



East Cambridgeshire District Council

Meeting: Operational Services Committee

Time: 4:30pm

Date: Monday 18 November 2024

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

Enquiries regarding this agenda: Patrick Adams

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Committee membership

Quorum: 5 members

Conservative members

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

Conservative substitutes

Cllr Anna Bailey
Cllr Lavinia Edwards
Cllr David Miller

Liberal Democrat members

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

Liberal Democrat substitutes

Cllr Caroline Shepherd
Cllr John Trapp
Cllr Mary Wade

Lead Officer: Isabel Edgar, Director Operations

AGENDA

- 1. Public question time** [oral]
The meeting will commence with up to 15 minutes of public question time.
- 2. Apologies and substitutions** [oral]
- 3. Declarations of interests** [oral]
To receive declarations of interests from Members for any items on the agenda in accordance with the Members Code of Conduct.

4. Minutes	Page 5
To confirm as a correct record the minutes of the meetings of the Operational Services Committee held on 23 September 2024	
5. Chair's announcements	[oral]
6. Community Safety Partnership 6 Monthly Report	Page 15
7. Quarter 2 2024/25 Performance Report for the Waste and Street Cleansing Services	Page 23
8. Quarter 2 2024/25 Budget Monitoring Report	Page 37
9. Air Quality Strategy	Page 43
10. Review of Houses in Multiple Occupation (HMO) Licensing Fees	Page 67
11. Public Space Protection Order (PSPO) for Dog Fouling	Page 71
12. Service Delivery Plans - 6 Month Performance Monitoring	Page 79
13. Draft Minutes of Anglia Revenues Partnership for September 2024	Page 125
14. Forward Agenda Plan	Page 133

Exclusion of the public including representatives of the press

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

15. East Cambs Street Scene Management Accounts for the 3 months to 30 September 2024	Page 137
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Notes

- 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 livestream of this meeting will be available on [the committee meeting's webpage](http://www.eastcambs.gov.uk/meetings/operational-services-committee-230924) (www.eastcambs.gov.uk/meetings/operational-services-committee-230924). Please be aware that all attendees, including those in the public gallery, will be visible on the livestream.

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

[Further details about the Public Question Time scheme](http://www.eastcambs.gov.uk/committees/public-question-time-scheme)

(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, which is usually the back staircase or the fire escape in the Chamber and do not attempt to use the lifts
 - the fire assembly point is in the front staff car park by the exit barrier
 - the building has an auto-call system to the fire services so there is no need for anyone to call the fire services

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

5. Reports are attached for each agenda item unless marked "oral".
6. If required, all items on the agenda can be provided in different formats (such as large type, Braille or audio tape, or translated into other languages), on request, by calling main reception on (01353) 665555 or e-mail: translate@eastcambs.gov.uk
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)."



East Cambridgeshire District Council

Minutes of a Meeting of the Operational Services Committee Held at The Grange, Nutholt Lane, Ely, CB7 4EE at 4:30 pm On Monday 23 September 2024

Present

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

Officers

Patrick Adams – Senior Democratic Services Officer
Nigel Ankers – ECSS Finance Manager
Nick Baker – Waste & Environmental Services Manager
Isabel Edgar – Director Operations
Emma Grima – ECSS Director Commercial
Ian Smith – Director Finance
Catherine Sutherland – Waste Development and Support Manager

In Attendance

Annalise Lister – Communications Manager
Liz Knox – Environmental Services Manager
Karen Wright – ICT Manager

14. Public Question Time

No public questions were submitted.

15. Apologies and Substitutions

Apologies for absence were received from Cllr Christine Whelan.

Cllr John Trapp was in attendance as substitute.

16. Declarations of Interest

There were no declarations of interest.

17. Minutes

It was resolved:

That the minutes of the meeting of the Committee held on 23 May 2024 be confirmed as a correct record and signed by the Chair.

It was noted that in the fourth paragraph of minute 9 of the meeting on 24 June 2024, Cllr Alison Whelan should be amended to Cllr Christine Whelan. Subject to this amendment, it was resolved:

That the minutes of the meeting of the Committee held on 24 June 2024 be confirmed as a correct record and signed by the Chair.

18. Chair's Announcements

The Chair announced that after 34 years' service Liz Knox, Environmental Services Manager, was retiring. The Chair praised Liz for her wealth of knowledge, thanked her for her support and wished her a happy retirement. The Chair introduced Nick Baker, who would be replacing Liz Knox as Waste and Environmental Services Manager.

19. East Cambs Street Scene Ltd Financial Statements 2023/24 and Annual Governance Statement 2023/24

The Committee considered a report, Z54 previously circulated, containing details of the East Cambs Street Scene Financial Statements and Annual Governance Statement for 2023/24.

The ECSS Director Commercial and the ECSS Finance Manager introduced the report and Members made comments and asked questions.

Cllr Christine Colbert asked that in appendix 2 on page 49 of the agenda the word "Dept" be amended to "Debt" and asked about vehicle insurance cover. The ECSS Finance Manager replied to Cllr Colbert that the company's vehicles were comprehensively insured. He provided details of an insurance claim made against the company following a road traffic incident. It was noted that the company was fully insured for such events, however a liability of this size needed to be disclosed in the accounts.

The ECSS Finance Manager replied to Cllr John Trapp that there had been a reduction in the recycling rebate value and this explained the drop in revenue. Tonnage had remained the same. It was noted that "Other Income" included costs that were recharged to the customer.

Cllr Mark Inskip expressed concern at the fact that some performance targets were not being met. The ECSS Director Commercial reported that new measures were being put into place to improve performance, but a decision may have to be made to either increase resources or review the targets. The Waste Development and Support Manager explained that the more accurate reporting of data would result in improved performance figures.

It was resolved to:

1. Note the East Cambs Street Scene Financial Statements 2023/24 as set out in Appendix 1.
2. Note the East Cambs Street Scene Annual Governance Statement as set out in Appendix 2.

20. Budget Monitoring Report for Quarter 1 2024/25

The Committee considered a report, Z55 previously circulated, which provided Members with details of the financial position for services under the Operational Services Committee.

The Finance Director presented the report and Members made comments and asked questions.

Cllr Mark Inskip expressed concern regarding the projected overspend in Planning services. The Director Operations explained that the overspend was largely due to a decline in the number of planning applications, although there were indications that more applications were expected later in the year.

It was resolved to:

1. Note that the Committee was currently projecting a yearend overspend of £135,000 on revenue, when compared to its approved budget of £7,134,292.
2. Note that the Committee has a projected capital programme outturn of £3,656,199, which was an underspend of £1,000,000 when compared to its revised budget.

21. Outside Bodies Representative Updates Report

The Committee considered a report, Z56 previously circulated, which recommended that lead representatives and a substitute be appointed to replace current representatives on three outside bodies.

Cllr John Trapp proposed and the Chair seconded that the votes be carried out via a secret ballot. A vote was taken and this proposal was agreed with 10 votes in favour and one abstention.

The Chair proposed and Cllr Christine Ambrose Smith seconded Cllr Martin Goodearl as a representative on the Community Safety Partnership. Cllr Mark Inskip proposed and Cllr John Trapp seconded Cllr Christine Wheeler for the same position. A vote was taken and Cllr Martin Goodearl was elected to this position by 6 votes to 5 votes.

The Chair proposed and Cllr Martin Goodearl seconded Cllr Alan Sharp as a representative with Citizen Advice West Suffolk. Cllr Mark Inskip proposed and Cllr Kathrin Holtzmann seconded Cllr John Trapp for the same position. A vote was taken and Cllr Alan Sharp was elected to this position by 6 votes to 5.

Cllr Alan Sharp proposed and Cllr Martin Goodearl seconded Cllr Julia Huffer as substitute to the Cambridgeshire County Council Adults and Health Committee. There being no other nominations, Cllr Julia Huffer was elected to this position unopposed.

It was resolved:

1. To appoint Cllr Martin Goodearl to the Community Safety Partnership.
2. To appoint Cllr Alan Sharp to Citizens Advice West Suffolk.
3. To appoint Cllr Julia Huffer as a substitute representative to the Cambridgeshire County Council Adults and Health Committee.

22. Waste and Street Cleansing Service Proposals

The Committee considered a report, Z57 previously circulated, regarding the proposals from the Member Working Party for the future Waste Collection and Street Cleansing service.

The Director Operations presented the report and Members made comments and asked questions. It was noted that in the third bullet point on page 85 of the agenda regarding a free green waste collection service, the words "twice weekly" should be amended to "fortnightly".

Cllr John Trapp suggested that more than 52 caddy liners should be provided to residents. The Chair explained that the Council would be providing free caddy liners for the first year only.

Cllr John Trapp suggested that the collection rounds be amended so that the vehicles collected food, non-recyclable and recyclable waste. The Chair explained that collection vehicles were very expensive and so it made financial sense to have specialist vehicles for the different types of waste collected.

The Director Operations explained that the fact that it took longer for waste operatives to collect wheeled bins instead of black bins had been factored in to the collection rounds. Members of the Committee recognised the benefits of wheeled bins as black bags could split and contain sharp items that were a hazard to collection operatives.

Cllr Mark Inskip stated that it was imperative that any changes to the service were fully communicated to residents. Cllr John Trapp suggested that residents should be informed of the savings being realised by the new scheme when being asked to accept it. The Chair stated that all councillors would have a role to play in ensuring residents understood the new scheme.

Cllr Christine Ambrose Smith recommended that all new properties had places to store their bins as part of a planning condition. The Chair added that alternatives would be offered to those properties which had no place to store their bins.

Members of the Committee commended the cross party working group for successfully investigating this issue and coming up with excellent recommendations.

The Committee unanimously recommended to Full Council:

1. That the Council implements the measures as detailed in section 4.3 - 4.5 of this report and collect food waste in a separate container, on a weekly basis by 31 March 2026.
2. That the Council implements the collection of residual waste in a 180lt wheeled bin on a fortnightly basis as detailed in section 4.3 - 4.5 of this report by 31 March 2026.
3. That the Council retains a free fortnightly garden waste collection service that is suspended for 6 weeks during winter and Christmas catch up period by 31 March 2026.
4. That the Council removes the annual subscription charge for a second garden waste bin from 1 April 2026.
5. That the Council removes the one-off charge for an additional recycling bin from 1 April 2026.
6. Instruct the Director of Operations to progress with the procurement of vehicles, caddies and bins required to implement 1. and 2. above by 31st March 2026.
7. That the Council approves the supporting mobilisation and communication plans as detailed in Appendices 3 and 4.
8. That the Council retain the current street cleansing service specification, with minor changes to ways of working set out in sections 4.19 - 4.21.
9. That the Council review the Street Cleansing specification in one year's time with regards to how it has enabled performance delivery against the Key Performance Indicators with ECSS (East Cambs Street Scene) to determine any new specification for implementation from 1 April 2026.

23. Waste and Recycling Policy 2026

The Committee considered a report, Z58 previously circulated, regarding the new waste and recycling collection policies and service standards to support the implementation of the proposed waste service.

The Waste Development and Support Manager presented the report and Members made comments and asked questions.

The Waste Development and Support Manager assured Cllr John Trapp that if bins could not be collected from the main road an alternative solution would be provided such as collecting the bins from the rear or having a communal collection point. Cllr Alan Sharp stated that the County Council did not always adopt roads especially with regards to smaller developments. The Waste Development and Support Manager agreed to liaise with colleagues from planning and provide guidance on the Council's policies regarding collecting waste from roads that had not been adopted, which would be circulated to all members of the Committee.

The Waste Development and Support Manager assured Cllr John Trapp that specific needs would be individually assessed when considering matters such as whether to provide extra black bin capacity. It was noted that separate collections would be provided for medical waste.

The Waste Development and Support Manager assured the Committee that guidance would be provided to residents on issues on such as whether fruit from the garden would qualify as food or garden waste.

Councillor Mark Inskip explained that the Working Party had recognised that the Policy would have to evolve as the new scheme was introduced.

It was resolved:

To approve the Waste and Recycling Policy 2026 and implement the policy in line with the roll out of new waste and recycling collection services in 2026.

24. Waste and Street Cleansing Service Delivery Model

The Committee considered a report, Z59 previously circulated, regarding the outcomes of the waste service review Working Party to inform the decision on the future delivery model for provision of waste collection and street cleansing services.

The Director Operations presented the report and Members made comments and asked questions.

The Director Operations assured Cllr Kathrin Holtzmann that the carbon footprint of the Waste Service was not considered by this report as it was only looking at the Service's Delivery Model and was covered in the waste collection and street cleansing

proposals report previously considered. It was agreed that this fact should be included in future reports.

Cllr Mark Inskip explained that the Working Party had considered going out to tender for an external provider or bringing the service in-house but had concluded that providing a formal contract with the ECSS was the preferable solution. Cllr Lucius Vellacott stated that the ECSS shared the Council's values and ensured a proper use of public funds.

It was unanimously recommended to Council to:

1. Approve the decision to proceed with using East Cambs Street Scene Ltd (ECSS) as set out in section 4.7-4.8.
2. Authorise the Director Operations to develop the service specification and, in consultation with Director Legal, prepare a new contracting arrangement to commence from 1 April 2026.

25. Quarter 1 2024/25 performance report for the Waste and Street Cleansing Services

The Committee considered a report, Z60 previously circulated, which provided Members with the Quarter 1 performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS).

The Waste Development and Support Manager presented the report and Members made comments and asked questions.

The Waste Development and Support Manager agreed to provide Cllr Kathrin Holtzmann with the conditions required for marina collections and whether the Market Square was being swept more than necessary.

Cllr Kathrin Holtzmann left the meeting at 5.49 pm.

Cllr Christine Colbert welcomed the breakdown of the complaints received and expressed the hope that these would be analysed to inform a better service.

The Waste Development and Support Manager explained that the District's recycling was no longer being taken to Waterbeach as that contract expired in August.

The Waste Development and Support Manager assured Cllr John Trapp that software was used to analyse missed collections and where dog mess bins needed emptying in order to tailor the service to meet the needs of the District.

The Director Operations explained that performance targets for the waste service had been agreed last year. These targets were challenging and so tolerance levels had been introduced to identify when the level of performance merited some form of intervention.

It was resolved:

To note the performance of service delivery for quarter 1 (April to June) 2024/25.

26. Notes of Waste Service Review Working Party for June and July

The Committee received the notes of the Waste Service Review Working Party for 10 June and 8 July.

It was resolved:

To Note the draft minutes of the Waste Service Review Working Party for 10 June 2024 and 8 July 2024.

27. Draft Minutes of Anglia Revenue & Benefits Joint Committee

The Committee received the notes of the Anglia Revenues & Joint Benefits Committee of 9 July.

It was resolved:

That the notes of the Anglia Revenues & Joint Benefits Committee of 9 July 2024 be noted.

28. Forward Plan

The Chair suggested that routine updates should not be formally discussed by the Committee and should be circulated to Members instead. Cllr Lucius Vellacott agreed, whilst acknowledging that significant issues should still be taken to the Committee. The Committee accepted this, whilst agreeing that Members should be able to request that specific updates come to the Committee if necessary.

29. Exclusion of the Press and Public

It was resolved unanimously:

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

30. East Cambs Street Scene Management Accounts for the 3 months to 30 June 2024 - EXEMPT

The Committee considered a report, Z61 previously circulated, which considered the ECSS Management Accounts for the three months to 30 June 2024.

It was resolved that:

The ECSS Management Accounts for the three months to 30 June 2024 be noted.

The meeting concluded at 6:05pm

Chair

Date.....

DRAFT

Title: Community Safety Partnership 6 monthly Report

Committee: Operational Services Committee

Date: Monday 18 November 2024

Author: Neighbourhood and Community Safety Team Leader

Report number: Z89

Contact officer:

Emma Graves, Neighbourhood and Community Safety Team Leader

Emma.graves@eastcambs.gov.uk , 01353 616326, room number 21, The Grange, Ely

1.0 Issue

1.1. To note the report at Appendix 1 from the Chair of the East Cambridgeshire Community Safety Partnership (ECCSP).

2.0 Recommendations

2.1. To note the report at Appendix 1 from the Chair of the ECCSP.

3.0 Background/Options

3.1 Community safety partnerships (CSPs) are made up of representatives from the 'responsible authorities' which are the police, fire and rescue authorities, probation service, local authorities, and health. The responsible authorities work together to protect their local communities from crime and to help people feel safer. They work out how to deal with local issues like antisocial behaviour, drug or alcohol misuse and reoffending.

3.2 CSPs are scrutinised by crime and disorder overview and scrutiny committees. Under the 2006 Police and Justice Act, councils are under an obligation to allocate this function to one of their committees.

3.3 ECDC's Operational Services Committee is the scrutiny committee for the ECCSP.

3.4 The ECCSP Terms of Reference requires that either the Chair or Vice Chair of the ECCSP provides an update to Operational Services Committee twice a year, for scrutiny purposes.

3.5 The ECCSP last provided an update to Operational Services Committee in January 2024.

4.0 Arguments/Conclusions

4.1 The Chair of the ECCSP has prepared the report at Appendix 1.

5.0 Additional Implications Assessment

5.1

Financial Implications N/A	Legal Implications N/A	Human Resources (HR) Implications N/A
Equality Impact Assessment (EIA) N/A	Carbon Impact Assessment (CIA) N/A	Data Protection Impact Assessment (DPIA) N/A

6.0 Appendices

Appendix 1 – Chair/Vice Chair’s update report.

7.0 Background documents

None

EAST CAMBRIDGESHIRE COMMUNITY SAFETY PARTNERSHIP (ECCSP)

Update Report to ECDC Operational Services Committee Meeting on Monday 18 November 2024

Rationale

Community Safety Partnerships (CSPs) are scrutinised by Crime and Disorder Overview and Scrutiny Committees and under the 2006 Police and Justice Act, Councils are under an obligation to allocate this function to one of their committees. The ECDC's Operational Services Committee is the scrutiny committee for the ECCSP.

This report will be presented to the Committee by Lis Every, Chair of the ECCSP.

Author

Lis Every, Chair of the ECCSP

Report

This report updates the Operational Services Committee on its recent Partnership Board meetings held since June 2024, monitoring of the first quarter of the new Action Plan (available on the ECDC Website), based on evidence from the Strategic Assessment, and provides examples of current activities taking place.

Strategic Assessment and new Action Plan

The new Action Plan based on the updated Strategic Assessment continues to work on the CSP priorities of:

- 1) Understanding risk and susceptibility of individuals (people) and locations (places) and helping communities respond to this,
- 2) Work to tackle violence in East Cambridgeshire, with a particular focus on serious violence.

Further research has been commissioned to:

- a) build on exiting data including the community voice, particularly of young people, aiming to enhance understanding of local issues relating to violence;
- b) provide an analysis of anti social behaviour (ASB) in recent years, with a focus on the nature of incidents (both Police and ECDC recorded) as well as trend, temporal and geographic analyses.

Both will inform any potential further actions to be added to the Plan, with the agreement of the CSP Board.

Collaborative working with other agencies is key, in particular the East Cambridgeshire Integrated Neighbourhood Board. A recent joint meeting identified the following agreed themes:

- Young people and their well-being
- Mental health/well-being generally
- Integrated induction and training to facilitate a culture of collaboration
- Communication, raising and sharing of issues and access to expertise and support services.

Action Plan Monitoring: first quarter targets were met, with more work on cybercrime training required. The Cyber Crime Lead will present at the December meeting.

Case studies of priority work:

CSP activity supporting the campaign against Hate Crimes and Incidents

- In March 24 our Community Safety and Projects Officer initiated/ led and achieved County wide support for Hate Crime Awareness material (posters, leaflets, bookmarks, window stickers and pin badges) and working in partnership with the Police bid successfully into the OPCC Safer Communities Fund.
- The Kite Trust in Ely were recruited to become a third party Hate Crime Reporting Centre.
- Hate Crime Awareness material was launched outside The Kite Trust in August and press release produced.
- East Cambridgeshire District Council has become a Hate Crime Reporting Centre . Relevant officers in ECDC's Communities and Partnership Team are trained in Hate Crime reporting. Working with the Police, they have now trained the Housing and Community Advice Team and training for ECDC Customer Service staff will take place at the end of November.
- During Hate Crime awareness week (14th October) there was press release around ECDC becoming a third-party Hate Crime Reporting Centre.
- During Hate Crime awareness week (14th October) CSP has posted information around Hate Crime relating to disabilities, race/ethnicity, religion/beliefs, sexual orientation and transgender identity on social media platforms..

CSP working with the young people of East Cambridgeshire

- CSP attended ECDCs Youth Fusion events in Burwell and Haddenham promoting youth safety. Two examples are: information and advice was given on knife crime and the White Ribbon Promise was promoted to 14+ (in age) young men to encourage them to assist work being completed as part of the ECDCs accredited White Ribbon Action Plan. The events were well attended. They are an important part of ECDCs Youth Strategy and our CSP priority on youth. Funding is an issue, and every effort will be made to find the funding for next year. Both events were run in parishes where a Community Safety Forum had taken place, and this initiative supported actions from these.

- CSP and Cambridgeshire County Council (CCC) Youth officers have worked with the East Cambridgeshire Police Cadets (the largest in the County), supporting with funding and providing safety training.
- “The Gateway” Ely underpass Street Art project, initiated by our CSP team, took place on 21-22 September 2024. It was funded by the City of Ely Council. The collaboration on this has been very effective. Led by the CCC Youth team, it involved our CSP officers, Ely young people, Police, the Cadets and volunteers. The young people were very engaged, and it has been well received by the local residents..
- CSP has fed into a Youth Survey being led by CCC.
- Court Experience: Funding has been confirmed for the following year and all five secondary school have confirmed their dates. The Serious Violence Lead will be visiting the Ely session. CSPs in Suffolk and South Cambs are interested in running sessions, using their own facilitators, but using our training materials, Sessions House and the ECDC Chamber, for which we are grateful. This forms part of our cross-border work.
- Partners of the CSP attended Burwell Parish Council’s Youth Forum on the evening of 14th October to discuss youth provision in the village and ASB distraction activities.
- Detached youth work continues in Burwell, Soham and Littleport. Work is being planned to extend this to Ely.

Community Safety Partnership Board

Membership: Unfortunately the Probation Service did not attend our meetings as agreed. As this is a Statutory Partner we continue to systematically pursue this. Our business representative has had to stand down, and we are seeking a replacement from the Federation of Small Businesses. We welcomed Jenny Harris, Head of Safeguarding, Cambridge University Hospital. We will be seeking a representative from local education.

The Problem Solving and Delivery Groups: Police Report: These were working well raising issues and identifying collaborative solutions for these. The Problem Solving Group had a high level of attendance from the schools and agencies, which was facilitating multi-agency solutions which were proving to be effective. There was an increase in ASB in Littleport, Ely, Sutton and Burwell. The current 3 priorities for the Police are drug dealing, ASB and anti-social driving. East Cambridgeshire has a low crime rate compared to other areas. General crime has been down over the summer months compared to this time last year, During June to August sexual offences had increased from last year.

Unauthorized encampments have become a priority and will be referred to the Delivery Group. ECDC confirmed they had had several damaged sites with lots of rubbish. This might lead on to further discussions at the next CSP Board. .

An overlap between the PSG and the Wellness Hub Meeting Members of ECDC was identified. The 'What matters to You' provides solutions not always requiring funding money. Many of the solutions were inspirational. It was agreed to identify collaboration which would be efficient and effective,

In addition to the current Task and Finish Group working on Youth Provision, based on evidence the Delivery Group had set up an additional Task and Finish Group to work on the identified spiking of anti-social behaviour in Ely and Littleport. This Group will also include representatives from the Town Councils which is a new approach. It was agreed that working with representatives from the local Parish and Town Councils was vital in ensuring agreed and sustainable outcomes.

Some of the problems in Burwell have reduced. Local multi agency and outreach has been particularly effective with local shops reporting fewer incidents. The Police Street Team officers have arrested the perpetrator of the graffiti and criminal damage in Ely. Good evidence has been collected from CCTV and the CSP is working with the City of Ely Council on their updated CCTV scheme

Other CSP Activities

Domestic Abuse: The Domestic Abuse Cambridgeshire and Peterborough Needs Assessment around women and girls had been shared and ECDC confirmed meeting all recommendations. ECDC are a White Ribbon accredited organisation. Active work continues by the ECDC Licensing Department to further raise awareness in hostellers, etc of the White Ribbon campaign and asking them to sign pledges to call out certain behaviours.

Community Safety Forums have been suggested for Ely and Sutton where there was a reported increase in ASB. These events are parish council-led and supported by the CSP.

Funding: Our PCC funded Officer had successfully obtained grants from the OPCC's fund, eg tool marking kits for the Police, CCTV for Cheveley Parish Council, a community safety pack for Burwell etc. Bids are identified locally and progressed through the PCC officer. The regular CSP Newsletter to all agencies and parishes advertises these opportunities.

We are advised that funding is available from the PCC to extend this officer post and this is to be explored.

Shopwatch Initiative: set up to combat shop lifting and encourage reporting to the Police this has been extremely successful with most of the shop keepers in Ely now fully engaged and part of the 'What's App' communication group. This is now being rolled out to the other parishes. The Police require a greater level of reporting to provide the statistics required to respond and identify themes and local activity. A greater level of local collaboration between our shop keepers has been a positive outcome.

Communications Plan: The purpose is to raise awareness of the CSP work amongst stakeholders and communities. This would be done by working with communities, the Parishes, City, Town Councils, and businesses. The focus was very much on the crime rate in East Cambridgeshire being relatively low, and the need to work on it remaining the case. Issues likely to be tackled are violence (although not high), particularly domestic abuse,

commenting on the excellent work being done on knife and hate crime, drink spiking, and embedding the Eyes and Ears programme in our schools. There was a 3 month action plan highlighting what is going on nationally and locally using social media and press releases. The quarterly newsletter created has already been sent to stakeholders

Eyes and Ears programme: Three talks given , 1 in Little Thetford and 2 in Ely, focusing on scams and cybercrime to organised group meetings for the older demographic.

Strengthening and building new relationships: For example, with the Islamic Centre after offering reassurance and advice after various violent riots across the Country.

Training: In order to keep up to date with fast moving issues and be able to disseminate information across the District, the CSP team have attended various training sessions and webinars, eg domestic abuse, Hate Crime, prevent, serious violence, violence against women and girls.

External Meetings

Prevent: The funding for this goes to the County Council. Training is a priority. CCC are producing materials for young people and parents, and will be organising local District face to face workshops with a guest speaker. This guest speaker would be either a victim or someone who has had some involvement from the angle of safeguarding

Youth workers are to be educated on what to look for. The county Prevent action plan outlines statutory duties in place. Risk mapping sessions have been held with local authorities, Police, NHS, etc to create cohesion, aimed at limiting extreme activity in the Eastern Region. There will be a follow up session in October with a report being published in December. Although the workshops are CCC led, our CSP officers will also be involved in delivery.

High Harms Board, reported to the CSP: It is important that the Partners are aware of the work of the High Harms Board and how the strategies and work undertaken impacts on the local CSPs

The overall aim of the area's High Harms Board is to provide multi-agency strategic direction to enable the delivery of its key priorities to help make Cambridgeshire and Peterborough's communities safer.

Membership of the Board includes local authorities, Police, Fire and Rescue, Probation and Health, the Police and Crime Commissioner and Community Safety Partnerships - all have statutory duties in relation to reducing crime and disorder.

The Board is responsible for helping these key partners to coordinate and deliver their statutory duties with respect to agreed specific priority issues such as drugs, serious violence, violence against women and girls, and serious and organised crime.

The Police and Crime Commissioner for Cambridgeshire and Peterborough acts as the Chair of the countywide Board which meets on a quarterly basis

Current agenda items include strategies on violence against women and girls, drugs, serious violence, serious and organised crime.

Any issues from the Home Office and Central Government which required the CSPs to act, are transmitted through the PCC.

PCC Update

The PCC holds regular CSP Chairs' meetings which provides the opportunity to share good practice and access resources. One example is that we assisted South Cambs District Council in becoming a White Ribbon Accredited organisation.

The Police and Crime Commissioner's Plan on Tackling Crime and Keeping Communities Safe is currently being developed and will be coming out for consultation. It will, again be centred around the 4 pillars supporting Safer Communities, ie

- Early Intervention and Prevention
- Tackling Crime and Anti-social Behaviour
- Supporting Victims and Witnesses
- Building Trust and Confidence

These include the themes of keeping communities safe, early intervention and prevention, working with Police partners, keeping women and girls safe, tackling crime and ASB, including road safety, rural and business crimes, working with communities, holding the Police to account.

For information

- The ECCSP Terms of Reference and Action Plan are on the ECDC website.
- ECCSP now has X and Facebook accounts which are operated via our PCC funded Officer who works with the ECDC Communications Team. Positive stories or issues of concern can be submitted to her for consideration and uploading, jo.andow@eastcambs.gov.uk.
- The next CSP Board meeting is on 4 December 2025. Councillors are welcome to attend as observers. Please request an invitation from Emma Graves, emma.graves@eastcambs.gov.uk.

Title: QUARTER 2 2024/25 PERFORMANCE REPORT FOR THE WASTE AND STREET CLEANSING SERVICES

Committee: Operational Services Committee

Date: 18 November 2024

Author: Waste Development and Support Manager

Report number: Z90

Contact officer:

Catherine Sutherland, Waste Development and Support Manager

Catherine.sutherland@eastcambsstreetscene.co.uk, 01353 616262, ECSS Depot, Littleport

1.0 Issue

1.1. To provide Committee with the Quarter 2 performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS).

2.0 Recommendations

1.2. Members are requested to note the performance of service delivery for quarter 2 (July to September) 2024/25.

3.0 Background/Options

3.1. Waste collection, recycling and street cleansing are all services provided by East Cambs Street Scene Ltd. The trading company was set up on April 1st, 2018.

3.2. The Council continues to operate these services through ECSS and is committed to provide high levels of performance and service delivery, delivering best value for money under the Memorandum of Agreement and through the Service Delivery Plan.

3.3. Key Performance Indicators of the service provided by ECSS ensure performance levels are managed and monitored.

4.0 Arguments/Conclusions

4.1. The tables below highlight the performance for quarter 2 against the KPIs highlighted within the business plan:

Health and safety – staff welfare

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
ECSS Accident Incident (AIR) score	4%	NO DATA	2.28	1.69%		
No. reported monthly near misses	10 or more	NO DATA	3	1		

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Percentage of productive days	94% (sickness absence 6%)	90%	94.9%	94.9		

Waste Collection

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Refuse – Average no. of missed bins per 100,000 bins collected	15	45	43	45		
Recycling – Average no. of missed bins per 100,000 bins collected	30	90	66	56		
Green – Average no. of missed bins per 100,000 bins collected	30	90	78	71		
No. of monthly service complaints	3	3	5.3 Average	1 Ave.		
No. of monthly service compliments	No target	NO DATA	3.66 Ave.	2.33 Ave.		

Street Cleansing

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Average monthly clean streets graded A on random inspection	95%	85%	100%	100%		
No. streets graded C or below for litter on random inspection	1%	1%	0%	0%		
No. reported fly tips per month	No target	NO DATA	152	154		
No. reported incidents of graffiti per month	No target	NO DATA	24	8		

Removal of offensive graffiti within 1 working day	98%	98%	N/A	40%		
Removal of fly tipped waste within 2 working days	98%	98%	78%	74%		
No. overflowing litter bins reported per 100 bins emptied	3	3	0.93	0.41		
No. overflowing dog bins reported per 100 bins emptied	1	NO DATA	1.62	0.32		
No. of monthly service complaints	3	3	0.3 Average	0		
No. of monthly service compliments	No target	NO DATA	2.33 Average	2.66 Ave.		

Communication, Education and Promotion

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Increase in social media presence	Increase by 5%	5%	0.5%	3%		
School or Community groups engaged with	10 PA	NO DATA	2	0		
Number of local events attended	10 PA	NO DATA	2	3		
Recycling rate	60% (annual)	NO DATA	61.8%	TBC		
Overall waste tonnage reduction	1% (annual)	NO DATA	4%	TBC		

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

4.2. Health and safety – staff welfare

Slide 1: There were three reported incidents and accidents. An operative suffered a minor injury whilst clearing a fly tip. There were two vehicle accidents, both not causing any harm to the persons involved.

A near miss was recorded which resulted in the road being switched to being serviced by a smaller vehicle that can access it more safely.

4.3. Waste and recycling collections

Slide 3: Missed collections have generally reduced. Out of over a million scheduled collections due in this quarter, ECSS missed 604.

4.4. Street Cleansing KPIs

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

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

Slide 5 shows the number of reported instances of graffiti. Of the eight reported cases of graffiti, five were offensive. All were located on private property, which causes a delay in removing it as the landowner's permission is sought.

Slide 6 shows that the number of reported fly tips slightly increased from the same period last year, and that ECSS cleared 74% of them within the response time. There were a few very large fly tips in this quarter resulting in significant costs to clear and correctly dispose of them. These involve the hiring of specialist equipment which can take a while to attend the site. ECSS placed awareness signs on them to reassure passersby that they were being dealt with.

Slide 7 shows that the KPI of no more than 3 reported overflowing litter bins was overachieved. ECSS underachieved the KPI of 1 overflowing dog bin. All overflowing bins were emptied. ECSS have introduced new technology to this service in this a quarter. Street bins are being mapped to understand how many the district has, where they are and how full they are on emptying. This data will be used to determine the approach to this activity in the new street cleansing specification that will be agreed with the Council.

4.5. Recycling rate and waste tonnage reduction

As previously highlighted, the recycling performance figure is reported one quarter in arrears. The district achieved a rate of 61.8% in quarter 1, and residual waste collected was 4% lower than the same period last year.

4.6. Communications, Education and Promotion

The Development Team attended the Ely Green Fair and Youth Fusion events this quarter. The team have also assisted with the Council's new website, and press release were issued regarding ECDC's Operational Services Committee approval of the new waste and street cleansing service.

The number of Facebook followers for the East Cambs Recycles page increased by 3% and now has 189 followers. The page has been promoting the above campaigns as well as seasonal recycling messages from partners and service messages re collection dates.

5.0 Additional Implications Assessment

5.1

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

6.0 Appendices

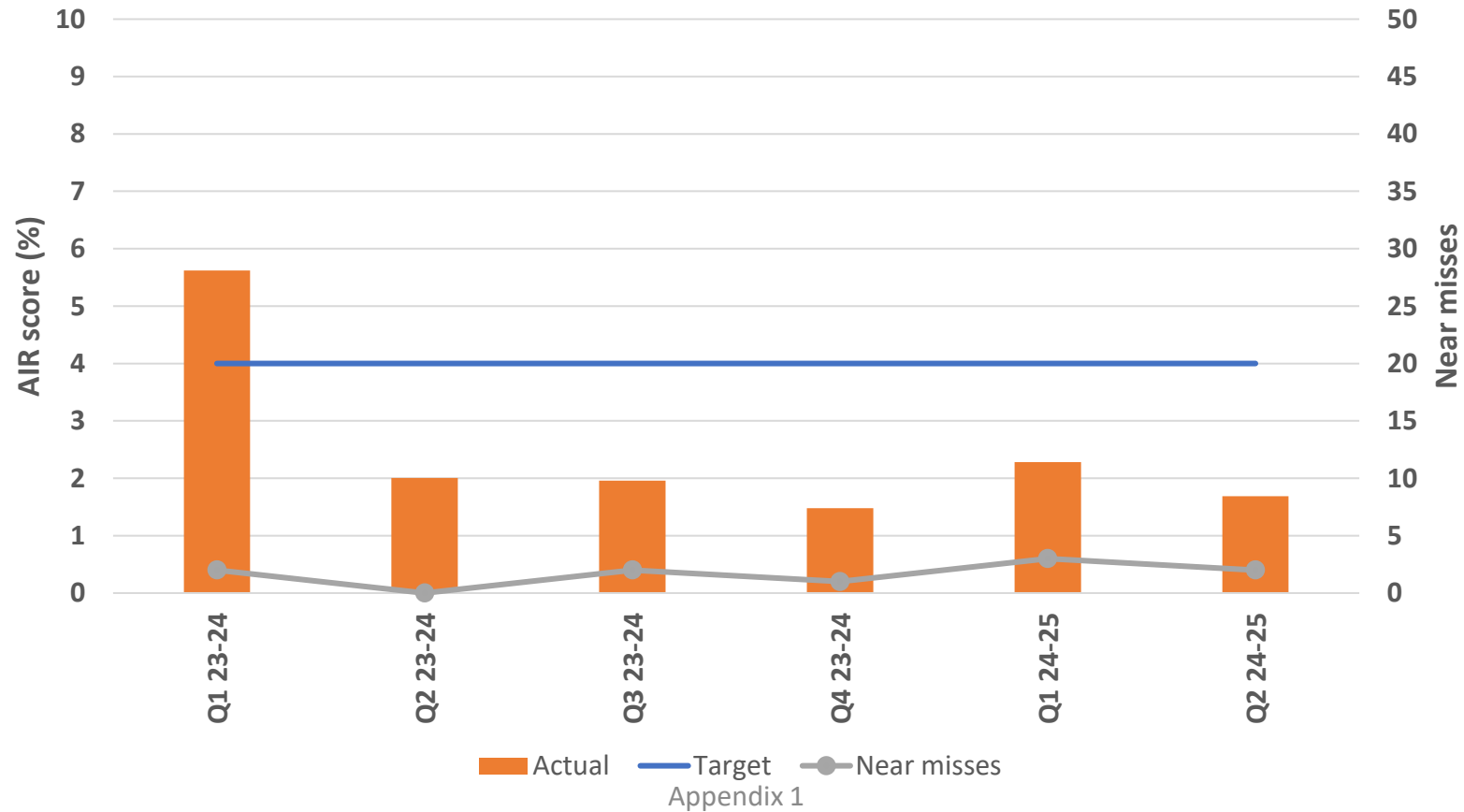
Appendix 1 - Slide deck - Performance Dashboard.

7.0 Background documents

None

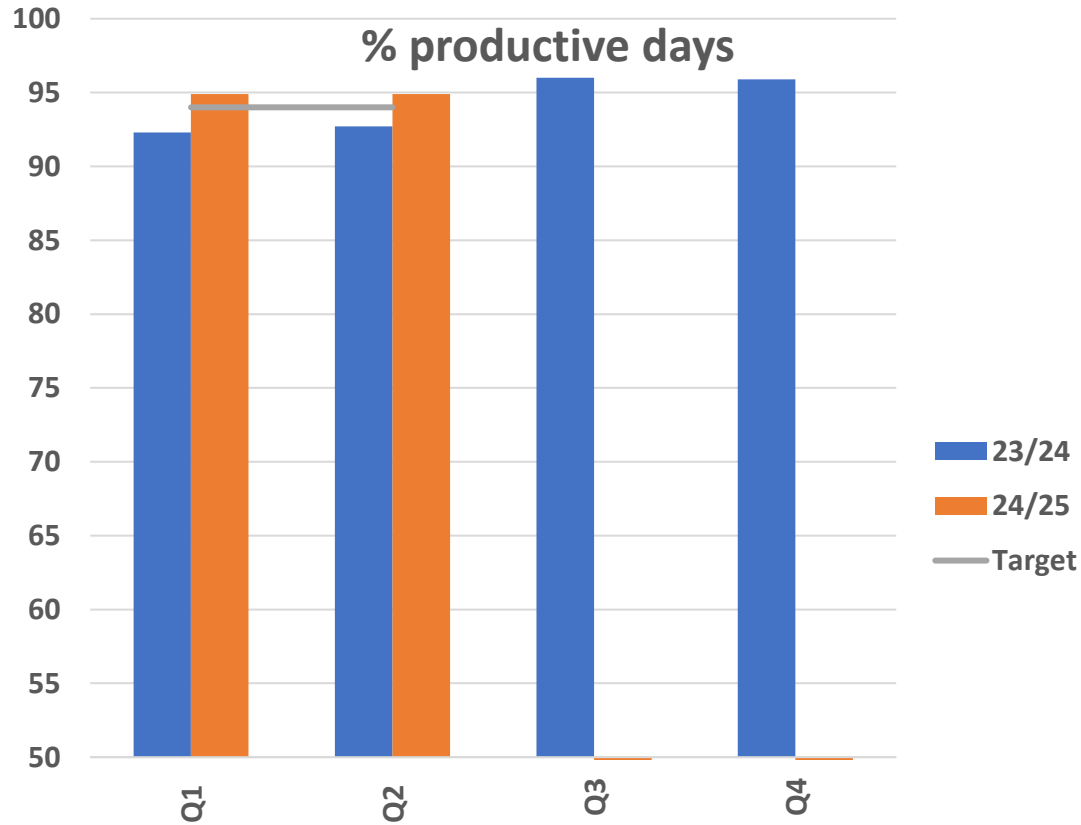
Health and Safety – staff welfare

Accident Incident Score, near misses

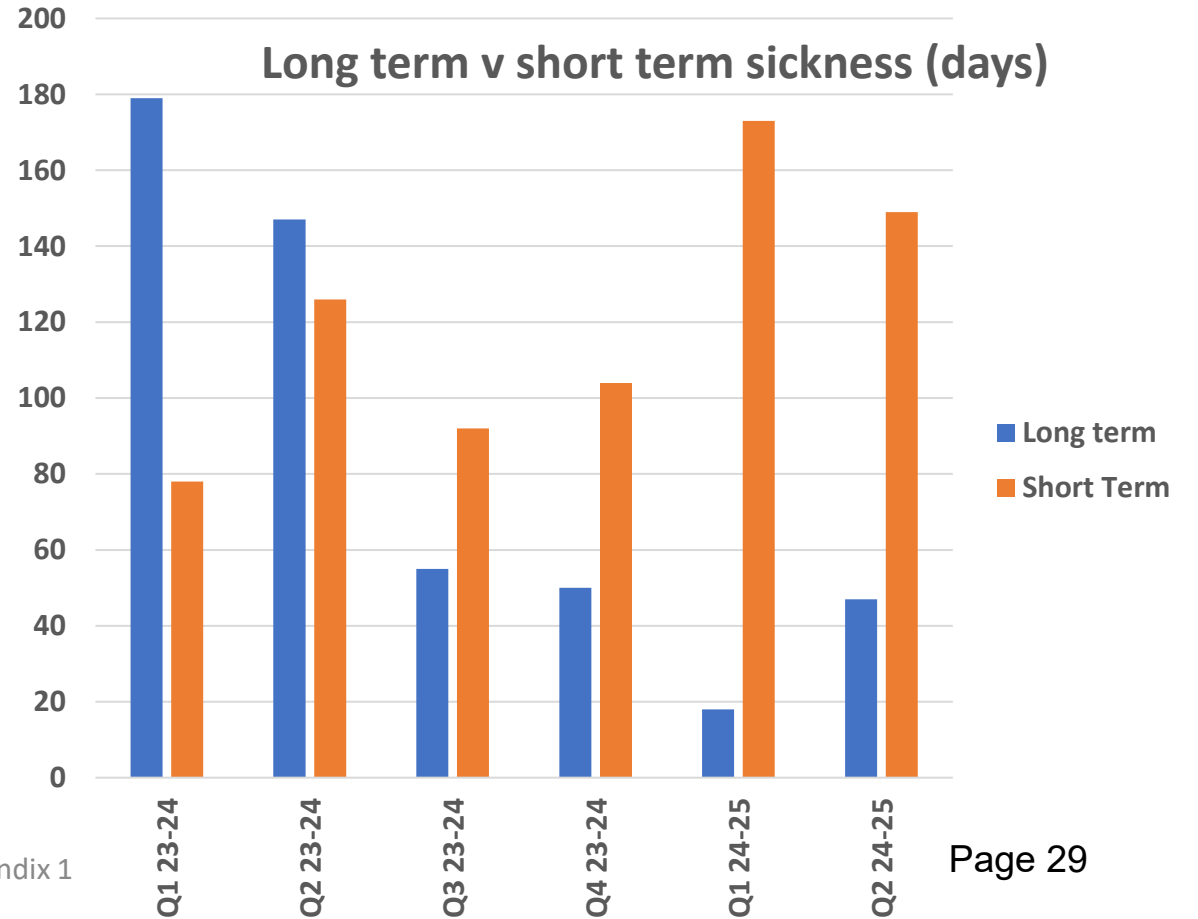


Health and safety – staff welfare

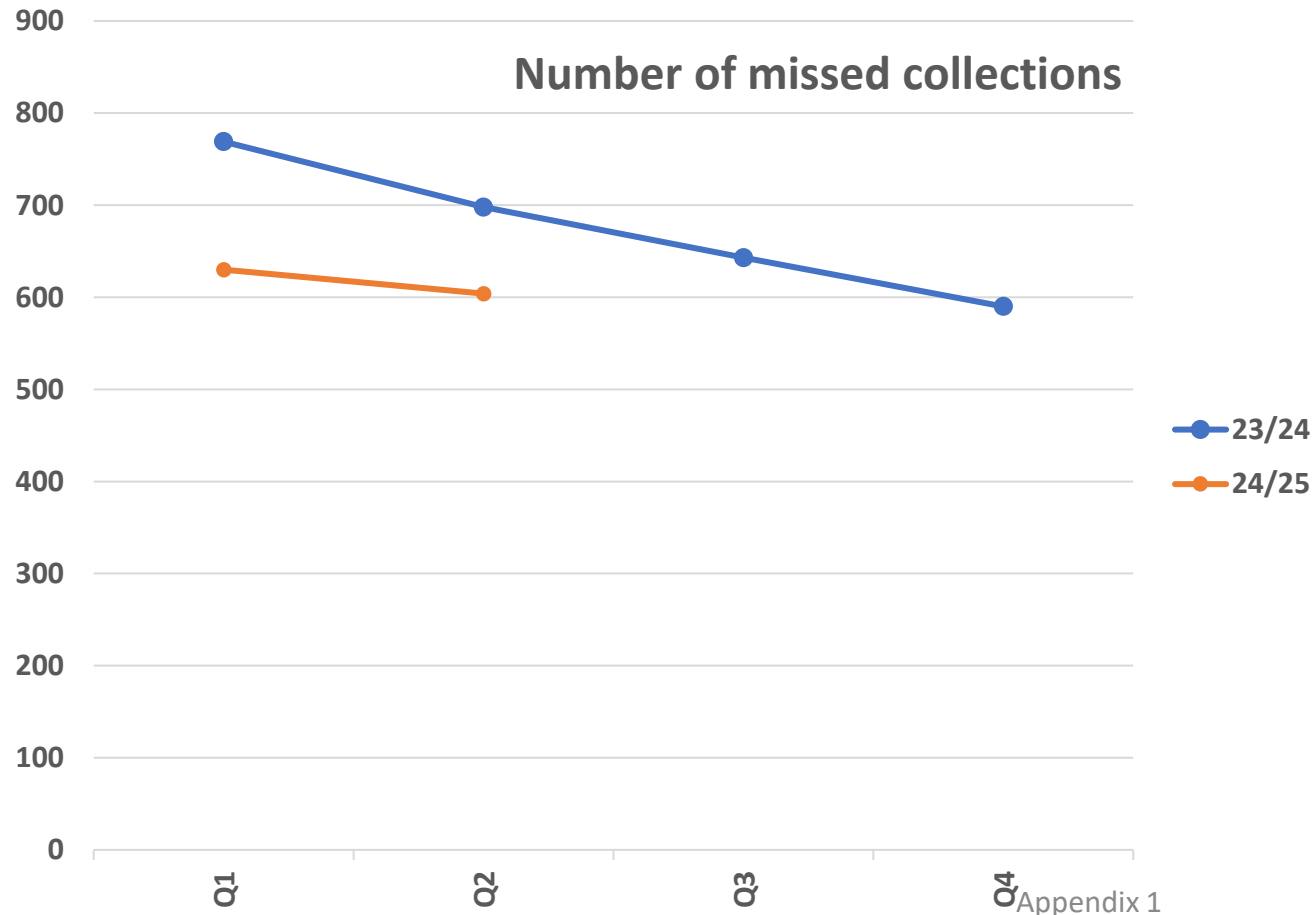
Staff sickness



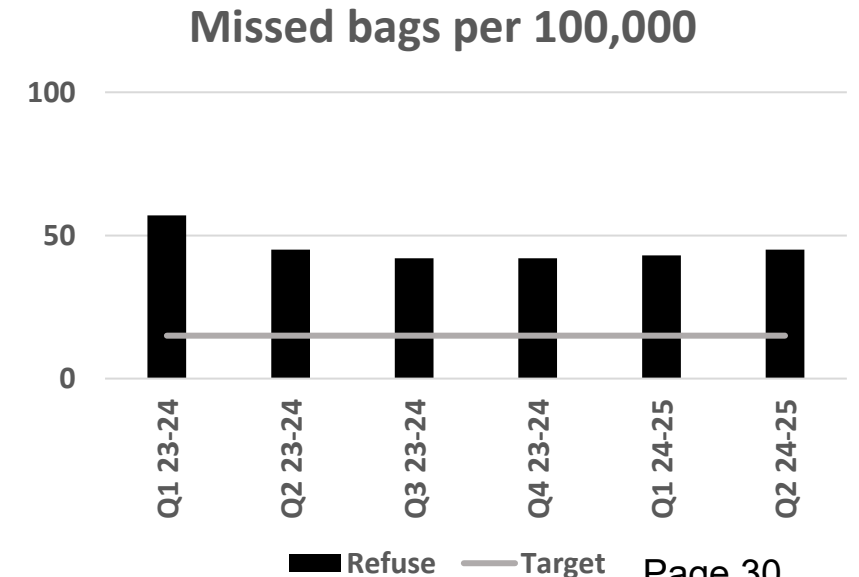
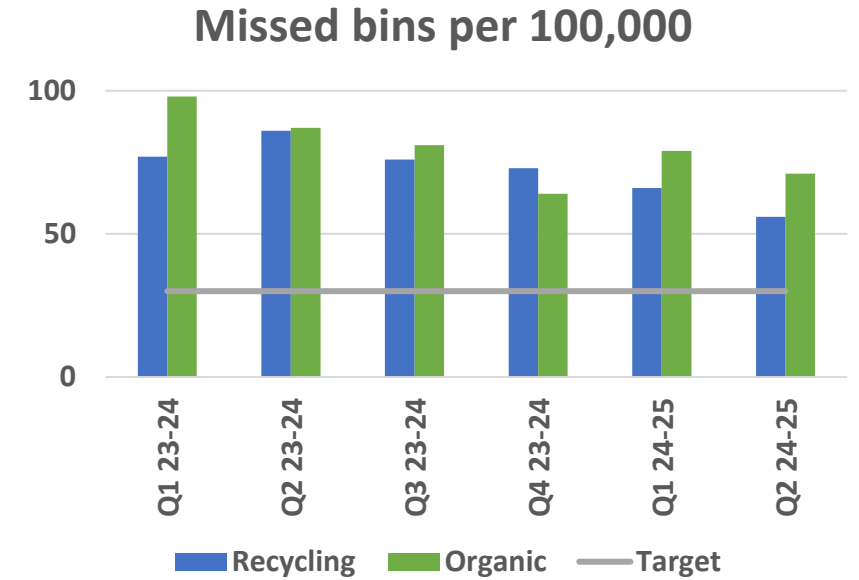
Appendix 1



Cleaner, Greener East Cambridgeshire
 Keep the environment of East Cambridgeshire, clean and presentable



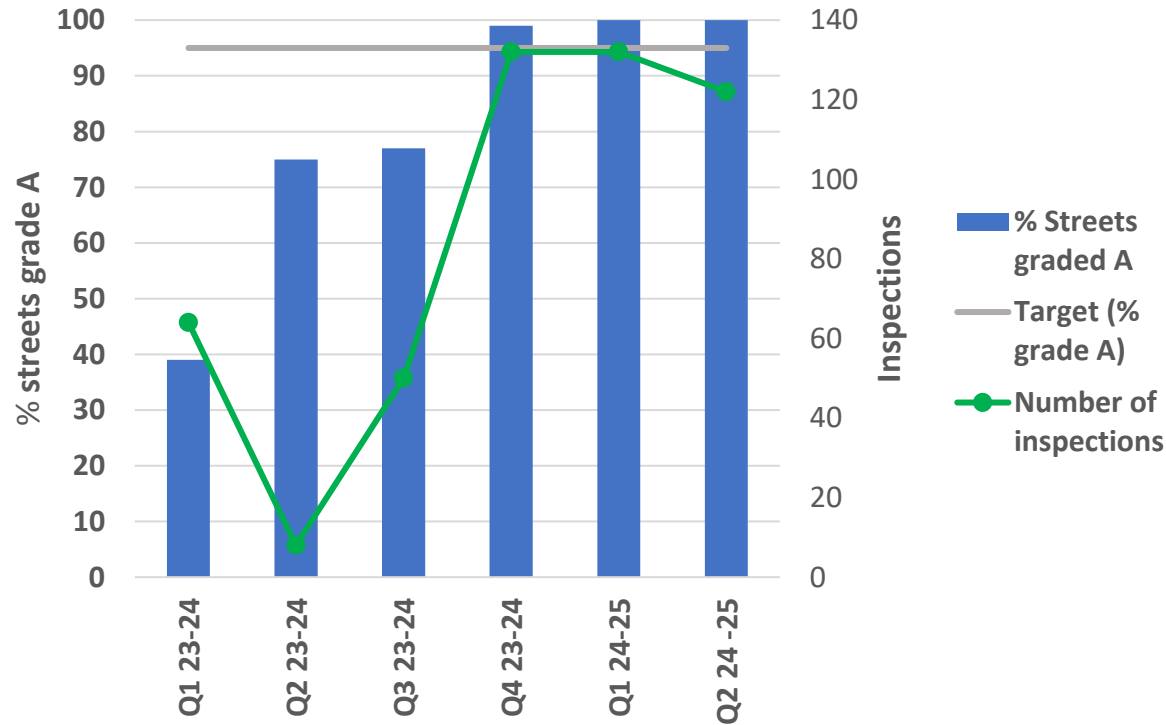
Appendix 1



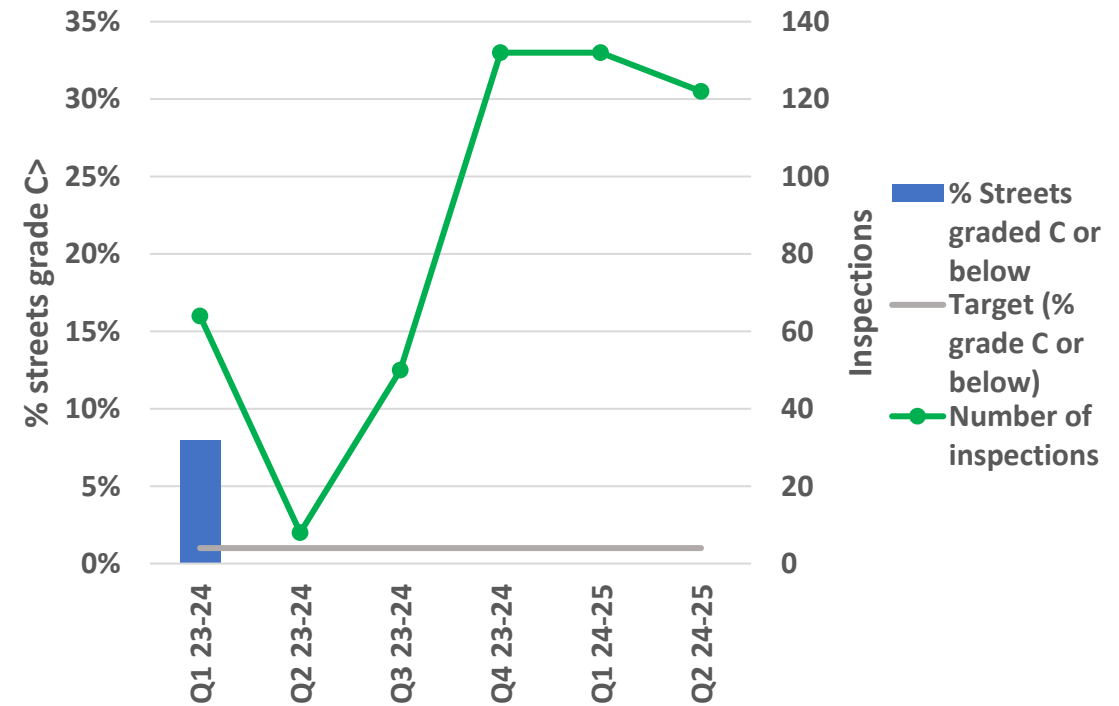
Cleaner, Greener East Cambridgeshire

Keep the environment of East Cambridgeshire, clean and presentable

Average monthly clean streets graded A on random inspection



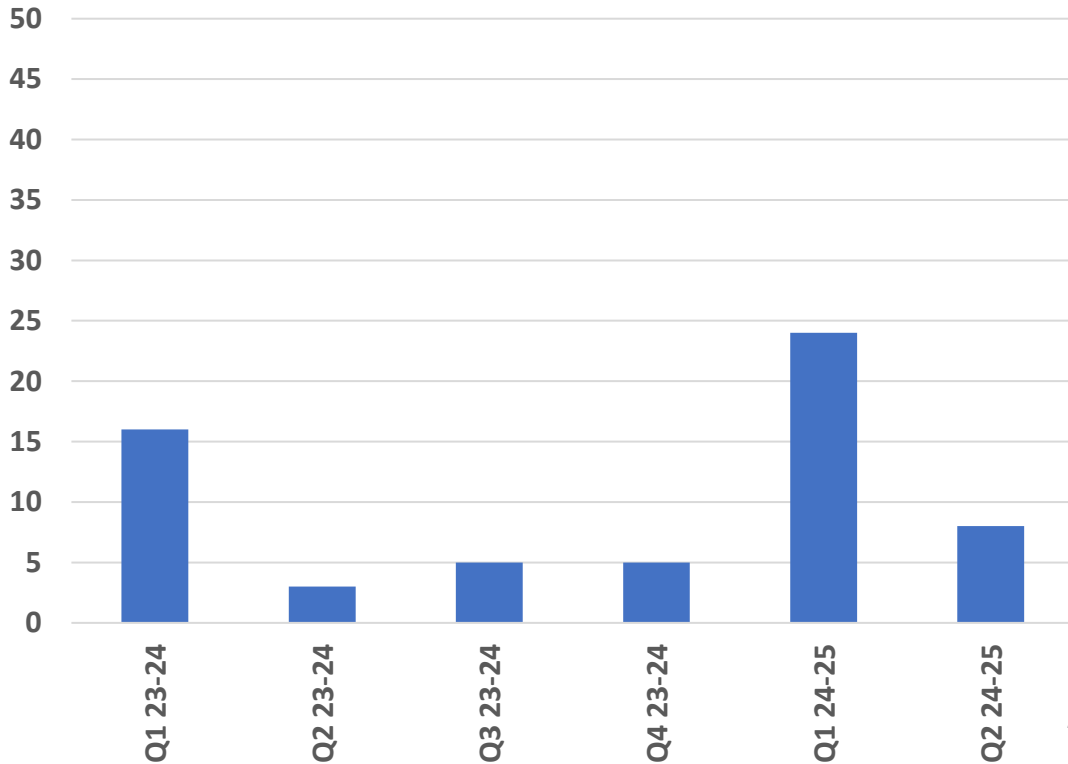
No. of streets graded C or below for litter on random inspection



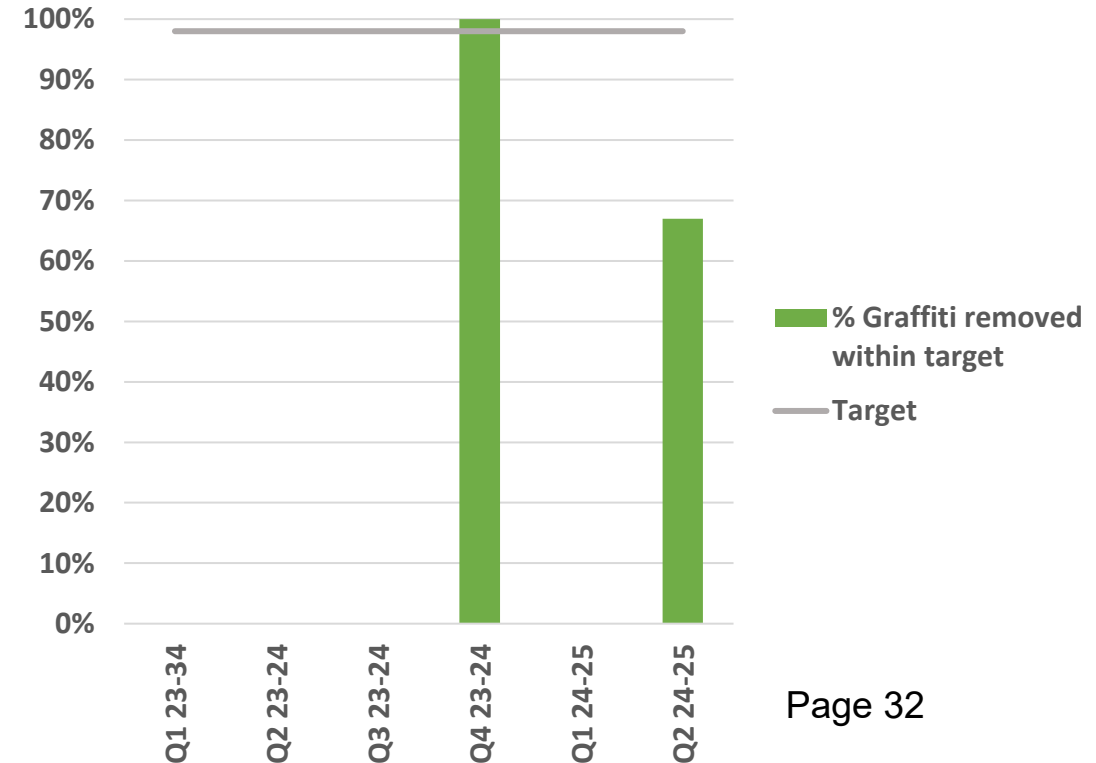
Cleaner, Greener East Cambridgeshire

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

No. reported incidents of all graffiti per month



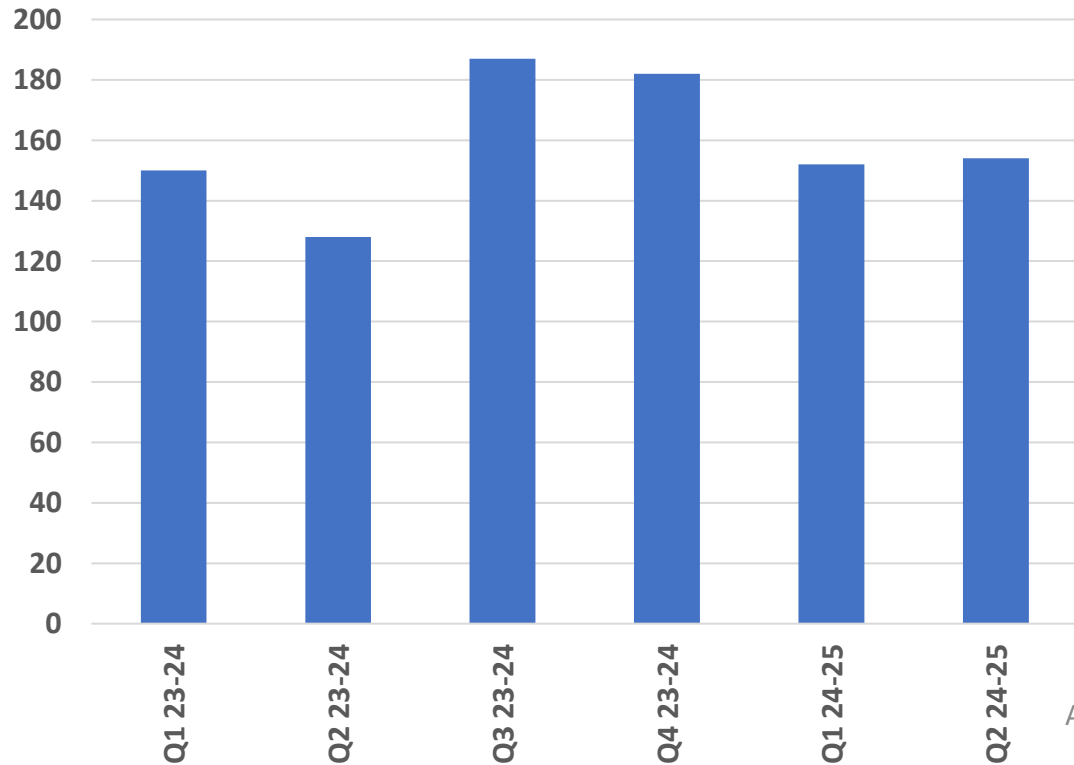
Successful removal of offensive graffiti within 1 working day



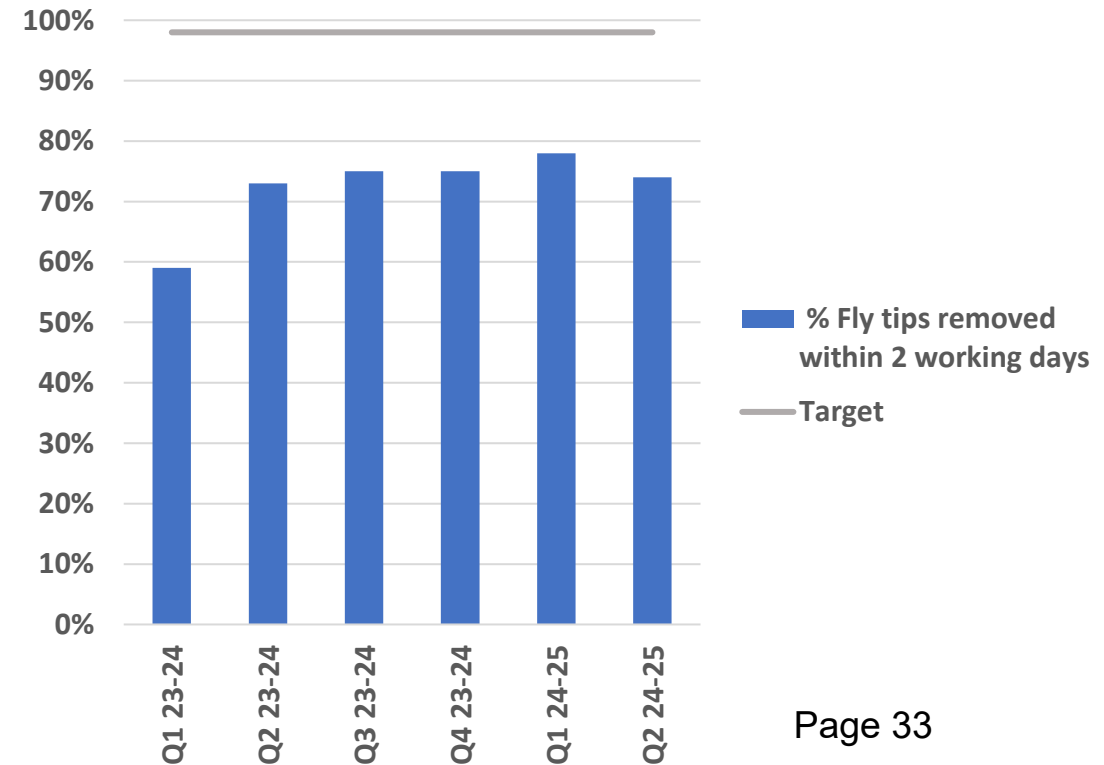
Cleaner, Greener East Cambridgeshire

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

No. reported incidents of fly tips per month



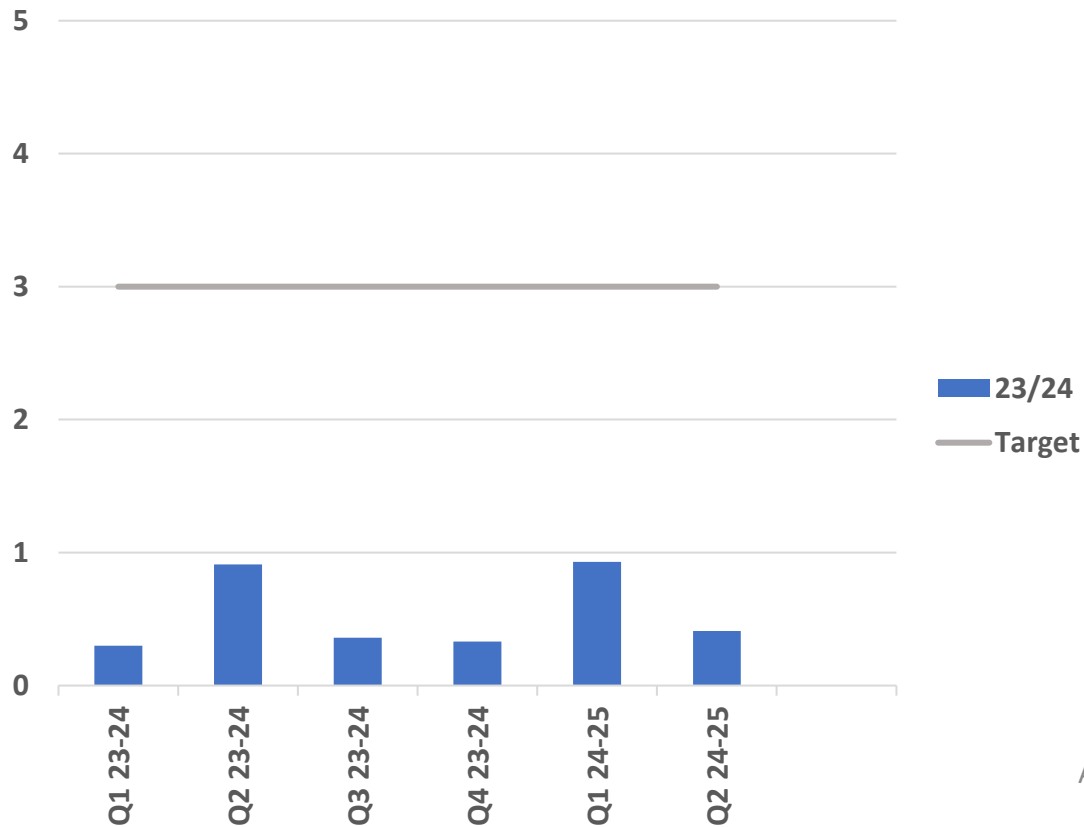
Successful removal of fly tips within 2 working days



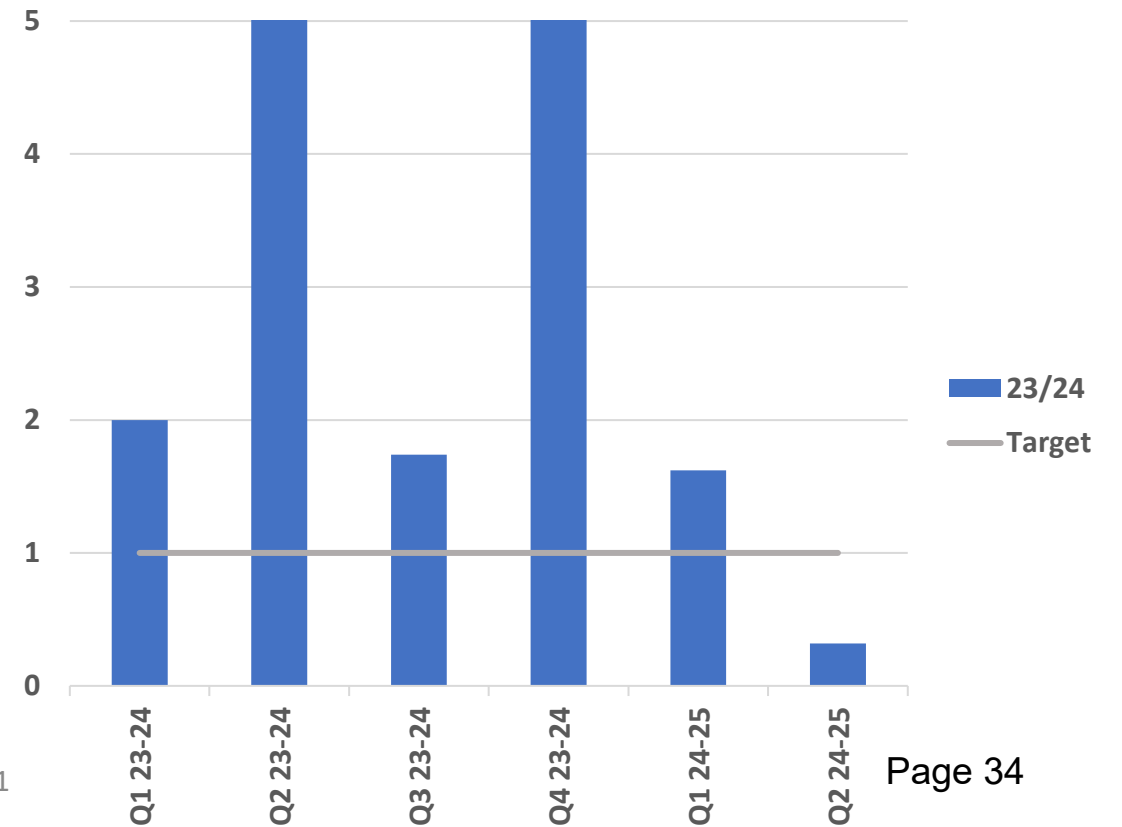
Cleaner, Greener East Cambridgeshire

Overflowing street bins (per 100 bins)

Litter bins

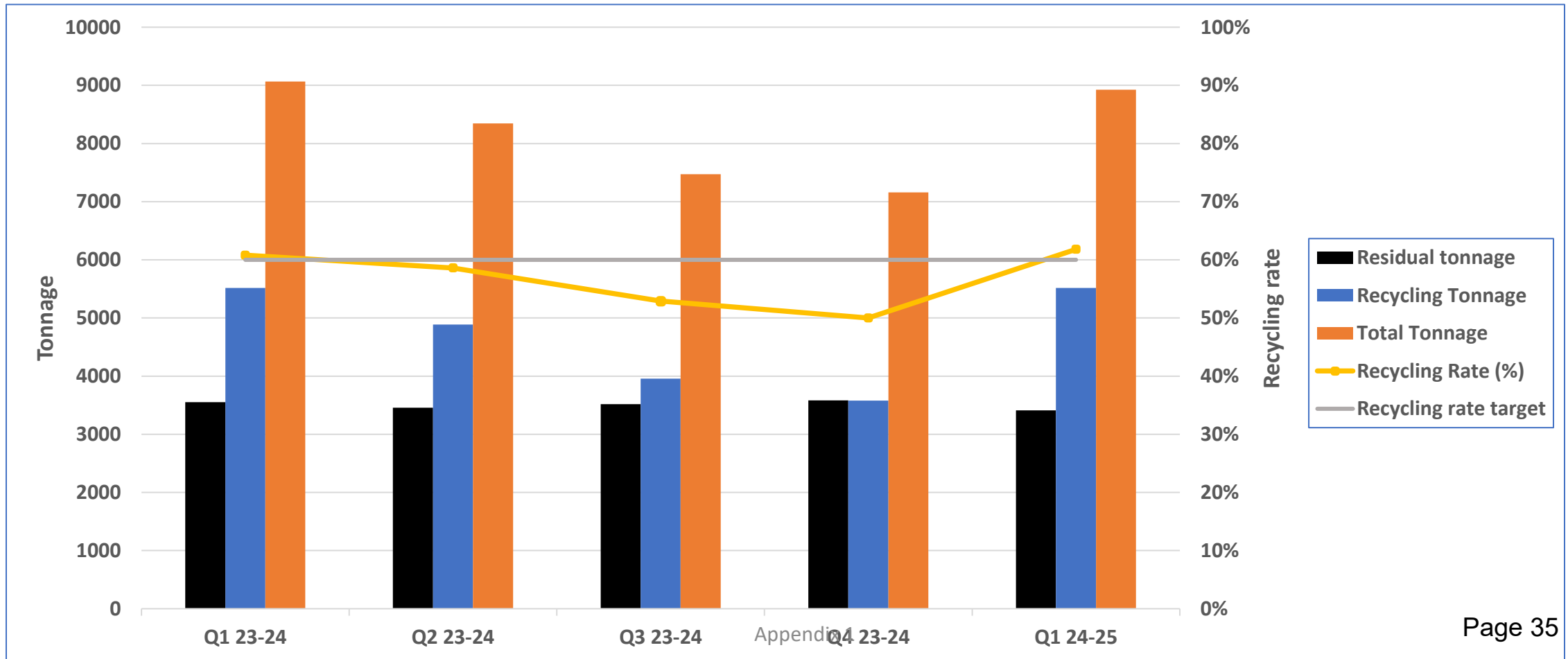


Dog bins



Cleaner, Greener East Cambridgeshire

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



Title: Budget Monitoring Report

Committee: Operational Services Committee

Date: 18th November 2024

Author: Director, Finance

Report No: Z91

Contact Officer: Ian Smith

Director, Finance

Tel: (01353) 616470

E-mail: ian.smith@eastcambs.gov.uk

Room 104, The Grange, Ely

1.0 Issue

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

2.0 Recommendation(s)

2.1 Members are requested to note that the Committee is currently projecting a yearend overspend of £325,000 on revenue, when compared to its approved budget of £7,134,292.

2.2 Members are further requested to note that the Committee has a projected capital programme outturn of £2,717,516. This is an underspend of £1,938,683 when compared to its revised budget (£4,656,199)

3.0 Background / Options

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

3.2 This is the second quarterly report for the 2024/25 financial year and details actual expenditure incurred and income received as of 30th September 2024 and the current projection as to the yearend position.

Revenue

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

3.4 The significant variances of actual spend compared to profiled budgeted spend at the end of September, where no variance is forecast for yearend, are detailed in the table on the next page:

Service	Variance £	Explanation
Community Infrastructure Levy (CIL)	(£604,904)	CIL transactions are treated as a revenue income or expense during the year, but any balance on the account at yearend is transferred to reserve.
Community Projects & Grants	£104,032	Expenditure has been paid against this cost centre that will be funded via Section 106 income at the end of the financial year.
Community Safety	(£22,022)	Police & Crime Commissioner (Serious Violence/Putting Communities First Funding) grant received in advance for 2024/25 has not yet been spent.
Environmental – Admin	£35,887	Recap partnership expenditure will be invoiced to the other partners in quarter three.
Environmental Health	(£126,125)	External grants that were rolled forward into 2024/25 remain unspent. These will be rolled forward into 2025/26 if not spent in year.
Homelessness	(£443,058)	Roll forward of the unspent funding from the County Council to support Ukrainians coming to the area. This will be spent in this and future years.
Travellers	£29,865	Greater expenditure than budgeted has been incurred repairing and maintaining the traveller's site in the first half of the year.

- 3.5 The net revenue expenditure for this Committee at yearend is forecast to be £7,459,292. This reflects a forecast £325,000 overspend when compared to the approved budget. This is the combination of the three forecast variations on service lines, as detailed in the table below.

Service	Forecast Outturn Variance £	Explanation
Building Control	£70,000	During the first half of the year there was a significant reduction in the number of applications being submitted. [This is not an isolated issue for East Cambs, but a national industry-wide decline.] In East Cambs we are still maintaining

		our market share within the District. This forecast represents the current view, however, after the latest Government announcement about house building, we are hopeful that planning relaxation may happen and result in the position improving before the end of the financial year.
Licensing	(£45,000)	Licensing income has been in advance of the budget in the first half of the year and is forecast to continue in the coming months.
Planning	£300,000	Planning income has been lower than budgeted in the first half of the year, due to the political uncertainty within the housing market (and changes to planning legislation which are due imminently) and the fact that the Council has a strong 5-year housing land supply which coupled with the local plan period coming to its end has resulted in a lower number of speculative development applications.

Capital

- 3.6 The revised capital budget for Operational Services stands at £4,656,199 including net slippage of £381,234 brought forward from 2023/24 including mandatory Disabled Facilities Grants of £388,864.
- 3.7 The forecast outturn position for Committee is £2,717,516, an underspend of £1,938,683. This relates to three projects. The purchase of Waste bins; £1,000,000 was built into the budget as a contingency for buying new wheeled bins when the Government's Strategic Waste Review progressed, replacing the black sacks currently used in the district. With the implementation date of the Review, April 2026, these will not now be purchased until the 2025/26 financial year.
- 3.8 The year end forecast also projects an underspend of £1,000,000 on the Bereavement Centre, as the revised timetable for the project suggests that work on the ground will not start until the 2025/26 financial year. This funding will therefore need to be carried forward into future years to cover build costs in those years. There is also an overspend on vehicles (£61,317), this relates to Parks and gardens vehicles purchased and hired to ECTC. These costs will be covered by Section 106 funding at yearend.

4.0 Arguments / Conclusions

- 4.1 The current forecast is that the Committee's net revenue position will be an overspend of £325,000 at the end of the financial year.

5.0 Additional Implications Assessment

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

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

5.2 Financial Implications

The Committee overspend will be incorporated into the overall 2024/25 Council finance report, which will be presented to Finance and Assets Committee on the 28th November 2024.

6.0 Appendices

- 6.1 Appendix 1 – Revenue budget monitoring report – 30th September 2024.
- 6.2 Appendix 2 – Capital budget monitoring report – 30th September 2024.

7.0 Background Documents

Council Budget approved by Full Council on the 20th February 2024.

OPERATIONAL SERVICES COMMITTEE BUDGET MONITORING REPORT - 30th September 2024

Revenue	Total Budget 2024-25	Profiled Budget to 30th September 2024	Actual to 30th September 2024	Variance	Forecast Outturn	Variance between Total Budget & Projected Outturn	Variance between Total Budget & Projected Outturn June 2024
	£	£	£	£	£	£	
Building Regulations	43,806	(28,533)	44,928	73,461	113,806	70,000	30,000
CIL	--	9,690	(595,214)	(604,904)	--		
Community Projects & Grants	200,040	78,190	182,222	104,032	200,040		
Community Safety	66,776	54,812	32,790	(22,022)	66,776		
Cons.Area & Listed Buildings	74,073	37,037	36,608	(429)	74,073		
Customer Services	703,762	302,728	294,864	(7,864)	703,762		
Dog Warden Scheme	46,469	23,370	25,319	1,949	46,469		
Emergency Planning	30,661	10,279	11,765	1,486	30,661		
Environmental	162,973	81,487	117,374	35,887	162,973		
Environmental Health	563,292	277,095	150,970	(126,125)	563,292		
Homelessness	237,091	(193,368)	(636,426)	(443,058)	237,091		
Leisure Centre	(447,030)	6,757	10,024	3,267	(447,030)		
Licencing-Env Services	34,487	16,794	(80,278)	(97,072)	(10,513)	(45,000)	
Marketing & Grants	43,469	16,838	9,138	(7,700)	43,469		
Parish Forums	1,530	--	--	--	1,530		
Nuisances	114,748	57,374	54,427	(2,947)	114,748		
Pest Control	11,959	5,980	4,159	(1,821)	11,959		
Planning	373,328	277,358	315,389	38,031	673,328	300,000	105,000
Public Relations	124,199	62,100	57,454	(4,646)	124,199		
Recycling	1,929,496	744,666	745,869	1,203	1,929,496		
Refuse Collection	1,756,517	751,697	750,961	(736)	1,756,517		
Street Cleansing	1,016,706	423,627	414,249	(9,378)	1,016,706		
Street Naming & Numbering	23,663	2,332	10,166	7,834	23,663		
Travellers Sites	22,277	(16,972)	12,893	29,865	22,277		
Revenue Total	7,134,292	3,001,338	1,969,651	(1,031,687)	7,459,292	325,000	135,000

OPERATIONAL SERVICES CAPITAL BUDGET MONITORING 2024/25

Capital	Published Budget 2024-25 £	Slippage from 2023-24 £	Approved Additions £	Revised Budget 2024-25 £	Actual at 30th September 2024 £	Forecast Outturn £	Variance between Revised Budget & Forecast £
Conservation Area Schemes - 2nd round		27,506		27,506		27,506	0
Refuse & Cleansing Vehicles	862,666	(35,136)		827,530		827,530	0
Waste - Wheelied Bins	1,040,000			1,040,000	17,202	40,000	(1,000,000)
Mandatory Disabled Facilities Grants	697,299	388,864		1,086,163	300,476	1,086,163	0
Empty Properties, Discretionary DFGs, Minor Works, Home Repair Asst.	75,000			75,000	14,834	75,000	0
Vehicle Etc. Replacements	100,000			100,000	161,317	161,317	61,317
Bereavement Centre	1,500,000			1,500,000	91,413	500,000	(1,000,000)
Leisure Centre	0			0	(18,038)	0	0
Total	4,274,965	381,234	0	4,656,199	567,204	2,717,516	(1,938,683)

SOURCES OF FINANCING	Published Budget 2024-25 £	Slippage from 2023-24 £	Approved Additions £	Revised Budget 2024-25 £	Variations £	Forecast Outturn £
Operational Services						
Grants / Contributions (DFG)	602,678	388,864		991,542		991,542
Capital Receipts	209,621	27,506		237,127		237,127
Borrowing	1,862,666	(35,136)		1,827,530	(1,250,000)	577,530
Section 106 / CIL	1,600,000	0		1,600,000	(688,683)	911,317
Capital Funding Total	4,274,965	381,234	0	4,656,199	(1,938,683)	2,717,516

Title: Air Quality Strategy

Committee: Operational Services

Date: October 2024

Author: Scientific Officer, Environmental Services

Report number: Z92

Contact officer: Peter Ord, Scientific Officer Environmental Services
peter.ord@eastcambs.gov.uk Tel: 01353 616463 Room SF203, The Grange, Ely

1.0 Issue

- 1.1. Changes introduced under the Environment Act 2021 require all local authorities to produce an Air Quality Strategy document to demonstrate how they will maintain and improve air quality in their areas. An Air Quality Strategy for East Cambridgeshire has been produced and is attached.

2.0 Recommendations

- 2.1. Members are requested to approve the Air Quality Strategy 2024 - 2029.

3.0 Background/Options

- 3.1. From 2023, all local authorities are required to produce a local Air Quality Strategy. The requirement relates to local authorities in England and was included in the recently updated DEFRA Local Air quality Management (LAQM) Policy (PG22) and Technical Guidance (TG22). It reads as follows: *“Those authorities who have not had to designate AQMAs (Air Quality Management Areas) and produce AQAPs (Air Quality Action Plans) will from 2023 be required to draw up a local Air Quality Strategy. These strategies will not have a set format, and authorities will be able to draw on content within their ASRs (Air Quality Annual Status Reports) and local transport plans to produce them.”*
- 3.2. ECDC is required to produce an Air Quality Strategy.

4.0 Arguments/Conclusions

- 4.1. Although air quality has improved across the UK over recent decades it continues to be the biggest environmental risk to public health, with children, the elderly and the already vulnerable most affected.
- 4.2. Air quality in East Cambridgeshire is relatively good and is improving. The strategy highlights the air pollutants of particular concern within East Cambridgeshire such as fine particulate matter, nitrogen oxides and ammonia, and outlines the consequences for society and the environment of poor air quality.
- 4.3. The strategy sets out the council's powers and responsibilities and the actions it will take to maintain and improve air quality in the district.

5.0 Additional Implications Assessment

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

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

6.0 Appendices

Draft Air Quality Strategy 2024 - 2029.

7.0 Background documents

Department for Environment Food and Rural Affairs, 2023. Air Quality Strategy: Framework for local authority delivery

<https://www.gov.uk/government/publications/the-air-quality-strategy-for-england/air-quality-strategy-framework-for-local-authority-delivery>

East Cambridgeshire District Council, 2024. 2024 Air Quality Annual Status Report (ASR)

[2024 ASR ECDC \(1\).pdf \(eastcambbs.gov.uk\)](#)



East Cambridgeshire District Council

Air Quality Strategy for East Cambridgeshire 2024-2029

In fulfilment of Part IV of the Environment Act
1995 Local Air Quality Management, as amended
by the Environment Act 2021

September 2024

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

**Tel: 01353 665555
www.eastcambs.gov.uk**

**Air Quality Strategy v.0.4
September 2024**

Executive Summary

Although air quality has improved across the UK over recent decades it continues to be the biggest environmental risk to public health, with children, the elderly and the already vulnerable most affected.

Under the Environment Act 2021, all local authorities are now required to produce an air quality strategy. This document is East Cambridgeshire District Council's Air Quality Strategy. It highlights the air pollutants of particular concern such as fine particulate matter, nitrogen oxides and ammonia, and outlines the consequences for society and the environment of poor air quality. It sets out the council's powers and responsibilities and the actions we will take to maintain and improve air quality in the district.

Air quality in East Cambridgeshire is relatively good and is improving. We will take action using our powers under Local Air Quality Management, Local Authority Pollution Prevention and Control, Town and Country Planning and the Environmental Protection Act 1990, and work with government and others to maintain and improve air quality.

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1. Introduction

Although air quality has improved across the UK over recent decades it continues to be the biggest environmental risk to public health, with children, the elderly and the vulnerable most affected. Poor air quality also affects the natural environment and biodiversity.

Local authorities have an important role to play in delivering cleaner air as they have many of the powers and local insights needed to address the issues that lead to poor air quality at a local level. The Environment Act 1995 introduced the Local Air Quality Management Framework (LAQM) which requires local authorities to monitor and assess the quality of the air in their areas, and if it does not comply with relevant concentration limits, put in place measures to remedy the problem.

Local authorities also regulate industrial emissions under the Pollution Prevention and Control Regulations 2000 through the Local Authority Pollution Prevention and Control regime (LAPPC). As the Local Planning Authority (LPA), the council considers air quality as a material consideration in the Town and Country Planning process. Local authorities also deal with air quality at a local level when investigating statutory nuisance complaints regarding burning.

1.1 National Air Quality Strategy

In 2023 the Department for Environment Food and Rural Affairs (DEFRA) published a revised national Air Quality Strategy¹ which requires that local authority functions should, as far as practicable, be exercised in a way which improves air quality. It sets out six priorities for better air quality. These are:

- using planning reforms to help deliver better air quality
- building capacity in local councils through training, guidance and knowledge sharing
- reducing emissions from industrial sources through improved enforcement of environmental permits
- reducing pollution from domestic burning through smoke control areas and cleaner fuels
- raising awareness within local communities of air quality impacts and how to reduce them
- boosting active travel and public transport to improve air quality

¹ DEFRA. Air Quality Strategy: Framework for local delivery, 2023

All local authorities, the Environment Agency, and certain other relevant public authorities such as National Highways must have regard to the national Air Quality Strategy in the exercise of their functions.

1.2 Environment Act and PM_{2.5} Targets

In addition, the Environment Act 2021 introduced two ambitious, legally binding targets to reduce concentrations of fine particulate matter (PM_{2.5}). These are:

- an annual mean concentration target for PM_{2.5} of 10 microgrammes per cubic metre ($\mu\text{g}/\text{m}^3$) or below across England by 2040
- an average PM_{2.5} population exposure reduction target of 35% in 2040 compared to a 2018 baseline

1.3 Air Quality in East Cambridgeshire

Air quality in East Cambridgeshire is relatively good and is improving. East Cambridgeshire District Council fulfils its duties under LAQM, LAPPC and Town and Country Planning; and we will support and work with others toward achieving the targets for PM_{2.5} reduction and the priorities set out in the national Air Quality Strategy.

This document is East Cambridgeshire District Council's Air Quality Strategy. It sets out how the council will deliver on air quality and contribute to the UK's long-term air quality goals, including the new targets to reduce PM_{2.5} emissions. Previously, only those local authorities where air quality limits were exceeded or were close to exceedance were required to produce a local air quality strategy. However, changes introduced under the Environment Act 2021 now require all local authorities to produce an air quality strategy.

2. Air pollutants of particular concern

The air pollutants which are regarded as of most concern are fine particulate matter, nitrogen oxides and ammonia. Other substances include sulphur dioxide and volatile organic compounds (VOCs) which are found in many household products, and which can impact indoor air quality.

2.1 Fine particulate matter

The size of airborne particles governs their behaviour. PM₁₀ particles comprise both fine and coarse particulate matter under 10 micrometres in size. PM_{2.5} is defined as fine particulate matter under 2.5 micrometres in size. Attention in recent years has focused on PM_{2.5} as these particles can pass through the lungs and into the bloodstream damaging health and therefore having a more widespread impact.

PM_{2.5} is either emitted directly from pollution sources, known as primary PM_{2.5}, or formed in the air from chemical reactions between other pollutants, and known as secondary PM_{2.5}. Primary PM_{2.5} is emitted from human activities, like burning fuels, road vehicle braking and tyre wear, and various industrial processes; as well as from natural sources such as sea spray and dust. Domestic combustion contributed 29% of UK PM_{2.5} emissions in 2022, and industrial combustion of biomass fuels accounted for 18%.²

The very low density of PM_{2.5} particles means that they can remain airborne for extended periods of time and can travel long distances. A portion of the PM_{2.5} present in UK air originates in continental Europe, and correspondingly, a portion of PM_{2.5} originating in the UK travels abroad.

2.2 Nitrogen Dioxide

Nitrogen dioxide (NO₂) and nitric oxide (NO) are gases which are generally emitted from high-temperature combustion processes. They are often considered together as “NO_x” because they convert between each other in the air very quickly. The main sources of NO_x in the UK are from road transport (27% in 2013) and other forms of transport such as aviation, rail and shipping (14% in 2013).³ NO_x can have a serious impact on human

² DEFRA. Emissions of Air Pollutants in the UK: Particulate matter (PM₁₀ and PM_{2.5}), 2024

³ DEFRA. Emissions of Air Pollutants in the UK: Nitrogen oxides (NO_x), 2024

health. It can exacerbate asthma and other respiratory diseases, and it also damages biodiversity by depositing reactive nitrogen onto plants and soil.

2.3 Ammonia

Ammonia (NH₃) is a key air pollutant that can have significant effects on both air quality and the environment. It also reacts with other chemicals in the air to form particulate matter. Around 88% of ammonia emissions in the UK are from agriculture. The government has agreed to reduce ammonia levels by 16% in 2030 compared to 2005 levels.⁴

⁴ DEFRA. Emissions of Air Pollutants in the UK: Ammonia (NH₃). 2024

3. Effects of Poor Air Quality

Poor air quality can have a number of negative impacts on human health, the environment and society.

3.1 Air Quality and Public Health

Poor air quality is regarded as the biggest environmental threat to public health. Air pollution particularly affects the most vulnerable in society including those with existing heart and lung conditions. It is recognised as a contributory factor in the onset of heart disease, cancer and asthma, and leads to increases in hospital admissions and mortality.

In 2017, the government, jointly with the Local Government Association, published guidance for Directors of Public Health on the role they should play in addressing air quality.⁵ The Public Health Outcomes Framework (PHOF) includes an indicator on mortality attributed to air quality, which they should seek to reduce.⁶ (The PHOF is published by the Office for Health Improvement and Disparities. It sets out a vision to protect and improve the nation's health). In 2023, legally binding targets were set by the government relating to population exposure to PM_{2.5}.

3.2 Air Quality and Economic Growth

By making people less healthy, poor air quality harms productivity and increases the costs to society through extra expense on health and social care. Improving air quality can have economic benefits, even when the up-front costs are high. The Organisation for Economic Co-operation and Development (OECD) estimates that reducing PM_{2.5} concentrations by just 1µg/m³ can increase GDP (Gross Domestic Product) by 0.8%.⁷

3.3 Air Quality and Biodiversity

Poor air quality is a major contributor to the long-term decline of biodiversity in the UK, with ammonia and NO_x being contaminants of particular concern. Many sensitive habitat types exceed critical loads for nitrogen and ammonia, including woodlands and peatlands - two habitats integral to meeting the UK's net zero target. Critical loads are thresholds for pollutant

⁵ DEFRA, Public Health England and the Local Government Association. Air Quality: A Briefing for Directors of Public Health, 2017

⁶ Office for Health Improvement and Disparities. Public Health Outcomes Framework, 2024

⁷ Organisation for Economic Co-operation and Development (OECD). The Economic Cost of Air Pollution: Evidence from Europe, 2020

loading above which significant harmful effects may occur on sensitive habitats.⁸

Local authorities are required to exercise their functions in a way which conserves and enhances biodiversity under section 40 of the Natural Environment and Rural Communities Act 2006. Reducing pollution which impact on biodiversity is an integral part of this.

Under the Environment Act 2021, local authorities are required to produce local nature recovery strategies. A nature recovery strategy for East Cambridgeshire is in preparation. Whilst local nature recovery strategies will not be a primary delivery mechanism for air quality measures, air quality impacts on habitats should be considered during their preparation.

3.4 Air Quality and Net Zero Carbon

In 2019 the UK became the first major economy in the world to legislate to end its domestic contribution to man-made climate change. Many sources of greenhouse gases, like transport and heat generation, also contribute to poor air quality. In 2019 East Cambridgeshire District Council in common with other local authorities declared a Climate Emergency and has prepared an Environmental and Climate Change Action Plan. Many of the measures to reduce greenhouse gas emissions will also help improve air quality.

⁸ Rowe et al. Trends Report 2022: Trends in Critical Load and Critical Level Exceedances in the UK. Report to DEFRA, 2022

4. Framework for Local Authority Action

This section outlines the actions East Cambridgeshire District Council will take to maintain and improve air quality.

4.1 Local Air Quality Management

The Environment Act 1995 introduced the Local Air Quality Management Framework (LAQM) under which local authorities have a duty to monitor air quality in their areas and take action where air quality fails to meet the air quality objectives.

The Air Quality Standards Regulations 2010 introduced the objectives to be met for several pollutants, including nitrogen dioxide and particulate matter (PM₁₀). These are set out in Table 1 below.

Table 1: Air Quality Objectives in England

Pollutant	Air Quality Objective: Concentration	Air Quality Objective: measured as
Nitrogen Dioxide (NO ₂)	200µg/m ³ not to be exceeded more than 18 times a year	1-hour mean
Nitrogen Dioxide (NO ₂)	40µg/m ³	Annual mean
Particulate Matter (PM ₁₀)	50µg/m ³ , not to be exceeded more than 35 times a year	24-hour mean
Particulate Matter (PM ₁₀)	40µg/m ³	Annual mean
Sulphur Dioxide (SO ₂)	350µg/m ³ , not to be exceeded more than 24 times a year	1-hour mean
Sulphur Dioxide (SO ₂)	125µg/m ³ , not to be exceeded more than 3 times a year	24-hour mean
Sulphur Dioxide (SO ₂)	266µg/m ³ , not to be exceeded more than 35 times a year	15-minute mean

The units are in microgrammes of pollutant per cubic metre of air (µg/m³).

East Cambridgeshire District Council monitors nitrogen dioxide concentrations using a network of chemical diffusion tubes. Local authorities are not required to monitor particulate matter or sulphur dioxide concentrations. However, nitrogen dioxide concentrations give an indication of the likely concentrations of other pollutants. Monitoring results indicate that East Cambridgeshire is compliant with the Air Quality Objectives.

The Local Air Quality Management Framework sets out a range of tasks for local authorities. They must assess air quality in their areas for the specified pollutants and publish an Annual Status Report (ASR). They must

declare an Air Quality Management Area (AQMA) if concentrations are above legal limits or are likely to breach the objectives. Each AQMA declaration must be accompanied by an Air Quality Action Plan, setting out the measures required to bring air quality back into compliance.

All local authorities are now expected to take proactive action to improve air quality, whether or not they have an Air Quality Management Area, and are required to produce an air quality strategy. Air quality strategies should be informed by the monitoring and assessments set out in Annual Status Reports and should outline the proactive measures the local authority will take to improve air quality.

Local authorities do not always have control over the sources of emissions that affect their areas. To promote effective local action, a wider range of bodies has been brought into the process of creating and delivering Air Quality Action Plans, including neighbouring local authorities, the Environment Agency and National Highways. These bodies are eligible to be declared Air Quality Partners by the local authority responsible for the area which is exceeding relevant pollution levels.

Where a source within the control of a relevant body is causing or contributing to an exceedance which causes an Air Quality Management Area to be declared, the relevant body can be declared an Air Quality Partner by the relevant local authority. Air Quality Partners must propose the measures they will take to contribute to the Air Quality Action Plan and include a date by which the measures will be carried out.

ASRs for East Cambridgeshire are published on the council's website. It has not been necessary to declare any AQMAs in East Cambridgeshire.

4.2 Industrial Emissions

Industrial emissions have decreased significantly over recent decades but are still a major source of pollution in the UK. The Environment Agency and local authorities are key delivery partners in achieving further reductions of pollution from industry.

Industrial installations are subject to the Environmental Permitting Regulations (EPR) which set emission limit values and other conditions which permit holders must meet. Large installations are subject to the UK "best available techniques" regime (BAT), through which standards are developed and agreed by regulators and industry and published as BAT conclusions by DEFRA.

Large installations and medium combustion plants are permitted and regulated by the Environment Agency. Where a large industrial installation or medium combustion plant is causing or contributing to air quality exceedances requiring an Air Quality Management Area to be declared, local authorities should liaise with the Environment Agency to ensure compliance at any industrial sites they are responsible for regulating. In their role as an Air Quality Partner, the Environment Agency should contribute measures which will reduce the pollution for inclusion in any Air Quality Action Plan.

Across England, both medium and smaller industrial sites are permitted by local authorities. Medium-sized sites (Part A2 sites) are subject to UK BAT, and therefore local authority regulators are required to reflect UK BAT when issuing new permits and are required to update existing permits within 4 years of new BAT conclusions being published.

Smaller sites (Part B sites, Solvent Emission Activities and Small Waste Incineration Plant) operate in accordance with process guidance notes issued by DEFRA. These smaller sites are more numerous and more likely to be located closer to or in residential areas. If an industrial site permitted by a local authority is responsible for, or is contributing to, an AQMA, the local authority should enforce environmental permits and check the industrial sites' compliance with legal limits.

East Cambridgeshire District Council regulates 21 permitted sites in the district. It will ensure that regular monitoring of permit conditions takes place, and that appropriate enforcement is taken when conditions are not met. The council will seek to recover the costs of any remediation it is required to put in place due to non-compliance with permit conditions. Appropriate action will be taken against those who fail to comply with the requirement to obtain a permit. There are no AQMAs in East Cambridgeshire.

4.3 Town and Country Planning

As the Local Planning Authority, East Cambridgeshire District Council works to maintain and improve air quality through the Town and Country Planning regime. Paragraph 180 of the National Planning Policy Framework states that planning policies and decisions should contribute to and enhance the natural and local environment preventing development from contributing to, being put at risk from, or being adversely affected by unacceptable levels of soil, air or water pollution; and that development should, as far as possible, help to improve air and water quality.

East Cambridgeshire District Council will ensure that planning policies and decisions sustain and contribute towards compliance with relevant limit values or national objectives for air quality. Policy ENV 9 of the East Cambridgeshire Local Plan 2015 (as amended 2023) states that development proposals will be refused where there would be unacceptable impacts on air quality. East Cambridgeshire District Council will apply guidance set out in the document Land Use Planning and Development Control: Planning for Air Quality, published by Environmental Protection UK and the Institute of Air Quality Management (EPUK & IAQM, 2017).

4.4 PM_{2.5} Reduction

As well as meeting local objectives, local authorities play a role in contributing to national targets. As a regional pollutant, PM_{2.5} also travels long distances and increases background levels across a wide area. It is therefore important that all local authorities across the country act and collaborate accordingly. All local authorities are required to support the delivery of the national PM_{2.5} targets by taking action to reduce emissions from sources within their control.

The government recognises that many of the sources of PM_{2.5} are outside local authority control. Therefore, while PM_{2.5} is not currently part of the Local Air Quality Management Framework, the government still expects all local authorities to effectively use their powers to reduce PM_{2.5} emissions from the sources which are within their control.

East Cambridgeshire District Council is taking a number of measures to address PM_{2.5} reduction, including promoting sustainable transport alternatives, promoting active travel, encouraging the use of Ultra Low Emission Vehicles (ULEVs), moving its own vehicle fleet to low emission fuels and reducing business mileage.

4.5 Domestic Burning and Bonfires

DEFRA estimates that domestic burning of solid fuels accounted for 29% of PM_{2.5} in the UK in 2022.² Where Smoke Control Areas exist, local authorities can enforce restrictions on domestic burning. Smoke Control Areas were originally introduced under the Clean Air Act of 1956 to control smoke emissions in mainly urban areas where air quality was particularly poor.

There are no Smoke Control Areas in East Cambridgeshire. In cases where smoke from domestic properties is considered to constitute a statutory nuisance, East Cambridgeshire District Council will take appropriate action in the form of service of abatement notices under section

80 of the Environmental Protection Act 1990. Breaching an abatement notice is a criminal offence punishable with fines. In cases where a statutory nuisance cannot be established but activities are considered to be having a persistent and detrimental effect on persons in the vicinity, control measures using powers under the Anti-Social Behaviour, Crime and Policing Act 2014 are available.

Local authorities are required to enforce the Air Quality (Domestic Solid Fuels Standards) (England) Regulations 2020. The regulations restrict the sale of wet wood for domestic burning, limit the emission of sulphur and smoke from manufactured solid fuels, and phase out the sale of smoky coal (known traditionally as house coal, or bituminous coal). The regulations introduced a mandatory certification scheme to demonstrate that wood sold in volumes under 2m³ is dry (not more than 20% moisture).

Manufactured solid fuels sold for use in domestic burning must have a sulphur content below 2% and emit less than 5 grammes smoke per hour. Fuel being sold for domestic purposes should have the required “Ready to Burn” logo and certification number. From 1 May 2023, retailers were banned from selling coal for domestic burning. In East Cambridgeshire as a two-tier local authority area, responsibility for enforcement of these regulations lies with Cambridgeshire County Council Trading Standards Department. East Cambridgeshire District Council provides information to householders on its website on how to reduce smoke emissions from open fires and wood burning stoves.

The Council will also consider taking action under section 33 of the Environmental Protection Act 1990 in cases of illegal burning of controlled waste and/or use their powers under statutory nuisance and anti-social behaviour legislation.

4.6 Transport and Active Travel

Road transport is a key emitter of air pollution in the UK contributing 18% of total PM_{2.5} emissions 2022.² Delivering emission reductions from transport will be vital in reaching the UK air quality targets. Local authorities have an important role to play as they have a strategic planning function and powers with regard to public transport. East Cambridgeshire District Council will work with the Cambridgeshire and Peterborough Combined Authority (CPCA) as the local transport authority to ensure air quality is considered within the Local Transport and Connectivity Plan in line with guidance published by the government.

Improved bus networks help achieve both clean air and wider climate goals. The National Bus Strategy was published in March 2021 to encourage more people to travel by bus. All local authorities are required to improve their local bus services using the powers set out in the Transport Act 2000 to meet the requirements of the National Bus Strategy and qualify for government funding. Local authorities must decide whether to deliver these improvements via a statutory enhanced partnership with their local bus operators or to pursue a franchising assessment to operate their buses through local service contracts.

A Bus Service Improvement Plan has been developed by the CPCA in collaboration with the district councils, local bus operators, community transport bodies, businesses and local people. Improvements are needed to ensure that homes, schools, places of work, hospitals and places where people shop are well connected.

Enabling more people to make their local journeys by walking or cycling is an important part of improving air quality. Well-designed active travel schemes can deliver significant air quality benefits. East Cambridgeshire District Council will promote active travel through implementation of its Cycling and Walking Routes Strategy.

4.7 Agriculture

Agriculture is the largest source of ammonia emissions and also contributes to PM_{2.5} levels through chemical reactions in the atmosphere. While not having any direct regulatory powers with regard to agriculture, East Cambridgeshire District Council supports any initiatives to reduce ammonia emissions, including the Code of Good Agricultural Practice for Reducing Ammonia Emissions produced by DEFRA in collaboration with the farming industry.

4.8 Indoor Air Quality

Poor indoor air quality can be caused by particulate matter and NO_x given off by domestic fires, wood burning stoves and cooking, as well as VOCs from cleaning products and furniture. Actions to reduce emissions from domestic burning to protect open air quality will also help to improve indoor air quality.

The respiratory effects of damp and mould can cause serious illness and, in the most severe cases, death. The presence of damp and mould can also affect tenants' mental health. This could be due to worries about the

health impacts of damp and mould, unpleasant living conditions, and destruction of property and belongings, among other concerns.

Everyone is vulnerable to the health impacts of damp and mould, but people with certain health conditions, children and older adults are at greater risk of more severe health impacts. Information and guidance on indoor air quality and reducing damp and mould within the home is available on the council's web site.

Under the Housing Act 2004 inspections of peoples living conditions require an assessment to be undertaken using the Housing Health and Safety Rating System (HHSRS). Of the 29 hazards for which officers are required to assess, the physiological impacts of poor housing caused by issues such as damp and mould, excess cold or heat, pollutants (non-microbial), biocides, carbon monoxide and fuel combustion products, un-combusted fuel gas and VOCs are included within the assessment.

Judgements on the risks posed from indoor air quality are made with reference to a range of best practice guidelines including the 2024 government guidance on Understanding and Addressing the Health Risks of Damp and Mould in the Home; and the guidance on Indoor Air Quality at Home produced by the National Institute for Health and Care Excellence (NICE) and Public Health England.

5. Summary of Local Actions to Maintain and Improve Air Quality

East Cambridgeshire District Council will take the following the actions to maintain and improve air quality in the district:

- monitor and report on air quality under the LAQM Framework and take appropriate actions
- regulate industrial emissions under LAPPC
- ensure that planning application proposals protect air quality; and require the production of Construction Environment Management Plans to ensure emissions to air are minimised during construction
- work with the Cambridgeshire and Peterborough Combined Authority and others to prioritise sustainable transport options and reduce traffic congestion
- promote active travel
- encourage the use of Ultra Low Emission Vehicles (ULEVs)
- move the council's own vehicle fleet to cleaner fuels and reduce its business miles
- ensure that, where lawful and applicable, robust action is taken against landlords of rented properties in the private and social sector, who fail to protect the health of their tenants with regard to the indoor air quality of their homes
- implement government guidance and reforms to improve air quality including planning reforms and PM_{2.5} reduction targets

References and Guidance

Cambridgeshire and Peterborough Combined Authority. Cambridgeshire and Peterborough Local Transport and Connectivity Plan, 2023

Cambridgeshire and Peterborough Combined Authority. Bus Service Improvement Plan for Cambridgeshire and Peterborough, 2021

DEFRA. Code of Good Agricultural Practice (COGAP) for Reducing Ammonia Emissions, 2024

DEFRA. Air Quality Strategy: Framework for Local Delivery, 2023

DEFRA. Local Air Quality Management Policy Guidance LAQM.PG22, 2022

DEFRA. Local Air Quality Management Technical Guidance LAQM.TG22, 2022

Department for Transport. National Bus Strategy: 2024 Bus Service Improvement Plans, 2024

East Cambridgeshire District Council. 2024 Air Quality Annual Status Report (ASR), 2024

East Cambridgeshire District Council. Cycling and Walking Routes Strategy, 2021

East Cambridgeshire District Council. The East Cambridgeshire Local Plan 2015 (as amended 2023), 2023

East Cambridgeshire District Council. Environment Plan Year 4, 2023

Environmental Protection UK and Institute of Air Quality Management. Land Use Planning and Development Control: Planning for Air Quality, 2017

Ministry of Housing, Communities & Local Government. National Planning Policy Framework, 2023

Ministry of Housing, Communities & Local Government, Department of Health & Social Care, and UK Health Security Agency. Understanding and Addressing the Health Risks of Damp and Mould in the Home, 2024

National Institute for Health and Care Excellence (NICE) and Public Health England. Indoor Air Quality at Home, 2020

Title: Review of the Houses in Multiple Occupation (HMO) Licensing Fees

Committee: Operational Services

Date: 18th November 2024

Author: Senior Environmental Health Officer

Report number: Z93

Contact officer: Karen See, Senior EHO

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1.0 Issue

1.1. To consider the adoption of an updated HMO licence fee charging structure.

2.0 Recommendations

That the Committee approve:

2.1. The updated fees for HMO applications and renewals, with effect from 1st January 2025.

2.2 A review of the fees from 1 April 2025 happens annually in line with the Council wide annual fee and charges budget setting process.

3.0 Background/Options

3.1. A property is classed as an HMO if it is shared by persons who are not part of the same family and some or all of the occupiers share a kitchen, bathroom or toilet. The Housing Act 2004 requires mandatory licensing of certain HMO's.

3.2 An HMO licence is only required if the property is shared by 5 or more people and there are 2 or more households occupying. Licences are granted for a period of up to 5 years.

3.3 In deciding whether to grant or refuse an application the local authority must be satisfied that the:

- House is reasonably suitable for occupation by no more than the maximum number in the application (or the number determined by the local authority) or can be made suitable,
- The proposed licence holder is a 'fit and proper person' and the most appropriate person to be granted a licence,
- The proposed manager is the person having control, or is an agent or employee of the person having control and is a 'fit and proper person', and
- The proposed management arrangements are satisfactory

3.4 Conditions are attached to an HMO licence. Breach of the conditions can be an offence. The conditions are to ensure that HMOs are properly managed, are of the

appropriate standard and are fit for purpose given the number of households or persons in occupation (when considering the facilities available and the size of the rooms), and to address anti-social behaviour and prevent overcrowding.

- 3.5 Local authorities have the power to set fees, and the appropriate fee should accompany an HMO application. The fee that can be charged for a new HMO application or for renewal of an existing HMO licence is limited to the cost of processing the application. Applications for renewals do not require consideration of the same detailed information as that of new applications.
- 3.6 The current fee level for any HMO application (new or renewal) is £367.00.
- 3.7 The proposed fee levels have been calculated using the average time spent on processes required to undertake the licence regime and are:
- A new application with <7 occupiers to be charged at £397.00.
 - A renewal of a licenced property with <7 occupiers to be charged at £147.00.
 - A new application with ≥7 occupiers to be charged at £463.00
 - A renewal of a licenced property with ≥7 occupiers to be charged at £169.00

The above calculations are based on 2024/25 officer hourly rates.

4.0 Arguments/Conclusions

- 4.1. The Councils current HMO licence fees are out of date, and do not accurately reflect the resource required to administer the process.
- 4.2. The original fees were set prior to 2018 and did not consider the additional resource required for new applications when compared to renewal applications. In addition, larger new HMO applications (those with 7 or more occupiers) require additional time to review, inspect and licence than the smaller HMO properties. This can be due to the larger properties having more complex layouts, the requirement to ensure sufficient facilities are available for the greater number of occupiers, the requirement to assess for additional fire safety measures etc. Within the current fee structure there is no distinction between such properties.
- 4.3 It is considered the charges as proposed are appropriate for 2024/25. Future HMO licence fees' will be renewed in line with the annual budget setting process, to ensure the cost of administering an HMO licence remains cost neutral to the Council.
- 4.4 The fees structure provides a fairer system for landlords applying for renewals and for those landlords applying for a licence for an average sized HMO property. We have operators of large HMO's within this District, including multi occupied hostel accommodation provided by employers. The updated fees more accurately reflect the resource required in administering the licencing regime, but they cannot provide

for any element of enforcement or proactive investigations into unlicensed premises.

5.0 Additional Implications Assessment

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

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

5.2. The adoption of the new fee structure will ensure that relevant processing costs are fully recovered for the HMO licensing regime. Although a lower fee will be charged for HMO licence renewals than that currently in place, the proposal will ensure the council complies with its statutory duty to charge fees appropriate to its costs. All new applications will have higher fees than those currently applied.

6.0 Appendices

None

7.0 Background documents

Housing Act 2004

Licensing of Houses in Multiple Occupation (Prescribed Description) (England) Order 2018

Licensing of Houses in Multiple Occupation (Mandatory Conditions of Licences) (England) Regulations 2018

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

Committee: Operational Services

Date: 18th November 2024

Author: Senior Environmental Health Officer

Report number: Z94

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1.0 Issue

- 1.1 The Anti-Social Behaviour, Crime and Policing Act 2014 gave powers to local authorities to introduce Public Space Protection Orders (PSPO's) to control a range of issues linked to anti-social behaviour
- 1.2 In 2018 East Cambridgeshire introduced a district wide PSPO requiring owners to pick up after their dogs and to appropriately take away or dispose of the waste.
- 1.3 The PSPO is only able to cover a 3-year period. The original PSPO was extended for a further 3 years in 2022. It is due for renewal in January 2025.

2.0 Recommendations

- 2.1 Members are requested to:

Approve a further extension to the PSPO covering the control of dog fouling, increasing the Fixed Penalty Notice (FPN) charges for breaches of dog fouling rules under the PSPO to £100.

3.0 Background/Options

- 3.1. Most dog owners are responsible and appropriately clear up after their pets. However, the fact remains that a small minority of people still allow their dogs to foul and do not remove it. The PSPO for dog fouling provides a clear and straightforward system for the public to understand. It covers, as stated in section 74(1) of the Act, "any place to which the public or any section of the public has access, on payment or otherwise, as of right or by virtue of express or implied permission."
- 3.2 Failure to comply with the requirements of the PSPO will (on satisfactory evidence) result in the service of a Fixed Penalty Notice (FPN). Alternatively, and in cases of non-payment the matter can be taken to Court where the maximum fine on summary conviction is Level 3 on the standard scale. This is currently £1000.

3.3 Maximum FPN charges for different offences are set down by Regulations. Recent changes under the Environmental Offences (Fixed Penalties) (Amendment) (England) Regulations 2023 significantly increased the FPN charges that Councils could apply to fly tipping, littering offences etc, with levels of up to £1000 being adopted. The 2023 Regulations do not apply to dog fouling offences. The current FPN charge for dog fouling in this District is £80. The maximum FPN charge allowed for by the ASB, Crime and Policing Act 2014 for dog fouling is £100.

4.0 Arguments/Conclusions

4.1 Good practice dictates that PSPO's are proportionate to the problems being experienced and contain conditions that are likely to be effective and that can be easily monitored and controlled.

4.2 Good practice also dictates that appropriate consultation takes place with all those who may be affected. A consultation exercise was undertaken and promoted through the council website, our media pages and paper copies were made available in Reception. The consultation ended on 1st November 2024 with a total of 27 responses submitted.

4.3 All responders supported a renewal of the PSPO. 93% supported a fixed penalty charge increase to £100. One view expressed was that the £100 penalty was too low. The legislation does not allow councils to charge any more than £100. All consultation comments are contained in Appendix 2.

4.4 Although the maximum level of FPN councils can charge for dog fouling offences remains less than that for other environmental crimes, this increase will bring the offence of failing to clear up after a dog closer in line with the new fixed penalty charges for littering and other environmental crime offences, which were adopted in January 2024.

5.0 Additional Implications Assessment

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

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

6.0 Appendices

Appendix 1 – 2025 PSPO

Appendix 2 - Consultation comments

7.0 Background documents

2022 PSPO <https://www.eastcambs.gov.uk/sites/default/files/2022.01.14%20-%20signed%20PSPO.pdf>

Environmental Crime Enforcement Policy 2023
https://www.eastcambs.gov.uk/sites/default/files/Environment%20crime%20enforcement%20policy%20booklet%20view%20for%20web_1.pdf

The Anti-Social Behaviour, Crime and Policing Act 2014, Part 4, Chapter 2 -
<https://www.legislation.gov.uk/ukpga/2014/12/part/4/chapter/2>

Appendix 1

East Cambridgeshire District Council

The Anti-social Behaviour, Crime and Policing Act 2014

Public Spaces Protection Order Dog Fouling

1. East Cambridgeshire District Council (“the council”) in exercise of its powers under section 59 of the Anti-Social Behaviour, Crime and Policing Act 2014 and under all other enabling powers, makes the following Order known as:

East Cambridgeshire District Council Public Space Protection Order Dog Fouling 2025

2. The Order applies to all public places in East Cambridgeshire District Council including roads, footpaths, pavements, alleyways and towpaths, all grass verges, and parks and open spaces including wooded areas. For this purpose, a ‘public place’ means any land to which the public has access, on payment or otherwise, as of right, or by virtue of express or implied permission.

3. The Council, on making this order, is satisfied on reasonable grounds that:

(i) the activities identified below have had detrimental effect on the quality of life of those in the locality

(ii) the effect, or likely effect of the activities is, or is likely to be, of a persistent or continuing nature, is, or is likely to be, such as to make the activities unreasonable,

and justifies the restrictions imposed by the order.

4. The order shall come into force on 14th January 2025 for a period of up to 3 years.

DOG FOULING

If a dog defecates at any time on land to which this Order applies, and the person who is in charge of the dog at the time fails to remove the faeces from the land forthwith, that person shall be guilty of an offence, unless –

(i) that person has a reasonable excuse for failing to do so; or

(ii) the owner, occupier, or other person or authority having control of the land has consented (generally or specifically) to that person failing to do so.

(iii) *that person is subject to the exemptions listed in Schedule 1*

PENALTY

Any breach of this Order is a criminal offence and will result in a Fixed Penalty Notice of £100 to be paid within 21 days. Failure to pay will lead to, upon summary conviction, a fine not exceeding level 3 on the standard scale.

Schedule 1

EXEMPTIONS

1. For the purpose of this order –

A person who being unaware of the defecation (whether by reason of not being in the vicinity or otherwise), or not having a suitable device or other means of removing the faeces shall not be reasonable excuse for failing to remove the faeces

2. Nothing in this order shall apply to a person who-

(i) is registered as a blind person in a register compiled under Section 29 of the National Assistance Act 1948; or

(ii) is deaf, in respect of a dog Trained by Hearing Dogs for Deaf People (registered charity number 293358) and upon which that person relies for assistance (dogs must be clearly marked as assistance dogs); or

(iii) has a disability which affects that person's mobility, manual dexterity, physical coordination or ability to lift, carry or otherwise move everyday objects, in respect of a dog trained by a prescribed charity and upon which that person relies for assistance (dogs must be clearly marked as assistance dogs)

3. Each of the following is a prescribed charity-

(i) Dogs for Good (registered charity number 1092960) - formally Dogs for the Disabled

(ii) Support Dogs Limited (registered charity number 1088281)

(iii) Canine Partners for Independence (registered charity number 803680)

When an application is made the High Court can decide to suspend the operation of the order pending the Court's decision, in part or in totality. The High Court has the ability to uphold the order, quash it or vary it.

A copy of the Order may be obtained by contacting the address below:-

envirocrime@eastcambs.gov.uk telephone: 01353 665555 or in writing, to Environmental Services, East Cambridgeshire District Council, The Grange Nutholt Lane, Ely, CB7 4EE. This Order can also be seen at www.eastcambs.gov.uk

THE COMMON SEAL OF EAST
CAMBRIDGESHIRE DISTRICT COUNCIL

was hereunto affixed in the presence
of:

Director of Legal Services/Chief Executive

This day of January 2025.

Q5 Do you have any other comments on the Dog Fouling PSPO?

Answered: 10 Skipped: 17

#	RESPONSES	DATE
1	Not everyone likes other peoples dogs!	11/1/2024 2:25 PM
2	I fully support any measures the council take to ensure dog owners pick up after their dog	10/31/2024 8:59 AM
3	I think more patrolling to find the culprits is required.	10/31/2024 8:56 AM
4	Have never seen anyone policing dog fouling. Our house faces a dog walking area, always has fouling on it. No one does anything about it.	10/29/2024 3:28 PM
5	It needs enforcing. 6 fines in 6 years is derisory. Increase from 80 to 100 makes no difference if it isn't enforced.	10/28/2024 7:16 PM
6	It is a disgrace and dog wardens should be reintroduced. Especially where children play and football pitches. Little Thetford has a big problem with this.	10/28/2024 7:11 PM
7	It should be more than £100 for selfish people who don't clear up after their dogs. It's a real problem round here – West Fen Rd, and side roads. Disgusting.	10/24/2024 9:01 AM
8	It needs properly enforcing, Burwell Spring Close regularly has piles of the stuff around it, oh and more dog bins is not the answer proper education and enforcement is.	10/23/2024 7:37 PM
9	More enforcement please - may pay for itself? Also more publicity, notices etc. to deter offences.	10/23/2024 4:07 PM
10	The dog warden service is a vital service to this district. Thank you.	10/17/2024 11:19 AM

Title: Service Delivery Plan – 6 month Performance Update

Committee: Operational Services Committee

Date: 18 November 2024

Author: Director (Operations)

Report No: Z95

Contact Officer: Isabel Edgar, Director (Operations)

isabel.edgar@eastcambs.gov.uk, 01353 616301, The Grange, Ely

1.0 Issue

1.1. To receive an update on the Service Delivery Plans 2024/25

2.0 Recommendation(s)

2.1. Members are requested to note this update report

3.0 Background/Options

3.1. The Service Delivery plans for 2024/25 were approved by Operational Services committee on 25 March 2024 for the following Services:

- a. Building Control
- b. Communities and Partnerships
- c. Communications
- d. Customer Services
- e. Waste and Environmental Services
- f. Housing and Community Advice
- g. Leisure Services
- h. Licensing
- i. Planning

4.0 Arguments/Conclusion(s)

4.1. An update is provided against performance targets for each Service area reporting to the Operational Services Committee. Where a service is performing over or below target, a narrative has been provided.

5.0 Financial Implications / Equality Impact Statement / Carbon Impact Assessment

5.1. There are no additional financial implications arising from this report.

5.2. Equality Impact Assessment (EIA) not required.

5.3. Carbon Impact Assessment (CIA) not required

6.0 Appendices

- a. Building Control
- b. Communities and Partnerships
- c. Communications
- d. Customer Services
- e. Waste and Environmental Services
- f. Housing and Community Advice
- g. Leisure Services
- h. Licensing
- i. Planning

Background Documents:

Service Delivery Plans 2024/25



Building Control half year report 2024 to 2025

Performance measure	Target and reporting timescale	Half year update
Maintain/Increase market share of local authority building control (LABC) services for all applications submitted in the East Cambridgeshire district	Minimum 80%, annually	On Going As of 1 st October 2024, market share stood at 78.2%, slightly down on target but this is normally taken over a full year and will fluctuate seasonally.
Achieve a break-even budget for the fee earning account and be self sufficient	Break even budget - annually	Target Off Track Working with Management Accountant, Budget likely to be around 20% overspend by end of March 2025– income has dropped as applications decreased – industry-wide and national decrease. Cost of living hangover and change of government means people still holding fire on starting their building work. ECDC drop still less than competitors and majority of LA's. Hopeful of increasing applications through relaxed planning routes and government desire for new housing over next 6 months. Also, full fee review currently taking place.
Review/improve the Building Control area of the Council website to ensure the information available is up to date and relevant for all customers	As identified, annually	On Going Changes put on hold as Council looking at overall website for the whole council – already speaking with Comms and social team to re-vamp Building Control section and link to National LABC front door website, which stores lots of useful information for residents.

Performance measure	Target and reporting timescale	Half year update
<p>Identify training needs across the service by following effective performance management processes, ensure succession planning is in place and maintain a full professionally qualified (applicable to post) team</p>	<p>100%, annually</p>	<p>Target On Track</p> <p>Manager and surveying staff undertook required competency – 3 out of 4 successful, 1 re-take in December. Staff have undertaken training at all levels linked to their job roles and to ensure department is fully compliant. Further training already booked for 2025.</p>
<p>Conduct regular team meetings, ensure they have the correct structure to be valuable and warranted, including training, legislation, workloads; 1-2-1's and appraisals to be completed regularly</p>	<p>As required, annually</p>	<p>Target On Track</p> <p>Annual appraisals carried out March/April 2024. Regular individual and team meetings held to discuss workloads, training, new legislative requirements.</p>
<p>To regularly review risks associated with Building Control, including:</p> <ul style="list-style-type: none"> • Building Safety Regulator/Register – keep abreast of all new requirements in terms of new Surveyor Register being implemented during 2023, all surveying staff need to pass validation and register by April 2024 • Building Safety Levy – • cost of living crisis - to be aware of cost-of-living raises impacting on people delaying building projects • training/validation - to keep abreast of all legislation changes • updated SWOT Analysis - identify current threats to the service 	<p>Minimum Annually</p>	<p>Target On Track</p> <p>Building Safety Regulator – 3 of 4 required staff have achieved competency, 1 to re-test December 2024. ECDC in a much better position than a lot of LA's – some have none qualified.</p> <p>Not Yet Started</p> <p>Building Safety Levy – announcement pushed back due to election and change of government, awaiting further developments. Likely to be early 2025 and sit with Building Control to collect.</p> <p>Target On Track</p> <p>Staff are up to date with training/validation – team now part of LABC's tailor-made training and CPD network.</p> <p>Not Yet Started</p> <p>New key performance indicators (KPI) and Operational Service Requirements (OSR) also pushed back by the BSR so first set of KPI's not required until April 2025 for the</p>

Performance measure	Target and reporting timescale	Half year update
		period January-March
<p>Register 85% of building regulations applications within 3 working days of submission and 100% within 5 days of submission and where initial plan check payment is made</p>	<p>85% for 3 days and 100% within 5 days: annually</p>	<p>Target Exceeded As of 1st October 2024 89%, of applications were registered within 3 days and 96% within 5 days – remaining 4% were held up for non-payment or lack of plans submitted</p>
<p>Ensure compliance with building regulations by carrying out plan checking within 3 working weeks, making decisions with 5 or 8 weeks as determined on application and aim to check applications for compliance within 3 working weeks</p>	<p>90%, annually</p>	<p>Target Exceeded As of 1st October 2024 93%, of plans were checked within 3 weeks (79% within 2 weeks) – the decision period has now changed and is no longer a statutory requirement – a new KPI will replace this for 2025/26.</p>
<p>To ensure all the required Government and BSR KPI's, OSR's and the Building Inspectors Competence Framework measures are accurately recorded and provided within specified time limits.</p>	<p>100%, quarterly to BSR annually to committee and BSR</p>	<p>Not Yet Started New key performance indicators (KPI) and Operational Service Requirements (OSR) have been pushed back by the BSR so first set of KPI's not required until April 2025 for the period January-March. Building Control manager to work through OSR requirements in December to ensure all necessary arrangements are in place.</p>
<p>Carry out site inspections the next working day if requested before 4.30pm the day before and within 2 days for large completion inspections</p>	<p>100%, annually</p>	<p>On Going More than 99% for first 6 months of the budget year – 2 inspections missed – 1 wrong address, 1 entered with wrong date.</p>
<ul style="list-style-type: none"> Respond to 100% of demolition notices within 4 weeks (statutory requirement 6 weeks) to ensure compliance with statutory 	<p>100%, annually</p>	<p>Target On Track 100% for every aspect of work outlined within this point. Looking to use electronic working to be able to</p>

Performance measure	Target and reporting timescale	Half year update
<p>legislation and support customer needs.</p> <ul style="list-style-type: none"> Respond to 100% of dangerous structures within statutory time limits. <p>Attend and provide technical guidance at all applicable Safety Advisory Group meetings both internally and externally</p>		<p>streamline these functions even more and bring under the overall uniform system to sit alongside all other application types – easier for record keeping and generating stats.</p>
<p>Implement further digitisation of our service to reduce paper use and postage/printing costs (specifically in 2023 to 2024, send all acknowledgement letters by email only, rather than post, and investigate other measures to further reduce paper/printing/postage usage</p>	<p>Implement line of business system (IDOX Uniform) audit by March 2025</p>	<p>Target On Track</p> <p>Building Control is still on track to become fully electronic by April 2025 – new tablets will be ready for trialling from December 2024. Some application types will not have folders made up from January 2025, with the larger Full Plans files being phased out by April 2025, time-frame dependent on arrival of larger screens for plan checking.</p> <p>Proportion of documents being sent in electronically is increasing and bringing down postage/paper costs.</p>
<p>Reduce the number of business miles by putting in place measures within the team whereby officers reduce both the number of site visits to those which are strictly necessary, and combine site visits to a single journey where this is practicable</p>		<p>On Going</p> <p>Difficult to quantify as dependent on the number of visits required however staff now pick up visits on the way into work and on the way home to reduce unnecessary mileage. Streamlining has been implemented to avoid singular journeys on consecutive days.</p>



Communities and Partnerships half year report 2024 to 2025

Performance measure	Target and reporting timescale	Half year update
<p>Review grant and asset of community value (ACV) documentation and make amendments to ensure accessibility compliance and review website content to ensure that it is relevant, and that digital functionality is of a high standard, accessible to all, simple to use and meet the needs of customers by 31 December 2025.</p>	<p>Review all relevant webpages and documentation by 31 December 2024</p>	<p>Target On Track</p> <p>All ACV documentation has been reviewed and made accessible. The updated nomination form has been uploaded onto the ECDC website.</p> <p>Grant letter templates have been made accessible, and updates to grant application forms in progress.</p> <p>Website content updated as and when required. Wider review of website content ongoing as part of new website project.</p>
<p>Deliver the team's actions for 2024-25 in the Council's Community Engagement Action Plan, including the delivery of 1 parish council conference.</p>	<p>100%, 31 March 2025</p>	<p>Target On Track</p> <p>All targets on track, examples of work:</p> <p>2 Youth Fusion events were delivered in Burwell and Haddenham in August 2024.</p> <p>Detached youth engagement carried out in Stetchworth, Ashley, Cheveley, Dullingham, Swaffham Prior, Swaffham</p>

Performance measure	Target and reporting timescale	Half year update
		<p>Bulbeck, and Burwell, to understand the views of local young people. Feedback received from young people was passed onto the relevant agencies for them to consider and address.</p> <p>Public events identified and mapped by the Communities and Partnerships team, in consultation with parish councils and ECDC Service Leads. Following this, a variety of community events have been attended by Council officers, to carry out engagement with the public.</p> <p>The Council's Register of Consultee database is being refreshed and an officer toolkit is being produced.</p> <p>Parish Council Conference draft agenda produced, informed by parish councils, partner agencies and service leads.</p>
<p>Support the work of the East Cambs Community Safety Partnership (CSP) by delivering the team's actions in the CSP Action Plan 2024/25 and ensuring that we meet statutory requirements.</p>	<p>100%, 31 March 2025</p>	<p>Target On Track</p> <p>CSP Action Plan agreed by CSP Board in June 2024.</p> <p>Examples of work carried out:</p> <p>Court experience event delivered to students from Bottisham Village College in September 2024. Events programme established for other schools to attend.</p> <p>Multiagency street art project in</p>

Performance measure	Target and reporting timescale	Half year update
		<p>Ely completed in September 2024.</p> <p>ECDC officers represented the CSP at county board meetings.</p> <p>ECDC officers represented the CSP at community events, including the Youth Fusion events in Burwell and Haddenham.</p> <p>Supported multiagency youth engagement work in Burwell.</p> <p>Fed into CCC youth survey.</p> <p>Implementation of White Ribbon Action Plan to address violence against women and girls. Supported South Cambs District Council with White Ribbon accreditation.</p> <p>ECDC and The Kite Trust signed up as third party hate crime reporting centres.</p> <p>CSP Communications Plan agreed by the board in September 2024.</p> <p>Community Safety Statutory Duty Audit carried out with Service Leads, and an ECDC Prevent Action Plan is being explored.</p>
		<p>Target On Track</p> <p>Grant enquiries answered and assistance given to parish councils and community groups regarding potential applications.</p>

Management of Section 106, Community Fund and Facilities Improvement Grant Schemes in accordance with specific grant timescales and hold 2 grant

As determined by specific grant schemes, 2 application windows open by 31 March 2025

Target On Track

Grant enquiries answered and assistance given to parish councils and community groups regarding potential applications.

Performance measure	Target and reporting timescale	Half year update
Community Fund application windows during 2024/25.		<p>5 Community Fund grants awarded.</p> <p>1 Section 106 grant awarded.</p> <p>2 Facilities Improvement Grants awarded.</p> <p>Funding opportunities proactively promoted.</p>
Review and implement agreed recommendations of the Digital Marketing Strategy for Explore East Cambs during 2024-2025	100%, 31 March 2025	<p>On Going</p> <p>Procurement in progress to seek a contractor to deliver the Digital Marketing Strategy.</p>
Deliver 2 East Cambs Youth Fusion events by 31 March 2025	2 events delivered by February 2025	<p>Target On Track</p> <p>2 Youth Fusion events delivered in Burwell and Haddenham in August 2024.</p>
Deliver the team's actions for 2024-25 in the Council's Vulnerable Community Strategy, including the management of SLAs with Voluntary and Community Action East Cambs and Citizens Advice West Suffolk in accordance with SLA timescales	100%, 31 March 2025	<p>Target On Track</p> <p>All targets on track, examples of work carried out:</p> <p>Vulnerable Communities Toolkit rebranded as a directory, and currently being updated in consultation with Service Leads.</p> <p>SLAs monitored in accordance with SLA requirements.</p> <p>Support provided to the delivery of the CSP Action Plan.</p> <p>2 Youth Fusion events delivered</p>

Performance measure	Target and reporting timescale	Half year update
		in Burwell and Haddenham in August 2024.
<p>Regularly review higher level corporate risks, including:</p> <ul style="list-style-type: none"> • Assets of Community Value applications not managed in accordance with Localism Act statutory obligations • mooring enforcement not compliant with the Council's contract law enforcement processes • grants and agreements not managed in accordance with procedures • failure to adhere to community safety related statutory duties 	Review quarterly	<p>Target On Track</p> <p>ECDC Community Safety Statutory Duty Audit completed., and ECDC Prevent Action Plan is being explored.</p> <p>Annual review of Assets of Community Value protocol and appendices completed in August 2024.</p> <p>Annual Assurance Statement (AAS) completed and returned to internal audit team in June 2024. The AAS is a self-assessment of the systems of internal control within the service and provides an evaluation of the effectiveness of procedures, systems and controls and, highlights actions intended to address any areas for improvement.</p> <p>Higher level corporate risks reviewed quarterly.</p>
Extend or review commercial mooring operator licence by 17 October 2024.	License reviewed by 17 October 2024	<p>Target Exceeded</p> <p>License extended by 2 years until 17 October 2026.</p>
Reduce our paper usage within the service by 5%	5% reduction by 31 March 2025	Target On Track

Communications Team half year report 2024 to 2025

Target On Track

We started the financial year in a pre-election period which lasted until after the Police and Crime Commissioner election at the beginning of May. We then had a brief window before returning to a pre-election period at the end of May, which lasted until the general election on 5 July.

While expected the combined effect of two pre-election periods running on from each other significantly impacted our planned press releases and comms campaigns. The services most impacted were Waste and Recycling (Love Your Street campaign), Economic Development, Climate Change and Nature, and Environmental Health.

Once we emerged from the pre-election period, we underwent a brief period of activity before work began at pace for the new website project. Phase 1 of the project which is due for completion on 15 November has required a massive input from the Communications Team in terms of meeting with service leads, redrafting copy and finalising a new navigation. Much of the work has been undertaken by the Comms Manager while the Comms Officer has been engaged with the day-to-day running of the team. Overall, we are pleased with the huge amount of progress undertaken. Most services have been reviewed, together with a large chunk of information sitting in the 'About the council' section of the new site. As this work draws to a close the Communications Team expects to return to more normal levels of output, with a focus on work for the new bin project and the bereavement centre alongside day-to-day support for the council and its services.

Performance measure	Target and reporting timescale	Half year update
Directors, service leads and staff <ul style="list-style-type: none"> engage with service leads every month (as a minimum) ensure all agreed requests are delivered within one month 	As identified, annually	Target On Track Regular updates have taken place with all service leads over the past 6 months.
Councillors <ul style="list-style-type: none"> media training to be offered as required 	As identified, annually	Target On Track Media training and briefing sheets provided on an ad hoc

Performance measure	Target and reporting timescale	Half year update
		basis Councillor Seminar booked for Feb 2025
Trading companies and other partners <ul style="list-style-type: none"> • attend ARP, ECSS and ECTC meetings every month • ensure all agreed requests are delivered within one month • review Council Tax bill for 2024/25 in partnership with ARP (12 months) 	As identified, annually	Target On Track All ARP, ECSS and ECTC meetings attended as required and requests processed within a month. Council Tax bill reviewed ARP letter content being reviewed.
Community engagement <ul style="list-style-type: none"> • continue campaign to encourage residents to sign up to monthly council newsletter (six months) • attend minimum of six engagement events and seek feedback on council communication (12 months) 	As identified, annually	On Going Monthly newsletter request put on hold until launch of new website Comms Team has attended 1 engagement event No feedback has been sought on council communication
Parish Councils <ul style="list-style-type: none"> • carry out annual call round of parish councils to ensure the council is meeting their requirements • ensure Parish Councils receive all toolkits and press releases as appropriate 	As identified, annually	Target On Track Annual parish call round to take place in November to coincide with launch of new website PCs provided with toolkits on elections PCs sent all council press releases and newsletters
Crisis comms and business continuity <ul style="list-style-type: none"> • work with directors and service leads to ensure all risks to the council are identified and mitigation measures put in place where possible 	As identified, annually	Target On Track Comms Team has responded to several enquiries from the media but there has been no crisis comms required Warn and Inform meetings attended, including a training exercise focused on power outages

Performance measure	Target and reporting timescale	Half year update
<p>Communications Plan</p> <ul style="list-style-type: none"> • identify, produce and deliver an annual comms plan to include a minimum of six campaigns, a minimum of 12 awareness raising events and a minimum of 20 press releases 	As identified, annually	<p>Target Exceeded</p> <p>Comms Team has delivered campaigns for Ask for Ani, elections, Pride of Place, Pension Credit, and hedgehog awareness</p> <p>It has issued 28 press releases since 1 April</p> <p>It has promoted 6 awareness raising press releases and numerous awareness raising events on social media.</p>
<p>Elections</p> <ul style="list-style-type: none"> • deliver a communications campaign which supports the PCC and National elections • observe the pre-election periods for these elections • support the council in holding parish and town council elections and Neighbourhood Plan referendums (ongoing) 	As identified, annually	<p>Target On Track</p> <p>Comms Team successfully delivered the PCC election in May and the general election in July 2024.</p> <p>It has supported 5 Neighbourhood Plan referendums and 7 parish council elections.</p>
<p>Branding</p> <ul style="list-style-type: none"> • continue to work on the internal review of the council's brand, looking specifically at key messages and tone of voice (six months) 	As identified, annually	<p>Target On Track</p> <p>This is ongoing, with a heavy focus on making sure the new website reflects the council's brand, key messages, and tone of voice</p>
<p>Website</p> <ul style="list-style-type: none"> • work with the head of Customer Services to ensure the website is up-to-date, easily navigable and meets the needs of residents (ongoing) • work with web designer and the website team to develop a new customer focused website 	As identified, annually	<p>Target On Track</p> <p>Comms Team has been heavily focused on the delivery of a new website. The comms manager is a member of the delivery board. Organising new navigation, drafting and proofing new copy, liaising with service leads and members of the web project team</p>

Performance measure	Target and reporting timescale	Half year update
		has taken up much of the comms team's time since the summer
Social media <ul style="list-style-type: none"> • increase following on X (formerly Twitter) by 3 per cent and Facebook by 8 per cent (12 months) • host a minimum of three X takeover days to showcase work at the council (12 months) • ensure at least one interactive post is issued every month 	As identified, annually	Target On Track Metadata for this year shows <ul style="list-style-type: none"> • FB has increased 7.3% in six months • X has increased 1.2% in six months Takeover days and interactive posts have been put on hold firstly because of the extensive pre-election periods and secondly to accommodate the workload of the website project
Bereavement centre <ul style="list-style-type: none"> • support the council in the delivery of its bereavement centre 	As identified, annually	On Going Comms Team is providing ongoing support for the bereavement centre project team
Local Plan <ul style="list-style-type: none"> • support the council in the delivery of the new Local Plan 	As identified, annually	Target On Track Comms Team is providing ongoing support for the Local Plan, including issuing 1 x press release
Waste and recycling projects <ul style="list-style-type: none"> • support the council in the delivery of its Love Your Street campaign • support the council in its mission to increase its recycling rate • support the council with plans to provide wheeled bins to residents 	As identified, annually	Target On Track Comms Team is providing ongoing support for Love Your this is likely to be superseded by the new bin service project. The comms team has provided ongoing support for the new bin service project, including issuing 1 x press release, reviewing policy documents, and drafting a communications plan

Performance measure	Target and reporting timescale	Half year update
ECDC@50 <ul style="list-style-type: none"> • deliver a communications campaign which helps celebrate the council's 50th anniversary 	As identified, annually	Target On Track A communications plan has been drafted, a video was created for the awards ceremony and internal communications have been drafted. More work is scheduled for the second half of the year.
Community Safety Partnership - work with team members of the CSP to help it meet its three core objectives: <ul style="list-style-type: none"> • increase public and business awareness of the CSP • highlight issues identified in its statutory assessment • react to incidents 	As identified, annually	Target On Track Comms Team works closely with the CSP to deliver all the objectives outlined in its communications plan. Specifically, this has involved drafting new web text, editing the CSP newsletter, issuing press releases and supporting the CSP with events, such as the Gateway Project, Youth Fusion and the court events.
Economic development <ul style="list-style-type: none"> • provide support as required to the Economic Development team 	As identified, annually	Target On Track Comms Team has provided ongoing support for the economic development team, including issuing 1 x press release, reviewing web text, attending 1 x event
Environmental communications <ul style="list-style-type: none"> • create an external communications plan to support the council in the delivery of its Environment Plan • ensure all press releases are issued within one month of the request date • provide internal comms support for the Green Team 	As identified, annually	Target On Track Comms Team has provided ongoing support for environmental communications, including issuing 1 x press release, reviewing web text, and supporting internal comms

Performance measure	Target and reporting timescale	Half year update
Every job a green job <ul style="list-style-type: none">• formerly identify how the comms team contributes to preserving or restoring the environment and our planet• commit to reducing printing and paper usage by 20%	As identified, annually	On Going To be completed. Latest figures show we are unfortunately not on target to meet our reduction in paper usage, having used 246 sheets against a target of 220. This is largely because of the website project.



Customer Services half year report 2024 to 2025

Performance measure	Target and reporting timescale	Half year update
<p>Monitor customer feedback and service performance and provide quarterly service reports to Service Leads and Management Team and monthly reports to East Cambs Street Scene (ECSS)</p>	<p>100%, annually</p>	<p>Target On Track</p> <p>Quarterly 1 and 2 service reports issued to Service Leads and CMT. Monthly reports Apr 24 – Oct 24 provided to ECSS. Reports include contact volumes, contact type, method of contact, performance against service targets and % of contact resolved at first point of contact.</p> <p>200 Customer satisfaction surveys completed 1 April – 30 September 2024. 75% were satisfied or very satisfied, 7% were neither satisfied or unsatisfied and 18% were unsatisfied or very unsatisfied with the service they received,</p> <p>The customer service team leader shares all feedback with the relevant service. She also contacts all customers who leave their contact details, (this is not mandatory), to either thank them for their feedback and understand the reasons for any negative comments. She then works with the service to resolve any outstanding issues, identify any service improvements going forward whilst providing reassurance to the customer that their comments have been</p>

Performance measure	Target and reporting timescale	Half year update
		passed on and heard.
<p>Measure the Council's accessibility compliance monthly and achieve or exceed an excellent rating and 90% compliance with WCAG 2.1 and WCAG 2.2 accessibility standard</p>	<p>Monthly – 90% annually</p>	<p>Target Exceeded</p> <p>Compliance score was excellent April – September 24.</p> <ul style="list-style-type: none"> • April - 95% • May - 95% • June - 95% • July - 95%, • August - 95% • September - 95%
<p>Answer calls offered via the Council's telephone system for the main Council telephone number 01353 665555</p>	<p>Monthly 90%, annually</p>	<p>Target Exceeded</p> <ul style="list-style-type: none"> • April - 97.6% • May - 97.5% • June – 97.4% • July – 97.4% • Aug – 98.7% • Sept - 97.7%
<p>Answer calls offered by the telephone system for the main Council telephone number 01353 665555 within 30 seconds</p>	<p>Monthly 90%, annually</p>	<p>Target Exceeded</p> <ul style="list-style-type: none"> • April - 28 seconds • May - 27 seconds • June – 29 seconds • July – 29 seconds • August - 17 seconds • September - 26 seconds
<p>Respond to emails to the ContactUs@eastcambs.gov.uk mailbox within 48 hours, the response will include a resolution or, if this is not possible at first point of contact, details of action taken to</p>	<p>Monthly 90%, annually</p>	<p>Target Exceeded</p> <ul style="list-style-type: none"> • April – 100% • May – 100% • June – 99.4% • July – 99.1% • August – 99.7%

Performance measure	Target and reporting timescale	Half year update
ensure the customer's enquiry is resolved as soon as possible		<ul style="list-style-type: none"> September - 98.5%
Monitor avoidable contact and work in partnership with service representatives across the Council to identify ways to reduce failure demand across the authority	As required, annually	<p>Target On Track</p> <p>Partnership work with services to reduce failure demand has included:</p> <ul style="list-style-type: none"> Police Crime Commissioner and Parliamentary Election support The Ask Ani campaign Telephone canvas for Democratic Services A new suite of street trading forms for licensing Assisting Press & PR with numerous press releases Updating the fees on all online forms. Supporting planning policy with web page additions and changes Supporting Active for Health campaign with updated sessions Neighbourhood planning referendum website changes – results pages etc. Updating the customer services FAQ database
Continue to provide a frontline service for ECSS and support the development of their service throughout 2024 to 2025	As required, annually	<p>Target On Track</p> <p>% of waste calls logged in the customer service management system resolved at first point of contact.</p>

Performance measure	Target and reporting timescale	Half year update
		<ul style="list-style-type: none"> • Q1 - 80.27% • Q2 - 81.40% <p>% of waste emails resolved at first point of contact.</p> <ul style="list-style-type: none"> • Q1 - 77.4% • Q2 - 85.5% <p>Bartec Project</p> <ul style="list-style-type: none"> • Maintaining Bartec database - Adding new properties and adding and removing additional bins • Integration with Customer Relationship System. <p>Supported</p> <ul style="list-style-type: none"> • Black bag roll out • Love Your Street Campaign • Process changes and improvements to service and customer journey <p>Attended monthly review meetings</p> <p>Provided monthly performance reports</p>
Respond to Building Control and Planning copy requests within five working days	100%, annually	<p>Target On Track</p> <ul style="list-style-type: none"> • 73.3% requests responded to within 24 hours • 5.6% request responded to within 2 days • 4.6% requests responded within 3 days • 2.3% requests responded within 4 days • 4.2% requests responded to within 5 days

Performance measure	Target and reporting timescale	Half year update
<p>Attend and make an effective contribution to monthly ARP Customer Service meetings and develop and action plan that supports and demonstrates commitment to the ARP Better Connected Journeys programme</p>	<p>100%, annually</p>	<p>Target On Track</p> <ul style="list-style-type: none"> • Attended Strategic, Tactic and Buddy meetings <p>Supported:</p> <ul style="list-style-type: none"> • new contact us form, paperless billing • pension credit campaigns • Letters review • Customer service standard review • move of eligible claimants to Universal Credit
<p>Achieve 99% website availability each month</p>	<p>Monthly – 99 %, annually</p>	<p>Target Exceeded</p> <ul style="list-style-type: none"> • April – 100% • May – 100% • June – 100% • July – 100% • Aug – 99.8% • Sep – 99.9% <p>Figures provided by independent web monitoring software.</p>
<p>Achieve website engagement rate of 63% each month</p>	<p>Monthly – 100%, annually</p>	<p>Target Off Track</p> <p>Slightly under achieved in April, May, June and September.</p> <ul style="list-style-type: none"> • April – 61.09% • May – 61.71% • June – 61.45% • July – 65.88% • August – 65.87% • September – 60.60% <p>Reason for slight under achievement - A number of</p>

Performance measure	Target and reporting timescale	Half year update
		<p>signposting pages were amongst the top pages visited in April, May, June and September. Users do not spend long on these because it is often just a link to an external website, this reduced the overall engagement rate.</p>
<p>Deliver a new East Cambs Website by 1st December 2024</p>	<p>By 1st December 2024</p>	<p>Target On Track</p> <p>The new Website and Intranet Phase 1 plan is on target to be completed by 30th November 2024</p> <p>Phase 1 includes: -</p> <ul style="list-style-type: none"> • Content management system upgrade to new Local Gov Drupal platform. • Review of content, rewrite, refresh and manual transfer of data. • Fresh look and feel improved navigation and content layout to improve online experience • Procurement of the future hosting and maintenance contract <p>The new supplier will then work with the project team to implement new functionality and further improvements in Phase 2.</p>
<p>Promote and provide an assisted digital service for customers claiming Housing Benefit, Council Tax Support and Universal Credit and provide uptake figures to the Director Legal and Anglia Revenues Partnership</p>	<p>100%, annually</p>	<p>Target On Track</p> <p>Half yearly report sent to Director Legal & Monitoring Officer and Anglia Revenues Partnership on 24/10/23. We have assisted 99 customers to make a claim for financial assistance during the</p>

Performance measure	Target and reporting timescale	Half year update
		period April – Sept 2024.
Ensure all members of the Customer Service team receive adequate training to fulfil their role	100% annually	<p>Target On Track</p> <p>Training completed April – Sept 23.</p> <ul style="list-style-type: none"> • Fraud Awareness • Carbon Literacy • Equality and diversity • ARP new change of address form • Mental health training • Prevent training • Suicide training • ARP refresher training • Fire training • Domestic abuse awareness • Google Analytics training • Writing for web/web content training • Local Gov Drupal training • Cyber awareness training
Team Meetings	Minimum 4 a year, annually	Team meetings held monthly and well attended.
One to one meetings	Minimum 4 a year, annually	<p>Target On Track</p> <p>Customer Service Advisors have had two formal one to one meetings. Digital Services team members and the Customer Services Team Leader meet with the Customer Services Manager weekly.</p>

Performance measure	Target and reporting timescale	Half year update
Appraisals completed annually and within timeframe set by HR	100%, Annually	Not Yet Started
Regularly review corporate risks including: <ul style="list-style-type: none"> • disaster recovery to provide continuous front facing services to the public in the event of a minor or major system outage. • GDPR (General Data Protection Regulation) compliance to protect personal data, council reputation and provide confidence in online services. • information security to protect personal data, prevent financial penalties, protect council reputation and provide confidence in online services. • health and safety of members of the public visiting the Council offices 	Minimum annually,	Target On Track Disaster Recovery <ul style="list-style-type: none"> • Remote working rota ensures we can continue to provide front line service away from The Grange if necessary • Contingency plan for outage of the Council's Customer Relationship Management System was tested on 1 July 2024, adequate processes in place, no issues identified GDPR and Information Security <ul style="list-style-type: none"> • No Data or Security Breaches reported Health & Safety <ul style="list-style-type: none"> • Risk Assessment reviewed at monthly team meetings • Customer Services Team Leader member of the council's Health and Safety working group
Replace plastic visitor passes with sustainable bamboo passes.	By 1 st September 2024	Target Exceeded Completed April 2024.

Performance measure	Target and reporting timescale	Half year update
Manage the Additional Garden Waste Bins and annual renewals within Bartec so that licence stickers are no longer required.	By 3 rd May 2024	Target Exceeded Completed 1 April 2024.



Waste and Environmental Services half year report 2024 to 2025

Waste and Street Cleansing

Performance measure	Target and reporting timescale Half year update	
<p>Monitor performance of ECSS to ensure KPI's are met within the MoA</p>	<p>Quarterly monitoring reports</p>	<p>Ongoing</p> <p>Reports submitted to Operational Services Committee.</p>
<p>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact</p>	<p>Ongoing reviews, annually</p>	<p>Target on Track</p> <p>As a result of previous reports, governance review, management and staff restructure undertaken and resulting changes largely complete.</p>
<p>Review delivery model for waste service delivery in light of the implementation of the Environment Act 2021 by March 2025</p>	<p>March 2025</p>	<p>Target on Track</p> <p>Review completed and Report submitted to Operational Services Committee September 2024 and approval gained. Recommendations ratified at Council October 2024 to allow delivery project to commence.</p>

Procure new materials recycling facility and waste transfer provision by 31 August 2025

31st August 2025.

Target on Track

Completed and operational from 1st September 2024

Deliver “Love Your Streets” Campaign by March 2025

By March 2025

Target on Track

Ongoing, with campaigns already run during Q1 and Q2 and further work planned through the year

Waste and Environmental Services half year report 2024 to 2025

Environmental Health – Housing Improvement Agency

Performance measure	Target and reporting timescale	Half year update
Continue to work with Sanctuary Housing and get commitment to provide 40% of the cost towards disabled facilities grants in their stock.	Maintain annual fee income of £120k	<p>Target on Track</p> <p>£70k committed and on target to achieve fee income requirements.</p>
Deliver the Home improvement Agency service in line with contract requirements for Fenland District Council 100% KPI's within contract	New annual performance measure	<p>Target on Track</p> <p>Currently on track to meet KPI's, although demand is extremely high and additional staff resources are being sought, covered by the additional fee income.</p>
Meet all statutory duties relating to the allocation of Disabled facilities Grants funding. 100% available funding committed.	100% funding committed annually	<p>Target on Track</p> <p>On target to meet all statutory requirements of delivery of the service.</p> <p>Target off Track</p> <p>Predicting an under commitment of budget due to lower numbers of referrals Occupational Therapy and Social Housing landlords refusing permission to adapt properties.</p>

Waste and Environmental Services half year report 2024 to 2025

Environmental Health – Domestic and Environmental Protection Service

Performance measure	Target and reporting timescale	Half year update
Support the Council's growth agenda and undertake a fees and charges review	By end of 2024	Target on Track Reviews of the HMO licence fees and the Caravan Site Licence Fees complete and policies being prepared for relevant committee approvals before end of 2024.
Meet all statutory duties regarding protection of the built and natural environment.	100% annually	Target on Track Specifically in respect of: <ul style="list-style-type: none"> • Planning consultations • Licencing consultations • Permitted Premises • Air pollution monitoring • Contaminated Land • Enviro crimes investigations • Statutory and other Nuisances (Pollution Pests and Animals)
Targeted promotional campaigns to raise public awareness and reduce incidence of environmental crimes	Complete 3 campaigns annually	Target exceeded 7 campaigns completed in first 6 months
Meet all statutory duties relating to official controls of privately rented housing standards.	100% annually	Target on track Specifically in respect of: 50 disrepair complaints received 25 disrepair complaints resolved

Appendix (e)

13 Formal Notices served
 12 inspections of Ukranian refugee or immigration related premises.
 Ongoing HMO regulation activity
 Mobile Home sites inspections
 Ongoing preparation for significant new legislation in the rented housing sector

Waste and Environmental Services half year report 2024 to 2025
Environmental Health – Commercial (Food and Health and Safety) Service

Performance measure	Target and reporting timescale	Half year update
Maintain 100% delivery of all relevant official statutory controls in relation to Food Safety and Health and Safety at Work	Annually	<p>Target on Track</p> <p>Service on track to deliver at the required levels.</p>

Housing and Community Advice half year report 2024 to 2025

Performance measure	Target and reporting timescale	Half year update
Avoid the use of Bed and Breakfast (B&B) accommodation where possible unless in an absolute emergency, high risk clients and there is no other accommodation available to the client	90% annually	Target exceeded 97.2%- (396 applications 2.8% high risk, complex needs that couldn't access general needs accommodation)
To secure alternative accommodation for high-risk clients to avoid the use of B&B accommodation	New performance measure	Ongoing Discussions with housing providers for suitable accommodation
Recoup monies loaned to clients for deposits, storage and removals with a collection rate of 85%	85% annually	Target off track 81.84% (slightly under target but hoping to recoup above target by the end of the year)
Produce a full re charging policy for B&B, deposits, removals and storage	100%	Ongoing Draft completed - work ongoing on final procedure and will be shared with Director of Operations
Meet all of our statutory duties relating to the Housing Act 1996 as amended	100%	Target on track 100%

Performance measure	Target and reporting timescale	Half year update
Prevent or relieve at least 250 households per year from becoming homeless	250 Annually	<p>Target on Track</p> <p>92 applications Prevented (able to remain in existing properties/homes)</p> <p>96 Relieved applications (were found alternative accommodation)</p>
Ensure 100% of clients are seen within 15 minutes of attending drop-in services and explore the possibility of more interview rooms	100%	<p>Target on track</p> <p>98% of 1,512 individual clients. Lack of interview rooms often the reason for a longer wait</p>
To continue to implement the DAHA accreditation including providing DA survivors with essential packs of sanitary products and essential clothing and bedding to support when fleeing	100%	<p>Target on track</p> <p>100% all essential packs now available when needed.</p>
Ensure resolution guarantee for 100% of clients that are seen by the Community Advice team	100%	<p>Target on track</p> <p>98% - in some circumstances it is not always possible to resolve an issue to the clients satisfaction</p>
Carry out 100% of welfare checks with our Ukrainian guests within a week of arriving at their host properties and continue to work in partnership on the Asylum Dispersal and Afghan Resettlement Scheme	100%	<p>Target on track</p> <p>100% - 12 carried out within 7 days of arriving.</p>
Work in partnership with Environmental Health to ensure all Houses in Multiple Occupation	100%	<p>Ongoing</p> <p>As and when we are required by Environmental Health. Two more housing officers training to</p>

Performance measure	Target and reporting timescale	Half year update
(HMO's) are licensed and meet the required standards prior to any placements within the private landlord remit including upskilling another housing officer to carry out HRSS property inspections		be HRSS qualified.
To ensure at least one officer undertakes training and are qualified to provide residents with immigration advice to enhance the service provided by the Community Advice Team	100%	<p>Ongoing</p> <p>One officer has completed coursework and sitting the exam in January 2024, another officer has completed coursework and waiting for an exam date and 3rd officer is starting the coursework in January.</p>
Improve communications by updating our website and leaflets, relationships with registered providers and the private sector. Including regular promotional work to make residents aware of services available	As required, annually	<p>Ongoing</p> <p>Update as and when needed</p>
Support residents in the private sector and social housing in any court appearances, including assisting with all relevant court paperwork	100%	<p>Target on track</p> <p>37 cases with 28 successful outcomes and 4 pending 2nd hearing</p>
Ensure 100% of all unauthorised traveller encampments are visited within 24 hours and working with partner agencies to arrange planned move-ons or evictions	100%	<p>Target on track</p> <p>100%</p>

Performance measure	Target and reporting timescale	Half year update
Reduce our paper usage within the service 10%	10% reduction, annually	Target off track +2.06% (all housing duty letters and personal housing plans have to be printed for all clients. We also have numerous officers doing online qualifications which involves printing research and assignments as and when needed)

Leisure Services half year report 2024 to 2025

Performance measure	Target and reporting timescale	Half year update
Supporting the district leisure facilities with their delivery plans and facility developments	Work with facilities that require support and advice up to March 2025.	Target On Track Partnership meeting held in May with next one scheduled for 21 st November. Burwell Community Sports centre provided support with ideas around new activities and funding. Anglian Leisure Bottisham underwent an environmental study as part of Sport England funding. Littleport Leisure received safeguarding support and training with other sites also offered support linked in with the Active Partnership.
Support Leisure facilities and partners through grant funding (ECDC and external)	Work with partners to allocate remaining Community Sports Fund Grant by March 2025. Where opportunity presents provide support on external grants available up to March 2025.	On Going Project ideas discussed but no applications submitted to date for Community Sports Facility Grant. Target On Track Anglian Leisure Bottisham boiler replacement taken place with Sport England funding, with glazing works taking place in October.
Deliver against the Council's Health and Wellbeing strategy 2024 - 27	Provide leadership and support to complete the	Target On Track Strategy briefing has been supplied to members. Action plan on track including

Performance measure	Target and reporting timescale	Half year update
	actions related to Physical Activity and others where required by April 2025.	delivery of Health and Well fair event in September. New health targeted sessions delivered and links with Princess of Wales (musculoskeletal) and Healthy You tier 2 (falls prevention) further established in past 6 months to support pathways.
Continued implementation of Public Health funded Physical Activity (“Healthy You”) programme	600 residents to take part in Healthy You programmes and at least five new strength and balance sessions added across the district by March 2025	<p>Target On Track 290 residents taken part in Healthy You programmes in first 6 months. Regular wellbeing walks, lets run and walking sports sessions included as well as some new community classes in Stretham.</p> <p>New community older adults classes added in Fordham and Sutton.</p>
Development of programmes and services to support health inequalities through physical activity	Deliver four further Active for Health programmes and implement 1 Cardiac Phase IV class by March 2025	<p>Target On Track Two Active for Health programmes completed in the summer and with a new one added at The Hive. A new Aqua Aerobics for Health session was also added that started in August.</p>
Raising the profile of Physical Activity across the district	<p>Improve web site pages as part of web review by December 2025.</p> <p>Produce a new service specific document to enhance awareness of physical activity opportunities by</p>	<p>Target On Track Review of webpages to take place in line with project plan.</p> <p>New leaflet was produced in July ahead of a number of summer events.</p> <p>Case studies provided for Active for Health programmes to detail impact of schemes and raise profile.</p>

Performance measure	Target and reporting timescale	Half year update
	November 2024	
<p>Develop and implement operational arrangements and service plans in consultation with the appointed Operator; ensure continuing high performance and service standards compliance</p>	<p>Meet monthly with the operator and use Quest accreditation to support service reviews.</p>	<p>Target On Track Monthly meetings held. Quest review took place in August but sign off will not be complete until the pool platform lift certification of inspection is signed off.</p>
<p>Regularly review risks associated with Leisure Services, including:</p> <ul style="list-style-type: none"> • loss of facilities or services of trust operated centres • regulatory breaches at Council or trust-operated facilities 	<p>Ongoing risk reviews of services, utilising monthly meetings with operator to manage.</p>	<p>Target On Track Services reviewed and no issues</p>
<p>Deliver the installation of solar panels at The Hive during 2024/25</p>	<p>To complete the project on time and in budget by March 2025</p>	<p>On Going Procurement documents being worked on and looking to go out to market in coming months.</p>

Licensing Service half year report 2024 to 2025

Performance measure	Target and reporting timescale	Half year update
Support the Council's growth agenda and undertake a fees and charges review	By December 2024, annually	Target On Track - Fees review report to Licensing committee on 20 November 2024
Annual review of risk to ensure that the councils statutory and legislative requirements are fully met	By March, annually	On Going - On-going
100% of enquiries, complaints and inspections to be actioned within required timelines	100%, annually	Target On Track - 100%, 79 inspections, 6 complaints, 350 enquiries
Service request module to be populated to ensure compliance with enforcement audit	By September 2024	Target Off Track - Work on populating this module has commenced but has not yet been completed due to resource issues. External input was required. Estimated completion date Jan 2025.
100% of valid vehicle licence variation applications to be processed the close of the next working day	100%, annually	Target On Track - 100%, 21 vehicle variations have been received and processed

Performance measure	Target and reporting timescale	Half year update
Reduce paper use through the customer journey where possible by using IT solutions	By March, annually	Target Exceeded - 2023 to 2024 comparison - 1,140 fewer pages printed (3,407 down to 2,267), 498 fewer jobs printed (1,227 down to 729). 33% reduction in pages printed

Planning Services half year report 2024 to 2025

Performance measure	Target and reporting timescale	Half year update
Major applications to be determined within agreed timescales	90%, annually	79% 11 out of 14 on time On Going Due to the clearing of historic major applications where the asking for an extension of time is not appropriate when refusal is being recommended there was always likely to be a short term dip in figures (especially due to the low number of Major applications). Officers have had the importance of getting early extensions of time and getting decisions out reiterated.
Minor applications to be determined within agreed timescales	80%, annually	85% 86 out of 101 on time
Householder applications to be determined within agreed timescales	90%, annually	96% 175 out of 183 on time
All other applications to be determined within agreed timescales	90%, annually	90% 53 out of 59 on time

Performance measure	Target and reporting timescale	Half year update
Tree Preservation Order, Trees in Conservation Areas or compliance with tree condition applications to be determined within agreed timescales	100%, annually	99% 155 out of 157 on time
Discharge of condition applications determined within agreed timescales	75%, annually	77% 109 out of 142 on time
All applications determined within 26 weeks unless otherwise agreed extension	100%, annually	99% 379 out of 382 within 26 weeks or agreed extension
Applications validated within 5 working days	85%, annually	81% 609 out of 750 on time
<p>Continue to work on the Cambridgeshire Local Heritage Project (CLHP), within the next year:</p> <ul style="list-style-type: none"> • complete data for candidate list entries • continue vetting process via county assessment panel <p>commence rolling consultation programme with owners and parishes for adoption of new entries on a parish-by-parish basis</p>	As identified, annually	<p>Total sites (all stages) = 698 New additions since 2017 = 609</p> <p>Sites pending adoption = 213 Sites in progress = 281</p> <p>Total adopted sites = 204 New 2024 adoptions = 115</p> <p>Parishes fully adopted = 11 Parishes under consultation = 7</p> <p>(All figures as of 15/10/24)</p>
Project manage major applications as a team (approx. 50+ dwellings and commercially important schemes) through action tracker management and other project management tools	Meet bi-weekly, annually	Major Projects Team have been meeting fortnightly to project manage major projects through the system. Currently have 27 live majors in the system. Since the Project Team formed a total of 76 applications have been resolved.

Performance measure	Target and reporting timescale	Half year update
<p>Build collective understanding of major projects and business focus for customers</p> <p>Manage expectations of stakeholders and build in resilience across the team for complex project management</p> <p>Seek consistency across outcomes</p>		
<p>Achieve consistency across S106 agreements and timing of Committee decisions</p> <p>Aim to require agreed and completed S106 agreement before reporting planning applications to Committee. Display draft legal agreements on website before decisions are made and before Committee resolutions</p> <p>Monitor throughput of S106 agreements through action tracker and other project management tools</p>	As identified, annually	JDQ created for S106 Officer ready for recruitment. Once the position is filled, their priority will be this area.
<p>Contribute to the implementation of the Council's Climate and Environment Action Plan</p>	As identified, annually	
<p>To reduce the amount of paper used by the Department in relation to its day-to-day work</p>	10% annually	<p>April 6197 Sept 4627</p> <p>Since the end of August hard copy files no longer being created, therefore no large plans, reports are being printed.</p>
<p>Monitor 20% of approved tree works</p>	20% annually	195 applications determined since 1 April 2024, 23 sites inspected 12% of total.

Performance measure	Target and reporting timescale	Half year update
Review Tree Strategy to reflect changes to service provision	As identified, annually	Strategy is out of date and doesn't reflect changes to the service, identified by policy team as a project to be completed by them.
80% of enforcement complaints to have preliminary investigation completed within 10 working days of receipt	80% annually	100% 111 complaints on time
80% of enforcement complaints to have complainant contact within 15 working days to advise of findings	80% annually	99% 109 out of 110 complainants contacted on time
Review and update our Standard Conditions and Reasons Manual to ensure they meet the 6 tests set out in Paragraph 56 of NPPF, 2021 and cover all necessary aspects required by legislation/policy	As identified, annually	Conditions manual is currently in draft form and wording being checked with Enforcement to ensure enforceability.
20hrs average of CPD per person to be identified and to be provided annually (pro-rata for part time positions); following attendance of courses/seminars staff to feedback and discuss with the team and the next team meeting.	As identified, annually	340 hours completed – averaging 13.6hours/person
Skills assessment of officers to ensure adequate training and expertise are available, for example biodiversity net gain, design, viability	100% annually	Completed as part of the Planning Review and a training matrix is being produced.

Performance measure	Target and reporting timescale	Half year update
Regularly review high level corporate risks, including judicial review – the decision making process has not been carried out lawfully, which could lead to a financial risk on the Authority and judicial review by aggrieved party	As identified, annually	Regularly meet with Other Service Heads to discuss risks.
Parish councils to be invited to Planning and related subject training session(s)	As identified, annually	Nothing completed in the first 6 months
Website review of content and customer experience and contact form	As identified, annually	Website review is being carried out corporately
Implementation of further electronic working processes and procedures as per the outcome of the Planning Review and Government funded Digital Planning project	As identified, annually	GIS Officer has been appointed and initial projects to correct and update constraints. Record all Solar Farms, including battery storage capacity and energy output within the district. Neighbourhood Plan allocated site are programmed to be plotted.
Review implementation of separate inbox for updates on individual planning applications, in between duty officer and direct email to case officers to provide updates when case officer unavailable; email address to be on acknowledgement of applications receipt	As identified, annually	Due to recent restructure and service review this will be reviewed to ensure business and customer benefit.

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 JOINT COMMITTEE

Held on Tuesday, 3 September 2024 at 10.00 am
Virtual Meeting via Teams

PRESENT

Cllr Diane Hind (Chairman)	Cllr Jan French
Cllr Philip Cowen (Vice-Chairman)	Mr A. Sharp (Substitute Member)
Cllr Paul Ashton	

In Attendance

Lorraine King	- Head of ARP
Sam Anthony	- Head of HR & OD (Fenland)
Alison Chubbock	- Section 151 Officer & Assistant Director Finance
Theresa Mann	- Principal Benefits and Council Tax Billing Manager
Marie McKissock	- Deputy Finance Officer (East Suffolk)
Katey Mills	- Principal Fraud and Enforcement Manager
Ian Smith	- Director, Finance (East Cambs)
Julie Britton	- Democratic Services Officer

25/24 MINUTES

Subject to it being noted that the date under this item agenda number 1 was incorrect, the Minutes of the meeting held on 9 July 2024 were agreed as a correct record.

26/24 APOLOGIES

Although not noted at the meeting apologies for absence had been received from Matthew Waite-Wright, Head of NNDR Recovery & Enforcement (ARP), Rachael Mann and Lorraine Rogers. Marie McKissock was in attendance as Lorraine’s substitute.

Cllr Sharp (East Cambs) was in attendance as a substitute Member.

27/24 URGENT BUSINESS

None.

28/24 DECLARATIONS OF INTEREST

None declared.

29/24 PERFORMANCE REPORT (STANDING ITEM)

In the absence of Matthew Waite-Wright, the Head of NNDR Recovery & Enforcement (ARP), Theresa Mann, Principal Benefits & Council Tax Billing Manager (ARP), Katey Mills, Principal Fraud & Enforcement Manager (ARP) and the Head of ARP, Lorraine King, presented the Quarter 1 Performance

Action By

Action By

report between them.

Each provided a detailed overview of all partner councils combined and service updates as at June 2024.

For Quarter 1 both business rates and council tax collection rates were above target, a significant increase compared to this time last year. The number of electronic forms received had increased by 10,000 again an increase compared to the previous year with over 18,000 electronic forms being received. The year-end target had been set based on the number of forms received in 2023/24.

In terms of fraud and compliance, over £1.5m had been identified

Service Updates

Enforcement

Overall debt collection had increased by 28% compared to the same quarter in 2023/2024, totalling nearly £1.5m. Fee collection had also improved with just over £400k collected in quarter 1. There had been a decrease in sickness absence which had a positive impact on performance. The use of Tel Solutions had been rolled out in June 2024 and had allowed correspondence to be sent to customers via digital methods and this solution had seen an increase in customer engagement compared to using standard postal methods which in turn had reduced the impact of postal costs increases.

Work continued with West Suffolk ICT to improve the ARP Enforcement website including improved visibility of the payment button and accessibility on a mobile device. The Team continued to progress on the rollout and use of the electronic forms to increase customer engagement and efficiency of processes.

Fraud & Compliance

As stated earlier, £1.5m had been identified in quarter 1. This was due to the on-going success with the Cambridgeshire and Norfolk Fraud Hubs and the utilisation of the National Fraud Initiative premium matching service for three out of five local authorities. The premium matching service is undertaken bi-annually in order for the output to be resourced effectively. The Project Team continue to move forward with the roll-out of Tel Solutions in respect of Single Person Discount reviews and work continued with ARP's partners and housing associations. The new ways of working for the Visting Team had led to higher than expected income identification across Council Tax and Business Rates. This was due to reduced number of visits, and utilisation of resources to source information.

Council Tax

At the end of the first quarter Council Tax collection for all authorities were either on target or within the 1% tolerance zone. Collection rates continued to be monitored, and work levels remained high. Several focus days were carried out in April and May of this year that had a significant impact on outstanding work. On average only 57% more processes were completed in billing and benefits during these focus days.

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Work on automation continued with refund automation and change of address automation being successfully rolled out. The use of the new Contact Us form had continued to increase, and the council tax mailbox was due to close in due course.

Two Billing Team managers had been recruited as secondments within the ARP Team and their positions had since been backfilled. Six Council Tax Billing Officers had also been recruited as part of a joint partnership recruitment plan, managed by West Suffolk.

The promotion of paperless billing continued to increase efficiency and save on postage costs and the use of text and email contact had been expanded through Tel Solutions for council tax reminders and reviews.

Benefits

At the end of quarter 1, processing times for Local Council Tax Support were all within target apart from East Cambridgeshire; however, as a result of several focus days and changes to work allocation, but an improvement in performance was expected for all local authorities in quarter 2.

97% of Universal Credit notifications from DWP had been successfully automated. Universal Credit continued to be rolled out, and the migration of Employment & Support allowance (ESA) claimants had been brought forward from 2028 to 2025.

East Suffolk was taking part in a Discovery Project with the DWP with 155 claimants being issued migration notices ahead of the national timetable to enable the DWP to monitor the level of support these claimants might require.

Work continued with the Communities Team, referring customers who need financial/welfare advice, and a planned campaign to contact customers who could be eligible to claim Council Tax reduction was going to take place using Tel Solutions.

The Contact Us form continued to be expanded and in June, the benefits email inbox was closed, directing customers to use the form instead, a much more efficient process. In June, 76% of contact for benefits were either through the Contact Us form or other on-line forms, compared to 56% in May.

Further Recovery

This was a small Team consisting of 3 full-time Officers who specialised in the later stages of recovery, focusing on the collection of council tax and business rates where all other attempts of collection had failed.

The Team, in conjunction with Legal Services at West Suffolk Council, had successfully collected nearly £600k in quarter 1 and was on target to surpass last year's collection of £1.8m.

Non-Domestic Rates

Collection rates across all 5 councils remained above target at the end of quarter 1.

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Work continued on reviewing the old debt and historic debts whilst keeping to the recovery timetable.

All valuation lists were up to date and in balance and a new NDR Manager had been successfully recruited with a start date this month in September.

Roll out of the Contact Us form continued with the NDR mailbox closure planned for the end of September.

ARP Systems and Digital

Work progressed on the E-Billing campaign. The Customer Services Team had been involved with some telephone services campaigns across the Partnership and at the time of writing this report a new quick and easy sign-up form was in its early stages but was now live on the website and was now available for customers to use. Requests that were coming through the system were being automated.

A number of social media campaigns had been planned and automated messages to those customers who indicated that they preferred to be contacted by email but had not yet signed up. Currently there were approximately 130,000 customers where an email address was held and as many of those would be contacted over the next few months.

A Hub page had been created to attract take up percentage for each Council and the facts and figures were being shared with the Customer Services Team. Increased savings would be realised once there was more take-up in terms of annual billing and would be in the region of 65p per bill that would go towards efficiency savings.

Options were still being explored for external mail provision, taking into consideration the data security involved.

Discussions would be had with OIB to look at other promotional ideas going forward.

The use of Tel Solutions, an automated telephone, text and email messaging service had been expanded in Qtr 1 beyond Council Tax reminders and Enforcement letters. Almost all Enforcement communications where ARP had the correct details were being sent via this method.

The next plan was for single persons discount to go out via email and text.

The Data Retention Policy had been approved and was being implemented from September onwards, the Telephony project was now in its final stages, and plans for 2025/26 annual billing was now underway.

The Chairman, Councillor Hind, felt that the 97% success rate in terms of Universal Credit automated migration was very impressive.

The Vice-Chairman, Councillor Cowen, was impressed with the further recovery figures and felt it was good news but the flip side of that was that some people were clearly trying to get away with things they should not be doing. He felt that it was quite a dramatic increase compared to the previous year and asked if this was an underlying problem that needed to be addressed in a different way.

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Lorraine King, the Head of ARP, assured Members that this was being monitored and more work was being done in the early stages of the recovery process such as sending more reminders, supporting the vulnerable and helping more with those people who could not pay aside from those who did not intend to pay.

The Vice-Chairman had noted that the biggest amount of £436k was not from domestic customers it was for non-domestic rates which was more about business failure or potential business failure as opposed to individuals with Council Tax arrears. The NNDR sum was quite significant, and his concern was that it was unsustainable and if that level of failure to pay continued across the partner authorities he felt that there could be other issues that could be affected and was this an early warning sign that there was a bigger problem looming that needed to be addressed.

The Head of ARP said that further work could be carried out looking at the business rates debt with the Further Recovery Team to see if there was more that could be done.

The Chairman pointed out that this was mentioned several meetings ago and felt that there needed to be more information in terms of how many days people were behind with their payments then Members would have a better idea of the success rate of those who were catching up and managing their debt rather than being in the situation of having to write-off large amounts of debt. If Members could see sight of those figures for the amount outstanding over a period of 90 days, not the individuals, it would be very helpful.

The Performance report was otherwise noted.

30/24 ARP FINANCIAL PERFORMANCE (STANDING ITEM)

Alison Chubbock, the Assistant Director of Finance & S151 Officer presented the report.

The forecast at this stage of the year end spend was above budget of £114k (1%) for the whole of ARP. Further information could be found at Appendix A of the report. It was noted that within this forecast, the national pay award had not been agreed for local government and the forecast currently assumes the budgeted pay award at 3% or 4% for each council as could be seen on the table on page 42 of the agenda pack. This table also highlighted an indication of what any 1% change would equate to.

The budget for 2024-25 included an efficiency target of £100k. To date a small amount of £9k had been achieved, leaving £91k which had been included in the overspend. It was fully expected that the efficiency target would be achieved through the expansion of the text and email solutions that had been mentioned earlier in the meeting, saving on postage costs later on in the year.

The appendices on page 45 and 46 provided further details on the variances and these figures would be updated for Members at every future meeting.

In terms of e-billing, the Chairman asked if there was any information available on security issues as any data needed to be protected.

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The Head of ARP explained that further work was being carried out with West Suffolk ICT in terms of any security issues and a document had been created that would be shared with Members via email in due course.

The report and appendices were otherwise noted.

31/24 WELFARE REFORM UPDATE (STANDING ITEM)

Theresa Mann, the Principal Benefits and Council Tax Billing Manager, presented the Welfare Reform report.

The background and latest update in terms of the expansion of Universal Credit was provided.

The migration notices had been issued to pensioners and tax credits from August 2024 and customers claiming employment support allowance would be issued from September onwards.

In late August the Government announced its change to the eligibility of winter fuel payments and linking its entitlement to pension credits. As a result, the DWP was launching a pension credit campaign, this week being the week of action. DWP had asked local authorities to work closely with them to help them reach those pensioners who could benefit from pension credit and therefore continue to receive the winter fuel payment. ARP had met with colleagues from neighbouring authorities, county councils, Citizens Advice Bureaus and work continued with ARP's partner Community Teams to ensure that vulnerable customers were being supported. The website would be updated and making sure that everything could be done to support the campaign.

The Vice-Chairman knew that everyone had heard a great deal about this over the last few weeks in the national newspapers talking about the many people who were eligible but had not actually claimed. He had also heard about the complexity of the forms that people would have to complete and the challenges ahead. 243 questions was the number that had been 'banded' about, not that he believed everything that he had heard or read but asked if some context could be provided on the nature of the approach that people would have to take to look to secure this pension credit and be able to claim their winter fuel payment.

The Principal Benefits and Council Tax Billing Manager said that she had not seen the application form as it was in its very early stages but would be managed by the DWP.

The Head of ARP had not seen the form either but had heard that it was quite complex but there were various routes for customers to make a claim including on-line or via telephone. Additionally, ARP could refer people to the pension service although she was not sure how long this particular route would take.

The Chairman hoped that the process would be made easier.

Councillor Sharpe asked how much extra resource and cost ARP was going to incur with this decision in helping customers with help and advice.

Members were informed that there could be an increase in telephone calls

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and changes to the website, but ARP was not able to carry out any target take-up campaigns as DWP would be doing these. ARP could do more generalised work such as putting articles in newsletters, local magazines, mailshots, emails etc as well as including a link in some of the letters that was sent to customers.

The Chairman stated that it was up to DWP as ARP could not be privy to such information in terms of data protection.

Councillor Ashton advised that Councils rather than ARP would have some awareness of housing benefit and wondered whether ARP could target those who claimed such benefits.

The Head of ARP explained that ARP could not specifically identify or target anyone based on any information that came through from DWP. From a housing perspective discussions were being had with various bodies including housing associations to try and identify people going into homes through their day-to-day work who come into contact with pensioners to encourage them to do the take-up work themselves and complete the application whilst they were physically with that person.

Councillor French had heard that it was going to take up to 9 weeks for these claims to be completed and therefore some pensioners would not receive their winter fuel payment until next year but was more concerned that this would cause ARP to need more resources.

The Head of ARP presumed that people would have to submit their claim by a certain date and therefore should receive their winter fuel payment, but many would not receive their payment when it was most needed. In terms of resources, ARP was currently setting up a group to deal with all the take-up work so that costs could be easily identified along the way and reported back to Members.

The Chairman felt that ARP clearly had everything in hand but to ask if any help was needed going forward.

The report was otherwise noted.

32/24 FORTHCOMING ISSUES (STANDING ITEM)

Nothing to report.

33/24 NEXT MEETING

There was some discussion about the next meeting in December as it happened to clash with another County Council meeting; however, following further discussion it was agreed to leave the meeting as scheduled. Members who would be unable to attend were asked to contact their substitutes to ensure the meeting was quorate.

The arrangements for the next meeting on Tuesday, 3 December 2024 at 10am at the Innovation Centre, Croxton Road, Thetford were otherwise noted.

The meeting closed at 10.35 am

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

Wed 27 January 2024	4:30pm
Housing and Homelessness Strategy	Angela Parmenter
Waste Performance Monitoring Report Q3 & Street Smart Highlights Report	Catherine Sutherland (Development Manager)
ECSS Statutory Accounts	Emma Grima, Director Commercial
VCAEC and CAWS SLA Performance Update	Lewis Bage (Communities & Partnership)
ARP Joint Committee Minutes	DSO
Forward Agenda Plan	DSO
ECSS Management Accounts [EXEMPT]	
Mon 24 March 2025	4:30pm
End of Year Reports 2024/25 Service Delivery Plans 2025/26	Service Leads
ECSS Business Plan	Emma Grima, Director Commercial
ARP Joint Committee Minutes	DSO
Forward Agenda Plan	DSO
ECSS Management Accounts [EXEMPT]	

Notes:

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

