to let a property in multiple occupation; or detail the work required to reduce the risk from significant hazards in a property to an acceptable level).

4.5 Inspections, Other Visits and Information Requirements

No inspection will take place without reason. Inspections and other visits will take place in response to a reasonable complaint or request for service or where poor conditions have been brought to our attention;

- In accordance with statutory inspection requirements (such as for mandatory licensing of houses in multiple occupation, HMOs)
- Or on receipt of relevant intelligence

Unless the visit is intended for advice purposes only, the landlord or his or her agent will be contacted and given prior warning that an inspection will be carried out.

Following an inspection, positive feedback will be given wherever possible to encourage and reinforce good practices.

The Domestic Team will focus its resources on the highest risk properties, those in worst condition and properties owned by landlords who regularly fail to comply with regulations or frequently have properties with poor conditions.

4.6 Compliance and Enforcement Actions

The Domestic Team will seek to identify landlords, agents, property owners or businesses that persistently break regulations and ensure that they face proportionate and meaningful sanctions. By facilitating compliance through a positive and proactive approach, the Service aims to achieve higher compliance rates and reduce the need for reactive enforcement actions. However, those who deliberately or persistently break the law will be targeted.

When considering formal enforcement action the Service will, where appropriate, discuss the circumstances with those suspected of a breach and take these into account when deciding on the best approach. This will not apply where immediate action is required to prevent, or respond to a serious breach or to deal with an imminent risk to health or safety, or where to do so is likely to defeat the purpose of the proposed enforcement action.

The Service will ensure that clear reasons for any enforcement action are given and complaints and appeals procedures are explained at the same time.

4.7 Accountability

The Service will be accountable for the efficiency and effectiveness of its activities, while remaining independent in the decisions that it takes. Employees will provide a courteous and efficient service.

Complaints about our service will be handled in line with the Council's corporate complaints procedure which is outlined here:

<https://www.eastcambs.gov.uk/customer-services/customer-feedback-complaints>

5. Tenure

The Housing Health and Safety Rating System (HHSRS) outlined at Section 7 of this policy applies all tenures of housing. Furthermore, it does not specify that particular approaches or solutions should be used on the basis of ownership or the occupier's status. All enforcement options are available to the Council regardless of whether the premises in question are owner-occupied, privately rented or belong to a Social Housing Provider.

Generally, however, the Council considers that owner-occupiers are usually in a position to take informed decisions concerning maintenance and improvement issues that might affect their welfare and are then able to set their financial priorities accordingly; tenants however, are not usually able to do so.

For this reason, the Council proposes that it is appropriate for its powers to be used according to tenure, as follows:

5.1 Owner-Occupiers

The Council considers that as mentioned above, owner occupiers are usually in a position to take decisions regarding their own property and although advice may be sought from the service, Enforcement Action would not usually be appropriate.

In the rare circumstance that it is considered appropriate, Hazard Awareness Notices may be the appropriate course of action. However, the use of Improvement Notices, Prohibition Notices and their emergency equivalents will be considered in cases involving:

- Vulnerable elderly people who are judged incapable of making informed decisions about their own welfare
- Vulnerable individuals who require the intervention of the Council to ensure their welfare is best protected
- Hazards that might reasonably affect persons other than the occupants
- Serious risk of life-threatening harm such as electrocution or fire

Unless an identified hazard is judged to pose an imminent risk of serious harm, the Council will contact the owner to confirm its involvement, explain the nature of the hazard and confirm the action it is intending to take. The Council will take account of any proposals or representations made by, or on behalf of the owner. The Council will solicit and take account of the opinion of the relevant Welfare Authority in considering both the vulnerability and capability of such persons as well as in determining what action it will then take.

5.2 Social Landlords

Housing Providers exist to provide suitable and properly maintained accommodation for their tenants. They are managed by Boards (which typically include tenant representatives) and their performance is scrutinised by the Homes and Communities Agency (HCA). Housing Providers normally employ staff to both manage and maintain their properties and will usually have written arrangements for reporting problems, setting out the response times they aim to achieve, and also for

registering any complaints about service failure.

On this basis, the Council will not normally take formal action against Housing Provider unless:

- It is satisfied that the problem in question has been properly reported to the Housing Provider and
- The Housing Provider has then failed to take appropriate action

If the Council determines that it is appropriate to act, it will then normally notify the Housing Provider that a complaint has been received and/or a hazard identified and seek the Housing Provider's comments and proposals. Only in cases where it judges that an unsatisfactory response has been received will the Council take further action and will then determine which of the available enforcement options is the most appropriate, considering the facts of the case.

5.3 Private Landlords

The Council will have regard to the principles of statutory guidance and relevant guidance from the First-tier Tribunal (Property Chamber) decisions and will initially seek to proceed informally.

Formal action may be initiated immediately if a hazard in question is judged by the Council:

- To pose an imminent risk of serious harm to any person (whether or not immediate action is required, and whether the hazard(s) in question is likely to affect a tenant, an employee or a member of the public), or
- The landlord in question is known to have failed, on a previous occasion, to take appropriate action in response to an informal approach.

When arranging an inspection, the Council will write/email or telephone the landlord (or his/her relevant agent) to confirm an inspection will be carried out. Following the inspection, the Council will explain the nature of any hazard(s) identified in writing and seek the landlord/agent's proposals for remedying the problem.

Where ownership is unclear, a Requisition for Information Notice (s16) may also be served.

Following the inspection, the Council will not normally need to take any further action to discharge its duties as long as:

- Satisfactory proposals and timescales for the work to be carried out are received and agreed and
- The work is carried out to a satisfactory conclusion within the agreed timescales

Landlords are expected to either:

- Provide any agent acting for them with sufficient authority to act on their behalf, in the event that they are contacted by the Council, or
- To ensure that they maintain appropriate communication with their agent in

order that appropriate decisions and responses can be provided to the Council

The failure of an agent to respond to communication from the Council or any failure to take appropriate action may be treated as a failure by the landlord.

If the Council receives:

- No response from the landlord/agent or
- A response it judges inadequate or
- Proposals that were judged acceptable but which are not then followed through (for example if works fail to start when agreed, fail to make proper progress or are completed to an inadequate standard)

it will proceed with formal action by taking the most appropriate enforcement action in accordance with this Policy.

5.4 What is expected of Tenants

Before considering taking any action in respect of a tenanted property, the tenant(s) will normally be required to contact their landlord about the problems (preferably in writing), allowing a reasonable time period for the landlord to make representation.

Legislation covering landlord and tenant issues requires that tenants notify their landlords of any problems with the property. This is because it is more difficult for landlords to carry out their obligations under the legislation, unless they have been made aware of the problem.

Where the matter appears to present an imminent risk to the health and safety of the occupants, it is expected that tenants will continue to try to contact their landlord, even if this is after they have contacted the Domestic Team. Copies of correspondence between the landlord and tenant may be required by Officers.

In certain situations, tenants, will not be required to write to their landlord first, for example:

- Where there is a history of harassment/threatened eviction/poor management practice
- Where the tenant appears to be vulnerable or where there are vulnerable members of the household
- Where the tenant could not for some other reason be expected to contact their landlord/managing agent
- Where the property is a House in Multiple Occupation which appears to fall within HMO licensing

Tenants are responsible for keeping Officers informed of any contact they have had with their landlord (or the landlord's agent or builder, etc.) which may affect the action the Council is taking or considering taking. Tenants should also consider seeking independent legal advice about their own individual powers to resolve any dispute with their landlord.

Housing Provider tenants have standard procedures to follow if their landlord does not carry out repairs in a satisfactory manner and also a final right of appeal to the Housing Ombudsman Service. However, if the Housing Provider has not taken appropriate action to deal with problems with the property, then the Council will investigate and take appropriate action.

5.5 Retaliatory Evictions

Retaliatory eviction is where a tenant makes a legitimate complaint to their landlord about the condition of their property and, in response, instead of making the repair, their landlord serves them with an eviction notice. On 1st October 2015, a number of provisions in the Deregulation Act 2015 came into force. These provisions are designed to protect tenants against unfair eviction.

Where a tenant makes a genuine complaint about the condition of their property that has not been addressed by their landlord, their complaint has been verified by a local authority inspection, and the local authority has served either an improvement notice or a notice of emergency remedial action, a landlord cannot evict that tenant for 6 months using the 'no fault' eviction procedure (a section 21 eviction). The landlord is also required to ensure that the repairs are completed.

In order to rely on the protection against retaliatory eviction that the Deregulation Act 2015 provides, a tenant must approach the landlord in writing in the first instance. If, after 14 days from the tenant making a complaint, the landlord does not reply, that reply is inadequate, or they respond by issuing a Section 21 eviction notice, the tenant should approach the Domestic Team and ask them to carry out an inspection to verify the need for a repair. We will then undertake an HHSRS inspection. If the inspection verifies the tenant's complaint, the enforcement officer will take appropriate action.

If the council serves an Improvement Notice or Notice of Emergency Remedial Action, the landlord cannot evict the tenant for 6 months using the no-fault eviction procedure.

We will work with landlords to understand their obligations and the implications of this legislation, and will work alongside the Housing Options team to provide support, advice and guidance to the tenant in these circumstances.

6. Situations where a Service may not be Provided

Where any of the following situations arise, consideration will be given to not provide or cease to provide a service:

- Where the tenant(s) unreasonably refuse access to the landlord, managing agent or landlord's builder, to arrange or carry out works
- Where the tenant(s) have, in the opinion of the Council, clearly caused the damage to the property they are complaining about, and there are no other items of disrepair
- Where there are claims by the tenant for compensation
- Where the tenant's only reason for contacting the Domestic Team, in the opinion of the Council, is in order to pursue a position on the housing

register or by means of a contrived homeless application. The Council will aim to bring their present accommodation up to standard as a first priority

- Where the tenant(s) have requested a service and then failed to keep an appointment and not responded to a follow-up appointment
- Where the tenant(s) have been aggressive, threatening, verbally or physically abusive towards Officers
- Where there is found to be no justification for the complaint, on visiting the property
- Where the tenant unreasonably refuses to provide the Council with relevant documentation

7. Specific Enforcement Policies

7.1 Authority to Investigate or Enforce

The Housing Act 2004 and associated secondary legislation sets out the duties and powers that East Cambridgeshire District Council has in relation to regulating housing standards in its capacity as the Local Housing Authority. Powers are also contained in the Housing Act 1985, as amended, and other legislation, such as the Environmental Protection Act 1990, the Town and Country Planning Act 1990, the Public Health Acts 1936 and 1961, the Mobile Home Act 2013 and the Housing and Planning Act 2016. This is not a complete list of the powers available.

7.2 Authorisation of Officers

Only Officers who are competent by training, qualification and/or experience will be authorised to undertake enforcement action. The Council's Scheme of Delegation sets out the delegated powers given to Officers.

Officers who undertake criminal investigations will be conversant with the provisions of all relevant criminal investigation law.

7.3 Powers of Entry and Power to Require Information

The Council has the power of entry to properties at any reasonable time to carry out its duties under Section 239 of the Housing Act 2004 provided that:

- The Officer has written authority from an appropriate Officer stating the particular purpose for which entry is authorised
- The Officer has given 24 hours' Notice to the owner (if known) and the occupier (if any) of the premises they intend to enter

No Notice is required where entry is to ascertain whether an offence has been committed under Sections 72 (offences in relation to licensing of HMOs), 95 (offences in relation to licensing of houses) or 234(3) (offences in relation to HMO Management Regulations).

If admission is refused, premises are unoccupied or prior warning of entry is likely to defeat the purpose of the entry, then a warrant may be granted by a Justice of the

Peace on written application. A warrant under this section includes power to enter by force, if necessary.

The Council also has power under Section 235 of the Housing Act 2004 to require documentation to be produced in connection with:

- Any purpose connected with the exercise of its functions under Parts 1-4 of the Housing Act 2004
- Investigating whether any offence has been committed under Parts 1-4 of the Housing Act 2004

The Council also has powers under Section 237 of the Housing Act 2004 to use the information obtained above and Housing Benefit and Council Tax information obtained by the authority to carry out its functions in relation to these parts of the Act.

7.4 Choice of Appropriate Enforcement Action

Unless there is an imminent risk to the health and safety of the occupant or visitors to the property, the Council will attempt to secure the required improvements informally and within a reasonable amount of time.

Where this approach fails, the Council will determine which of the specific enforcement options it will use, taking into account the facts and circumstances in each individual case.

A statement of reasons will be provided with any Notice it serves, explaining why the Council has decided to take a particular course of action.

7.5 Enforcement Action

In accordance with the Enforcement Policy, the decision to use enforcement action will depend on the severity of the non-compliance. Factors that will be taken into consideration include:

- The risk that the non-compliance poses to the safety, health or economic welfare of the public at large or to individuals
- The culpability of the responsible party
- Evidence that suggests that there was premeditation in the commission of an offence
- Whether the alleged offence involves a failure to comply in full or in part with the requirements of a statutory Notice or order
- Whether there is a history of previous warnings or the commission of similar offences
- Aggravated circumstances such as aggressive or violent behaviour

The Service will adopt a coordinated approach with other Council services and other relevant agencies, in particular with preventing and dealing with homelessness.

7.6 Power to Charge for Enforcement Action

The Local Authority has the power under Section 49 of the Housing Act 2004 to make a reasonable charge as a means of recovering certain administrative and other expenses incurred in serving an Improvement Notice, Hazard Awareness Notice, making a Prohibition, Emergency Prohibition or Demolition Order or taking Emergency Remedial Action. The Council will consider charging under the following:

Housing Act 2004	
Section	Type of Notice
Section 11 and 12	Improvement Notices
Section 20 and 21	Prohibition Notice
Section 40	Emergency Remedial Action
Section 43	Emergency Prohibition Order
Section 64	Licence for House in Multiple Occupation
Section 265 HA 1985	Demolition Order

7.7 Charges for Notices & Orders

Where a charge is made, the Council can recover a reasonable amount for expenses incurred in connection with officer time spent gaining entry, visiting and inspecting the premises to determine appropriate action and the administration costs for the production of a Notice, Order or Remedial Action. This will be calculated using an hourly rate charge and information will be included within the council's fees and charges statement at the next review period.

Costs incurred carrying out Work in Default or Remedial Action will be charged separately.

When the charge demand becomes operative, the sum recoverable will be a local land charge which will remain until the debt has been paid or the property sold.

7.8 Failure to Comply with Notices

If a Notice is complied with, no further action will be taken. However, if the Notice is not complied with, the Council will consider the following options:

- Prosecution;
- Carrying out the works in default;
- Carrying out the works in default and prosecution;
- Whether a simple caution is appropriate;
- Civil Penalty

Failure to comply with an Improvement Notice or a Prohibition Order is an offence punishable by an unlimited fine. Following conviction, it is an offence to carry on using the premises in breach of the Prohibition Order, attracting a daily fine.

The Council will act to recover its costs in connection with works in default. The Council will also act to recover the costs incurred in carrying out works associated with Emergency Remedial Action.

As a charge on the property, the costs give the Authority the same powers and remedies as a Mortgagee under the Law of Property Act 1925 (Enforced Sale).

7.9 Revocation and Variation of Notices

The Council must revoke an Improvement Notice once the Notice has been complied with.

If part of the work required within the Notice is carried out, then the Notice can be varied.

7.10 Review of Enforcement Action

If there is a change in the occupation of a premises (leading to either an increase or decrease in the apparent risk to occupiers) the current state of any outstanding enforcement action should be reviewed by the investigating officer, in consultation

with his or her line manager, to ensure that it is still appropriate and proportionate to the risk posed from the identified hazard(s).

7.11 Recovery of Debts

Where charges for enforcement action are levied, they will be registered as a local land charge against the owner's property. This means that when the property is sold the debt has to be repaid including any interest accrued on the initial charge. The Council will vigorously pursue all debts owed to it as a result of enforcement charges or charges for carrying out works in default (as well as any other charges). This includes smaller debts where the cost of recovery is greater than the debt owed. To recover debts the Council will use some of the following means;

- The enforced sale procedure under the Law and Property Act 1925. This allows the Council to force the owner to sell their property in order to recover its costs
- Use tracing services to track down debtors and secure judgments to recover debts
- Demand rents are paid to the Council instead of the landlord to recover outstanding debts (where the legislation allows and it is appropriate to do so).

7.12 Improvement Notices

It is anticipated that Improvement Notices are a practical remedy for Category 1 hazards.

Where the Council determines that it is appropriate for an Improvement Notice to be served in respect of a Category 1 Hazard, it will:

- Require works that will either remove the hazard entirely or
- Will reduce its effect so that it ceases to be a Category 1 hazard,

The Council will take whichever of these two options it considers appropriate, having considered the circumstances of the case.

If the Council determines that the hazard can only be reduced to a Category 2 hazard rather than removed, it will require works to be carried out as far as is reasonably practical to reduce the likelihood of harm.

7.13 Suspended Improvement Notice

The Council has the power to suspend an Improvement Notice once served and will consider this course of action where it is reasonable in the circumstances, to do so.

The following are situations in which it may be appropriate to suspend an Improvement Notice:

- The need to obtain planning permission (or other appropriate consent) that is required before repairs and/or improvements can be undertaken

- Works which cannot properly be undertaken whilst the premises are occupied and which can be deferred until such time as the premises falls vacant or temporary alternative accommodation can be provided
- Personal circumstances of occupants; for example, temporary ill health, which suggests that works ought to be deferred

When deciding whether it is appropriate to suspend an Improvement Notice, the Council will have regard to:

- The level of risk presented by the hazard(s)
- The turnover of tenants at the property
- The response or otherwise of the landlord or owner
- Any other relevant circumstances (e.g. whether the vulnerable age group is present)

Suspended Improvement Notices will be reviewed on an ongoing basis, at least every 6 months.

7.14 Prohibition Orders

Prohibition Orders can be used in respect of both Category 1 and Category 2 hazards for all or part of a dwelling and are likely to be used if repair and/or improvement appear inappropriate on grounds of practicality or excessive cost (i.e. the cost is unrealistic in terms of the benefit to be derived). Examples include:

- A dwelling or part of a dwelling where adequate natural lighting or adequate fire escape cannot realistically be provided
- In an HMO, to prohibit the use of specified dwelling units or of common parts. This might, for example, be used if the means-of-escape is unsatisfactory
- To specify the maximum number of persons who can occupy a dwelling where it is too small for the household's needs, in particular in relation to the number of bedrooms
- In relation to premises lacking certain facilities but which are nonetheless suitable for a reduced number of occupants

In addition to prohibiting all uses in relation to the whole or part of the premises in question (other than uses specifically approved by the Council), Prohibition Orders can prohibit specific uses (Section 22 (4)(b) Housing Act 2004); this option may be employed to prevent occupation by particular descriptions of persons. Use of this power may be appropriate in situations such as the following:

- Premises with steep staircases or uneven floors which make them particularly hazardous to elderly occupants
- Premises with open staircase risers or widely spaced balustrades that make them particularly unsuitable for infants

7.15 Suspended Prohibition Order

The Council has the power to suspend a Prohibition Order once served and will consider this course of action where it is reasonable in the circumstances to do so.

Suspended Prohibition Orders will be reviewed on an ongoing basis, at least every 6 months.

The Council will consider any written requests made for alternative uses of premises or part-premises which are subject to a Prohibition Order, and will not withhold its consent unreasonably. Any such consent will be confirmed in writing.

7.16 Hazard Awareness Notice

Hazard Awareness Notices may be served to notify owner-occupiers of the existence of hazards (for example where the risk from the hazard is mitigated by the long-standing nature of the occupancy). It might also be applicable where:

- It is judged appropriate to draw a landlord's attention to the desirability of remedial action
- To notify a landlord about a hazard as part of a measured enforcement response

7.17 Emergency Remedial & Prohibition Action

The situations in which Emergency Remedial Action and Emergency Prohibition Orders may be used are specified by Sections 40 to 45 of the Housing Act 2004. Specifically, the Council must be satisfied that:

- A Category 1 hazard exists, and that
- The hazard poses an imminent risk of serious harm to health or safety, and that
- Immediate action is necessary

Situations in which emergency action may be appropriate include:

- Residential accommodation located above commercial premises which lack a safe means of escape in the event of fire because there is no independent access
- Risk of electrocution, fire, gassing, explosion or collapse

7.18 Demolition Orders

The Housing Act 2004 provides the Council with the power to make Demolition Orders. Demolition Orders are a possible response to a Category 1 hazard (where they are judged the appropriate course of action). In determining whether to issue a Demolition Order, the Council will take account of Government guidance and will consider all the circumstances of the case.

7.19 Clearance Areas

The Council can declare an area to be a Clearance Area if it is satisfied that each of the premises in the area is affected by one or more Category 1 hazards (or that they are dangerous or harmful to the health and safety of inhabitants as a result of a bad arrangement or narrowness of streets). In determining whether to declare a

Clearance Area, the Council will act only in accordance with Section 289 of the Housing Act 1985 (as amended) and having had regard to relevant Government guidance on Clearance Areas and all the circumstances of the case.

7.20 Simple Cautions

Officers may use Simple Cautions where someone has committed a less serious offence. Simple Cautions warn people that their behaviour has been unacceptable and makes them aware of the legal consequences should they commit further offences. Simple cautions can only be issued where:

- There is evidence an offender is guilty
- The offender is eighteen years of age or over
- The offender admits they have committed the crime
- The offender agrees to be given a caution – if the offender does not agree to receive a caution then they are likely to be prosecuted instead

Simple cautions are normally not appropriate where there is history of offending within the last 2 years or where the same type of offence has been committed before. In these circumstances prosecution is more appropriate.

7.21 Works in Default

Works in Default will be considered in certain cases. In determining if work in default is appropriate, Officers will consider the following information;

- The effects of not carrying out the work on the health and safety of the occupant of the property concerned
- The wishes of the tenant where the Notice has been served in respect of a rented property
- The reason for the work not being carried out in the first place
- Any other factors that are specific to individual properties
- The Council will normally seek to recover all of the costs associated with undertaking work in default (including time spent by its Officers, administrative costs, contractors costs, the cost of any specialist reports, supervisory costs etc.)

In the case of Officer time, the Council will calculate costs as follows:

- The actual time spent by Council Officers on the chargeable activities and recorded using file notes and database
- Time spent will be converted into a monetary figure using the appropriate hourly rate set for the Officer(s) concerned.

The expenses incurred are to be recovered from the person(s) on whom the Notice or Order is/are served ("the relevant person"). Where the relevant person receives the rent on behalf of another, the expenses are also to be recovered from that other person. The recoverable expenses, are a charge on the premises.

8. Civil Penalties

The Housing & Planning Act 2016 introduced a range of measures to crack down on rogue landlords including the power for Councils to issue Civil Penalties of up to £30,000 as an alternative to prosecution for certain specified offences. This power came in to force on 6 April 2017 and was introduced by section 126 and Schedule 9 of the Housing and Planning Act 2016.

The primary aims of any financial penalty will therefore be to:

- Change the behaviour of the landlord / agent concerned.
- Deter future non-compliance by landlords / agents.
- Eliminate any financial gain or benefit from non-compliance with the regulations.
- Be proportionate to the nature of the breach of the regulations and the potential harm outcomes.
- Reimburse the cost incurred by the Council in undertaking work in default and fulfilling its enforcement duties.

Income received from a Civil Penalty can be retained by the local housing authority provided that it is used to further the local housing authority's statutory functions in relation to their enforcement activities covering the private rented sector.

A civil penalty may be imposed as an alternative to prosecution for the following offences under the Housing Act 2004:

- Failure to comply with an Improvement Notice (section 30)
- Offences in relation to licensing of Houses in Multiple Occupation (section 72)
- Offences in relation to licensing of houses under Part 3 of the Act (section 95)
- Offences of contravention of an overcrowding notice (section 139)
- Failure to comply with management regulations in respect of Houses in Multiple Occupation (section 234)

The amount of penalty is to be determined by the Council in each case. In determining an appropriate level of penalty, the Domestic Team will have regard to statutory guidance given in the DCLG publication 'Civil Penalties under the Housing and Planning Act 2016'.

Only one penalty can be imposed in respect of the same offence and a civil penalty can only be imposed as an alternative to prosecution. However, a civil penalty can be issued as an alternative to prosecution for each separate breach of the House in Multiple Occupation management regulations. Section 234(3) of the Housing Act 2004 states that a person commits an offence if he fails to comply with a regulation. Therefore, each failure to comply with the regulations constitutes a separate offence for which a civil penalty can be imposed.

The same criminal standard of proof is required for a civil penalty as for prosecution. This means that before taking formal action, the Council must satisfy itself that if the

case were to be prosecuted in a magistrates' court, there would be a realistic prospect of conviction. In order to achieve a conviction in the magistrates' court, the Domestic Team must be able to demonstrate beyond reasonable doubt that the offence has been committed.

The decision to impose a civil penalty as opposed to prosecution for the offence will be determined on a case by case basis but in all cases there must be sufficient, reliable evidence to justify the action taken, the action must be in the public interest, it should be fair and consistent, be relevant to the seriousness of the offence and be an appropriate and effective sanction to a breach of the legislation that is in place to protect people in their own homes.

8.1 Determining the Sanction

The following principles will apply to each case to be considered in relation to a Civil Penalty;

- Each case will be considered on its own merits
- There must be sufficient, reliable evidence to justify the action taken
- The action taken must be in the public interest
- Any mitigating circumstances will be considered
- The decision to prosecute an individual is a serious step and has serious implications for all involved. Decisions to prosecute should always be fair and consistent.

8.2 Factors to be taken into consideration when Determining the Penalty

In accordance with the statutory guidance, the Council will consider the following factors to help ensure that the civil penalty is set at an appropriate level:

- **Severity of the offence.** The more serious the offence, the higher the penalty should be.
- **Culpability and track record of the offender.** A higher penalty will be appropriate where the offender has a history of failing to comply with their obligations and/or their actions were deliberate and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Landlords are running a business and should be expected to be aware of their legal obligations.
- **The harm caused to the tenant.** This is a very important factor when determining the level of penalty. The greater the harm or the potential for harm (this may be as perceived by the tenant), the higher the amount should be when imposing a civil penalty.
- **Punishment of the offender.** A civil penalty should not be regarded as an easy or lesser option compared to prosecution. While the penalty should be proportionate and reflect both the severity of the offence and whether

there is a pattern of previous offending, it is important that it is set at a high enough level to help ensure that it has a real economic impact on the offender and demonstrates the consequences of not complying with their responsibilities.

- **Deter the offender from repeating the offence.** The ultimate goal is to prevent any further offending and help ensure that the landlord fully complies with all of their legal responsibilities in future. The level of the penalty should therefore be set at a high enough level such that it is likely to deter the offender from repeating the offence.
- **Deter others from committing similar offences.** While the fact that someone has received, a civil penalty will not be in the public domain, it is possible that other landlords in the local area will become aware through informal channels when someone has received a civil penalty. An important part of deterrence is the realisation that (a) the local housing authority is proactive in levying civil penalties where the need to do so exists and (b) that the level of civil penalty will be set at a high enough level to both punish the offender and deter repeat offending.
- **Remove any financial benefit the offender may have obtained as a result of committing the offence.** The guiding principle here should be to ensure that the offender does not benefit as a result of committing an offence, i.e. it should not be cheaper to offend than to ensure a property is well maintained and properly managed.

8.3 Penalties Structure

For the purpose of the offence, a fine will be calculated using the financial penalty notice matrix in Appendix 2. The selection of the relevant fine range, and the position of the individual offence within that range, is determined by the seriousness of the offence. The following factors will be considered;

In assessing seriousness there is a need to consider both culpability and harm

There can be an imbalance for example:

- Harm that results is greater than the harm intended by the offender
- Culpability may be at a higher level than the harm resulting from the offence

Culpability will be greater if;

- The offender deliberately causes more harm than necessary
- The offender targets a vulnerable victim (old age, youth, disability)
- The culpability of the offender should be the initial factor in determining the seriousness of the offence

8.4 Procedure

The Council will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a financial penalty. This will set out;

- The amount of the proposed financial penalty;
- The reasons for proposing to impose the penalty;
- Information about the right of the landlord to make representations.

The notice of intent must be given no later than 6 months after the Council has sufficient evidence of the conduct to which the penalty relates, or at any time when the conduct is continuing.

A person who is given a notice of intent may make written representations to the Council about the intention to impose a financial penalty within 28 days from the when the notice was given.

The person may provide any information at this time, that they feel should be considered in the council's review. This may include information as to their ability to pay the level of the fine, to show they took all reasonable steps and exercise due diligence to avoid breaching the duty, or because of the circumstances of the landlord's case it was not appropriate for the penalty notice to be served. Further details of potential mitigating factors can be found in Appendix 5. The council will consider the benefit of entering into 'without prejudice' negotiations with the relevant person, and this additional option may be offered at this stage.

Where written representations are made, a senior officer not previously involved with the case will consider the appeal. This will usually be the Environmental Services Manager or another relevant officer at this level within the Council's structure. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them;

- Withdraw a notice of intent or final notice; or
- Reduce the amount specified in a notice of intent or final notice
- Uphold the original decision to issue the notice of intent

At the end of the 28-day period, the Council will decide whether to impose a penalty and, if so, will set the amount of the penalty. If the decision is made to impose a financial penalty, we will give the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information;

- The amount of the financial penalty;
- The reasons for imposing the penalty;
- Information about how to pay the penalty;
- The period for payment of the penalty (28 days);
- Information about rights of appeal; and
- The consequences of failure to comply with the notice.

A person who receives a final notice may appeal to the First-tier Tribunal (Property Chamber) against:

- The decision to impose a penalty; or
- The amount of the penalty.

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn.

9. Rent Repayment Orders

In addition to the powers provided by the Housing Act 2004 to apply Rent Repayment Orders (RROs) in regard to offences related to HMOs as outlined at section 73 and 74 of Housing Act 2004, the Housing and Planning Act 2016 extended the power to apply RROs in respect of the following offences committed after 6th April 2017;

- Failure to comply with an Improvement Notice under Section 30 of the Housing Act 2004
- Failure to comply with a Prohibition Order under Section 32 of the Housing Act 2004
- Breach of a banning order made under Section 21 of the Housing and Planning Act 2016
- Using violence to secure entry to a property under Section 6 of the Criminal Law Act 1977
- Illegal eviction or harassment of the occupiers of a property under Section 1 of the Protection from Eviction Act 1977

The maximum amount of rent that can be recovered is capped at 12 months.

A criminal standard of proof is required. The Council must apply to the First Tier Property Tribunal for an RRO.

East Cambridgeshire District Council will consider application for RROs in all cases where a successful prosecution has been achieved

10. Banning Order Offences

The Housing and Planning Act 2016 (Banning Order Offences) Regulations 2017 introduced a list of banning order offences.

The local authority may apply to the First-tier Tribunal for a Banning Order against a landlord who it has prosecuted for a banning order offence and breach of a banning order is a criminal offence.

A banning order will last a minimum of 12 months. There is no statutory maximum period for a banning order. The most serious offences will be considered for a banning order in line with our Corporate and Private Sector Housing Enforcement Policies and Government guidance. When considering whether to apply for a

banning order the local authority should consider the sentence imposed by the Court in respect of the banning order offence itself.

Rogue landlords who flout their legal obligations and continue to rent out accommodation which is substandard following a successful prosecution for a banning order offence, will be referred to the First-tier Tribunal for application of a banning order.

11. Houses in Multiple Occupation

The Housing Act 2004 introduced a mandatory licensing system for certain types of Houses in Multiple Occupation (HMO). The aim of licensing is to ensure that every licensable HMO is safe for the occupants and visitors and is properly managed.

From April 2006 owners of certain types of HMOs must apply to the Council to have their properties licensed. The responsibility for applying for a licence rests with the person having control of or the person managing the property.

From October 1ST 2018 a new lower criteria was introduced for mandatory licensing, whereby a mandatory license is required where there are 2 or more households, with 5 or more residents, irrespective of the number of storeys. The room sizes for occupation were also changed. More information can be found at <http://www.eastcambs.gov.uk/licensing/houses-multiple-occupancy-hmo-licence>

The Housing Act 2004 also provides the Council with the power to apply Discretionary Licensing, either by way of Additional or Selective Licensing based on specific conditions being met. Should an area within East Cambridgeshire District Council ever become subject to discretionary licensing, a specific enforcement policy will be developed to accompany any designation.

When considering the Amenities required in a House in multiple occupation regard will be made to the East Cambridgeshire District Council Amenity Standards. These include minimum room sizes along with bathing facilities and cooking amenities. The Amenity Standards can be found at Appendix 1.

11.1 Licensing Offences

The Housing Act 2004 sets out a number of licensing related offences all of which carry an unlimited fine, including:

- Operating an unlicensed HMO or allowing an HMO to be occupied by more persons than a licence allows
- Breach of licence condition
- Supplying incorrect information in a licence application

In addition to the above, a landlord who operates an unlicensed HMO can be subject to a Rent Repayment Order (RRO) by a First-tier Tribunal (Property Chamber) under sections 96 and 97 of the Housing Act 2004. The Council may also decide to apply a Civil Penalty for certain offences using the Housing and Planning Act 2016.

A RRO requires repayment of rent received by the landlord over a period of up to 12 months. The Council will usually consider applying for such a measure if the landlord has received rent that has been paid by Housing Benefit.

Where an unlicensed HMO is identified, the Council will assess whether there are good reasons why an application has not been received. If there are no good reasons, the Council will look to take formal proceedings with a view to prosecution in the courts or by way of issuing a Civil Penalty.

If a landlord of an unlicensed HMO approaches the Council for licensing and the landlord fully cooperates with the Council, including addressing any management, safety or amenity issue within an agreed timescale, the Council would not normally take enforcement action.

Generally, initially, any breach of licence condition will be dealt with informally. However, if the breach is serious and affects the safety of the occupants or the responsible person does not carry out necessary works within an agreed timescale, the Council will pursue legal proceedings or a civil penalty.

11.2 Interim and Final Management Orders

An Interim Management Order (IMO) transfers the management of a residential property to the Council for a period of up to twelve months. The circumstances in which an order can be made are discussed below. In particular, the IMO allows the Council possession of the property against the immediate landlord, and subject to existing rights to occupy can;

- Do anything in relation to the property, which could have been done by the landlord, including repairs, collecting rents etc.
- Spend monies received through rents and other charges for carrying out its responsibility of management, including the administration of the property
- To create new tenancies (with the consent of the landlord).

Under an IMO the Council must pay to the relevant landlord (that is the person(s) who immediately before the order was made was entitled to the rent for the property) any surplus of income over expenditure (and any interest on such sum) accrued during the period in which the IMO is in force. It must also keep full accounts of income and expenditure in respect of the house and make such accounts available to the relevant person.

The Council must take enforcement action in respect of a licensable property (which means an HMO subject to Part 2, or other residential property subject to Part 3) by making an IMO if:

- The property ought to be licensed, but is not, and the Council considers there is no reasonable prospect of it granting a licence in the near future. An IMO may not, however, be made on these grounds if an effective application is outstanding with the authority for the grant of a licence or a temporary exemption notice or if such a notice is in force
- The Domestic Team is satisfied that the Health and Safety Condition isn't met and, therefore, it would not have granted an application for a licence

- The Domestic Team intends to revoke the licence on one or more of the grounds specified in Parts 2 or 3 of the Act, other than the property has ceased to be licensable, and upon revocation there will be no reasonable prospect of the property being licensed in the near future (e.g. to another suitable person)
- The Domestic Team is satisfied that when the licence is revoked the Health and Safety Condition test will be met.

11.3 Final Management Orders

In exceptional circumstances the Council can also apply for a Final Management Order (FMO) which can last for up to five years. Such powers will only be used in exceptional circumstances and will be agreed by the Manager of Environmental Services.

A FMO cannot be made unless an IMO or another FMO was already in force. An FMO transfers the management of the house to the Domestic Team for the duration of the order. In particular, the FMO allows the Council;

- Possession of the property against the immediate landlord, but subject to existing rights of occupation
- To do anything in relation to the property, which could have been done by the landlord, including repairs, collecting rents etc.
- To spend monies received through rents and other charges for carrying out its responsibility of management, including the administration of the property;
- To create new tenancies (without the consent of the landlord).

11.4 Management Order Management Schemes

The Council must adopt a management scheme for a property subject to an FMO. The scheme must set out how the Council intends to manage the house. In particular, the management scheme must include:

- The amount of rent it will seek to obtain whilst the order is in force
- Details of any works which the Council intends to undertake in relation to the property
- The estimate of the costs of carrying out those works
- Provision as to the payment of any surpluses of income over expenditure to the relevant landlord, from time to time
- In general terms how the authority intends to address the matters that caused the Council to make the order. The Council must also keep full accounts of income and expenditure in respect of the house and make such accounts available to the relevant landlord.

11.5 Temporary Exemption Notices

Where a landlord is, or shortly will be taking steps to make an HMO non-licensable, the Council may serve a Temporary Exemption Notice (TEN). A TEN can only be granted for a maximum period of three months. In exceptional circumstances a

second TEN can be served for a further three-month period. A TEN will be served where the owner of the HMO states in writing that steps are being taken to make the HMO non- licensable within 3 months.

11.6 Raising Standards in HMO's.

Under current legislation many HMOs still do not currently require a licence. These include houses containing some self-contained flats and smaller HMOs. Many of these still pose a significant degree of risk to occupants and/or have a history of being poorly managed. The Council will continue to regulate such HMOs through using the Housing Health and Safety Rating system and other appropriate legislation e.g. the HMO Management Regulations when complaints are received.

11.7 Fire Safety in HMOs

Statistically, HMOs have one of the highest incidents of deaths caused by fire in any type of housing. It is therefore essential that any HMO possesses an adequate means of escape in event of a fire and adequate fire precautions. The actual level of fire protection and detection required will be determined by a risk assessment.

The Domestic Team (Environmental Services) is generally the lead enforcing authority for fire safety in HMOs, however where an HMO contains communal areas, or is above a commercial property a Fire Risk Assessment is carried out in accordance with the Regulatory Reform Order which is administered by Cambridgeshire Fire Authority in line with the Memorandum of Understanding and Joint Enforcement Protocol 2015.

For clarification, and/or general fire safety guidance, contact the Domestic Team (Environmental Services) or visit <http://www.eastcambs.gov.uk/housing/hmo-licencing-information>

11.8 General Management of HMOs

The Management of Houses in Multiple Occupation (England) Regulations 2006 require the person having control of the house to ensure that: -

- All services, furnishings, fixtures and fittings are maintained in good, sound, and clean condition
- The structure is kept in good order
- All communal areas of the interior are regularly cleaned and redecorated as necessary
- All yards, boundary walls, fences, gardens and outbuildings are maintained in a safe and tidy condition
- Satisfactory arrangements for the disposal of refuse and litter have been made
- At the commencement of all tenancies the lettings are clean, in a satisfactory state of repair and decoration, and comply in all respects with these standards

- All staircases and multiple steps should be provided with suitable handrails
- All Tenants should fulfil their tenancy obligations.

12. Empty Homes

Empty homes can be a blight on our community as well as a wasted housing resource. Our approach will be to work alongside owners of empty homes with a solution-based approach to support and encourage voluntary action. However, we are also committed to using appropriate enforcement action where owners fail to take responsibility for their properties, reasonable negotiations fail or there is little prospect of the property being bought back into use voluntarily.

A number of factors will be considered in deciding the best course of action for an empty home. For more information please see the East Cambridgeshire Empty Homes Strategy 2006 or contact the Domestic Team.

The Council will provide advice and assistance to the owners of empty properties to help bring the home back into use. It will however also consider using any of the following enforcement options:

- **Empty Dwelling Management Orders**
Where a property has been left empty for over two years and is attracting anti-social behaviour, the Council may seek an EDMO, the provisions for which are contained in the Housing Act 2004. An EDMO allows the Council to take over full management of the property for up to seven years, reclaiming any management and refurbishment costs from the rental income.
- **Compulsory Purchase Orders**
CPOs can be made under s17 of the Housing Act 1985 or s226 of the Town & Country Planning Act 1990. They allow local authorities to purchase properties in specific circumstances without the owner's consent. This is only carried out in extreme circumstances and if resources allow.
- **Statutory nuisance provisions**
If a property is unsafe, causing or is likely to cause a nuisance to the locality, there are several legislative tools available to the Council to ensure that the condition of the property is improved. These include provisions to ensure the property is safe, secure and not adversely affecting the amenity of the area.
- **Enforced sale procedure**
The Law of Property Act 1925 allows the recovery of debt secured by a registered charge by forcing the sale of a property. In situations where the Council has served notices requiring the owner to ensure that their property is not unsafe or having a negative impact, but they have failed to act, the Council may be forced to carry out the works in default. If the costs incurred are not paid, the Council will register any 'relevant' charges (charges that can be legally applied) against the property and should the owner still not pay this debt, the Council can commence legal proceedings to sell the property to recover the costs.

13. The Smoke and Carbon Monoxide Alarm (England) Regulations 2015

The regulations impose obligations upon landlords to ensure that tenanted properties are provided with smoke alarms and carbon monoxide alarms. This has been publicised in the Council's Statement of Principles.

Reg 4(1) says; A relevant landlord in respect of a specified tenancy must ensure that

- (b) during any period beginning on or after 1st October 2015 when the premises are occupied under the tenancy-*
 - (i) a smoke alarm is equipped on each storey of the premises on which there is a room used wholly or partly as living accommodation;*
 - (ii) a carbon monoxide alarm is equipped in any room of the premises which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance; and*
- (c) checks are made by or on behalf of the landlord to ensure that each prescribed alarm is in proper working order on the day the tenancy begins if it is a new tenancy.*

Where the Council has reasonable grounds to believe that the requirements of these Regulations have not been met by a landlord, there is a duty on the Council to serve a 'remedial notice'.

A remedial notice must-

- specify the premises to which the notice relates;
- specify the duty or duties that the local housing authority considers the landlord is failing or has failed to comply with;
- specify the remedial action the local housing authority considers should be taken;
- require the landlord to take that action within 28 days beginning with the day on which the notice is served;
- explain that the landlord is entitled to make written representations against the notice within 28 days beginning with the day on which the notice is served;
- specify the person to whom, and the address (including if appropriate any email address) at which, any representations may be sent; and
- explain the effect of regulations 6, 7 and 8, including the maximum penalty charge which a local housing authority may impose.

A person given a remedial notice may make written representations to the council within 28 days from the date the notice was given. The person may provide any mitigating circumstances that they feel should be considered in the council's assessment as to validity of service of the notice. The council will consider the benefit of entering into 'without prejudice' negotiations with the relevant person,

and this additional option may be offered at this stage.

A senior officer not previously involved with the case will consider the appeal. This will usually be the Environmental Services Manager or another relevant officer at this level within the Council's structure. They will consider the information provided with the following options available to them:

- Withdraw the remedial notice, or
- Uphold the decision.

A person who receives a final notice may appeal within 28 days to the First-tier Tribunal (Property Chamber) and the remedial notice will not have effect until the appeal is heard.

Failure to comply with a remedial notice imposes a further duty on the Council to arrange remedial action and a power to require payment of a penalty charge. Penalty charges for non-compliance are currently as follows:

First offence	£500	Reduced to £400 if paid within 14 days
Second offence	£1,000	No reduction for early payment
Any additional offences	£5,000	No reduction for early payment

In determining the level of the fixed penalty notice the Council has considered the likely costs it will incur and the amount required sufficient to provide a deterrent to non-compliance. Increasing the fine for a second or third offence reflects the seriousness of the offence and is designed to deter repeat offending.

14. Electrical Safety Standards

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 enables councils to serve financial penalties for breaches of up to £30,000 and came into force in April 2021.

These new regulations require landlords to have the electrical installations in their properties inspected and tested by a person qualified and competent to do so, at an interval of not less than 5 years. Landlords must provide a copy of the Electrical Installation Condition Report to their tenants and to the local authority if requested. Landlords must:

- Ensure national standards for electrical safety are met. These are set out in the latest edition of the 'Wiring Regulations'.
- Ensure the electrical installations in their rented property are inspected and tested by a qualified and competent person at an interval of at least every 5 years,
- Obtain a report from the person conducting the inspection and test which gives the results and sets a date for the next inspection and test,
- Supply a copy of this report to the existing tenant within 28 days of the inspection and test,
- Supply a copy of the report to a new tenant before they occupy the premises,
- Supply a copy of the report to any prospective tenant within 28 days of

- receiving a request for the report,
- Supply the local authority with a copy of the report within 7 days of receiving a request for a copy,
 - Retain a copy of the report to give to an inspector and tester who will undertake the next inspection and test,
 - Where the report shows that remedial or further investigation are required, complete this work within 28 days or any shorter period if specified as necessary in the report, and
 - Supply written confirmation of the completion of the remedial works from the electrician to the tenant and the local authority within 28 days of completion of the works.

The local authority may impose a financial penalty in respect of every breach. **The level of any penalty is determined as laid down in the penalty fee structure in Appendix 3.**

The same criminal standard of proof is required for a financial penalty as for prosecution.

If a breach of the Regulations is identified the council will issue the person considered to have committed the relevant offence a notice of its proposal (notice of intent) to impose a financial penalty. This will set out:

- The amount of the proposed financial penalty,
- The reasons for proposing to impose the penalty, and
- Information about the right of the person to make representations

The notice of intent must be given no later than 6 months after the conduct to which the penalty relates.

A person given notice of intent may make written representations to the council about the intention to impose a financial penalty within 28 days from the date the notice was given. The person may provide any financial information at this time, that they feel should be considered in the council's assessment as to their ability to pay the level of the fine. The council will consider the benefit of entering into 'without prejudice' negotiations with the relevant person, and this additional option may be offered at this stage.

A senior officer not previously involved with the case will consider the appeal. This will usually be the Environmental Services Manager or another relevant officer at this level within the Council's structure. They will consider the information provided with the following options available to them:

- Withdraw the notice of intent,
- Reduce the amount specified, or
- Uphold the original decision.

If the decision is made to impose a financial penalty the council will give the person a final notice requiring the penalty to be paid within 28 days.

A person who receives a final notice may appeal within 28 days to the First-tier Tribunal (Property Chamber) and the penalty notice will not have effect until the appeal is heard.

15. The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulation 2007

Cambridgeshire County Council (CCC) has ratified its decision to delegate their enforcement powers under these Regulations to all district authorities within Cambridgeshire. On investigation if a local authority determines there is no Energy Performance Certificate (EPC) for a domestic dwelling and it is a relevant building then the council can serve a fixed penalty notice.

The regulations require the following with respect to rented properties:

- The relevant person shall make available free of charge a valid energy performance certificate to any prospective buyer or tenant at the earliest opportunity and in any event before entering a contract to sell or rent out the building.
- The relevant person must ensure that a valid EPC has been given free of charge to the person who ultimately becomes the buyer or tenant.
- The relevant person must ensure all particulars are provided as required by the regulations. Where a relevant person is under a duty to make available an EPC to any person the certificate must be accompanied by a recommendation report.
- A recommendation report is one that contains recommendations for the improvement of the energy performance of the building, issued by the energy assessor who issued the EPC.
- A person required to produce such documents shall do so seven days beginning with the day after the requirement was imposed.

Breaches of the regulations are liable to a Penalty Charge Notice of £200.

Landlords can request a review of a penalty charge and this shall be submitted to the council within 28 days of the Penalty Charge Notice. The person may provide any information at this time, that they feel should be considered in the council's review. This may include information as to their ability to pay the level of the fine, to show they took all reasonable steps and exercise due diligence to avoid breaching the duty, or because of the circumstances of the landlord's case it was not appropriate for the penalty notice to be served. Further details of potential mitigating factors can be found in Appendix 5. The council will consider the benefit of entering into 'without prejudice' negotiations with the relevant person, and this additional option may be offered at this stage.

A senior officer not previously involved with the case will consider the appeal. This will usually be the Environmental Services Manager or another relevant officer at this level within the Council's structure. They will consider the information provided with the following options available to them:

- Withdraw the Penalty Charge Notice, or
- Reduce the amount specified, or
- Uphold the original decision.

If the decision is made to either reduce the amount or require the full financial penalty to be paid this shall be received by the council within 28 days.

A person who receives a final notice may appeal within 28 days to the County Court and the penalty notice will not have effect until the appeal is heard.

16. The Minimum Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015

From 1st April 2020 a rental property let on a relevant tenancy with an EPC rating below E is in breach of the regulations, unless it is included on the Private Rented Sector (PRS) Exemptions Register.

Councils shall serve a Compliance Notice if it considers a property is being rented out, or has been at any time within the 12 months preceding requesting:

- The energy performance certificate which was valid at the time the property was let,
- Any other energy performance certificate for the property in the landlords possession,
- Any current tenancy agreement under which the property is let,
- Any qualifying assessment in relation to the property,
- Any other document that the authority considers necessary to enable it to carry out its functions under these regulations, and
- May request the landlord to register copies of any of them on the PRS exemptions register

The authority can serve a Penalty Notice where a landlord:

- Rents out a substandard relevant property, unless an exemption applies,
- Has registered false or misleading information when registering information on the PRS Exemptions Register, or
- Does not comply with a Compliance Notice.

The penalties available are as follows:

- £2000 for letting a substandard property for less than 3 months
- £4000 for letting a substandard property for 3 months or more
- £1000 for false or misleading information being provided
- £2000 for failure to comply with a Compliance Notice

If a landlord breaches more than one of the breaches the total of the penalty must not be greater than £5000.

Where a financial penalty has been imposed the local authority may publicise the following information on the PRS Exemptions Register for a minimum period of 12 months:

- Landlords name
- Details of the breach
- The address of the property in relation to the breach
- The amount of financial penalty imposed.

The level of penalty shall be as the maximum laid down in the Regulations.

Landlords can request a review of a penalty charge and this shall be submitted to the council within 28 days of the Penalty Notice. The person may provide any information at this time, that they feel should be considered in the council's review. This may include information as to their ability to pay the level of the fine, to show they took all reasonable steps and exercise due diligence to avoid breaching the duty, or because of the circumstances of the landlord's case it was not appropriate for the penalty notice to be served. Further details of potential mitigating factors can be found in Appendix 5. The council will consider the benefit of entering into 'without prejudice' negotiations with the relevant person, and this additional option may be offered at this stage.

A senior officer not previously involved with the case will consider the review. This will usually be the Environmental Services Manager or another relevant officer at this level within the Council's structure. They will consider the information provided with the following options available to them:

- Withdraw the Penalty Notice, or
- Reduce the amount specified, or
- Uphold the original decision.

The decision will be communicated to the landlord in writing at the earliest opportunity. If the decision is made to either reduce the amount or require the full financial penalty to be paid, this payment shall be received by the council within 28 days of the decision being communicated to the landlord.

A landlord may appeal the decision at the First-tier Tribunal (General Regulatory Chamber) and the penalty notice will not have effect until the appeal is heard. Appeals can be on the grounds that:

- The penalty notice was based on an error of fact or an error of law
- The penalty notice does not comply with a requirement imposed by the Regulations
- It was inappropriate to serve a penalty notice on them in the particular circumstances.

17. The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.

This order requires letting agents and property managers to be members of an approved or designated Redress Scheme so that members can be investigated when complaints are made against them in connection with their work.

Failure to be a member of a scheme can result in a monetary penalty up to a maximum of £5,000. The level of any penalty is determined as laid down in the penalty fee structure in Appendix 4

If a breach of the Regulations is identified the council will issue the person considered to have committed the relevant offence a notice of its proposal (notice of intent) to impose a financial penalty. This will set out:

- The amount of the proposed financial penalty,
- The reasons for proposing to impose the penalty, and
- Information about the right of the person to make representations

The notice of intent must be given no later than 6 months after the conduct to which the penalty relates.

A person given notice of intent may make written representations to the council about the intention to impose a financial penalty within 28 days from the date the notice was given. The person may provide any information at this time, that they feel should be considered in the council's review. This may include information as to their ability to pay the level of the fine, to show they took all reasonable steps and exercise due diligence to avoid breaching the duty, or because of the circumstances of the person's case it was not appropriate for the penalty notice to be served. Further details of potential mitigating factors can be found in Appendix 5. The council will consider the benefit of entering into 'without prejudice' negotiations with the relevant person, and this additional option may be offered at this stage.

A senior officer not previously involved with the case will consider the review. This will usually be the Environmental Services Manager or another relevant officer at this level within the Council's structure. They will consider the information provided with the following options available to them:

- Withdraw the Penalty Notice, or
- Reduce the amount specified, or
- Uphold the original decision.

The decision will be communicated to the person in writing at the earliest opportunity. If the decision is made to either reduce the amount or require the full financial penalty to be paid, this payment shall be received by the council within 28 days of the decision being communicated to the person.

A person may appeal the decision at the First-tier Tribunal (General Regulatory Chamber) and the penalty notice will not have effect until the appeal is heard. Appeals can be on the grounds that:

- The decision to impose a penalty was based on an error of fact or an error of law
- The amount of the monetary penalty is unreasonable
- The decision was unreasonable for any other reason.

18. Monitoring and Review

The Service will keep its regulatory activities and interventions under review, with a view to considering the extent to which it would be appropriate to remove or reduce the regulatory burdens they impose, where the Council has direct control of these matters.

Changes will be introduced into this document where necessary to accommodate new legislation, guidance and local needs.

Fees will be reviewed annually.

19. Other legislation.

Where housing or other related legislation is introduced which is enforced by the Council and permits the imposition of any monetary penalty or penalty charge the Council will seek to fully implement any duty or power conferred upon it.

20. Application of the Policy

All Officers must have regard to this policy when making enforcement decisions.

The Environmental Services (Domestic Team) will use discretion to vary these standards in exceptional circumstances where appropriate, also considering Government Guidance and new and emerging legislation and best practice guidance. Enforcement will be carried out in line with this policy **and the East Cambridgeshire District Council Enforcement Concordat.**

If you have any comments or queries on this policy, please contact:

Senior Environmental Health Officer Karen See Domestic Team

By Email: Karen.see@eastcambs.gov.uk

By telephone: 01353 665555

Or at this address: Domestic Team, East Cambridgeshire District Council, Nutholt Lane, Ely CB7 4EE

Related policies and documents

- Previous Housing Enforcement Policy 2019
<https://www.eastcambs.gov.uk/sites/default/files/Housing%20Enforcement%20Policy%20FINAL%202019%20pdf.pdf>
 - East Cambridgeshire Private Sector Housing Renewal Policy 2015
https://www.eastcambs.gov.uk/sites/default/files/PSH%20jan%202015_1.pdf
 - Carbon Monoxide Statement Of Principles
<https://www.eastcambs.gov.uk/sites/default/files/Statement%20of%20Principles.pdf>
 - Housing Strategy
http://www.eastcambs.gov.uk/sites/default/files/housing/housing_strategy_24583.pdf
- Cambridgeshire Housing Adaptations and Repairs Policy 2019
<https://www.eastcambs.gov.uk/sites/default/files/Housing%20Adaptations%20Policy%202020.pdf>
- Homelessness Strategy
<http://www.eastcambs.gov.uk/sites/default/files/ECDC%20Homelessness%20Strategy-%20Action%20Plan.pdf>

Printed copies or translated/braille/ copies of this policy can be made available.

Please contact us on domesticteam@eastcambs.gov.uk

DATA PROTECTION

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 (PSN) 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, Cambs., CB7 4EE (email: dataprotection@eastcambs.gov.uk)

East Cambridgeshire District Council

The Grange, Nutholt Lane, Ely, Cambridgeshire. Tel: 01353 665555

Appendix 1
(Revised Sept 2018)

Adopted Standards for Houses in Multiple Occupation

The following standards and guidance notes have been compiled to comply with the requirements contained in the Housing Act 1985 as amended by the Local Government and Housing Act 1989, and the Housing Act 2004 and all associated Regulations. These standards may be varied at the discretion of the Environmental Services Manager and relate to Licensable and other Categories of HMO.

A House in Multiple Occupation is defined by the Housing Act 2004 and means:

- a house, hostel or flat occupied by more than one household where sharing of amenities and rent or other amounts are payable, or
- a converted building where one or more of the units of living accommodation do not consist of a self-contained flats.

A HMO may be considered a house converted into self-contained flats, which does not meet 1991 Building Regulations and less than two thirds of the flats are long leases (i.e. more than a third are tenanted).

A HMO must be in good repair, safe and meet East Cambridgeshire District Council's Minimum Standards.

Licensable HMO's must meet the following space standards as laid down by Regulations, that is:

- To ensure that the floor area of any room in the HMO used as sleeping accommodation by one person aged over 10 years is not less than 6.51 m²
- To ensure that the floor area of any room in the HMO used as sleeping accommodation by two persons aged over 10 years is not less than 10.22 m²
- To ensure that the floor area of any room in the HMO used as sleeping accommodation by one person aged under 10 years is not less than 4.64 m²
- To ensure that any room with a floor area less than 4.64 m² is not used as sleeping accommodation.

What dwellings are not considered Houses in Multiple Occupation for the purposes of these adopted Minimum Standards?

Exclusions include:

- People living together as one household
- Purpose built self-contained accommodation that complies with Building Regulations 1991
- Homes registered under the Registered Homes Act 1984
- Properties registered under the Children's Act 1989

The Environmental Services Manager may amend this from time to time, as necessary.

1. Standards for Houses in Multiple Occupation in Categories A, B and G

Category A

Houses occupied as individual rooms where there is some exclusive occupation (usually bedroom/living room) and some sharing of amenities (bathroom and/or toilet and/or kitchen). Each occupant lives otherwise independently of all others.

Category B

Houses occupied on a shared basis. These would normally be occupied by members of a defined social group e.g. students or a group of young single adults. The occupiers each enjoy exclusive use of a bedroom but would share other facilities.

N.B. Houses of more than 6 people are not likely to fall in this Category.

Category G

Houses with some degree of shared facilities, occupied by people whose occupation is connected to their employment or education and is made available through their employer or in connection with a recognised educational establishment.

1.1 Personal Washing Facilities

- a.** Every water closet compartment shall be provided with a wash hand basin together with its own supply of hot and cold water.
- b.** Where practicable each separate occupancy shall be provided with a wash hand basin together with its own supply of hot and cold water.
- c.** Each occupancy is to be provided with its own bath or shower in a proper room. Where this is impracticable a readily accessible and suitably located bathroom or shower room not more than one floor distance from any user to be provided in the following ratios:-
 - 1 - 5 persons - 1 bathroom or shower room
 - 6 - 10 persons - 2 bathrooms or shower rooms
 - 11 - 15 persons - 3 bathrooms or shower rooms
- d.** Every bath, shower and wash hand basin shall be properly plumbed with adequate hot and cold water supplies and waste drainage. Immediately adjacent walls should be non-porous and easily cleanable.

1.2 Drainage and Sanitary Conveniences

- a.** Each separate occupancy shall be provided with its own water closet compartment, but when not practicable, satisfactory and readily accessible water closet accommodation shall be provided in the following ratios:
 - 1 - 5 persons - 1 water closet
 - 6 - 10 persons - 2 water closets

11 - 15 persons - 3 water closets

- b.** The nearest water closet shall not be more than one floor distant from a unit of accommodation. Each bath/shower or W.C. room should have easily cleansable surfaces.
- c.** All above and below ground drainage shall comply with current Building Regulations

1.3 Facilities for Storage, Preparation and Cooking of Food and for the Disposal of Waste Water

If all meals are not provided then;

Each occupancy shall have its own kitchen facilities within their letting, as below, except suitably located shared kitchens may be provided where cooker and sink and associated facilities are shared by not more than five persons.

The kitchen shall be not more than one floor distance from any user unless a communal dining room is provided.

Separate kitchens whether shared or used exclusively in connection with a particular single tenancy must be of sufficient size for their purpose. The following sizes are a guide.

Kitchen used by	Area of floor
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1 – 3 persons	5m ²
4 persons	6m ²
5 persons	7m ²
9 persons	9m ²

a. Storage of Food

Each separate occupancy shall be provided with a refrigerator for the storage of perishable food (minimum capacity 0.15m³) and dry goods storage space (minimum 0.15m³) which may be within the unit accommodation or within the kitchen where kitchens are shared.

In shared kitchens the scale of such provision must be a minimum of 0.08m³ dry goods space and 0.075m³ refrigerator space per occupant, either in the kitchen or in an adjacent readily accessible position.

b. Preparation of Food

A suitable fixed worktop shall be provided being of a minimum size of 500mm x 1000mm with a smooth, durable, impervious surface, capable of being easily cleaned. In the case of shared kitchens, worktops shall be provided in a ratio of one to every three persons sharing the kitchen. Immediately adjacent walls to be non-porous and easily cleanable.

c. Kitchen Appliances

Two power points shall be provided, positioned immediately adjacent to any

worktop. In the case of shared kitchens power points shall be provided in the ratio

of two power points for every three persons.

d. Cooking of Food

A suitable cooking appliance which includes an oven, grill and four cooking rings shall be provided in each occupancy. In the case of shared kitchens cooking appliances that include an oven, grill and four cooking rings shall be provided in a ratio of one set for every five persons. Where there are up to eight persons the second cooking appliance may be a combination microwave rather than a traditional cooker.

Where there is single person occupancy an oven grill and two cooking rings will be acceptable.

1.4 Natural Lighting

- a.** All habitable rooms shall be provided with an area of clear glazing equivalent in total area of not less than 1/10th of the floor area of the room. Please note that all glazing within the common escape route (in case of fire) must comply with fire protection standards.
- b.** Where practicable, all kitchens, bathrooms and W.C. compartments shall comply with 4(a) above, although in the case of bathrooms and W.C. compartments, glazing shall normally be obscure. Where this is not practicable, adequate artificial lighting shall be provided in accordance with the requirement of part (b).

Artificial Lighting

- c.** All habitable rooms, kitchens, bathrooms, W.C. compartments, staircases, landings and passages shall be adequately lit by electricity.

All artificial lighting on landings, stairs and passageways must be operated by sufficient switches. Any time switches must stay on for an adequate time to allow persons to travel the distance and have entered the next lighting area.

1.5 Ventilation

- a.** All habitable rooms shall be ventilated directly to the external air by a window with an opening area of at least 1/20th of the floor area of the room.

A door giving access directly to the external air will not be acceptable for the purpose of this requirement.

- b.** Where practicable, kitchens, bathrooms and W.C. compartments shall comply with 1.5(a) above. Where not practicable, mechanical ventilation shall be provided which is capable of providing 3 air changes per hour. The installation must be fitted with an over-run device for a minimum of 15 minutes and connected to the lighting circuit of the room.

1.6 Space Heating

The main living room of each occupancy shall be provided with a fixed heating appliance capable of heating the room to a temperature of 21 °C when the outside

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temperature is -1°C. All appliances should be of a sufficient output so as to adequately heat the rooms they serve.

Bedrooms should be able to be maintained at 18 °C when the outside temperature is -1°C. This provision should be efficient, safely designed, sited and guarded as to minimise the risks to health and safety.

1.7 **Prevention of Overcrowding** **Space Standards**

a. For the purpose of setting space standards:-

a child under 1 year is excluded (*this also applies to the provision of amenities and facilities*)

a child over 1 year and under 10 years is classed as ½ a person,

a child over 10 years or an adult is classed as 1 person.

b. The number of persons permitted to occupy each habitable room will be calculated according to the requirements of the Housing Act 1985 as follows:-

<u>Floor Area of Room</u>	<u>Max Number</u>
19.5 m ²	4 persons
15 m ²	3 persons
10.22 m ²	2 persons
6.51 m ²	1 person

- A single bedroom with a separate living room = 6.51 m² for 1 person
- A single bedroom with **no** separate living room = 10.22 m² for 1 person
- A double bedroom with a separate living room = 10.22 m² for 2 persons
- A double bedroom with **no** separate living room = 15 m² for 2 persons
- For each additional person there should be an additional 4.5m² floor area.

c. Where a unit of accommodation includes kitchen facilities and a separate living room, then minimum room sizes need to be increased.

<u>Floor Area of Room</u>	<u>Max Number</u>
13.5 m ²	2 persons
10.22 m ²	1 person

For each additional person there should be an additional 4.5m² floor area.

1.8 Refuse Storage and Disposal

Refuse storage containers shall be provided sufficient for the needs of the house of the type acceptable to the Local Authority. On average one bin should be provided for every three single persons.

All containers are to be located on a hard standing with suitable access for cleaning the area and the removal of containers. Bulk storage bins may be acceptable in certain circumstances.

1.9 Means of Escape in the Case of Fire

There must be an adequate means of escape in case of fire and other fire precautions within the property. The type of precautions required is dependent on the type of Category and the number of stories. Detailed requirements can be found in the Fire Standards Document.

The following are general requirements that may be required:-

- A fire warning system. Heat detectors in the kitchen areas. Hard wired smoke alarms in each dwelling.
- Fire doors with 30 minutes fire resistance with self-closing devices, smoke seals and intumescent seals.
- Walls and ceiling with 30 minutes fire resistance.
- Basement ceilings to have 60 minute fire resistance.
- Electrical meters in the escape route to be in a cupboard.

All cupboards in the escape route to have 30 minutes fire resistance.

1.10 Fire Safety of Furniture

All upholstered furniture in an HMO shall meet the current fire retardancy standard.

Upholstered furniture and furnishings includes chairs, three piece suites, beds, headboards, scatter cushions and pillows.

1.11 Gas Safety

Gas appliances, boilers and flues must be safe at all times and inspected annually by a registered installer or competent person on the Gas Safe Register.

A certificate confirming that an annual gas safety check has been carried out must be available for inspection by authorised officers of the Council and the Health and Safety Executive at their request.

A copy of the Certificate must be handed to any incoming tenant before the tenant occupies the premises.

There is a duty to retain a copy of the record of inspection for a period of two years.

1.12 Electrical Wiring and Appliances

Electrical wiring to lighting, power circuits and electrical appliances must be safe at all times. These should be checked and certified as being safe by a qualified electrician who is a member of an approved association and an Electrical Installation Condition Report, no more than 5 years old, shall be available for inspection. PAT testing of appliances must be undertaken.

1.13 Management

Every HMO must have a Manager. The Manager is the owner or the lessee of the premises who receives the rents paid by tenants. The person who collects the rents on his/her behalf may also be responsible as a Manager. A notice giving the name and address of the Manager should be on display in the premises.

The Housing (Management of Houses in Multiple Occupation) Regulations 2006 cover aspects relating to good management of the premises.

The Manager is required by the Regulations to ensure the repair, maintenance, cleansing or good order of the property including making sure the property remains safe, the water supply is sufficient, common parts and fixtures and fittings are in good order, the gas and electric supply is safe and that waste disposal options are sufficient. The Manager is also required to provide relevant information to the occupiers. The Regulations also imposes duties on persons who live in the house for the purpose of ensuring that the Manager can effectively carry out the duties imposed on him by the Regulations.

2. Standards Required for Houses in Multiple Occupation in Category C

Houses let in lodgings i.e. catering for lodgers on a small scale but not living as part of the main household normally with a resident/occupier. This is the traditional "house let in lodgings" where meals are provided in a dining room and would be typified by a family or household who might take in a small number of students or other individuals away from their primary residence.

2.1 Personal Washing Facilities

- a** Each bedroom/study room not occupied by the owner and his/her family shall be provided with a wash hand basin.
- b** Shared facilities will be accepted where there are 2 or less occupiers in addition to the owner-occupier and his/her family except where the total number of occupants exceed 6, when separate facilities as in (a) above will be required.
- c** Each occupancy to be provided with its own bath or shower in a proper room, but where this is impracticable a readily accessible and suitably located bathroom or shower room not more than one floor distance from any user to be provided in the following ratios:-

- 1 - 5 persons - 1 bathroom or shower room
- 6 - 10 persons - 2 bathrooms or shower rooms
- 11 - 15 persons - 3 bathrooms or shower rooms

- d.** Every bath, shower and wash hand basin shall be properly plumbed with adequate hot and cold water supplies and waste drainage. Immediately adjacent walls to be non-porous and easily cleansable.

2.2 Drainage and Sanitary Conveniences

- a.** Each separate occupancy shall be provided with its own water closet compartment, but when not practicable, satisfactory and readily accessible water closet accommodation shall be provided in the following ratios:

- 1 - 5 persons - 1 water closet
- 6 - 10 persons - 2 water closets
- 11 - 15 persons - 3 water closets

- b.** The nearest water closet shall not be more than one floor distance from a unit of accommodation. Each bath/shower or W.C. room should have easily cleansable surfaces.

- c.** All above and belowground drainage shall comply with current Building Regulations.

2.3 Natural Lighting

- a.** All habitable rooms shall be provided with an area of clear glazing equivalent in total area of not less than 1/10th of the floor area of the room. Please note that all glazing within the common escape route (in case of fire) must comply with fire protection standards.

- b.** Where practicable, all kitchens, bathrooms and W.C. compartments shall comply with above, although in the case of bathrooms and W.C. compartments, glazing shall normally be obscure. Where this is not practicable, adequate artificial lighting shall be provided.

Artificial Lighting

- c.** All habitable rooms, kitchens, bathrooms, W.C. compartments, staircases, landings and passages shall be adequately lit by electricity.

All artificial lighting on landings, stairs and passageways must be operated by sufficient switches. Any time switches must stay on for an adequate time to allow persons to travel the distance and have entered the next lighting area.

2.4 Ventilation

- b.** All habitable rooms shall be ventilated directly to the external air by a window with an opening area of at least 1/20th of the floor area of the room.

A door giving access directly to the external air will not be acceptable for the purpose of this requirement.

- c. Where practicable, kitchens, bathrooms and W.C. compartments shall comply with 5(a) above. Where not practicable, mechanical ventilation shall be provided which is capable of providing 3 air changes per hour. The installation must be fitted with an over-run device for a minimum of 15 minutes and connected to the lighting circuit of the room.

2.5 Space Heating

The main living room of each occupancy shall be provided with a fixed heating appliance capable of heating the room to a temperature of 21 °C when the outside temperature is -1°C. All appliances should be of a sufficient output so as to adequately heat the rooms they serve.

Bedrooms should be able to be maintained at 18 °C when the outside temperature is -1°C. This provision should be efficient, safely designed, sited and guarded as to minimise the risks to health and safety.

2.6 Prevention of Overcrowding Space Standards

- a. For the purpose of setting space standards:-

a child under 1 year is excluded (*this also applies to the provision of amenities and facilities*)

a child over 1 year and under 10 years is classed as ½ a person,

a child over 10 years or an adult is classed as 1 person.

- b. The number of persons permitted to occupy each habitable room will be calculated according to the requirements of the Housing Act 1985 as follows:-

<u>Floor Area of Room</u>	<u>Max Number</u>
19.5m ²	4 persons
15m ²	3 persons
10.22m ²	2 persons
6.51m ²	1 person

- A single bedroom with a separate living room = 6.51m² for 1 person
- A single bedroom with **no** separate living room = 10.22m² for 1 person
- A double bedroom with a separate living room = 10.22 m² for 2 persons
- A double bedroom with **no** separate living room = 15 m² for 2 persons
- For each additional person there should be an additional 4.5m² floor area.

- c. Where a unit of accommodation includes kitchen facilities and a separate living room, then minimum room sizes need to be increased.

<u>Floor Area of Room</u>	<u>Max Number</u>
13.5m ²	2 persons
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For each additional person there should be an additional 4.5m² floor area.

2.7 Refuse Storage and Disposal

Refuse storage containers shall be provided sufficient for the needs of the house of the type acceptable to the Local Authority. On average one bin should be provided for every three single persons.

All containers are to be located on a hard standing with suitable access for cleaning the area and the removal of containers. Bulk storage bins may be acceptable in certain circumstances.

2.8 Means of Escape in the Case of Fire

There must be an adequate means of escape in case of fire and other fire precautions within the property. The type of precautions required are dependent on the type of Category and the number of stories. Detailed requirements can be found in the Fire Standards Document.

The following are general requirements that may be required:-

- A fire warning system. Heat indicators in the kitchen areas. Hard wired smoke alarms in each dwelling.
- Fire doors with 30 minutes fire resistance with self-closing devices, smoke seals and intumescent seals.
- Walls and ceiling with 30 minutes fire resistance.
- Basement ceilings to have 60 minute fire resistance.
- Electrical metres in the escape route to be in a cupboard.

All cupboards in the escape route to have 30 minutes fire resistance.

Fire Safety of Furniture

All upholstered furniture in an HMO shall meet the current fire retardancy standard.

Upholstered furniture and furnishings includes chairs, three piece suites, beds, headboards, scatter cushions and pillows.

Gas Safety

Gas appliances, boilers and flues must be safe at all times and inspected annually by a Gas Safe registered installer.

A certificate confirming that an annual gas safety check has been carried out must

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be available for inspection by authorised officers of the Council and the Health and Safety Executive at their request.

A copy of the Certificate must be handed to any incoming tenant before the tenant occupies the premises.

There is a duty to retain a copy of the record of inspection for a period of two years.

Electrical Wiring and Appliances

Electrical wiring to both lighting, power circuits and electrical appliances must be safe at all times. These should be checked and certified as being safe by a qualified electrician who is a member of an approved association and an Electrical Installation Condition Report, no more than 5 years old, shall be available for inspection. PAT testing of appliances must be undertaken.

2.9 Management

Every HMO must have a Manager. The Manager is the owner or the lessee of the premises who receives the rents paid by tenants. The person who collects the rents on his/her behalf may also be responsible as a manager. A notice giving the name and address of the Manager should be on display in the premises.

The Housing (Management of Houses in Multiple Occupation) Regulations 2006 cover aspects relating to good management of the premises.

The Manager is required by the Regulations to ensure the repair, maintenance, cleansing or good order of the property including making sure the property remains safe, the water supply is sufficient, common parts and fixtures and fittings are in good order, the gas and electric supply is safe and that waste disposal options are sufficient. The Manager is also required to provide relevant information to the occupiers. The Regulations also impose duties on persons who live in the house for the purpose of ensuring that the Manager can effectively carry out the duties imposed on him by the Regulations.

3. Standards Required for Houses in Multiple Occupation in Category D

(Hostels, guest houses, bed and breakfast)

Houses generally referred to as “hostels”, “guesthouses” and “bed-and-breakfast hotels” or the like. These will provide accommodation for people with no other permanent place of residence as distinct from hotels which provide accommodation for temporary visitors to an area. This category would include establishments used by Local Authorities to house homeless families pending permanent placement and similar establishments which provide accommodation for people who would otherwise be homeless. It would also include bona fide hotels used for such purposes, even on a casual basis and hotels housing. Foods must be prepared and served to tenants. The property will otherwise be classed as Category A or B.

3.1 Personal Washing Facilities

- a.** Every water closet compartment shall be provided with a wash hand basin together with its own supply of hot and cold water.
- b.** Each separate occupancy shall be provided with a wash hand basin together with its own supply of hot and cold water.
- c.** Each occupancy to be provided with its own bath or shower in a proper room, but where this is impracticable a readily accessible and suitably located bathroom or shower room not more than one floor distance from any user to be provided in the following ratios:-
 - 1 - 5 persons - 1 bathroom or shower room
 - 6 - 10 persons - 2 bathrooms or shower rooms
 - 11 - 15 persons - 3 bathrooms or shower rooms
- d.** Every bath, shower and wash hand basin shall be properly plumbed with adequate hot and cold water supplies and waste drainage. Immediately adjacent walls to be non-porous and easily cleansable.

3.2 Drainage and Sanitary Conveniences

- a.** Each separate occupancy shall be provided with its own water closet compartment, but when not practicable, satisfactory and readily accessible water closet accommodation shall be provided in the following ratios:
 - 1 - 5 persons - 1 water closet
 - 6 - 10 persons - 2 water closets
 - 11 - 15 persons - 3 water closets
- b.** The nearest water closet shall not be more than one floor distance from a unit of accommodation. Each bath/shower or W.C. room should have easily cleansable surfaces.
- c.** All above and belowground drainage shall comply with current Building Regulations.

5. Standards Required for Houses in Multiple Occupation in Category

E

(Registered Homes)

Registered (care) homes have increased considerably in number since the advent of Community Care policies. Many thousands of such premises now exist in both the public and increasingly the private sector. They are diverse in size and nature and cater for a wide range of clients, their common characteristic being their need for personal care.

These premises are subject to inspection by Registration Authorities (i.e. Social Services Authorities) and to regulation according to the Registered Care Homes Regulations 1984. These specify standards which not only cover the physical environmental pertinent to the care of the client (including standards for amenities) but requirements too for management systems including provisions for record keeping, complaints procedures etc.

6. Standards Required for Houses in Multiple Occupation in Category

E

Most houses or other buildings which by erection or conversion comprise of dwellings which are self-contained and which have access via a single "front door" from any common area. Such dwellings would normally contain all the standard amenities for the exclusive use of the occupants of that dwelling.

This category of HMO would under normal circumstances be created having regard to the provisions of the Building Regulations and therefore the following standards would be of use at design stage.

Each unit of accommodation should have exclusive amenities

The following space standards are recommended.

1 person, three roomed flat:

Bedroom	7m ²
Living Room	11.5 m ²
Kitchen	5.5 m ²

Total habitable area 24m²

1 person flatlet with separate kitchen:

Bed/Living room	14m ²
Kitchen	5m ²

Total habitable area 21.5m²

2 person one bedroom flat:

Bedroom	10.5m
Living room	13m ²

Kitchen 5.5m²

Total habitable area 31.5²

- C Each occupancy shall be provided with its own bath or shower in a proper room, but where this is not practicable a readily accessible and suitably located bathroom or shower room not more than one floor distant from any user to be provided in the following ratios:-

1 - 5 persons	-	1 bathroom or shower room
6 - 10 persons	-	2 bathrooms or shower rooms

An owner-occupier and his/her family will be reckonable for this purpose.

- D Every bath, shower and wash hand basin shall be properly plumbed with hot and cold water supplies and waste drainage.

5.1 **Drainage and Sanitary Conveniences**

- a Each separate occupancy shall be provided with its own water closet compartment, but when not practicable satisfactory and readily accessible water closet accommodation shall be provided in the following ratios:-

1 - 5 persons	-	1 water closet
6 - 10 persons	-	2 water closets
11 - 15 persons	-	3 water closets

- b Such water closets shall be not more than 1 floor distant from the letting.

5.2 **Natural Lighting**

- a All habitable rooms shall be provided with an area of clear glazing equivalent in total area of not less than 1/10th of the floor area of the room.
- b Where practicable, all kitchens, bathrooms and W.C. compartments shall comply with (a) above, although in the case of bathrooms and W.C. compartments, glazing shall normally be obscure.

Artificial Lighting

- c All habitable rooms, kitchens, bathrooms, W.C. compartments, staircases, landings and passages shall be adequately lit by electricity.

5.3 **Ventilation**

- a All habitable rooms shall be ventilated directly to the external air by a window with an opening area of at least 1/20th of the floor area of the room.
- b Where practicable, kitchens, bathrooms and W.C. compartments shall comply with (a) above. Where not practicable, mechanical ventilation shall be

provided which is capable of providing 3 air changes per hour. The installation must be fitted with an over-run device and connected to the lighting circuit of the room.

5.4 Space Heating

The main living room of each occupancy shall be provided with a fixed heating appliance capable of heating the room to a temperature of 21 °C when the outside temperature is -1°C. This provision should be efficient, safely designed, sited and guarded as to minimise the risks to health and safety.

5.5 Permitted Occupation

In order to prevent overcrowding and over occupation the following shall apply:-

Bedrooms

1 person	6.51 m ²
2 persons	10.22 m ²
3 persons	16.5 m ²
4 persons	21.0 m ²

CATEGORIES OF HMO

- Category A Houses occupied as individual rooms where there is some exclusive occupation (usually bedroom/living room) and some sharing of amenities (bathroom and/or toilet and/or kitchen). Each occupant lives otherwise independently of all others.
- Category B Houses occupied on a shared basis. These would normally be occupied by members of a defined social group e.g. students or a group of young single adults. The occupiers each enjoy exclusive use of a bedroom but would share facilities.
- Category C Houses let in lodgings, i.e. catering for lodgers on a small scale but not living as part of the main household normally with a resident owner/occupier. This is the traditional “house let in lodgings” where meals are provided in a dining room and would be typified by a family or household who might take in a small number of students or other individuals away from their primary place of residence.
- Category D Houses generally referred to as “hostels”, “guesthouses” and “bed-and-breakfast hotels” or the like. These will provide accommodation for people with no other permanent place of residence as distinct from hotels which provide accommodation for temporary visitors to an area. This category would include establishments used by local authorities to house homeless families pending permanent placement and similar establishments which provide accommodation for people who would otherwise be homeless. It would also include bona fide hotels used for such purposes, even on a casual basis and hotels housing a mixture of homeless households and visitors.
- Category E Houses which require registration under the Registered Homes Act 1984 as amended, providing board and personal care for persons in need by reason of old age, disability, past or present drug or alcohol dependence or past or present mental order.
- Category F Most houses or other buildings which by erection or conversion comprise dwellings which are self-contained, all such dwellings comprising accommodation to which access is had via a single “front door” from any common area. Such dwellings would normally contain all the standard amenities but where any might not and be in an “improved” state – there would nevertheless be no sharing amenities with the occupiers of neighbouring dwellings.
- Category G Houses with some degree of shared facilities, occupied by people whose occupation is ancillary to their employment or education and is made available through their employer or in connection with a recognised educational establishment.

Appendix 2

Civil Penalty Matrix for specified offences under the Housing Act 2004

Consideration of culpability factors

LEVEL	DESCRIPTION	EXAMPLES (not exhaustive)
Maximum	Where the landlord or agent has intentionally and seriously breached and flagrantly disregarded the law and knew their actions were unlawful	Failure to demonstrate compliance or shows a wilful refusal to comply with an Improvement Notice where defects are clearly dangerous to the occupants Breach of a Banning Order Wilful refusal to comply with an overcrowding notice Failure to comply with HMO management regulations where the conditions are clearly dangerous to the tenants or where a landlord or agent has not made appropriate inspections of the property.
Very High	Where the landlord or agent has seriously breached or flagrantly disregarded the law.	Failure to licence a HMO Failure to demonstrate compliance or shows a wilful refusal to comply with an Improvement Notice Failure to comply with an overcrowding notice within the date required Failure to comply with HMO Management Regulations.
High	Actual foresight of, or wilful blindness to the risk of a breach but nevertheless taken	Taken limited actions to resolve the hazards identified in an Improvement Notice but the majority of the work has not been completed by the specified date.
Medium	Breach committed through	Taken actions to resolve

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	an act or omission which a person exercising reasonable care would not commit.	the hazards identified in an Improvement Notice but less than half of the work required has been completed by the date specified on the notice.
Low	Breach committed with little fault as significant efforts were made to address the risk although inadequate.	The majority of the work identified in an Improvement Notice has been completed the specified date but work remains outstanding.
Minimum	Breach was committed with little fault because there was no warning or circumstances indicating a risk or the failing were minor and occurred as an isolated incidence.	Failure to provide documentation to prove works on an Improvement Notice have been completed satisfactorily.

Consideration of harm factors

RATING	EXPLANATION	EXAMPLES
High	Serious adverse effect on individual or high risk of adverse effect	Category 1 Hazards identified (A-C)
Medium	Medium adverse effects, or medium risk of adverse effect.	High Category 2 Hazards (D-E)
Low	Low risk of an adverse effect	Low Category 2 Hazards (F-J)
Negligible	Harm not a consideration in the breach	Failure to Licence a HMO

Use of culpability and harm to provide a point scale for the civil penalty range

	CLASS OF HARM			
CULPABILITY	HIGH	MEDIUM	LOW	NEGLIGIBLE
MAXIMUM	9	8	7	6
VERY HIGH	8	7	6	5
HIGH	7	6	5	4
MEDIUM	6	5	4	3
LOW	5	4	3	2
MINIMUM	4	3	2	1

The scale point is then used to provide the penalty banding as below:

1. £1-£500
2. £501 - £1000
3. £1001- £3000
4. £3001 - £7000
5. £7001 - £11,000

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6. £11,001 - £15,000
7. £15,001 - £20,000
8. £20,001 - £25,000
9. £25,001 - £30,000

Fines shall be set to the mid-point within each band but on receipt of representation details an upward or downward adjustment within the banding will be considered.

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Appendix 3

Civil Penalty Matrix for specified offences under the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

Consideration of culpability factors

LEVEL	DESCRIPTION	EXAMPLES (not exhaustive)
Maximum	Where the landlord or agent has intentionally and seriously breached and flagrantly disregarded the law and knew their actions were unlawful	Failure to ensure national standards for electrical safety are met. These are set out in the latest edition of the 'Wiring Regulations' Failure to carry out further investigative or remedial work or completing work within 28 days or any shorter period if specified as required in the EICR.
Very High	Where the landlord or agent has seriously breached or flagrantly disregarded the law.	Failure to ensure all electrical installations in their rented properties are inspected and tested by a qualified and competent at least every 5 years. Failure to supply the local authority with an EICR within 7 days of receiving a written request for a copy and where the report is unsatisfactory. Failure to supply the existing tenant with an EICR within 28 days of the inspection and test and where the report is unsatisfactory.
High	Actual foresight of, or wilful blindness to the risk of a breach but nevertheless taken	Failure to obtain an EICR from the person conducting the inspection and test which gives the results and sets a date for the next inspection and test. Failure to supply a copy of an EICR to a new tenant before they occupy the

[Type here]

		premises. Failure to supply a copy of the EICR to any prospective tenant within 28 days of receiving a request for the report
Medium	Breach committed through an act or omission which a person exercising reasonable care would not commit.	Failure to provide the local authority with a copy of the EICR within 7 days of receiving a written request for a copy when the report is satisfactory. Failure to provide the tenant with a copy of the EICR within 28 days of receiving a written request for a copy when the report is satisfactory.
Low	Breach committed with little fault as significant efforts were made to address the risk although inadequate.	Failure to supply written confirmation of the completion of further investigative or remedial works from the electrician to the tenant and the local authority within 28 days of completion of the works.
Minimum	Breach was committed with little fault because there was no warning or circumstances indicating a risk or the failing were minor and occurred as an isolated incidence.	Failure to retain a copy of an EICR to give to the inspector and tester who will undertake the next inspection and test.

Consideration of harm factors

RATING	EXPLANATION	EXAMPLES
High	Serious adverse effect on individual or high risk of adverse effect	Multiple C1 ratings on the EICR
Medium	Medium adverse effects, or medium risk of adverse effect.	C1 rating on the EICR
Low	Low risk of an adverse effect	C2 ratings on the EICR or requirement for FI (Further Investigation)
Negligible	Harm not a consideration in the breach	Absence of an EICR

[Type here]

Use of culpability and harm to provide a point scale for the civil penalty range

	CLASS OF HARM			
CULPABILITY	HIGH	MEDIUM	LOW	NEGLIGIBLE
MAXIMUM	9	8	7	6
VERY HIGH	8	7	6	5
HIGH	7	6	5	4
MEDIUM	6	5	4	3
LOW	5	4	3	2
MINIMUM	4	3	2	1

The scale point is then used to provide the penalty banding as below:

1. £1-£500
2. £501 - £1000
3. £1001- £3000
4. £3001 - £7000
5. £7001 - £11,000
6. £11,001 - £15,000
7. £15,001 - £20,000
8. £20,001 - £25,000
9. £25001 - £30,000

Fines shall be set to the mid-point within each band but on receipt of representation details an upward or downward adjustment within the banding will be considered.

Appendix 4

Penalty Matrix for specified offences under The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.

Consideration of culpability factors

LEVEL	DESCRIPTION
High	Where the landlord or agent has intentionally and/or seriously breached, or seriously and flagrantly disregarded the law and knew their actions were unlawful
Medium	Breach committed through an act or omission which a person exercising reasonable care would not commit.
Low	Breach committed with little fault, or failing was minor and occurred as an isolated incident or significant efforts were made to address the risk although they were inadequate on the relevant occasion.

Consideration of harm outcomes

LEVEL	EXPLANATION
High	High likelihood of harm • Serious adverse effects on individual and/or having widespread impact due to the nature and/or scale of the landlord or agent's business, or • High risk of an adverse effect on individuals – including where persons are vulnerable
Medium	Medium likelihood of harm • Adverse effect on individuals • Medium risk of an adverse effect on individuals • Tenants and/or legitimate landlords or agents substantially undermined by the conduct • Tenant or prospective tenant misled
Low	Low likelihood of harm • Low risk of an adverse effect on actual or prospective tenants • Public misled but little or no risk of actual adverse effect on individuals
Negligible	Negligible likelihood of harm • Harm not a consideration in the breach

Use of culpability and harm to provide a point scale for the civil penalty range

	CLASS OF HARM			
CULPABILITY	HIGH	MEDIUM	LOW	NEGLIGIBLE
HIGH	6	5	4	3
MEDIUM	5	4	3	2
LOW	4	3	2	1

The scale point is then used to provide the penalty banding as below:

1. £1 - £499
2. £500 - £1000
3. £1001 - £2000
4. £2001 - £3000
5. £3001 - £4000
6. £4001 - £5000

Fines shall be set to the mid-point within each band but on receipt of representation details an upward or downward adjustment within the banding will be considered.

Appendix 5

Aggravating and mitigating factors to consider when determining civil penalties

Factors increasing the seriousness of an offence

The penalty may be increased within a band up to a maximum of the top of the band level. In order to determine the final penalty, the Council will consider any aggravating factors relevant to the case. Below is a list that will be considered as part of the determination. This is not an exhaustive list and other factors may be considered depending on the circumstances of each case.

- Previous convictions having regard to the offence to which applies and time elapsed since the offence;
- Motivated by financial gain;
- Obstruction of the investigation;
- Deliberate concealment of the activity/evidence;
- Number of items of non-compliance – greater the number the greater the potential aggravating factor;
- Record of non-compliance;
- Record of letting substandard accommodation;
- Record of poor management/ inadequate management provision;
- Lack of a tenancy agreement/rent paid in cash; and
- Already a member of an accreditation scheme or letting standard

Mitigating Factors decreasing the seriousness of an offence

The penalty may be decreased within a band. In order to determine the final penalty, the Council will consider any mitigating factors relevant to the case. Below is a list that will be considered as part of the determination. This is not an exhaustive list and other factors may be considered depending on the circumstances of each case.

- Co-operation with the investigation;
- Voluntary steps taken to address issues e.g. submit a licence application;
- Willingness to undertake training;
- Evidence of health reasons preventing reasonable compliance – mental health, unforeseen health issues, emergency health concerns;
- No previous convictions;
- Vulnerable individual(s) where their vulnerability is linked to the commission of the offence; and
- Good character and/or exemplary conduct.

When considering aggravating and mitigating factors the Civil Penalty imposed must remain proportionate to the offence. Reference will be made to Magistrates Court Sentencing Council guidelines when considering relevant aggravating and mitigating factors. An offender will be assumed to be able to pay a penalty up to the maximum amount unless they can demonstrate otherwise.

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:	Draft Private Sector Housing Enforcement Policy 2022
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:	9 th May 2022

- (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?

East Cambridgeshire District Council authorises officers to carry out statutory functions in the Private Rented Sector in the Council's district. Officers enforce housing legislation under the Housing Act 2004 amongst other pieces of legislation.

The draft Private Sector Housing Enforcement Policy supports good practice and is required to clearly set out the Council's approach to enforcement to provide consistency and transparency. It is designed to be both fair to responsible landlords but deals effectively with uninformed or rogue landlords to maintain and improve housing conditions within East Cambridgeshire.

Where the option of Civil Penalties and other penalties are to be adopted, local authorities are also required to produce a penalties matrix. Updated and new matrices are attached to the policy.

The draft is being submitted to the Operational Services Committee on 13th June 2022

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

Existing and proposed landlords and private sector tenants.

- (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.

The draft 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
Disability
Gender Reassignment
Pregnancy & Maternity

X
X

Age
Religion or Belief
Sexual Orientation
Marriage & Civil Partnership
Caring Responsibilities

X

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?

This is an updated document.

The Private Rented Sector houses a higher proportion of vulnerable groups and in East Cambridgeshire District the private rental market is slightly higher than the national average. The draft policy aims to have a positive impact on vulnerable groups by providing officers with more enforcement options to encourage a good standard of housing throughout the district. There will also be a positive impact on responsible landlords within the district and act as a deterrent to rogue landlords.

Age

An authorised officer will need to evaluate cases and deal with these especially sensitively where necessary. Officers will also use the policy and feed into other appropriate groups where necessary i.e. Age UK to ensure the best outcome for the occupant.

Disability

These cases again will need to be evaluated appropriately.

Legislation dictates that some applications must be made in writing or online for example a Houses in Multiple Occupation Licence etc. 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. 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 special support or, need to have the interview conducted at another premises and not the Council Offices.

Ethnicity

Where English is not be the first language of the landlord or tenant, translation services may be required and can be provided. Letters etc. can also be provided in the appropriate language where necessary.

(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:	<u>Karen See</u>	Date:	<u>09/05/2022</u>
Head of Service:	<u>Liz Knox</u>	Date:	<u>24.5.22</u>

PRIVATE SECTOR HOUSING ENFORCEMENT POLICY

Committee: Operational Services Committee

Date: 13th June 2022

Author: Karen See, Senior Environmental Health Officer

[X12]

1.0 ISSUE

- 1.1 The Private Sector Housing Enforcement Policy 2018 has been reviewed and updated to take into account new legislation and enforcement powers.

2.0 RECOMMENDATION(S)

- 2.1 Members are recommended to

- (1) Approve the draft Private Sector Housing Enforcement Policy
- (2) Agree the proposed new fee policies for Civil Penalties for Housing Act 2004 offences, Electrical Standards in the Private Rented Sector Regulations 2020, Energy Performance of Buildings Regulations 2007, Minimum Energy Efficiency (Private Rented Property) Regulations 2015, and The Redress Scheme for Lettings Agency Work and Property Management Work Order 2014, on Pages 34, 36 and 38 in the main body of the Policy and in Appendices 2, 3 and 4.
- (3) Agree a consultation period of 8 weeks from 20th June 2022.

3.0 BACKGROUND/OPTIONS

- 3.1 Private sector housing plays a significant part in housing provision within East Cambridgeshire. We recognise that the majority of this housing is in good condition and well managed, however in some circumstances this is not the case and where appropriate, enforcement action needs to be taken. The Council has a statutory duty to deal with unsatisfactory housing.
- 3.2 Policies need to be reviewed and updated from time to time and over recent years new legislation has been introduced which enables the Council to extend its regulation of the condition of private rented homes, in particular most recently to ensure rented properties remain electrically safe and also meet minimum standards for energy efficiency.
- 3.3 It remains important that council's make improvements and adjustments to existing policies to ensure the use of their enforcement powers continue in a fair and proportionate way and that it remains clear and transparent to landlords, tenants, home owners and other relevant organisations the action that will be taken to deal with those most serious of breaches.

- 3.4 This policy has been updated to include new legislation and summarises the range of actions available to the authority to influence improvements to house conditions in all tenures but most importantly to target those unscrupulous landlords who may be putting their tenants' lives at risk. The council must use its enforcement powers in a manner which is proportionate to risk, expedient and efficient as well as consistent and fair, and this policy forms the basis of this work.
- 3.5 Consultation will be in the form of information on the website and targeted correspondence to interested parties, including landlords.

Main Updates

- 3.5 In recent years changes to legislation have enabled local authorities the power to enforce penalty charges as a tool to tackle non-compliance where appropriate as an alternative to prosecution. Any income raised from the issue of civil penalties can be retained by the local authority to off-set the cost of enforcement and improve private sector housing working practices.
- 3.6 Before the use of penalty charges are permitted, local authorities are required to produce a penalties matrix, that clearly sets out the considerations as to the level of the penalty for particular offences. Charges are proportionately higher for situations where either culpability of an individual or levels of harm are greatest.
- 3.7 **Housing and Planning Act 2016:** Allows local authorities to impose a civil penalty of up to £30,000 for certain offences, including overcrowding, failure to licence an HMO or breach of an Improvement Notice.
- 3.8 **The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020:** These new regulations require landlords to have the electrical installations in their properties inspected and tested by a person qualified and competent to do so, at an interval of not less than 5 years. Councils can serve financial penalties for breaches of the Regulations of up to £30,000 and this came into force in April 2021.
- 3.9 **The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulation 2007:** If a local authority determines there is no Energy Performance Certificate (EPC) for a domestic dwelling and it is a relevant building then the council can serve a fixed penalty notice of £200. Previously a County Council function, all District Councils in Cambridgeshire will be taking on the enforcement power under these Regulations in 2022.
- 3.10 **The Minimum Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015:** From 1st April 2020 a rental property let on a relevant tenancy with an EPC rating below E is in breach of the regulations, unless it is included on the Private Rented Sector (PRS) Exemptions Register. Penalty charges of up to £5000 apply for breaches of the Regulations.

- 3.11 **The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014:** This order requires letting agents and property managers to be members of an approved or designated Redress Scheme so that members can be investigated when complaints are made against them in connection with their work. Penalty charges of up to £5000 apply for breaches of the Regulations.

4.0 ARGUMENTS/CONCLUSIONS

- 4.1 Environmental Services are committed to improve enforcement procedures whilst responding to new legislation.
- 4.2 The policy aims to clearly outline the options open to the Environmental Services (Domestic Team) for Housing Enforcement to ensure consistency and transparency for the public, landlords and officers.
- 4.3 Penalty matrices are required to be set and agreed by Council. Charges should be proportionate to the severity of any breach and should provide a deterrent to those landlords who fail in their obligations to maintain good housing standards.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT/CARBON IMPACT ASSESSMENT

- 5.1 Implementation of this policy will have a positive effect. A greater range of financial penalties will be able to be charged resulting in increased income to offset the cost of enforcement.
- 5.2 Equality Impact Assessment (INRA) attached.
- 5.3 A Carbon Impact Assessment has found no positive or negative carbon implications arising from the update to the Private Sector Housing Enforcement Policy 2022.

6.0 APPENDICES

- 6.1 Appendix 1-Private Sector Housing Enforcement Policy (with Appendices)
Appendix 2-INRA

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
Housing Act 2004	Room SF203	Karen See
Housing and Planning Act 2016	The Grange,	Position: Senior Environmental Health Officer
All associated Regulations	Ely	(01353) 616304
		E-mail:
		Karen.see@eastcambs.gov.uk

APPROVAL OF THE 2021/2024 FOOD AND HEALTH AND SAFETY SERVICE PLAN

Committee: Operational Services Committee

Date: 13 June 2022

Author: Senior Environmental Health Officer

[X13]

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**

- 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 are authorised by East Cambridgeshire District Council to carry out a number of 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.
- 3.5 During the Covid pandemic routine food hygiene work was scaled back, under direction from the Food Standards Agency. Member's attention is drawn to the Food Standard Agencies roadmap to recovery which aims to restore confidence in the food safety system by March 2023.
- 3.6 The Plan covers a multi-year period as the service realigns with the demands of routine inspections and the expected return of consumer habits.

4.0 COSTS

- 4.1 The Costs to the Council in providing these services is detailed on page 14 of the attached report and is balanced against a measure of income for services the Council are able to charge for.

5.0 ARGUMENTS/CONCLUSIONS

- 5.1 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.

6.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 6.1 The cost of officer time spent collating the documents
- 6.2 Equality Impact Assessment IST completed and attached Appendix 2

7.0 APPENDICES

Appendix 1	Food and Health and Safety Service Plan 2021/24
Appendix 2	Equality Impact Assessment

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
Background Documents Food Standards Agency Framework Agreement Amendment No.5: April 2010	Room SF202 The Grange, Ely	Richard Garnett Senior Environmental Health Officer (01353) 616472 richard.garnett@eastcambs.gov.uk
Food Safety Act 1990 s.40		
Health and Safety Executive LAC 67 (2) Rev 7		
National Local Authority (LA) Enforcement Code		



ENVIRONMENTAL SERVICES

FOOD SAFETY SERVICE DELIVERY PLAN

HEALTH AND SAFETY SERVICE DELIVERY PLAN

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INTRODUCTION

Prior to the Covid-19 pandemic, East Cambridgeshire District Council were expected to undertake all official food safety controls and related activities prescribed in specific legislation and those recommended within specific guidance as well as meeting the requirements of the Food Law Code of Practice. Like all food safety authorities, we faced significant challenges during the ongoing pandemic with delivering the statutory functions whilst having to prioritise protecting communities from COVID-19. Many food businesses were temporarily closed or changed their operations and routine interventions were put on hold.

Our role remains to help ensure food businesses deliver products which are safe and produced from premises which are hygienic and properly controlled, thereby helping the business to grow and thrive. It is also to provide information to the public to help them make informed choices about what and where to eat.

This year we have had to produce a revised Service Plan setting out our priorities in line with the Food Standards Agency's (FSA) Recovery Plan. This aims to ensure that during the period of recovery from the impact of COVID-19, East Cambridgeshire District Council's food safety resources are targeted towards the food businesses presenting the highest risk to consumers. It also aims to safeguard the credibility of the Food Hygiene Rating Scheme (FHRS). This will be implemented alongside delivery of existing requirements under the FSA's Framework Agreement¹.

The Food Safety Service Delivery Plan will continually be reviewed in light of any new Food Standards Agency requirements. In particular the end of the Recovery Plan and the FSAs plans to implement a revised food hygiene intervention rating scheme expected in year 2023/24.

Liz Knox
Environmental Services Manager

¹ The Framework Agreement on Official Feed and Food Controls by Local Authorities Amendment No. 5 April 2010

1. SERVICE AIMS & KEY PRIORITIES

1.1. Service Aims

Food Safety inspection and enforcement is undertaken by the Environmental Health Commercial Team (the Team). The aim is to provide a food safety service in East Cambridgeshire that is proportional to the risk presented and consistent in the standards businesses are expected to maintain.

The Team spends time with new businesses to give them the best chance of earning and maintaining a high standard of hygiene compliance, and works with existing businesses with the same aim.

With food businesses being closed or having changed their operations to cope with the various lockdowns and pandemic restrictions, routine interventions were put on hold nationally with the exception of those presenting the highest risk. The Team's workplan has therefore been redrafted to comply with the Food Standards Agency (FSA) Recovery Plan for the period from 1 July 2021 to March 2023 which all local authorities must have regard to. The Recovery Plan provides a framework for re-starting the delivery system in line with the Food Law Codes of Practice² for new food establishments and for high-risk and/or non-compliant establishments while providing flexibility for lower risk establishments.

This will be implemented alongside delivery of:

- official controls where the nature and frequency are prescribed in specific legislation,
- reactive work including enforcement in the case of non-compliance, managing food incidents and food hazards,
- investigation into and managing food complaints, and
- sampling in response to emerging issues and in support of national studies.

1.2. Key Priorities

In order to achieve the service aims in line with the FSA Recovery Plan, our key priorities are:

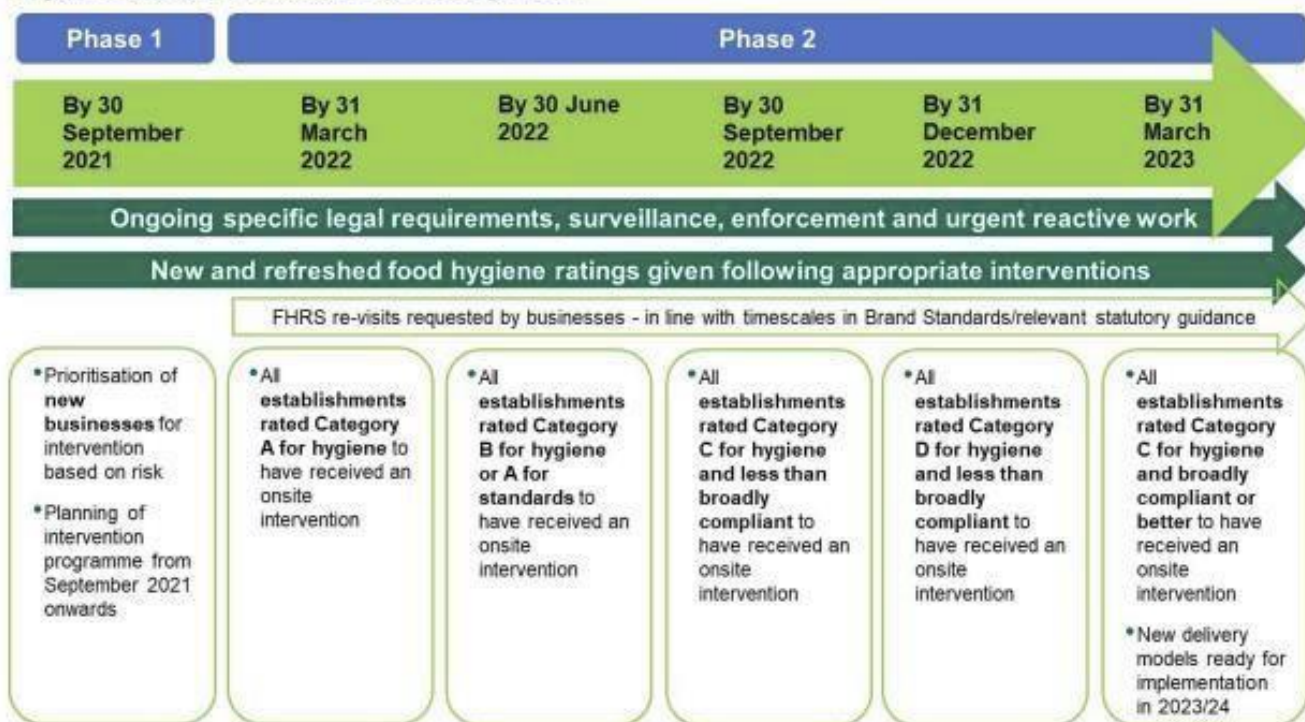
- The completion of Phase 1 which was completed by the end of September 2021
- The completion of Phase 2 which is currently ahead of the targeted completion date of March 2023

An outline of the recovery plan is provided at Figure 1.

The ending of Phase 2 should be coincidental with a revised food hygiene intervention rating scheme being published by the FSA.

² Food Law Code of Practice (England) (March 2021) and Practice Guidance (England) (March 2021)

Figure 1: Outline of the Recovery Plan



Notes

The key milestone dates within the Recovery Plan for higher risk establishments are shown.

For lower risk establishments not shown in the figure, local authorities have the flexibility to defer planned interventions and only undertake intervention where information/intelligence suggests that risks have increased/standards have fallen or if the establishment is otherwise considered a priority for intervention due to the risk posed.

In the case of food standards, the impact on the business of the new requirements on allergen labelling for products prepacked for direct sale - that apply from 1 October 2021 - should also be taken into account.

The table below summarises the frequency of interventions for different risk categories where A is the highest risk

Food hygiene

Risk category	Minimum intervention frequency
A	At least every 6 months.
B	At least every 12 months.
C	At least every 18 months.
D	At least every 24 months.
E	A programme of alternative enforcement strategies or interventions every three years.

In addition, our service priorities are:

- To ensure that interventions are carried out commensurate with the principles of risk ensuring compliance with the relevant food laws.
- To ensure, as far as reasonably practicable, that imported food used or sold in premises within the District complies with all relevant Food Law.
- To ensure food complaints are investigated.

- To undertake a food sampling regime based on local and national priorities.
- To provide informed and helpful advice to businesses and the public alike on matters relating to food safety.
- To act on food safety alerts promptly and in a manner that is proportionate to the risks involved.
- To play an active role with neighbouring local authorities in order to ensure a consistent approach to food law enforcement.

2. BACKGROUND

2.1. District Profile

East Cambridgeshire District is one of 5 Cambridgeshire District Councils and we also align with Peterborough City Council. Intelligence gained through the Covid Pandemic work indicated that a large number of people living in East Cambridgeshire work outside of the district, with Cambridge and the surrounding science parks being a particular draw. The District has a population of circa 90,000³.

2.2. Organisational Structure

The Commercial Team sits within the Environmental Services Department. The departmental lead is the Environmental Services Manager who in turn reports to the Director of Operations. The Environmental Services Department, reports to the Operational Services Committee.

Reporting to the Environmental Services Manager is the Senior Environmental Health Officer (SEHO) who is designated as the Lead Food Officer. They undertake the day-to-day supervision of the Commercial Team as well as contributing to inspection and complaint investigations. The Team are responsible for the Council's enforcement role in relation to food hygiene, health and safety and infection control aspects of public health legislation.

Officers are authorised to undertake a range of food health and safety and public health enforcement according to their job profile, competence and experience.

Working closely within a small authority, the Team liaises with Licensing, Building Control, the Markets Team, Waste Management, and Ely Tourism.

2.3. External Partners

External to the Council, the Team have an authorised Public Analyst (PA) with the role currently being undertaken by Public Analysts Scientific Services Ltd and a Food Examiner service undertaken by the UK Health Security Agency (UKHSA)⁴ at Colindale.

³ Population Estimates for UK, England and Wales, Mid-2019". Office for National Statistics.

⁴ The UK Health Security Agency was formally known as Public Health England (PHE)

Food Standards work, including new controls on Food Allergen Controls are administered by Cambridgeshire and Peterborough Trading Standards. This split is due to the legislation.

The Team liaises with neighbouring districts, both directly and through regular regional Cambridgeshire Food and Safety Group meetings, Representatives from UKHSA, Trading Standards (TS), the Health and Safety Executive (HSE) and FSA also attend the Group meetings.

Heads of Service attend strategic meetings at a county level.

Liaison and working alongside other authorities is undertaken as required.

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

2.4. Scope of the Food Service

The Environmental Health Commercial Team is responsible for delivering the Authority's Food Safety Service. This includes:

- programmed and intelligence led food hygiene interventions and revisits
- the investigation of complaints regarding food sold or prepared in the District
- the investigation of complaints regarding hygiene standards or practices
- infectious disease control including food poisoning and food borne disease
- responding to food alerts issued by the Food Standards Agency
- the provision of advice and information on food safety issues
- the monitoring of existing approved premises as well as granting new approval applications.
- consideration of planning and licensing applications in relation to food premises
- routine/planned sampling programmes organised in liaison with the Cambridgeshire Food and Safety Group and national studies organised by the FSA/UKHSA and local need.
- imported food control

All the officers who deliver services within the Team also

- hazard spot in relation to health & safety issues, and
- prioritise health and safety inspections when linked with the Health and Safety Executive's national priorities.

2.5. Demands on the Food Service

The Team are responsible for 839 premises, ranging from large manufacturers to one-person operations. A breakdown of the premises is as follows:

Type of Premises	Number
Producers	10
Manufacturers / Packers	37
Import / Export	3
Distributer	20
Retailer	157
Caterer	612
Total	839

Of these premises, approximately 270 are due for inspection each year. In addition, we also get around 100 new businesses per annum to inspect, although in 2021/22 we have received over 140 applications. In addition, the team receives requests for a food hygiene re-rating inspections per annum (Food businesses are able to request a re-rating after they have made improvements). There is a charge of £137 (reviewed annually) for this service as it requires an additional inspection to be carried out.

The Environmental Health Commercial Team is responsible for 8 premises under Approved Premises Regulations. These are typically food businesses that make, prepare or handle meat, dairy, egg, fish, shellfish or animal produce for supply to other businesses. These premises are inspected in accordance with our risk rating programme.

Other factors are likely to have an impact on Food Safety Service Delivery in the short to medium term, for example;

- a review of our working procedures with Officers benefiting from a more flexible and remote way of working;
- demands around health & safety enforcement with the Health and Safety Executive relaunching national priorities;
- industry staff shortages which affect a businesses ability to retain the right number of quality staff to maintain targets
- a reduction in food hygiene standards in some business which increases the Officer's workload in terms of revisits and subsequent requests for rescores.

2.6. Access to the Service

Inspections typically 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. 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 or see a particular operation.

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.

Access for service users	Details
Office address: The Grange Nutholt Lane Ely Cambridgeshire CB7 4EE	Opening Hours 08:45 - 17.00 Monday to Thursday 08.45 - 16.30 on Fridays
Day time telephone number	01353 665555
Email	foodandsafety@eastcambs.gov.uk
Council website	www.eastcambs.gov.uk
Out of hours contact	07710 978 900

2.7. Challenges

The FSA recovery roadmap takes account of some of the challenges created by the COVID-19 pandemic and the subsequent backlog of food safety interventions however, local complexities may present due to:

- The numbers of 'new' food businesses significantly increasing with over 140 being received in 2021/2022. 'New' business may be a change in the ownership of an existing business, or a completely new enterprise. Of the latter some may never start trading whilst others may quickly cease trading. The risks associated with these businesses remain largely unknown until inspected.
- Some existing businesses may hope to grow and capitalise on potential additional trade if consumer confidence returns, or to take advantage of new opportunities.
- the food hygiene intervention rating scheme will be reviewed and revised for implementation in 2023/24. This means that during this period there will be a significant amount of work for all Local Authorities and the FSA to undertake in preparation.

It is recognised that uncertainties related to the course of the pandemic may yet have consequences for deployment of resources and delivery of food controls. Whilst it is not expected, this risk must be considered in the short term.

We have planned a strategy that will see the Council meet all of the key dates within the FSA's roadmap whilst still allowing time to cope with the challenges outlined above. That strategy must be flexible to cope with the demands that are outside of our direct control.

2.8. **Enforcement Policy**

The Council has signed up to follow the principles laid out in the Government's Regulator's Code⁵ and the principles contained therein. A service specific Enforcement Policy has been developed and is available on the Council's website.

Officers always aim to support and guide businesses in compliance with food laws. Where advice and guidance and an informal route fails, Officers will use a graduated approach in enforcement following the ECDC Food Safety Enforcement Policy.

3. **SERVICE DELIVERY**

3.1. **Food Premises Interventions**

Prior to the COVID-19 pandemic, one of this Service Plan's key priorities was to ensure that all businesses receive an intervention within the minimum frequency set down in the current Food Law - Code of Practice.

The category of the premises, i.e. A - E, is defined by scoring premises around potential hazard associated with the business and food safety compliance, this then relates to the interval between inspections. For example: Category A premises are inspected every 6 months and Category D every 2 years. As the category is determined by risk to food safety it is possible for a business to move up or down the scale as they improve food hygiene practices, or present different risks in the food produced.

Challenges created by the pandemic meant that priority was given to the most high-risk/non-compliant food premises (categories A-B) and new businesses that had not previously been inspected. The FSA accepted and directed that food premises in categories C - E would not receive the expected intervention within the minimum frequency as set down in the Code of Practice

Before March 2023 the Team plan to catch up with the inspections as set out by the key dates FSA Recovery Plan as outlined on Page 6. As of March 2022 there are around 300 programmed inspections for Cat A-D food premises. This number includes recently inspected Category A and B premises that will become due for a further intervention before March 2023. There are also about 50 new businesses that have yet to be inspected and risk rated.

At the end of Phase 2 of the Recovery Plan (March 2023) we anticipate having caught up with all inspections and be in a position to move forward ensuring that within our ongoing programme of food interventions our businesses receive an intervention within the minimum frequency set down in Code of Practice.

The following is a breakdown of categories of risk; frequency of intervention and number of premises within the District due before March 2023.

⁵ <https://www.gov.uk/government/publications/regulators-code>

Rating	Frequency of Inspection	Number of Premises as of (March 2022)
A	6 months	3
B	12 months	25
C	18 months	71
D	24 months	218
Total		317

In addition to visits undertaken as part of the risk assessment programme, interventions are also undertaken in respect of:

- complaints regarding food business operations;
- enquires and request for advice from a food business;
- investigation following a poor sampling result;
- transient stalls and mobiles including working with the Ely Markets team;
- new business operations or new proprietors.

The range of possible interventions allows authorised Officers to use their professional judgement to apply a proportionate level of regulatory and enforcement activity to each business. Interventions fall into either official control or non-official control as follows:

Official Control interventions	Interventions which are not Official Controls: -
Monitoring	targeted education & advice
Surveillance	information & intelligence gathering
Verification	
Audit	
Inspection	
Sampling and Analysis	

We aim to inspect new high-risk businesses registering with the authority within 28 days of the business opening for trading or sooner if requested. Low risk new businesses e.g. home bakers will be given less priority and initially targeted through remote interventions.

3.2. Primary Authority and Home Authority Principle

The Primary Authority Scheme is managed by the Department for Business, Energy and Industrial Strategy. The Primary Authority scheme enables businesses to form a legal

partnership with one local authority, which then provides assured advice on complying with regulations that other local regulators must respect. If a business has a Primary Authority partnership Officer's must use any published inspection plans and have due regard to any assured guidance agreed under the scheme.

Primary Authority (PA) partnerships are suitable for businesses with multiple sites ensuring consistency of enforcement across the country. Due to the nature of ECDC's largely small, independent businesses culture, it is not predicted that the Team will form a Primary Authority partnership with a business in the foreseeable future.

If no Primary Authority arrangement has been established, Multi-site Businesses are able to build up a relationship with, and receive advice and information, from one particular local authority. This is usually a local authority where the business' head office is based and that authority is referred to as the 'Home Authority'. No inspection plan is published under this scheme and any guidance issued is not given the same weight as through the Primary Authority but should still be followed.

The Team acts as the Originating Authority for our Approved Establishments and any businesses supplying food outside the district. At the request of another regulatory authority, the Team will give appropriate information and assistance.

3.3. Advice to Businesses

The district has a high proportion of small, independent businesses that do not have the technical support usually associated with big companies. Therefore, and in keeping with the Council's "open for business" ethos and business growth policy, the emphasis of the Team is to work with businesses and develop positive working relationships. Officers are willing to invest significant time on advice and guidance to both support enterprise and maintain compliance; and in doing so avoid the need for future formal action.

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 which contain links to the FSA's site.

3.4. Food Sampling

The microbiological and physical examination and analysis of food is undertaken on the basis of: -

- businesses identified for sampling as part of nationwide, regional or local projects;
- businesses subject to consumer complaints or linked with outbreak investigations;
- or during a programmed inspection where an inspector deems a sample is necessary.

The Council supports all relevant nationally co-ordinated food sampling programmes organised by the Food Standard Agency and the UKHSA as well as any relevant cross regional surveys.

Due to laboratory resources being diverted to the Covid-19 pandemic there was no planned food sampling programme for 2020/21. However, plans have been introduced in 2022 to partake in 2 national sampling projects.

3.5. Control and Investigation of Outbreaks and Food Related Infectious Diseases

Investigation of outbreaks will be in accordance with the UKHSA Communicable Disease Outbreak Management Plan. All infectious disease notifications are followed-up by a standard letter and questionnaire wherever practicable to identify possible sources of infection and recommend practices to prevent its spread.

There has been a reduction in the number of food poisonings reported to the Team because cases of Campylobacter are no longer reported and the change in consumer behaviour during the pandemic. As a result of this all cases of reported food poisoning are now investigated to some degree even though they tend to be isolated incidence with no clear infection source.

3.6. Food Safety Incidents

The Council complies with Food Safety Act Code of Practice in relation to handling food alerts. All officers within the Team are alerted to food alerts via Food Standards Agency E-mail alerts. We respond to all food alerts that require action within 1 working day.

4. **HEALTH AND SAFETY**

4.1. Overview

Whilst the responsibility for managing health and safety risks lies with the individual business, ECDC has a statutory responsibility for safeguarding the health, safety and welfare of employees and the public, in 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 enforcement of health and safety. These “arrangements” are set out in The National Local Authority Enforcement Code 2013. The Code is a framework ensuring LA regulators adopt a consistent and proportionate approach to enforcement and 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 Health and Safety Executive (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	Gas, electricity and water service providers
Leisure premises	Garages undertaking repairs/ MOTs
Care homes, sheltered accommodation	Nursing homes, hospitals
Nurseries and playgroups	Schools and places of education
Skin piercers and beauty sector	Construction sites
Storage warehouses	Warehouses (mainly distribution)
Zoos	Government / LA undertakings
Churches and places of worship	Offshore installations

Local businesses may come to the Team's attention through complaints, reports, referrals, and national intelligence. In addition the HSE issues Local Authority Circulars (LAC) on topic areas considered suitable for Local Authority proactive and project work. The current document is LAC 67(2) revision 7.

Accidents may be reported to the Council through service requests or formally under The Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013 (as amended). Any accidents are investigated according to the HSE LAC 22/13: Incident selection criteria.

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

Officers attend the regular Safety Advisory Group meetings (SAG) supporting event organisers and businesses with advice, before, during and after the meetings. Officers also attend the regional Food and Health and Safety Group meetings, share information with the group and use it to undertake peer reviews.

The Team disseminates information about health and safety as a result of alerts from the HSE Advice is given any business seeking support.

The Team will refer any matters of potential national significance to the HSE and reports its activities to the HSE annually.

4.2. Primary and Home Authority

As with Section 3.2 above, the principles of Primary and Home Authority relate to Health and Safety Enforcement as well as Food Safety. For the same reasons as above ECDC does not have a primary authority agreement with a business but Officers will use primary authority plans where they exist.

4.3. Targeting inspections

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.

Other sources of work and intelligence include; officers hazard spotting at food inspections, regional meetings with other LAs and the HSE local principal inspector, Social media, local press, and on-line resources.

In 2021/2023, the Team will:

- Investigate all fatalities and major accidents where ECDC is the enforcing authority.
- Investigate other 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 raise health and safety standards in businesses as part of other inspections and visits such as food hygiene inspections.
- Investigate adverse lift reports sent in by engineers.
- 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 relevant 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.
- Refer emerging safety issues to the HSE.

4.4. Competencies and procedures

Officers are responsible for maintaining their competency by way of personal study, taking part in on line training and webinars. Where external training is undertaken officers share this with other Team members, normally at monthly team meetings.

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 regular one to ones and at annual appraisals.

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. **RESOURCES**

5.1. **Financial Allocation**

The budgets for the Commercial Team are shown below.

2022/23 Budgets			
Costc	Costc(T)	Account(T)	Approved budget
EH004	Env Health - Safety	Basic Salary	24,468.00
EH004	Env Health - Safety	Staff Mileage	500.00
			24,968.00

Costc	Costc(T)	Account(T)	Approved budget
EH003	Env Health - Food	Basic Salary	180,985.00
EH003	Env Health - Food	Staff Mileage	7,000.00
EH003	Env Health - Food	Equipment - Purchases	492.00
EH003	Env Health - Food	Materials - Purchase	50.00
EH003	Env Health - Food	Protective Clothing	60.00
EH003	Env Health - Food	Printing & Stationery	100.00
EH003	Env Health - Food	Publications & books	200.00
EH003	Env Health - Food	Food & Drug Sampling	200.00
EH003	Env Health - Food	Fees & Charges	0.00
EH003	Env Health - Food	Food Hygiene Course	0.00
EH003	Env Health - Food	Expected Income	-4,000.00
			185,087.00

Office accommodation, IT and basic equipment such as torches, temperature probes, printing etc, are included in overheads. Samples are submitted to UKHSA without charge within the Authority's allocation.

Funds would need to be allocated for

- non-routine, microbiological; compositional or other analytical samples.
- any documents that require translation or where interpreting skills are needed.
- any legal proceedings, the costs being met from within the wider Departmental budget.

Any such draw would be met from the wider departmental budgets.

5.2. **Staffing Allocation**

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.

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, FSA Food Law Code of Practice, and the minutes of the Council.

The Team consists of a full time Senior Environmental Health Officer, 1.8 Full time equivalent (FTE) EHOs and a Food Safety Officer. They are supported by 0.5 FTE administrative support.

The Team have previously employed contractors to cover vacancies and maternity leave, though none are currently being employed. In the case of an extreme event or outbreak, the Team can seek additional resources from officers in the Environmental Services' Domestic Team.

5.3. **Staff Development Plan**

All officers are appropriately qualified according to the Food Law Code of Practice and maintain their competencies. Officers undertake personal study and there is a culture of sharing knowledge and "buddying" colleagues at interventions for food within the Team. Maintaining competencies in Approved establishments is not only by "buddying" in the district but maybe sought via neighbouring authorities.

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.

Staff development for the service includes:

- 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.

6. QUALITY ASSESSMENT

6.1. Consistency

The Team is monitored for consistency by the Lead Food Officer and is subject to Peer Review by the Regional Food Group. The following monitoring arrangements are currently in place to assist in the quality assessment of the work carried out by the food team :-

- sample accompanied interventions
- sample audits of food files and associated paperwork
- sample review of post intervention enforcement action being taken
- performance and development reviews
- performance monitoring of target response times
- team meetings

7. REVIEW

7.1. Review against Service Plans

The process of review would typically commence at the end of March each year and would focus on the yearly figures in comparison with the output from previous years. Using an average of the workload demands from the previous year, an attempt would be made to judge the expected demand over the next 12 months.

The issues and challenges of the pandemic have reduced the benefit of such review and planning because inspections have been curtailed. In addition, consumer habits have changed which has resulted in fewer service requests over all.

Regular reviews against the overall objectives of this Service Plan will be undertaken based on: -

- performance and resources available over the previous 12 months,
- responses to feedback from local businesses and the community,
- observations from Members and the Environmental Health Commercial Team,
- and advice and guidance issued by the Food Standards Agency.

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:	16 th May 2022

(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 legislation within food businesses and health and safety legislation in premises for which the Local Authority is the enforcing authority (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, to which 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 13th June 2022.

(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	☒	Age	☒
Gender	☐	Religion or Belief	☒
Disability	☒	Sexual Orientation	☐
Gender Reassignment	☐	Marriage & Civil Partnership	☐
Pregnancy & Maternity	☒	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. The Council must also consider the need for an "Appropriate Adult" to be present

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 more likely to be where English is 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?
- (f) Does the policy have a significant effect on how services are delivered?
- (g) Will it have a significant effect on how other organisations operate?
- (h) Does it involve a significant commitment of resources?

NO
NO
NO
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:	Richard Garnett	Date:	16 th May 2022
Head of Service:	Liz Knox	Date:	18 th May 2022

**QUARTER 4 2021/22 PERFORMANCE REPORT FOR THE WASTE AND STREET
CLEANSING SERVICES**

Date: 13 June 2022

Author: James Khan, Head of Street Scene

[X14]

1.0 **ISSUE**

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

2.0 **RECOMMENDATION(S)**

- 2.1 Members are requested to note the performance of service delivery, for the fourth quarter of 2021/22

3.0 **BACKGROUND**

- 3.1 This quarter, ECSS experiences one of its busiest time of the year, with changed collection days due to the Christmas and New Year bank holidays. Additionally, the demand and tonnages collected for recyclable and residual waste increase substantially.

This time of year, also witnesses an increase in annual leave and sickness absence adding additional pressure to all services areas.

- 3.2 The national shortage of HGV drivers continued to place pressure on service delivery, especially the deployment of the large 26 tonne road sweepers, with drivers having to take on the responsibility of driving waste collection rounds during peak absence periods. However, ECSS was lucky to welcome a new driver into the business in January as well as one of our existing loaders passing their HGV theory test and progressing onto the practical stages of training.
- 3.3 The beginning of this quarter saw the final weeks of the temporary suspension of the green waste collections rounds, ending on the 28 January. Following the reinstatement of this collection service, green waste crews were redeployed to their respective rounds. During the suspension period, many residents had managed to reduce the amount of waste generated and store in in their wheeled bins, while others utilised their local Household Recycling Centre to dispose of their waste responsibly. With many residents holding onto their mixed green waste, a substantial influx of green waste tonnage was witnessed, which was processed at the In-vessel Composting plant.

- 3.4 The start of the calendar year was a busy time for recruitment, with ECSS recruiting into pivotal roles within the organisation. After a challenging recruitment process, we were able to interview and appoint a new Operational Manager, Development Manager, as well as a new Development Officer, who all joined the business this quarter.
The talented and determined employees bring a wealth of experience and knowledge to their posts and we are very welcome to have them on board.
- 3.5 Final stages of work was completed on the round reconfiguration project, including preparing for the wide scale print and mail out of all relevant information to residents. Additionally, a further review of the street cleansing operations was undertaken. This review looked at ensuring all street cleansing crews were equipped to deal with the multitude of cleansing activities they could encounter on a day, with new tools and equipment purchased to ensure employees could complete their work to the highest standard.
- 3.6 With the newly appointed development team, ECSS looked to better improve the working relationships it has with other services at the Council. This started with the planning team with the aim to better understand how the team can work to reduce the pressure and burdens the planning team may face when waste consults on planning applications. The information gathered during this has allowed the development team to start working on ways it can operate more efficiently alongside planning, ultimately providing a better service to residents and developers.
- 3.7 ECSS continued to work with ECDC and the RECAP partnership reviewing, consulting and preparing for further developments with the Governments Waste and Resource Strategy. Regrettably, minimal information has been shared since the close of the final consultation, bar from an update on a delayed possible implementation date, which moved from 2023 to 2025.

In addition, the RECAP partnership has been discussing the necessary action required to ensure East Cambs has a suitable contact and process in place for the reprocessing of the recyclable material its collects, after the current contract expires in September 2022.

ECSS, ECDC and RECAP continued their work on County wide communication and education, sharing waste and recycling messages with residents, promoting waste friendly alternatives to household items and working with external organisations to tackle national issues like fly tipping.

4. PERFORMANCE UPDATE

4.1 The table below highlights the performance for the quarter against the KPIs and the values highlighted within the business plan.

KPI	Target	Quarterly performance
Waste Collection		
Collections completed successfully	95%	99.79%
Successful completion of bin deliveries within 10 working days	92%	68%
Percentage of waste recycled	59%	49.2%
Overall performance of the service	90%	85%
Street Cleansing		
Work completed as scheduled	95%	62%
Successful removal of offensive graffiti within 1 working day	98%	83%
Successful removal of fly tipped waste within 2 working days	98%	61%
Overall performance of the service	90%	62%
Communication, Education and Promotion		
Increase in social media presence	Annual increase of 5%	Vacant Development team resulted in no available figures for this quarter
School or Community groups engaged with	10	
Number of local events attended	10	

4.2 **Waste Collection KPIs**

4.3 The successful collection figure for this quarter does not allow for the suspension of the green waste service and only factors in the collections scheduled for the quarter.

4.4 January sustained a performance target of 80% for bin deliveries, however the cumulative performance figure has been negatively affected by the increasing shortage of staff experienced through the remainder of the quarter.

4.5 The overall performance for the waste service did not meet the increased target set for the year, as the services and their performance that were greatly affected by pressures outweighs against those areas overachieving.

4.6 This recycling rate for quarter concluded at 49.2%, which is a reduction of 1.6% against the same quarter from 2020/21. However, the pre-final submission recycling rate for the 2021/22 financial year came in at 56.6%, matching the rate from the previous year.

4.7 **Street Cleansing KPIs**

4.8 Street cleansing services suffer the greatest pressure due to staffing shortages, with the service running on skeletal deployment. This results in resource focusing on high footfall areas across the district, ensuring litter and dog bins are emptied and the highest priority, highly impactful graffiti and fly tip jobs completed.

4.9 **Communication, Education and Promotion**

4.10 With the development team remaining empty for the majority of this quarter, no specific data was available to report against the targets.

4.11 To ensure relevant and important information was relayed to residents, ECSS worked closely with the Council's communication team, utilising their social media platforms and the Council website.

5.0 SICKNESS ABSENCE

5.1 Outlined in the table below are the targets for sickness absence set for the waste and street cleansing services. They reflect that the majority of staff work outside in all weathers carrying out physically arduous tasks.

Sickness Absence Targets Set for the Waste and Street Cleansing Services

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

- 5.2 The table below includes a RAG rating with the following explanation:
Green rating = Actual is less or equal to the Cumulative Target
Amber rating = Actual is up to 12 hours greater than the Cumulative Target
Red rating = Actual is in excess of 12 hours of the Cumulative Target
- 5.3 This quarter saw two HGV driver suffer serious personal health problems which resulted in periods of long-term sickness.
- 5.4 The numbers for waste operatives continued to remain high with increased levels of short-term absence.
- 5.5 One member of the management team was absent during February and March due to the after effects of COVID.
- 5.6 December usually witnesses an increase in sickness figures as employees suffer from the flu and colds, taking up to a week absent from work. Although COVID was still present, these figures reflect the minimal impact witnessed from COVID related absences seen during this timeframe.

Quarterly Sickness Absence Report for the Waste and Street Scene Services

Staff Category	HGV Drivers (Waste)	Driver/ Operatives (Waste)	Operatives (Waste)	HGV Drivers (SC)	Driver/ Operatives (SC)	Operatives (SC)	Ops Mgmt. & Admin Staff	Waste Mgmt. Team
Number of Staff/Target Hours	16 Target Hours - 56	3 Target Hours - 10.5	29 Target Hours - 101.5	3 Target Hours - 10.5	3 Target Hours - 10.5	7 Target Hours - 24.5	5 Target Hours - 17.5	3 Target Hours - 10.5
January	Actual = 182 Hours	Actual = 0 Hours	Actual = 476 Hours	Actual = 0 Hours	Actual = 140 Hours	Actual = 119 Hours	Actual = 0 Hours	Actual = 0 Hours
February	Actual = 280 Hour	Actual = 0 Hours	Actual = 406 Hours	Actual = 0 Hours	Actual = 133 Hours	Actual = 112 Hours	Actual = 105 Hours	Actual = 0 Hours
March	Actual = 315 Hours	Actual = 0 Hours	Actual = 539 Hours	Actual = 0 Hours	Actual = 0 Hours	Actual = 21 Hours	Actual = 21 Hours	Actual = 0 Hours
Cumulative Performance for the Quarter	Target = 168 Hours	Target = 31.5 Hours	Target = 304.5 Hours	Target = 31.5 Hours	Target = 31.5 Hours	Target = 73.5 Hours	Target = 52.5 Hours	Target = 31.5 Hours
	Actual = 777 Hours	Actual = 0 Hours	Actual = 1421 Hours	Actual = 0 Hours	Actual = 273 Hours	Actual = 231 Hours	Actual = 126 Hours	Actual = 0 Hours
RAG Rating								

6.0 RECYCLING RATES

- 6.1 The table below highlights the tonnages processed, for each quarter of this year, for both residual (black bag) and recyclable material (blue and green bins).

These figures are pre-final submission, however are unlikely to change substantially after they have been fully processed.

	Q1	Q2	Q3	Q4	Total For	
	2021/22	2021/22	2021/22	2021/22	2021/22	
HH waste sent for recycling, reuse or composting	5,494.36	5,483.86	3,963.75	3,611.31	18,553.27	tonnes
Total HH Waste Collected	9,171.44	8,882.66	7,418.72	7,334.79	32,807.60	tonnes
Reuse, Recycling and	59.9%	61.7%	53.4%	49.2%	56.6%	per cent

- 6.2 This year's predicted recycling rate is 56.6%, which matches the recycling rate for the 2020/21 rate.

Interestingly, the quarterly rates are almost identical to last years rates, with slight differences in total tonnages collected.

One main difference between the years is the total tonnage of non-recyclable waste processed, with this year witnessing a reduction of 2,219.87 tonnes, which would have been process by the MBT and then sent to landfill.

This figure highlights that residents are hopefully becoming more aware of recycling, its benefits and the positive impact it can have on the environment. With further education and promotion, ECSS's development team will look to increase this reduction further, growing the overall benefits to East Cambridgeshire and the wider environment.

7.0 CONCLUSIONS

- 7.1 Regrettably, due to continued staffing shortages and high absence levels, overall performance figures across all services have suffered during this quarter, although the successful collection of waste continued to excel against its 95% target.
- 7.2 Although fitting with the normal trends, sickness absence levels were high, causing substantial levels of pressure at a time when temporary replacement are difficult to obtain.
- 7.3 Although three of the vial roles within the organisation were vacant, the fulfilment of these posts and the employees who fill them bring new skills and ideas, which will assist ECSS regaining the gold standard of service it has delivered in previous years.
- 7.4 With the impacts of COVID reducing, employees feel safer and less at risk while at work, and with external restrictions lifting, are able to return to the new normal

outside of work, having a positive impact on their wellbeing and the energy they bring to work with them.

- 7.5 ECSS continues to strive for excellence and push forward to evolve with the ever-changing climates that affect the services it provides.

8.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

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

9.0 APPENDICES
None

Background Documents

None

Location

The Grange,
Ely

Contact Officer

James Khan

Head of Street Scene

E-mail:

james.khan@eastcambs.gov.uk

ANNUAL REPORTS FROM REPRESENTATIVES ON OUTSIDE BODIES

Committee: Operational Services Committee

Date: 13th June 2022

Author: Democratic Services Officer (Committees)

[X15]

1.0 ISSUE

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

2.0 RECOMMENDATION(S)

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

3.0 BACKGROUND/OPTIONS

- 3.1 The Council's Constitution specifies in the Terms of Reference for the Operational Services Committee that it should appoint representatives to Outside Bodies within its remit, from the wider membership of Council, for a period of up to 4 years. Most of the current appointments were made at the Operational Services Committee meeting held on 17th June 2019, with the exception of Cllr Every's 14th June 2021 appointment to the Cambridgeshire County Council Health Committee.
- 3.2 The list of Outside Bodies currently within the remit of the Operational Services Committee is attached as Appendix 1, which includes the names of the appointed representatives.
- 3.3 Attached as Appendix 2 are the relevant pages of the Outside Bodies Booklet which detail the aims and activities of the Outside Bodies within the remit of the Operational Services Committee, and the annual reports from the Council representatives.

4.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT/CARBON IMPACT ASSESSMENT

- 4.1 There are no additional financial implications arising from this report.
- 4.2 Equality Impact Assessment (EIA) not required.
- 4.3 Carbon Impact Assessment (CIA) not required.

5.0 APPENDICES

- 5.1 Appendix 1: Summary of the Outside Bodies and representatives for 2022-23 under the remit of the Operational Services Committee.

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

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
None	Room 214 The Grange, Ely	Caroline Evans Democratic Services Officer (Committees) (01353) 616457 caroline.evans@eastcambs.gov.uk

**SUMMARY OF OUTSIDE BODIES AND REPRESENTATIVES 2022-23 UNDER
THE REMIT OF THE OPERATIONAL SERVICES COMMITTEE**

ORGANISATION	REPRESENTATIVE(S)	ECDC CONTACT OFFICER
Cambridgeshire County Council Health Committee	Lis Every (<i>Lead Member</i>) Julia Huffer (<i>Substitute</i>)	Environmental Services Manager: Liz Knox
Cambridgeshire Health & Wellbeing Board	Julia Huffer	Environmental Services Manager: Liz Knox
Cambridgeshire Police & Crime Panel	Alan Sharp (<i>Lead Member</i>) Julia Huffer (<i>Substitute</i>)	Communities & Partnership Manager: Lewis Bage
Citizens Advice West Suffolk	Amy Starkey (<i>Lead Member</i>) Alan Sharp (<i>Substitute</i>)	Communities & Partnerships Manager: Lewis Bage
Community Safety Partnership	Lis Every (<i>Lead Member</i>) Christine Ambrose Smith Alan Sharp Jo Webber (<i>Substitute</i>)	Neighbourhood & Community Safety Officer: Emma Graves-Brown
Historic England – Heritage Champion	Lis Every	Planning Manager: Rebecca Saunt
Paradise Centre Management Committee, Ely	David Ambrose Smith	Senior Leisure Services Officer: Victor Le Grand
RECAP Board	Julia Huffer	Environmental Services Manager: Liz Knox
Sanctuary Housing Services Ltd – East Cambridgeshire Management Committee	Christine Ambrose Smith Jo Webber	Housing & Community Safety Manager: Angela Parmenter
Soham and District Sports Association	Ian Bovingdon Dan Schumann	Senior Leisure Services Officer: Victor Le Grand

EAST CAMBRIDGESHIRE DISTRICT COUNCIL



REPRESENTATION ON OUTSIDE BODIES WITHIN THE REMIT OF THE OPERATIONAL SERVICES COMMITTEE 2022-23

(Including reports from representatives for 2021-22)

Contents

Organisations (including 2021-22 reports)

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PRIORITY CATEGORY OF OFFICER SUPPORT

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

CAMBRIDGESHIRE COUNTY COUNCIL HEALTH COMMITTEE

AIMS AND ACTIVITIES

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

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

Representatives for 2022/23:	Cllr Lis Every (<i>Lead Member</i>) Cllr Julia Huffer (<i>Substitute</i>)
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REPORT FROM 2021/22 REPRESENTATIVE

Cllr Lis Every (attended 3 of 4 meetings)

The Adults and Health Committee has a statutory responsibility for Health Scrutiny of NHS commissioners and providers and non-NHS providers of NHS funding and services. The Committee can review matters and make recommendations to the NHS and other relevant organisations. A representative from each District Council sits on the Scrutiny of Health Committee which is held separate from the Adults Committee. District Councillors are there as observers and have no vote.

Over the past year, the Committee has focused on Covid-19 Recovery for NHS Trusts, performance and quality monitoring, thematic scrutiny areas (e.g. the dental services), new developments (e.g. the new Integrated Care System).

ECDC has helped fund local GP services with CIL money and the development of the Princess of Wales Hospital is moving forward (Corporate Objective in Social and Community Infrastructure). Health Services, although not a statutory area for ECDC, they have a vested interest in the health of the community. As can be seen from the above this is really relevant to ECDC and the health and well-being of our community.

CAMBRIDGESHIRE HEALTH & WELLBEING BOARD

AIMS AND ACTIVITIES

The remit of the Cambridgeshire Health and Wellbeing Board is to work to promote the health and wellbeing of Cambridgeshire's communities and its focus is on securing the best possible health outcomes for all residents.

The Member should provide local information to the Cambridgeshire Health and Wellbeing Board, related to health and wellbeing within East Cambridgeshire and the impact (actual or potential) of any relevant policy changes, service changes, proposals, and/or identified need.

Representation:	One Member
Status of Member:	Voting member
Approx. no. of meetings per year:	4-6
Expenses paid by organisation:	No
Insurance provision:	-
Category of Officer Support (see p. 1):	1
Contact Officer:	Environmental Services Manager, Liz Knox

Representative for 2022/23: Cllr Julia Huffer

REPORT FROM 2021/22 REPRESENTATIVE

Cllr Julia Huffer (attended 1 of 2 meetings)

The Health and Wellbeing Board continues to work across County and Districts along with health professionals to ensure that our residents receive the best possible care.

Support for this organisation should continue.

CAMBRIDGESHIRE POLICE & CRIME PANEL

AIMS AND ACTIVITIES

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

- Review and make recommendations on the draft Police and Crime Plan.
- Scrutinise the PCC, inviting the Chief Constable to attend before the PCP where appropriate.
- Review the PCC's appointment of Chief Executive, Chief Financial Officer and Deputy PCC where one is appointed.
- Make reports and recommendations on matters relating to the PCC.
- Monitor all complaints against the PCC and the informal resolution of such complaints where necessary.
- Question the PCC on the annual report in a public meeting.
- Veto powers on the PCC's proposed annual council tax precept and appointment of Chief Constable.

Representation:	One member and one substitute
Status of Member:	ECDC representative
No. meetings per year:	4
Expenses paid by organisation:	£920 per annum (maximum) from a central fund administered by Peterborough City Council
Insurance provision:	No
Category of Officer Support (see p. 1):	1
Contact Officer:	Communities & Partnership Manager, Lewis Bage
Representatives for 2022/23:	Cllr Alan Sharp (<i>Lead Member</i>) Cllr Julia Huffer (<i>Substitute</i>)

REPORT FROM 2021/22 REPRESENTATIVE

Cllr Alan Sharp (attended 4 of 5 meetings)

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

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

I have attended all but one of the Panel meetings and I was elected vice-chair of the panel.

This year has seen the election of a new Police and Crime Commissioner (PCC), after a period of “holding the fort” by the previous acting PCC who held the post for months after the resignation of the previous PCC in November 2019.

The new PCC included the panel in the formulation of the Police & Crime Plan from an early stage, and this has been a trend, where the new PCC has engaged with the panel from the outset.

The panel have asked challenging questions of the PCC and those have been answered in a positive manner.

It has been a very positive start to the PCC’s term of office.

CITIZENS ADVICE WEST SUFFOLK

AIMS AND ACTIVITIES

The objective of the service is to provide free, confidential, impartial and independent holistic advice to enable local residents to deal with a wide range of issues, including benefits, housing, money advice, employment, consumer, relationships and utilities. It values diversity, promotes equality and challenges discrimination. The nature of the assistance provided will depend on a client's needs and abilities.

The provision of this service requires that, at any one time, 2 to 6 advisers and 1 supervisor are on duty and 1 telephone number with 3 linked lines are available to members of the public. For face-to-face advice, offices are available at Foley House, Wellington Street, Newmarket. The charity holds the Advice Quality Standard and is accredited to the Money Advice and Pensions Service. It is also registered with the Financial Conduct Authority.

The Management Committee (Trustee Board) is responsible for the governance of the charity, including setting the overall vision and making strategic decisions. The Committee ensures there is effective planning, financial management and controls in place. It holds staff accountable while carrying ultimate responsibility for the activities of Citizens Advice West Suffolk.

Representation:	One Member and one Substitute
Status of Member:	ECDC representative (no decision-making powers)
No. meetings per year:	12
Expenses paid by organisation:	No
Insurance provision:	Yes
Category of Officer Support (see p. 1):	2
Contact Officer:	Communities & Partnerships Manager, Lewis Bage

Representatives for 2022/23:	Cllr Amy Starkey (<i>Lead Member</i>) Cllr Alan Sharp (<i>Substitute</i>)
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REPORTS FROM 2021/22 REPRESENTATIVES

Cllr Amy Starkey

(*Not received.*)

Cllr Alan Sharp (attended 1 meeting as a substitute)

I am a substitute member of the CAB – West Suffolk trustees.

I have attended one meeting during the year and the CAB is an important function within the support required for residents during the last two years.

ECDC supports the West Suffolk CAB well in terms of grant funding and it is important that a continued presence is maintained to ensure that resident's interests are maintained.

The meetings are a mixture of zoom with a couple of face-to-face and that seems to be the way that it will continue, with maybe three face-to-face meetings a year and the rest on zoom. There have been clashes of date with other commitments, which has resulted in a lower attendance.

However, looking at the meeting pattern for the coming year, it seems to sit better with other meetings.

COMMUNITY SAFETY PARTNERSHIP

AIMS AND ACTIVITIES

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

Representation:	Three Members and one Substitute
Status of Member:	ECDC representative. Lead Member has voting rights.
No. meetings per year:	4
Expenses paid by organisation:	No
Insurance provision:	No
Category of Officer Support (see p. 1):	1
Contact Officer:	Neighbourhood & Community Safety Officer, Emma Graves-Brown

Representatives for 2022/23:	Cllr Lis Every (<i>Lead Member</i>) Cllr Christine Ambrose Smith Cllr Alan Sharp Cllr Jo Webber (<i>Substitute</i>)
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REPORTS FROM 2021/22 REPRESENTATIVES

Cllr Lis Every (attended 3 meetings)

The Community Safety Partnership (CSP) brings together a number of agencies and organisations concerned with tackling and reducing crime and antisocial behaviour. Community Safety Partnerships were set up under Sections 5-7 of the Crime and Disorder Act 1998. Some organisations, like the District Council and the Police, are statutory members, but voluntary groups and businesses are also represented and play an important role.

Our key role is to understand the kind of community safety issues East Cambridgeshire is experiencing; decide which of these are the most important to deal with; and then decide what actions we can take collectively, adding value to the day-to-day work undertaken by our

individual agencies and organisations. We detail these actions in our Community Safety Plan which we update each year.

This is organised strategically through the Partnership Board who operate a Problem-Solving Group where key personnel from all the agencies and local representation including schools discuss issues concerning the above. If a solution cannot be found, it is referred to the Delivery Group which is also multi-agency where a Task and Finish Group is formed. Funding is available for the CSP through ECDC and the Police and Crime Commissioner. Currently the Task and Finish Groups working are:

- Youth Provision across District (working closely with the ECDC's Youth Strategy)
- Social and private landlord collaboration to support vulnerable families
- Mental Health provision for young people
- Local Parish Forums where there is an element of anti-social behaviour or issues that need resolving requiring a multi-agency approach

The Delivery Group also runs and funds projects, e.g:

- The very successful Eyes and Ears project which is now County-wide;
- The Drink Spiking Campaign;
- Safety on the streets campaigns;
- Road safety, security in the home, scams training.

ECDC has a statutory duty to work on community safety and is a stakeholder on the Community Safety Partnership. The CSP is a valuable organisation working closely with the residents in order to make them feel and be safe and deal with issues that may arise. All of the above issues are relevant to ECDC and the CSP reports regularly to the Operational Services Committee.

Cllr Christine Ambrose Smith (attended 3 meetings)

The CSP provides a forum for a number of agencies to work together to put in place strategies / action plans to deal with a large range of issues which impacts on our communities. The agencies include:

- Police & Fire
- Health – GP's
- Local authorities - District & County officers
- Specialists
- Elected members and others.

Continued representation on this Outside Body is worthwhile because this is valuable work which goes on very much behind the scenes of which the majority of residents are probably unaware. This does indeed shine a light on problems which blight the lives of many residents and their communities as a whole and endeavours to put in place effective measures to combat individual and collective distress, improving the lives of our residents.

Items considered / discussed have included:

- ASB
- Drugs – exploitation – County Lines
- Domestic Abuse
- Modern Day Slavery
- Identifying Scams
- Knife Crime
- Hate Crime

- Safety of Women & Children
- Empowering the Youth of our district.

Cllr Alan Sharp (attended 2 meetings)

The Community Safety Partnership (CSP) is important to ensure that the objectives of ECDC are being met and we can collaborate with partner organisations to keep the public safe.

The continued representation on the CSP is required to continue, for the interests of ECDC and its residents.

Having only joined this Committee this year, it has been a good learning curve into its workings and I look forward to making further contributions during the coming year.

HISTORIC ENGLAND – HERITAGE CHAMPION

AIMS AND ACTIVITIES

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

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

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

Representation:	One Member
Status of Member:	Champion
No. meetings per year:	0
Expenses paid by organisation:	No
Insurance provision:	No
Category of Officer Support (see p. 1):	1
Contact Officer:	Planning Manager, Rebecca Saunt

Representative for 2022/23: Cllr Lis Every

REPORT FROM 2021/22 REPRESENTATIVE

Cllr Lis Every (no formal meetings, regularly meets with Conservation Officer)

East Cambridgeshire has many locally important heritage assets, which are valued by residents and contribute to the area's character and identity, are local landmarks or are important to the community. Its heritage assets are a key focus for tourism in the area, which is supported by the East Cambridgeshire District Council Tourist Website.

These heritage assets may be buildings, archaeological remains, parks, gardens, or public work of arts. The Conservation Officer at ECDC, as well as being a statutory consultee regarding planning in conservation areas, works to support the new Local Heritage Listing project set up by Cambridgeshire County Council and each of the 5 District Councils. We are

setting up our own local lists of heritage assets that are important to the people living in this community. In addition, it is anticipated that a local Heritage Forum will be resurrected engaging with local interested residents and heritage stakeholders to further develop this resource and encourage more visitors to the area.

This is an important part of the work that ECDC does which is not only statutory but in keeping with development of the area as an important historic and tourist area.

Regular meetings are held on the above to expand further the work that is being done.

PARADISE CENTRE MANAGEMENT COMMITTEE

AIMS AND ACTIVITIES

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

Representation:	One Member
Status of Member:	Non-voting Observer
No. meetings per year:	6
Expenses paid by organisation:	No
Insurance provision:	Yes
Category of Officer Support (see p. 1):	3
Contact Officer:	Senior Leisure Services Officer, Victor Le Grand

Representatives for 2022/23: **Cllr David Ambrose Smith**

REPORT FROM 2021/22 REPRESENTATIVE

Cllr David Ambrose Smith

Not notified of any meetings during the year.

(This has now been resolved.)

RECAP BOARD

AIMS AND ACTIVITIES

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

The RECAP Board shall:

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

Representation:	One Member
Status of Member:	ECDC representative. Decision-maker.
No. meetings per year:	4
Expenses paid by organisation:	No
Insurance provision:	No
Category of Officer Support (see p. 1):	1
Contact Officer:	Environmental Services Manager, Liz Knox
Representative for 2022/23:	Cllr Julia Huffer

REPORT FROM 2021/22 REPRESENTATIVE

Cllr Julia Huffer (attended all 5 meetings)

RECAP is a vital source of communication and information with other local districts dealing with all matters to do with waste and recycling. We are working together to respond to Central Government's consultations about the reform of waste services throughout the country.

The work done by officers and members alike is vital to ensure that ECDC is able to respond rapidly to any national decision taken regarding recycling and the waste service.

SANCTUARY HOUSING SERVICES LTD
EAST CAMBRIDGESHIRE MANAGEMENT COMMITTEE

AIMS AND ACTIVITIES

A non-profit-making organisation to provide affordable homes for rent throughout East Cambridgeshire.

Representation:	Two Members
Status of Member:	Decision-maker (limited)
Approx. no. of meetings per year:	4
Expenses paid by organisation:	Travel
Insurance provision:	No
Category of Officer Support (see p. 1):	1
Contact Officer:	Housing & Community Safety Manager, Angela Parmenter

Representatives for 2022/23: **Cllr Christine Ambrose Smith**
 Cllr Jo Webber

REPORTS FROM 2021/22 REPRESENTATIVES

Cllr Christine Ambrose Smith (attended all 3 meetings)

Sanctuary Housing and its predecessor took over the stock of social housing within the District that were owned and operated by the local council up until the early 1970s. Sanctuary hold the largest share of social housing within East Cambs and as such are a significant organisation. As part of a national HA this does mean that some services are necessarily a little more remote (Customer Services, Property Maintenance) than some residents feel entirely comfortable with. The local Sanctuary Housing office does always demonstrate however an impressive local knowledge of the housing stock, their tenants, and the difficulties around the large number of properties built just before or in the immediate aftermath of WW2. An aging housing stock will always require a great deal of ongoing maintenance. Many of these properties were however, built on generous plots with good accommodation and make excellent family homes.

Continued representation is worthwhile because it enables at least two Councillors to have a deeper understanding of how this housing provider works, building an easy working relationship with the management and other officers based locally and the challenges that are faced – staffing, budgets, managing the expectations of their tenants and many other smaller details. The last two years have been difficult for everyone and for every organisation. The inability to deal with many maintenance issues short of extreme emergencies have led to a backlog of work. Many of the maintenance staff have themselves been unable to work either

because of illness, shielding of family members or having been in contact with those shown to be Covid positive. It is possible that we will all be living with these issues for some considerable time. Materials and replacement parts have had lengthy lead times or have been difficult to source throughout the construction industry. For a tenant awaiting a repair – possibly living without heat or power, hot water, damaged exteriors, or interiors – this is sometimes difficult to accept. We encourage Councillor colleagues to escalate matters where they have been contacted as the Ward Member once the tenant has followed the process of reporting via the Sanctuary helpdesk without success.

Relevant issues discussed have included disputes with neighbours, requests for work to improve accessibility, complaints regarding the state of neighbouring gardens, noise, and other nuisances.

Cllr Jo Webber (attended all 3 meetings)

Sanctuary Housing are a national housing association with a large stock of housing in East Cambridgeshire, which includes both general needs and residential care for the elderly.

ECDC have responsibility for housing services and Sanctuary Housing play a vital role in ensuring that our residents have access to suitable accommodation, which is safe and well-maintained.

As the largest residential social landlord in East Cambridgeshire, I think it is crucial that a strong working relationship is maintained not only between Sanctuary Staff and ECDC Officers, but also with Ward Members who are representing their residents. It is important for Members to gain an understanding of the processes and procedures that are in place, and how they can work with Sanctuary to support their residents in the most effective way.

Sanctuary Managers and Housing Officers work closely with the Housing Team at ECDC and have staff located alongside the Customer Services Team, so that residents can easily access support when required.

Quarterly meetings are normally held between Sanctuary management, tenant representatives, and representatives from East Cambs District Council. I am currently one of the representatives for ECDC along with Cllr Christine Ambrose Smith, and chair the meetings. Since the outbreak of the coronavirus it was agreed that the quarterly meetings would be put on hold with reports being sent to all members of the Committee for comment and feedback. This has continued as the older members of the Group are more reluctant to return to face-to-face meetings at the present time. Regular zoom meetings have still been held between the East Cambs Representatives, and Lorna Philcox the Operations Manager for Sanctuary, and more recently Ben Tranter who has taken over from Lorna Philcox during her secondment to Head of Housing. These regular meetings enable issues to be escalated and information to be shared.

SOHAM AND DISTRICT SPORTS ASSOCIATION

AIMS AND ACTIVITIES

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

Representation:	Two Members
Status of Member:	Voting Committee Member
Approx. no. of meetings per year:	At least 3
Expenses paid by organisation:	No
Insurance provision:	Yes
Category of Officer Support (see p. 1):	2
Contact Officer:	Senior Leisure Services Officer, Victor Le Grand

Representatives for 2022/23:	Cllr Ian Bovingdon Cllr Daniel Schumann
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REPORTS FROM 2021/22 REPRESENTATIVES

Cllr Ian Bovingdon (no meetings held)

Since there have been no meetings, there is nothing to report.

Cllr Daniel Schumann (no meetings held)

Leisure Centres make a positive contribution to the health and wellbeing of the residents of East Cambs and help to make East Cambs a great place to live.

Engagement with elected members is low, however ECDC does fund this organisation so representation is needed.

BRECKLAND COUNCIL
EAST CAMBRIDGESHIRE DISTRICT COUNCIL
EAST SUFFOLK DISTRICT COUNCIL
FENLAND DISTRICT COUNCIL
WEST SUFFOLK DISTRICT COUNCIL

At a Meeting of the

ANGLIA REVENUES & BENEFITS PARTNERSHIP JOINT COMMITTEE

Held on Tuesday, 1 March 2022 at 11.00 am in the
Level 5 Meeting Room, Breckland House, St Nicholas Street, Thetford. IP24 1BT

PRESENT

Cllr David Ambrose-Smith (Chairman)	Cllr Sarah Broughton
Cllr Jan French (Vice-Chairman)	Cllr Philip Cowen
Cllr E. Back	

In Attendance

Sam Anthony	Head of HR & OD (Fenland)
Alison Chubbock	Section 151 Officer & Assistant Director Finance
Lorraine King	Head of Benefits & Council Tax Billing (ARP)
Rachael Mann	Director (Resources & Property) (West Suffolk)
Brian Mew	Chief Finance Officer & S151 Officer (East Suffolk)
Adrian Mills	Head of ARP
Matthew Waite-Wright	Head of NNDR Recovery & Enforcement (ARP)
Ian Smith	Finance Manager & S151 Officer (East Cambs)
Julie Britton	Democratic Services Officer

1/22 MINUTES (AGENDA ITEM 1)

The Minutes of the meeting held on 7 December 2021 were agreed as a correct record.

2/22 APOLOGIES (AGENDA ITEM 2)

None.

3/22 URGENT BUSINESS (AGENDA ITEM 3)

None.

4/22 DECLARATIONS (AGENDA ITEM 4)

None declared.

5/22 PERFORMANCE REPORT (STANDING ITEM) (AGENDA ITEM 5)

Matthew Waite-Wright, Head of NNDR Recovery & Enforcement (ARP) presented the performance report.

Attention was drawn to page 8 of the agenda pack where the overall position of all Councils combined could be seen. All results were very reassuring, and fraud & compliance was continuing well.

Action By

Action By

Rather than going through the performance for each of the individual Councils, the Chairman felt that as the whole package was very positive, he asked Members if they had any questions.

In respect of each target set and as all targets were being met, the Chairman asked if there was anything that could be 'tightened' up.

Members were informed that the collection targets were as anticipated in terms of individual budgets but as mentioned at the previous meeting, these targets could be reviewed, and any feedback would be welcomed.

The Head of ARP stated that there had already been a review of targets with the Operational Improvement Board.

The performance report was otherwise noted.

6/22 WELFARE REFORM UPDATE (STANDING ITEM) (AGENDA ITEM 6)

Lorraine King, the Head of Benefits & Council Tax Billing (ARP) presented the report.

Attention was drawn to section 2.1.13 and 2.1.14 of the report and an update was provided in terms Universal Credit and the migration process.

It had been announced at the end of January that the Help to Claim scheme had been renewed for a further year. Ministers confirmed that Citizens Advice would continue to deliver independent support for the 2022/23 year and that the support would be provided through telephony and digital channels. Individuals who were unable to access support via these channels would be supported by the local jobcentres.

This provision covered England, Scotland and Wales but there were no plans post April 2023.

Ministers announced in December that they would be resuming the managed migration process at some point during 2022, but it was felt that any movement this year would be very slow with rollout accelerating through 2023-24. Further announcements were awaited.

Another update provided was in respect of the Government's recent announced package of support in respect of the Council Tax rebate scheme to help households with their energy bills. The Government required billing authorities to provide a £150 one-off payment to every household that occupied a qualifying property in Council Tax Bands A to D and would not have to be repaid. The rebate was expected to be paid in April 2022 for those customers who paid by direct debit; this would then be followed by a rebate to those who paid by other means. The Government had also announced a discretionary scheme for households in Bands E to H.

A meeting had been arranged with the Operational Improvement Board to discuss the Scheme design and its implementation.

This Government support package also included a £200 reduction on energy bills for domestic electricity customers from October 2022, provided by the energy companies.

Action By

The Vice-Chair, Councillor French asked if customers had the choice to opt out of receiving the £200 grant towards their energy bills.

Members were informed that this grant would be administered by the energy firms.

Referring to the Council Tax one-off payment, Councillor Cowen felt that the definition needed to be made very clear in any communication as it was not a rebate and could be confusing. He also felt that the challenge would be for non-direct debit paying customers and the scale of the task ahead for the Team.

Adrian Mills, the Head of ARP, reported that ARP had achieved tight Government deadlines by including statutory wording and an explanatory leaflet in all the new year Council Tax bills about the one-off payments.

The Welfare Reform report was otherwise noted.

7/22 ARP FINANCIAL PERFORMANCE 2021-22 (STANDING ITEM) (AGENDA ITEM 7)

Alison Chubbock, the Assistant Director & S151 Officer (BDC) presented the report.

This was the usual quarterly report, but Members were asked to note that there had been a slight change since the last quarter.

The forecast at this stage of the year showed a small underspend against budget of £51k due the slight change in enforcement income. Members' attention was then drawn to page 45, Appendix A of the agenda pack for further detail and the Table at section 1.4 of the report highlighted a small cost against East Cambridgeshire DC

Members agreed that it was a very positive report.

The report and appendix were otherwise noted.

8/22 VERIFICATION POLICY (AGENDA ITEM 8)

The Head of Benefits & Council Tax Billing (ARP) presented the report.

Members were being asked to approve the continued use of the current Verification Policy from April 2022 and remove the need for an annual review.

The reasons for the recommendations were highlighted.

The Chairman felt that this was a common-sense approach moving forward.

The Head of ARP explained that the Risk Based Verification Policy had served its purpose over the years and had become redundant as ARP continued to make the best use of DWP and HMRC secure data to minimise the customer burden especially for the Council Tax Support schemes.

RESOLVED that:

- the Anglia Revenues Partnership Joint Committee approve the

Action By

revised Verification Policy for Housing Benefit and Council Tax Support claims from April 2022 for Breckland Council, East Cambridgeshire District Council, East Suffolk Council, Fenland District Council and West Suffolk Council.

- the Anglia Revenues Partnership Joint Committee approve this Verification Policy as a permanent policy without the requirement to review annually.

9/22 FORTHCOMING ISSUES (STANDING ITEM) (AGENDA ITEM 9)

The Head of ARP advised that following this meeting the OIB would be discussing arranging some informal ARP meetings and he asked Members for their views.

The Chairman said that he had found them very useful and would be beneficial for all.

Councillor Cowen mentioned Zoom meetings and felt that any opportunity to review how Joint Committee meetings should take place should be explored. He also asked if there was an opportunity to hold these meetings elsewhere in fairness for the other authorities.

The Chairman agreed with the above suggestions.

Councillor Broughton believed that these meetings should continue face to face in person post Covid but move them around to each authority's location.

It was agreed that such matters would be further discussed outside of this meeting and reported accordingly.

10/22 NEXT MEETING (AGENDA ITEM 10)

The arrangements for the next meeting on Tuesday, 21 June 2022 at 11am were noted. Venue and whether face to face or virtual to be confirmed.

11/22 EXCLUSION OF PRESS AND PUBLIC (AGENDA ITEM 11)

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the disclosure of exempt information as defined in paragraph 3 of Part I of Schedule 12A to the Act.

12/22 PARTNERSHIP WORKING THROUGH SECTION 113 AGREEMENT (AGENDA ITEM 12)

The Head of ARP presented the report that asked Members to consider and approve partnership working through a S113 Agreement.

Members were provided with a detailed overview of the report.

RESOLVED that the first recommendation as listed in the report be approved.

RECOMMEND to each Partner Authority's Cabinet that the second recommendation as listed in the report be approved.

The meeting closed at 11.30 am

CHAIRMAN

OPERATIONAL SERVICES COMMITTEE
FORWARD AGENDA PLAN

Lead Officer: Emma Grima, Director, Commercial
Democratic Services Officer: Adrian Scaites-Stokes

13th June 2022 4:30pm		11th July 2022 4:30pm CANCELLED		12th September 2022 4:30pm	
Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #		Agenda Planning Meeting #	To be agreed
Report Deadline:	26 th May 2022	Report Deadline:		Report Deadline:	29 th August 2022
VCAEC -Service Level Agreement Update	Mark Goldsack (presentation)			Service Presentation – Customer Services	Annette Wade (Customer Services Manager)
Quarter 4 – Waste Performance	James Khan (Head of Street Scene)			Quarter 1 – Waste Performance	James Khan (Head of Street Scene)
Community Safety Partnership Update	Lewis Bage (Communities & Partnerships)			Outdoor Sports Facilities & Playing Pitch Strategies Annual report	Victor Le Grand (Senior Leisure Services Officer)
Housing Enforcement Policy	Liz Knox (Environmental Services)			Progress Report on the Youth Strategy Action Plan	Lewis Bage (Communities & Partnerships) Angela Parmenter (Housing & Community Safety Manager) Liz Knox (Environmental Services Manager)
Food Health and Safety Service Delivery Plan	Liz Knox (Environmental Services)			ECSS Annual Accounts	Finance Manager ECSS
Environment Action Plan 2022	Richard Kay (Strategic Planning Manager)			Housing Renewal Policy	Liz Knox (Environmental Services)
Annual Reports of Representatives on Outside Bodies	Demo. Services Officer			Budget Monitoring Report	Anne Wareham (Senior Accountant)
ARP Joint Committee Minutes – 1 st March 2022	A Scaites-Stokes (Demo. Services Officer)			ARP Joint Committee Minutes	A Scaites-Stokes (Demo. Services Officer)
Forward Agenda Plan	A Scaites-Stokes (Demo. Services Officer)			Forward Agenda Plan	A Scaites-Stokes (Demo. Services Officer)

✕ Service Plans – Building Control; Communities & Partnerships; Customer Services; Environmental Services & Licensing; Housing & Community Safety; IT; Leisure Services; Planning; PR/Comms; Waste

These meetings are not open to the public.

OPERATIONAL SERVICES COMMITTEE
FORWARD AGENDA PLAN

Lead Officer: Emma Grima, Director, Commercial
Democratic Services Officer: Adrian Scaites-Stokes

14th November 2022 4:30pm		16th January 2023 4:30pm		27th March 2023 4:30pm	
Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed	Agenda Planning Meeting #	To be agreed
Report Deadline:	31 st October 2022	Report Deadline:	30 th December 2022	Report Deadline:	13 th March 2023
Review of Parking Enforcement Activity	Director Commercial	Quarter 3 – Waste Performance	James Khan (Head of Street Scene)	Service Delivery Plans 2023/24	Service Leads
Quarter 2 – Waste Performance	James Khan (Head of Street Scene)	Community Safety Partnership Update	Lewis Bage (Communities & Partnerships)	ECSS Business Plan	James Khan (Head of Street Scene)
Service Delivery Plans – 6 Month Performance Monitoring	Service Leads	Budget Monitoring Report	Anne Wareham (Senior Accountant)		
Budget Monitoring Report	Anne Wareham (Senior Accountant)	ARP Joint Committee Minutes	A Scaites-Stokes (Demo. Services Officer)	ARP Joint Committee Minutes	A Scaites-Stokes (Demo. Services Officer)
ARP Joint Committee Minutes	A Scaites-Stokes (Demo. Services Officer)	Forward Agenda Plan	A Scaites-Stokes (Demo. Services Officer)	Forward Agenda Plan	A Scaites-Stokes (Demo. Services Officer)
Forward Agenda Plan	A Scaites-Stokes (Demo. Services Officer)				

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