



Cambridge City Council
Environment and Community Scrutiny
Committee

Date: Thursday, 27 June 2019

Time: 5.00 pm

Venue: Committee Room 1 & 2, The Guildhall, Market Square, Cambridge, CB2 3QJ

Contact: democratic.services@cambridge.gov.uk, tel:01223 457000

Agenda

- 1 Apologies for Absence
- 2 Declarations of Interest
- 3 Minutes (Pages 5 - 24)
- 4 Public Questions

Decisions for the Executive Councillor for Climate Change, Environment and City Centre

- 5 2018/19 General Fund Revenue and Capital Outturn, Carry Forwards and Significant Variances - ESC (Pages 25 - 34)
- 6 Greater Cambridge Waste Service (Pages 35 - 46)

Decisions for the Executive Councillor for Communities

- 7 2018/19 General Fund Revenue and Capital Outturn, Carry Forwards and Significant Variances - Communities (Pages 47 - 56)
- 8 Cambridge Live - Independent Review (Pages 57 - 60)
- 9 Section 106 Community Facilities 2019 Funding Round (Pages 61 - 70)
- 10 Anti-Poverty Strategy Annual Report 2018/19 (Pages 71 - 80)
- 11 Single Equality Scheme 2018 – 2021 Annual Review (Pages 81 - 118)

Decisions for the Executive Councillor for Transport and Community Safety

12	2018/19 General Fund Revenue and Capital Outturn, Carry Forwards and Significant Variances - S&OS	(Pages 119 - 130)
13	PSPO (Touting) 2016	(Pages 131 - 160)

Environment and Community Scrutiny Committee Members: Smart (Chair), Barnett (Vice-Chair), Collis, Davies, Hadley, Martinelli, Payne and Summerbell

Alternates: O'Reilly, Page-Croft and Sheil

Executive Councillors: Massey (Executive Councillor for Transport and Community Safety), Moore (Executive Councillor for Climate Change, Environment and City Centre) and Smith (Executive Councillor for Communities)

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ENVIRONMENT AND COMMUNITY SCRUTINY COMMITTEE 21 March 2019
5.00 - 7.35 pm

Present: Councillors Smart (Chair), Bird (Vice-Chair), Barnett, Gillespie, Martinelli, McGerty, O'Connell, Sargeant, Sheil and Thittala

Executive Councillors: Moore (Executive Councillor for Environmental Services and City Centre), Smith (Executive Councillor for Communities) and Thornburrow (Executive Councillor for Streets and Open Spaces)

Officers:

Strategic Director: Fiona Bryant

Head of Waste Resources: Trevor Nicoll

Community Funding and Development Manager: Jackie Hanson

Enforcement Team Manager: Nick Kester

Safer Communities Manager: Lynda Kilkelly

Sport & Recreation Manager: Ian Ross

Public Realm & Project Delivery Team Leader: John Richards

Urban Growth Project Manager: Tim Wetherfield

Committee Manager: James Goddard

Others Present:

Head of Community Services: Debbie Kaye

FOR THE INFORMATION OF THE COUNCIL

19/13/EnC Apologies for Absence

Apologies were received from Councillor Massey. Councillor Sargeant was present as the alternate.

Councillor McGerty joined the committee from item 19/18/EnC.

Councillor Bird left the committee after the decision on 19/22/EnC to attend another commitment.

19/14/EnC Declarations of Interest

No declarations of interest were made.

19/15/EnC Minutes

The minutes of the meeting held on 17 January 2019 were approved as a correct record and signed by the Chair.

19/16/EnC Public Questions

There were no public questions.

19/17/EnC Use of Fixed Penalty Notices for Household Waste Duty of Care

Matter for Decision

The purposes of the report was to:

- i. Inform the Executive Councillor and Scrutiny Committee Members of the new fixed penalty notice (FPN) powers relating to the household waste duty of care that had come into force under The Environmental Protection (Miscellaneous Amendments) (England and Wales) Regulations 2018 (the Regulations), which amend section 33 of the Environmental Protection Act 1990.
- ii. Seek authorisation for the council's Streets and Open Spaces enforcement officers to issue FPNs, under section 34ZA of the Environmental Protection Act 1990 (EPA), to persons whom the officer has reason to believe have committed a breach of household waste duty of care.
- iii. Seek authority to use the legal maximum FPN level of £400 for all breaches of household waste duty of care and to give a discount of £240 (i.e. discounted fine payment level of £160) for early payment provided payment is made within 10 days of the date the FPN was issued.

Decision of Executive Councillor for Streets and Open Spaces

Agreed to:

- i. Adopt the legal maximum FPN level of £400 for all of breaches of household waste duty of care offences and to give discount for early payment of £240 (i.e. discounted fine payment level of £160) provided payment is made within 10 days of the date the FPN was issued.
- ii. Delegate authority to the Head of Environmental Services to introduce the new fixed penalties for household waste duty of care offences.

- iii. Authorise council's Streets and Open Spaces enforcement officers to issue these FPNs in accordance with section 34ZA of the Environmental Protection Act 1990.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Enforcement Team Manager.

The Enforcement Team Manager said the following in response to Members' questions:

- i. The level of fines for FPNs were in-line with fly tipping.
- ii. There were sufficient resources in place to investigate environmental crimes. FPNs were offered as an alternative to taking further action. There was no net increase in the number of cases investigated.
- iii. Examples of where the household waste duty of care had been breached were set out in paragraph 3.3 of the Officer's report. This was not an exhaustive list. The list would be reviewed and put into the public domain in the near future. The intention was to alert householders what they should do so they did not fall foul of criteria.

The Committee resolved by 9 votes to 0 (unanimously by those present) to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

19/18/EnC Environmental Improvement Programme**Matter for Decision**

The Officer's report reviewed the Council's Environmental Improvement Programme (EIP), including delivery performance, up to 2018/19; and recommends a way forward for the extended period, 2019-21.

Decision of Executive Councillor for Streets and Open Spaces

Agreed to:

- i. Approve a new two year EIP, 2019-21 at current funding levels of £170,000 per annum, to be allocated as follows:
 - £70,000 per annum for strategic, city-wide programme developed by officers and approved by the Executive Councillor, informed by suggestions from residents and area committees; and
 - £100,000 per annum to be apportioned based on population, for Areas to allocate to Ward Councillor/ voluntary and community sector promoted projects in accordance with proposed eligibility criteria.
- ii. Carry forward £170,000 of the current programme balance into 2019/20 and allocate £70,000 for strategic, city-wide programme and £100,000 (proportionate to population) for Areas to allocate to Ward Councillor/ voluntary and community sector promoted projects.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Public Realm & Project Delivery Team Leader.

In response to the report Councillors commented that verge protection was an important issue. This could occur through Traffic Regulation Orders, bollards etc.

Opposition Councillors made the following comments in response to the report:

- i. Requested a copy of the report on verge parking issues, which had been written but not circulated in 2018.
- ii. The water fountain on Parker's Piece was implemented as a trial to see if the supply of free water could be rolled out on a larger scale. It had not been working for some time which had a negative impact on the trial. Cambridge Water said they had offered to contribute funding to help this and other projects, but stated they got no response from council officers. This was an example of one of the delivery issues affecting Environmental Improvement Programme (EIP) projects.

- iii. Took issue with transparency/scrutiny of the EIP process set out in the Officer's report. Requested that funding be allocated through area committees.
- iv. Requested that real time information about EIP projects be made available on the council website for greater transparency as part of its digital strategy, because it was hard to get details from officers outside of the scrutiny committee.
- v. Took issue with speed of delivery of EIP projects. Referred to backlog of projects in Appendix B of the Officer's report. If EIP projects could be funded by other sources, they could go ahead and be delivered faster.
- vi. Took issue with top slicing £70,000 out of the EIP budget and allocating to a central pot (instead of area committees). The amount of money available for allocation by area committees was reduced. Suggested it was totally contrary to say funding was allocated to area committees then retaining some for central allocation. This was not new money and should have been allocated last year. If officers directly liaised with residents to seek ideas for central pot projects, this would side line ward councillors and lead to creeping centralisation.

The Public Realm & Project Delivery Team Leader said the following in response to Members' questions:

- i. Legislation was in place to protect grass verges. The Highways Authority was working with the City Council to implement Traffic Regulation Orders. Some enforcement action was contracted out.
- ii. The City Council had not sought a blanket ban on verge parking like in London as they had specific legislation. Having a funding pot allowed officers to look at different options in future to protect verges such as bollards.
- iii. Tree pits were being reviewed at a strategic level to seek economies of scale as they were expensive to implement. It was impossible to predict what was underground and could impact on a tree pit before digging started. It cost £2,000-3,000 to implement a tree pit, which was 10-20 times the cost of a tree. Where tree pits were implemented at less than expected cost (eg the recent Bateman Street ones) savings could also be generated.
- iv. Some webpages were available on the city council website setting out EIP details. Officers were looking at ways to improve these in future.
- v. Undertook to pass on comments about the water fountain to Senior Asset Development Officer.
- vi. The speed of delivery for EIP projects could not be improved by increasing (officer) resources. Some EIP projects were dependent on factors outside of the council's control. Projects were delivered as soon

as possible. Officers were exploring if projects on the books were still deliverable or should be signposted to other schemes.

- vii. There was an underspend in EIP funding due to delivery issues such as a lack of projects coming forward to use it in the south of the city.
- viii. EIP funding was not split equally across the city, it was awarded according to population size. Data had been updated recently but was not available at the time of writing the committee report.
- ix. Verge parking mitigation measures were considered by County and City Officers. It was desirable to bring these forward expediently. A report would be presented to South Area Committee 8 April 2019.
- x. The proposed centralised funding pot would be scrutinised. This would be a more strategic element separate to area committee allocations. It would be scrutinised in line with Local Highway Project criteria.
- xi. £70,000 was proposed to be made available through EIP rather than the Central Fund as per the budget already agreed by Strategy & Resources Committee.
- xii. Area Committee projects were community led and resource intensive to implement.
- xiii. Projects from the central pot would be led by officers based on ideas from residents, and signed off by the Committee Chair and Executive Councillor. These projects should be faster to deliver.

The Strategic Director said:

- xiv. Resources needed to be focussed on where they could be used most efficiently, as they declined. When several areas requested similar projects, it was better to deliver them in a joined up approach through the central pot rather than piecemeal.
- xv. Outcomes and beneficiaries would be clear. Projects would be assessed through a robust process.
- xvi. Some ideas for central pot projects would come through area committees. Queried if there was a way to involve ward councillors in the process that could be included in a proposal that could be brought back to committee for consideration in future.

Opposition Councillors said they would feel more reassured if it could be confirmed that central pot projects would be based on input from area committees. The central pot could then lead to spending efficiencies. On-line details would assist transparency.

- xvii. The report presented to committee aimed to establish principles of how to spend EIP funding. Further details could be worked up in future

- The Executive Councillor said:
- xviii. She was made aware there had been set aside/carry over of underspent funding for some years. The amount of Environmental Improvement Project funding could have been cut back, but instead it had been decided to keep funding as it was and move the underspend into a central pot.
- xix. Wards would be kept up to date and involved on strategic projects eg verge parking, to avoid duplication of local project appraisals.

The Strategic Director said the following in response to Members' questions:

- i. Information about EIP was in the public domain. This occurred through a soft launch on the digital platform. Officers were checking links worked so customers had access to the information they wanted.
- ii. The results from various surveys was that interest focussed on shared services at present (not EIP).
- iii. EIP staff resources were currently prioritised towards project delivery, not getting details on-line.

Councillors requested a change to recommendation 2a. Councillor McGerty formally proposed to amend the recommendation in the Officer's report as follows (amendment shown as bold text):

- £70,000 per annum for strategic, city-wide programme developed by officers and approved by the Executive Councillor, **informed by suggestions from residents and area committees; and**

The Committee unanimously approved this amended recommendation.

The Committee resolved unanimously to endorse the recommendations as amended.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

19/19/EnC S106 Funding for Streets and Open Spaces Portfolio: Next Steps

Matter for Decision

Off-site S106 contributions paid by developers help to mitigate the impacts of their developments on local amenities. They are based on legal agreements

and have to be used in line with official regulations. S106 funding availability is more limited than it once was and is unevenly spread across the city. Official regulations highlight the need to make a distinction between generic S106 contributions and specific ones. The Council uses 'target lists' as a starting point for negotiating play area and open space specific contributions.

The Officer's report set out the process for future generic S106 funding rounds for play area and open space improvement projects.

Generic S106 funding rounds can only seek project proposals from wards where S106 funding is available locally.

The report also highlighted plans to commission a public art project close to Trumpington's boundary with Petersfield and Coleridge, in order to make timely use of a nearby, time-limited public art contribution.

Decision of Executive Councillor for Streets and Open Spaces

Agreed:

- i. The arrangements for annual, generic S106 funding round for play areas and open spaces as long as there is sufficient, generic S106 funding available (paragraphs 4.1-4.5 of the Officer's report).
- ii. That, where there is less than £10,000 of unallocated, generic play area and/or informal open space S106 funding available in a ward, this can be used to supplement spend on appropriate local projects identified for specific S106 contributions or via the Environmental Improvement Programme (for projects approved by the Executive Councillor for Streets and Open Spaces) (see paragraph 3.10 of the Officer's report);
- iii. To return decision-making over the use of generic play area and informal open space S106 funding to the Executive Councillor, while maintaining opportunities for all ward councillors to comment on proposals from their part of the city (see paragraphs 4.6-4.7 of the Officer's report);
- iv. To instruct officers to develop proposals for a public art commission (with a budget of between £50,000 - £75,000) in Trumpington ward or close to its boundary with Petersfield and Coleridge wards and report back to this Committee later in 2019 (see paragraph 4.8 of the Officer's report).
- v. To instruct officers to make all city councillors aware of the evidence-based target lists for play areas and open spaces that are used as a starting point for negotiating specific S106 contributions (see paragraph 5.7 of the Officer's report).

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Urban Growth Project Manager.

The Urban Growth Project Manager said the following in response to Members' questions:

- i. S106 funding contributions had to be used for its intended purpose. Monies could not be moved from one contribution type to another.
- ii. As resources ran down, it was recommended to return decision-making over the use of generic play area and informal open space S106 funding to the Executive Councillor; alongside input from ward councillors, to make the best use of resources available to deliver projects.
- iii. Funding would be allocated through steps set out on page 62 of the Officer's report. Ward councillors were encouraged to comment on the proposals received (see page 64).
- iv. Proposed to put information about s106 funding on the council website.
- v. A clear relation would be maintained between S106 funding where it was from and where it would be spent.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

19/20/EnC S106 Funding for Communities Portfolio: Next Steps**Matter for Decision**

The purpose of S106 developer contributions is to help mitigate the impact of development. The report set out the next steps to identify future S106-funded projects for improving community facilities, outdoor sports and indoor sports in Cambridge.

S106 funding is limited and unevenly spread across the city. Not only have official regulations restricted the amount of new, specific S106 contributions coming in since 2015, but the availability of remaining generic S106 contributions has been running down as it has been allocated and spent through funding rounds in recent years.

Generic S106 funding rounds would only consider applications for community facility improvements in those wards where there is £10,000 or more available.

Decision of Executive Councillor for Communities

Agreed:

- i. The process for annual, generic S106 funding rounds for community facilities, for as long as there is generic S106 funding available (see paragraphs 4.6 - 4.8 of the Officer's report);
- ii. That, where there is less than £10,000 of generic community facilities S106 funding available in a ward, this could be used to supplement spend on appropriate local projects identified for specific S106 contributions (see paragraph 4.4 of the Officer's report);
- iii. To note that proposals for the use of generic, outdoor and indoor sports S106 funding will come forward to this Committee as and when they are ready, in line with strategic priorities (see paragraphs 5.1 – 5.2 of the Officer's report);
- iv. To allocate generic outdoor sports S106 funding to the following grant-based projects, subject to planning permission, business case approval and community use agreements (paragraph 5.3 and Appendix E of the Officer's report)
 - a. up to £65,000 outdoor sports contributions towards the improvement and upgrade of outdoor sports courts and the artificial pitch at Chesterton Community College and
 - b. up to £45,000 of outdoor sports contributions for floodlighting improvements and training pitch provision at Cambridge Rugby Club;
- v. To add the following community facilities to the 'target list' to be used as a starting point for identifying possible specific contributions: Clay Farm Centre, Storey's Field Centre, Nightingale Avenue Pavilion, and new community facilities at the Cromwell Road development and at the former Mill Road Depot site (see paragraphs 6.5 – 6.6 of the Officer's report);
- vi. To agree the updated approach for identifying specific S106 contributions for community facilities in those parts of the city where

- there are not Council-owned or managed community facilities nearby (see paragraph 6.7 and Appendix F of the Officer's report); and
- vii. To instruct officers to make all city councillors aware of the evidence-based target lists for play areas and open spaces that are used as a starting point for negotiating specific S106 contributions (see paragraph 6.12 of the Officer's report).

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Urban Growth Project Manager.

The Community Funding and Development Manager updated the committee on the East Barnwell Centre project. A grant was allocated in 2013, the project scope then changed, but was now being firmed up. The Community Funding and Development Manager was willing to update ward councillors on progress if requested to.

The Urban Growth Project Manager had reviewed historic collections of s106 contributions to ensure monies used appropriately and in a timely manner.

The Sport & Recreation Manager said a report would be brought back to committee in future regarding s106 spent on sports facilities.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

19/21/EnC Extension of Public Spaces Protection Order - Mill Road Cemetery, Petersfield Green and the front garden of Ditchburn Place, Cambridge

Matter for Decision

The Officer's report asked the Executive Councillor to approve the proposal to extend the current Public Spaces Protection Order (hereafter PSPO or "the Order"), due to lapse on 31 May 2019, in respect of Mill Road Cemetery, Petersfield Green and the front garden of Ditchburn Place, Cambridge, in the form as set out in Appendix A1-4 of the Officer's report.

Decision of Executive Councillor for Communities

Approved the extension of the current PSPO, in the form as set out at Appendix A1-4 of the Officer's report, for a duration of three years.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Safer Communities Manager.

The Committee made the following comments in response to the report:

- i. Referred to comments by the Police Inspector, which appeared to contradict themselves, by supporting the PSPO in one section and not in another.
- ii. Referred to paragraph 3.6.5 in the Officer's report and expressed concern there appeared to be an exit strategy for the PSPO even though they should not be in place indefinitely.
- iii. Referred to paragraph 3.19 in the Officer's report and asked if continuing the PSPO was contrary to Local Government Association advice.
- iv. The PSPO sent out a message that anti-social behaviour had consequences.
- v. Stopping the PSPO sent out the wrong message but councillors needed to be confident the PSPO would be lifted in future, so an exit strategy was needed to plan this.

The Safer Communities Manager said the following in response to Members' questions:

- i. The Police Inspector broadly supported the PSPO extension. He appeared to contradict himself in responses, which officers were unable to clarify before putting details in the committee report. The Inspector appeared to confuse supporting moving people away from drinking and what a PSPO could do. The Street Life Working Group (SLWG) was a multi-agency group working with people difficult to engage and involved

- in street based anti-social behaviour. SLWG had individual support plans to get people away from drinking.
- ii. The PSPO aimed to return public spaces back to areas of public enjoyment. We were not where we wanted to be at present, but progress was being made towards the long term strategy. This could be reviewed in future but officers recommended continuing the PSPO to stop drinking in public places which prevented them from being used for their designated use.
 - iii. Referred to front line officer comments that the PSPO stopped drinking and anti-social behaviour in public places.
 - iv. The PSPO had done what it set out to do.

The Committee resolved by 7 votes to 0 to endorse the recommendation.

The Executive Councillor approved the recommendation.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

19/22/EnC Update on the Work of Key External Partnerships

Matter for Decision

The Officer's report provided an update on the work of the Health and Wellbeing Board, Cambridge Community Safety Partnership and Children's Trust as a part of the Council's commitment given in its "Principles of Partnership Working", to set out annual reports on the work of the key partnerships it is involved with.

Decision of Executive Councillor for Communities

Agreed to continue to work with the Health and Wellbeing Board and Cambridge Community Safety Partnership to ensure that public agencies and others can together address the strategic issues affecting Cambridge and that the concerns of Cambridge citizens can be addressed.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

This item was not requested for pre-scrutiny and the committee made no comments in response to the report from the Strategy Officer.

The Committee unanimously resolved to endorse the recommendation.

The Executive Councillor approved the recommendation.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

19/23/EnC Shared Waste Service Business Plan 2019/20

Matter for Decision

The Shared Services Business Plans 2019/20 demonstrated that continued progress had been made over the last year against the Shared Services objectives. Shared Services continue to explore new ways of working. They are an important feature of the transformation agenda, particularly through the use of technology.

The Business Plan has been considered by the Shared Service member Steering Group, the Shared Service Management Board, and the Chief Executives and Leaders/Portfolio holders for each Council. It was now being presented for scrutiny in all partner authorities.

Decision of Executive Councillor for Environmental Services and City Centre

- i. Approved the Business Plan for each of the Shared Services attached as Appendices to the Officer's report; and
- ii. Authorised the Shared Services Management Board to approve final amendments to the Business Plans in line with comments received from all partner councils.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Head of Waste Resources.

In response to the report Councillors commented that the tax on non-recyclable plastics was having an effect. Suggested more details could be included in the Resources and Waste Strategy on how costs were being pushed back to manufacturers, and recycling rates were increasing.

The Head of Waste Resources said the following in response to Members' questions:

- i. He had hosted a meeting with councillors to go through responses to the Resources and Waste Strategy. Details were not available at the time of writing the Officer's report. He was happy to respond to queries outside of today's meeting. Also to host another meeting.
- ii. The Head of Waste Resources suggested consulting on responses to the first question as responses to this would affect responses to other questions.
- iii. There was money in the budget for consultancy work. The Head of Waste Resources recommended saving funding until the second or third phase as the future was unquantifiable at present. Central Government's strategy could not be predicted, nor how the City Council should respond (at present).
- iv. The Resources and Waste Strategy would come into effect in 2023. The Head of Waste Resources suggested avoiding making any last minute changes.
- v. A change to legislation was expected in future on how the council collected recyclables:
 - a. What could be collected.
 - b. Bins.
 - c. Provision of recycling facilities.
- vi. The council was trying to collect satisfaction data on bin collection. Complaints were not recorded in key performance indicators as they were logged in a separate council system.
- vii. There was some increase in complaint figures as the council had made it easier for people to contact the organisation.
- viii. Comments and complaints were used by officers to shape the waste service.

The Strategic Director said the Annual Shared Service report was coming to the next committee meeting and would include performance data.

The Head of Waste Resources said officers were looking at how to publish performance data on the council website. 'Success' was seen as

reducing the amount of waste and increasing recycling rates; rather than reducing the number of complaints about the service.

- ix. The Head of Waste Resources offered to clarify service costs (P96 of the Officer's report) to councillors upon request. The Waste Service had a low ratio of staff to managers to minimise cost and maximise independence/autonomy of staff.

The Committee resolved by 9 votes to 0 (unanimously by those present) to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

The meeting ended at 7.35 pm

CHAIR

ENVIRONMENT AND COMMUNITY SCRUTINY COMMITTEE 22 May 2019
12.00 - 12.05 pm

Present: Councillors Smart (Chair), Barnett (Vice-Chair), Collis, Davies, Hadley, Martinelli, Summerbell and Page-Croft

Executive Councillors: Moore (Executive Councillor for Climate Change, Environment and City Centre), Smith (Executive Councillor for Communities) and Massey (Executive Councillor for Transport and Community Safety)

FOR THE INFORMATION OF THE COUNCIL**19/24/EnC Appointment to Outside Bodies**

The Scrutiny Committee recommended appointment to the outside bodies listed below.

The Executive Councillor for Communities, Executive Councillor for Climate Change, Environment and City Centre and the Executive Councillor for Transport and Community Safety agreed the following appointments.

	Number of allocation
The Junction (Observer Status)	1 Labour 1 Liberal Democrat
Councillors – Hadley, Payne	

	Number of allocation
Visit Cambridge and Beyond DMO	1 Labour
Councillor – Moore	

	Number of allocation
Cambridge BID	1 Labour
Councillor – Moore	

	Number of allocation
Health and Wellbeing Board	1 Labour
Councillor – Massey	

	Number of allocation
Health Committee	1 Labour 1 Liberal Democrat
Councillor – Massey Alternate Councillor – Martinelli	

	Number of allocation
City and South Cambs Children's and Young People's Area Board	1 Labour
Councillor – Smith	

	Number of allocation
CCTV Shared Service Board	1 Labour – Leader
Councillors – Massey	

	Number of allocation
Cambridge Community Safety Partnership	1 Labour 1 Alternate
Councillor – Massey	
Alternate Councillor - Moore	

	Number of allocation
Cambridgeshire Police and Crime Panel	1 Labour 1 Labour Alt
Councillor – Massey	
Alternate Councillor - Thittala	

	Number of allocation
Cambridge University Hospitals NHS Foundation Trust Council of Governors	1 Labour
Councillor – Massey	

	Number of allocation
Cambridgeshire and Peterborough Military Covenant Board	1 Labour
Councillor – Davey	

	Number of allocation
North West & West Quadrant Community Forum	1 Councillor
Councillor – TBC	

Southern Fringe Community Forum	Number of allocation
	1 Councillor
Councillor – Thornburrow	

Cambridge East Community Forum	Number of allocation
	1 Councillor
Councillor – Smith	

	Number of allocation
Clay Farm Advisory Group	1 Labour 1 Lib Dem
Councillors – Thornburrow, Summerbell	

	Number of allocation
Storey's Field Community Trust	2 Labour 1 Lib Dem
Councillors – Thornburrow, Sargeant Chadwick	

	Number of allocation
Recycling in Cambridge and Peterborough (RECAP)	1 Labour
Councillor – Moore	

The meeting ended at 12.05 pm

CHAIR

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Item

Environment & Community Scrutiny Committee

2018/19 Revenue and Capital Outturn, Carry Forwards and Significant Variances – Environmental Services & City Centre Portfolio

To:

Councillor Moore, Executive Councillor for Climate Change, Environment & City Centre

Report by:

Chief Executive, Strategic Directors, Head of Finance

Date:

27 June 2019

Wards affected:

(All) Abbey, Arbury, Castle, Cherry Hinton, Coleridge, East Chesterton, King's Hedges, Market, Newnham, Petersfield, Queen Edith's, Romsey,

Key Decision

1. Executive Summary

1.1 This report presents, for the Environmental Services & City Centre Portfolio:

- a) A summary of actual income and expenditure compared to the final budget for 2018/19 (outturn position)
- b) Revenue and capital budget variances with explanations
- c) Specific requests to carry forward funding available from budget underspends into 2019/20.

1.2 This year will be the last year that individual reports are produced for each portfolio for presentation to the relevant scrutiny committee. In line with the revised budget scrutiny process followed for the 2019/20 budget, one combined 2019/20 General Fund outturn report covering all portfolios will be produced for scrutiny at Strategy and Resources Scrutiny Committee.

- 1.3 As this report is for the 2018/19 outturn the services that were included in the Environmental Services & City Centre Portfolio prior to the current year committee restructure are detailed.

2. Recommendations

Members of the Scrutiny Committee are asked to consider and make known their views on the following for consideration by the Executive Councillor for Finance and Resources at the Strategy and Resources Scrutiny Committee on 1 July 2019:

- a) Carry forward requests totalling £79,530 revenue funding from 2018/19 to 2019/20, as detailed in **Appendix C**.
- b) Carry forward requests of £960k capital resources from 2018/19 to 2019/20 to fund rephased net capital spending, as detailed in **Appendix D**.

3. Background

Revenue Outturn

- 3.1 The overall revenue budget outturn position for the Environmental Services & City Centre Portfolio is given in the table below. Detail, by service grouping, is presented in **Appendix A**.

2017/18 £'000	Environmental Services & City Centre Portfolio Revenue Summary	2018/19 £'000	% Final Budget
4,287	Original Budget	4,454	100.9
-	Adjustment – Prior Year Carry Forwards	33	0.7
-	Adjustment – Service Restructure Costs	-	-
-	Adjustment – Earmarked Reserves	(140)	(3.2)
(212)	Adjustment – Capital Charges	122	2.9
-	Adjustment – Central & Support	-	-

	reallocations		
113	Other Adjustments	(56)	(1.3)
4,188	Final Budget	4,413	100.0
4,462	Outturn	4,458	101.0
274	(Under) / Overspend for the year	45	1.0
33	Carry Forward Requests	80	1.8
307	Resulting Variance	125	2.8

3.2 **Appendix A** shows original and final budgets for the year (with the movements summarised in the above table) and compares the final budget with the outturn position for this Portfolio for 2018/19. The original revenue budget for 2018/19 was approved by the Council on 22 February 2018.

3.3 **Appendix B** provides explanations of the main variances.

3.4 **Appendix C** lists revenue carry forward requests.

Capital Outturn

3.5 The overall capital budget outturn position for the Environmental Services & City Centre Portfolio is given in the table below. **Appendix D** shows the outturn position by scheme and programme with explanations of variances.

2017/18 £'000	Environmental Services & City Centre Portfolio Capital Summary	2018/19 £'000	% Final Budget
3,025	Final Budget	3,042	100.0
1,941	Outturn	1,865	61.3
(1,084)	Variation - (Under)/Overspend for the year	(1,177)	(38.7)
1065	Rephasing Requests	960	31.6
(19)	Variance	(217)	(7.1)

- 3.6 The majority of the rephasing relates to underspends in the waste facilities for new developments, the vehicle replacement programme, the redevelopment of the Silver Street toilets and the shared waste ICT software projects.

4. Implications

- 4.1 The net revenue variance from the final budget (see above), would result in an increased use of General Fund reserves of £125k after carry forwards.
- 4.2 A decision not to approve a carry forward request may impact on officers' ability to deliver the service or scheme in question and this could have financial, staffing, equality and poverty, environmental, procurement or community safety implications.

(a) Financial Implications

Any financial implications are included in the Appendices.

(b) Staffing Implications

Any staffing implications are included in the Appendices.

(c) Equality and Poverty Implications

Any equality and poverty implications are included in the Appendices.

(d) Environmental Implications

Any environmental implications are included in the Appendices.

(e) Procurement Implications

Any procurement implications are included in the Appendices.

(f) Community Safety Implications

Any community safety Implications are included in the Appendices.

5. Consultation and communication considerations

Public consultations are undertaken throughout the year and can be seen at:

cambridge.gov.uk/current-consultations

6. Background papers

These background papers were used in the preparation of this report:

- Closedown Working Files 2018/19
- Directors' Variance Explanations – March 2019
- Budgetary Control Reports to 31 March 2019
- Capital Monitoring Reports – March 2019

7. Appendices

The following items, where applicable, are included for discussion:

Appendix	Proposal Type	Included
A	Revenue Summary for this portfolio	✓
B	Revenue Major Variances for this portfolio	✓
C	Carry Forward Requests for this portfolio	✓
D	Capital Summary for this portfolio	✓

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact:

Authors' Names: Karen Whyatt

Authors' Phone Numbers: 01223 - 458145

Authors' Emails: karen.whyatt@cambridge.gov.uk

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Environmental Services & City Centre Portfolio / Environment & Community Committee

Revenue Budget 2018/19 - Outturn

Service Grouping / Cost Centre	Original Budget 18/19 £	Final Budget 18/19 £	Outturn 18/19 £	Variation - Increase / (Decrease) £	Carry Forward Requests - see Appendix C £	Net Variance £
Environmental Health						
Control of Disease	125,930	119,200	112,951	(6,249)	0	(6,249)
Out of Hours	158,410	137,050	114,616	(22,434)	0	(22,434)
Scientific Team	498,250	523,460	508,343	(15,117)	0	(15,117)
Food and Occupational Safety	450,220	436,640	438,947	2,307	0	2,307
Enforcement	177,300	154,620	151,376	(3,245)	0	(3,245)
Residential Statutory Nuisance	76,300	101,950	101,162	(788)	0	(788)
Cambridge University Funded EHO post	(1,030)	0	0	0	0	0
Environmental Health Operational Support	421,840	352,580	343,425	(9,155)	0	(9,155)
Environmental Health Salaries	0	0	0	0	0	0
	1,907,220	1,825,500	1,770,819	(54,681)	0	(54,681)
Garage Services						
Fleet Management - Operational	0	0	106,500	106,500	0	106,500
Garage- External Work	(3,770)	1,020	167,689	166,669	0	166,669
	(3,770)	1,020	274,190	273,170	0	273,170
Licensing						
Licensing Act 2003	1,410	0	0	0	0	0
Gambling Act	0	0	0	0	0	0
Miscellaneous Licensing - E & W Portfolio	0	0	0	0	0	0
Public Control - Private Hire Vehicles	0	0	0	0	0	0
Public Control - Taxis	(4,000)	0	0	0	0	0
	(2,590)	0	0	0	0	0
Streets and Open Spaces						
Control of Dogs	86,130	0	0	0	0	0
	86,130	0	0	0	0	0
Tourism & City Centre Management						
Market Square Project	100,000	100,000	20,466	(79,534)	79,530	(4)
Tourism	261,960	261,960	352,265	90,305	0	90,305
Head of Tourism & City Centre Management	0	0	0	0	0	0
Mill Road Partnership	28,310	0	0	0	0	0
Chesterton Coordinator	49,490	0	0	0	0	0
Markets	(421,640)	(343,850)	(398,461)	(54,611)	0	(54,611)
Control of Street Trading	0	0	0	0	0	0
Package Tour Scheme	74,820	74,820	74,820	0	0	0
	92,940	92,930	49,090	(43,840)	79,530	35,690
Waste & Recycling						
Waste Collection	2,782,890	2,926,890	2,872,657	(54,233)	0	(54,233)
Waste Policy	186,870	191,610	126,896	(64,714)	0	(64,714)
Commercial Waste	(595,950)	(625,200)	(635,952)	(10,752)	0	(10,752)
	2,373,810	2,493,300	2,363,601	(129,699)	0	(129,699)
Total Net Budget	4,453,740	4,412,750	4,457,700	44,950	79,530	124,480

Changes between original and final budgets may be made to reflect:

- portfolio and departmental restructuring
- approved budget carry forwards from the previous financial year
- technical adjustments, including changes to the capital accounting regime
- virements approved under the Council's constitution
- additional external revenue funding not originally budgeted

and are detailed and approved:

- in the January committee cycle (as part of the Budget-Setting Report)
- in the June/July committee cycle (outturn reporting and carry forward requests)
- in September (as part of the Medium-Term Financial Strategy, MTF5)
- via technical adjustments/virements throughout the year

Environmental Services & City Centre Portfolio / Environment & Community Committee

Revenue Budget 2018/19 – Major Variances from Final Revenue Budgets

Service Grouping	Reason for Variance	Amount	£	Contact
Garage Services	Fleet Management - Operational - Variance of £106K largely attributed to an increase in employee costs. There have been ongoing long-term health issues with two members of the team resulting in the use of agency staff accounting for approx. £60K of this variance plus there has been an increase in overtime work. Purchase of parts more than forecast but this is offset by increases in internal income.	106,500		David Cox
Garage Services	Garage- External Work – The variance is largely due to the income received from the other local authorities being lower than expected by £158k. All other contracts finished on or very near target forecast. Forecast income target for this cost centre for 2019/20 has been reduced by £110K in 19-20 as a result of reviewing the income forecast model for 18-19.	166,669		David Cox
Environmental Health	Out of Hours - There remains a vacant part time Out of Hours Noise Officer post. This has been the case since July 2018 and is pending until the completion of the CCC Out of Hours Review.	(22,434)		Clare Adelizzi
Tourism & City Centre Management	Market Square Project - This project is to be delivered by consultants in two stages: 1 (Feasibility Study) and 2 (Concept Design). Work on Stage 1 commenced November, 2018 and is scheduled to be completed May, 2019. Work on Stage 2 will then commence and be completed by January, 2020. As a result of these scheduled completion dates, a carry forward request into 2019/20 has been made for the budget balance of £79,530.	(79,534)		Joel Carre
Tourism & City Centre Management	Markets - Team has adopted a more pro-active, commercially approach to managing stall applications/ vacancies, which has resulted in the £10k over-achievement of income. The £30k underspend on salaries relates to a vacant Market Officer (1 FTE) post, following the promotion of the post-holder to the new Market and Street Trading Manager post in October 2018	(54,611)		Tim Jones
Waste & Recycling	Waste Collection – The overall waste underspend totals £129,700 which equates to 5.2% of the total waste net budget.	(54,233)		Suzanne Hemingway
Waste & Recycling	Waste Policy – see waste collection above	(64,714)		Suzanne Hemingway
Tourism	This relates to the Visit Cambridge and Beyond set up loan for which payment is no longer required. The charge has been removed from the balance sheet and charged back to the department	90,305		Caroline Ryba
Other	Miscellaneous	(42,998)		
		(44,950)		

Environmental Services & City Centre Portfolio / Environment & Community Scrutiny Committee

Revenue Budget 2018/19 - Carry Forward Requests

Request to Carry Forward Budgets from 2018/19 into 2019/20

Item	Reason for Carry Forward Request	Amount £	Contact
1	Market Square Project - Feasibility study to be completed in 2019/20 with will inform a business case for concept and developed design.	79,530	Sarah French
	Total Carry Forward Requests for Environmental Services & City Centre Portfolio	79,530	

Capital Budget 2018/19 - Outturn

Capital Ref	Description	Lead Officer	Original Budget 2018/19 £'000's	Final Budget 2018/19 £'000's	Outturn 2018/19 £'000's	Variance - Outturn compared to Final Budget £'000's	Rephase Spend 2019/20 £'000's	Over / (Under) Spend £'000's	Variance Explanation
100023 - PR035	Waste & Recycling Bins - New Developments (S106)	Trevor Nicoll	100	284	119	(165)	165	0	The actual purchase of bins for new developments have not matched the original expected phasing. A review of the remaining S106 funds and when they are likely to be spent will be done in 19/20 and any budget implications will be included in the 20/21 budget papers
100171 - PR017	Vehicle Replacement Programme	David Cox	1,091	1,781	1,421	(360)	168	(192)	The underspend is due to the reduced cost of vehicles purchased plus the decision not to replace some vehicles. Rephase of the budget of £168k is requested for vehicles for which the purchase has been delayed.
Total Programmes			1,191	2,065	1,540	(525)	333	(192)	
100152 - SC636	Management of waste compound - vehicle	Don Blair	0	165	138	(27)	0	(27)	Project complete
100200 - SC654	Redevelopment of Silver Street Toilets	John Richards	283	315	39	(276)	276	0	Detailed design of replacement/ refurbished public toilets completed with planning application is imminent. Target build Q4 2019/20. Re-phasing of un-spent sums requested.
100207 - SC673	Roller brake tester for Waterbeach garage	David Cox	0	26	28	2	0	2	Project closed
100220 - SC651	Shared ICT waste management software	Joel Carre	453	453	102	(351)	351	0	Stage 2 (street cleansing) scheduled to 'go live' July, 2019, but only for 'back end' function, i.e.. S&OS, CSC and other service teams able to input service requests/ issues reports direct to frontline staff, but without public self-serve element. Not able to 'go live' with 'end to end' functionality (i.e.. public self-serve), until tested by 3C ICT Digital team, who are currently under-resourced. Currently working with 3C ICT to agree front end testing sprints timetable with Digital team and have offered some Yotta capital project budget enable them to recruit to provide additional capacity. Based on above, anticipate 'go live' for end to end digital service for the selected street cleansing core services by Sept, 2019, latest. Remaining street cleansing services will then be added by City (using staff trained by Yotta as part of contract) in accordance with phased programme (to be defined), as capacity allows. Phase 3 (Grounds Maintenance) will commence in September and is likely to 'go live' on same basis (i.e.. a targeted selection of core services) by March, 2020, at the latest – sooner, if 3C ICT can invest in necessary Digital Team capacity.
100263 - SC695	Waterbeach solar panels	Suzanne Hemingway	0	18	18	(0)	0	(0)	Project complete
Total Projects			736	977	325	(652)	627	(25)	
Total			1,927	3,042	1,865	(1,177)	960	(217)	

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Changes between original and final budgets may be made to reflect:

and are detailed and approved:

- rephased capital spend from the previous financial year
- rephased capital spend into future financial periods
- approval of new capital programmes and projects

- in the June/July committee cycle (outturn reporting and carry forward requests)
- in September (as part of the Medium-Term Financial Strategy, MTFS)
- in the January committee cycle (as part of the Budget-Setting Report, BSR)

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Item

GREATER CAMBRIDGE SHARED SERVICES SHARED WASTE SERVICE ANNUAL REPORT 2018/19

To:

Executive Councillor for Environment

Environment & Community Scrutiny Committee 27 June 2019

Report by:

Fiona Bryant, Strategic Director

Tel: 01233 - 457325 Email: Fiona.Bryant@cambridge.gov.uk

Wards affected:

ALL

Non Key Decision

1. Executive Summary

- 1.1 This report provides a summary of the progress and performance for the Greater Cambridge Shared Waste Service during 2018/19.
- 1.2 The principle of producing a single Annual Report for the shared services was agreed at this committee in July 2015. The overarching Annual Report for the Greater Cambridge Shared Services covers the Waste, Planning and Internal Audit services, but only the Waste Service falls under this Committee's remit and therefore the service report has been extracted and is included below.

2. Recommendations

The Executive Councillor is recommended to note the content of this report.

3. Background

- 3.1 Cambridge City Council and South Cambridgeshire District Councils have set up a number of shared services which are known as Greater Cambridge Shared Services.
- 3.2 The Shared Waste Service performance is monitored through a Councillor led Steering Group.
- 3.3 The overarching Shared Service performance is monitored through the Greater Cambridge Shared Services Management Board (containing the lead directors from each authority), Greater Cambridge Chief Executives' Board and 2C Joint Advisory Group (comprising of the leaders of each of the Councils).
- 3.4 The service business plan for the Shared Waste Service for 2018/19 was approved by the City Council and South Cambridgeshire District Council in March 2018. The business plan sets out the service's priorities, key performance indicators and budgetary profiles for 2018/19.
- 3.5 The Annual Report contains an assessment of the service against the business plan.

4. Shared Waste Service Annual Report 2018/19

4.1 General Information

- 4.1.1 The Greater Cambridge Shared Waste Service was set up with the following objectives:
 - Deliver a safe and legally compliant service.
 - Maintain and improve service quality that residents can see and appreciate.
 - Lower operational costs, particularly in the areas of premises, management, administration, fleet and equipment costs.
 - Increase opportunities to market and compete for additional business, for instance in relation to trade waste.
 - Find new opportunities to reduce net costs in relation to fleet procurement and maintenance.
 - Achieve service improvements, greater resilience and better performance, through shared knowledge and experience.
 - Enhance opportunities to work with other Cambridgeshire local authorities via the RECAP Waste Partnership to reduce waste collection and disposal costs, improve income and secure service improvements.
 - Deliver the KPIs for the service; deliver the ongoing benefits of a shared service through change and innovation.

4.1.2 The Service comprises a single management structure and workforce, located at Waterbeach Depot using a single fleet of vehicles for residents of Cambridge City and South Cambridgeshire.

4.1.3 Collection of recycling and waste from approximately **121,600** households and over 2,700 commercial customers across both council areas, which generates about 9 million collections a year.

4.2 **Service Performance**

4.2.1 The service in 2018/19 has been focusing on the following operational areas:

- Annual staff training programme for all operation staff.
- Increase in health and safety monitoring.
- Small restructure for operational management team.
- Developing improved operational systems.
- Completing scheduled collection in day and reducing missed collections.
- Minor Round changes between vehicles and reducing commercial vehicles on certain days.

4.2.2 The Yotta management system is now embedded in to service. It includes the ability to search for properties with bin stores and to submit invoices for trade collections undertaken. The bin request webform is working well and is integrated with Yotta.

4.2.3 The policy that the green bin would be collected monthly has been fully implemented. The period during December through to March represented the first winter that the policy applied to all residents. A further policy initiative enabling residents to subscribe to receive an additional green bin started in South Cambridgeshire, with over 3,000 bin subscriptions.

4.2.4 The service is still struggling to recruit drivers into vacant posts owing to high demand for skilled drivers in the market. The amount and type of advertising undertaken has been increased to try to attract more drivers. A further incentive is the introduction of a Golden Hello payment. Six operatives are on driver training courses.

4.2.5 The service is leading the Cambridgeshire and Peterborough Waste Partnership (RECAP) to resolve past and current challenges arising from the contract. RECAP is collectively sourcing both legal and technical support that will be required during the current discussions. The discussions are necessary to ensure the contract is more stable for the remainder of its term. The Compliance Officer is responsible for monitoring and compliance for all partners using the Materials Recycling Facility.

4.2.6 Some benchmarking has been undertaken and the current contract with Amey has been found to be extremely good value. Similar terms would not be achieved if the service attempted to re-tender at this point because of the harsh conditions in the recycle market.

- 4.2.7 In terms of performance, the number of successful collected on scheduled bins continues to remain extremely high. The service has also focused on contamination of dry mixed recycling at bring sites, which has led to a change to the material collected at two sites within the City and the removal of other sites within the District. Post these changes there has been zero contamination at the City sites. This process will be rolled out to other highly contaminated bring site locations within the City.
- 4.2.8 Internally, work has taken place with the facilities team at South Cambridgeshire Hall and a new office recycling system has been introduced; additional support to improve recycling is being provided at Mandela House and The Guild Hall.
- 4.2.9 The service has rolled out a safety campaign under the banner #ConsiderTheImpact. The campaign is aimed at encouraging motorists to be patient around waste vehicles by highlighting the huge impact an accident would have on people's lives, including for the person driving dangerously. There have 39 reports by our drivers of such incidents and close working is taking place with the police on this.

4.3 **Financial Performance**

Further information is provided in the performance report at Appendix 2.

- 4.3.1 The Outturn for 2018/19 is as follows:

£	Budget	Actual	Variance/Outturn
Waste	4,558,290	4,575,275	16,985 (overspend)

- 4.3.2 The financial position of the shared waste service is complex. Detailed analysis appears in the Appendix.

4.4 **Service Performance**

- 4.4.1 The service identified three Key Performance Indicators for 2018/19. Two indicators are on track and one is red. The target of 99.5% of bins collected on schedule was extremely high. As a result the service particularly undertakes monitoring to ensure that any repeated missed collections are investigated and resolved.
- 4.4.2 The second indicator relates to the percentage of household waste sent for reuse, recycling and composting. The recycling rate for the year to the end of February 2019 was 51.05%, which exceeded the target of 50%. This compares well with a recycling rate 50.19% for the same period last year.
- 4.4.3 The third indicator was new for 2018/18. It introduced a target sickness absence rate of 1.17 days per full time equivalent employee per month. The target has not been met. Absence management is a very active area in the service and all cases that hit trigger levels have been reviewed by managers with a nominated Human Resources (HR) contact. The Operation Manager has fortnightly meetings with HR to focus on long term sickness as this is having a significant effect on the performance.

4.5 **Customer Engagement**

4.5.1 In addition to using social media, leaflets and council magazines the service has undertaken a significant amount of face to face resident engagement and has engaged with both local and national media. The following are a sample of the work undertaken:

- Recycling, compost awareness and other education events.
- Community Action days held at Gamlingay, Orchard Park, Cambourne
- New Recycling and WEEE banks opened at Glebe Aura and Abode
- Carbon neutral report filmed by ITV at our underground bin site at Aura
- Gonville and Caius College - sustainability event - recycling and trade waste talk delivered
- Skills swap day at Brownfields community day, clothes swapping, take it or leave it stall, repair café, metal general waste and WEEE skip.

4.5.2 The Shared Waste Service is working on raising both Councils' profiles on a national stage:

- TV coverage for recycling and contamination scheme and safer driving.
- Involvement on BCC Radio 4 programme Costing the Earth.
- Presenting at a number of national events on topics including Plastics and new Resources and Waste Strategy.
- Co-hosted a special event showcasing our Eddington underground waste collection systems with the Association of Public Service Excellence (APSE).
- Shortlisted for the two National Recycling Awards, one for innovation and a second for partnership, for the underground collection system at Eddington, Cambridge.
- Finalists for the APSE awards on 13 September (Best Partnership working Initiative) for the Underground bins at Eddington
- Shortlisted for the Community Sweep project by the Local Authority Recycling Advisory Committee.

4.6 **Project Performance**

4.6.1 The service has completed three projects during 2018/19. All three projects are on track. The continued delivery of a shared waste service programme covers a number of service areas, which includes the approval of a set of standardised policies/procedures. These have been published on the councils' websites.

4.6.2 The second project saw the development of the Shared Commercial Waste Service to increase commercial waste profitability. This has required planning a marketing and communication campaign with corporate and service teams following on from a review involving the Judge Business School. Business support staff have been recruited to assist in the running of the service.

4.6.3 The final project comprised a review of the South Cambridgeshire Street Cleansing Service. Data collection has been completed and added to Yotta. A review of sweeping activity is being undertaken to improve sweeping cover. Staff briefings for litter and dog bin emptying, fly tipping and litter picking collections have taken place to implement changes. New zones for organising the work are beginning in May and street sweeping will follow on at the middle/end of May.

5. Implications

(a) Financial Implications

The financial implications are shown in section 4.3 above and in the Appendix.

(b) Staffing Implications

There are no staffing implications.

(c) Environmental Implications

None for this report.

(d) Procurement

None specific related to the service. Any procurement relating to the service provision is carried out in line with the Councils' policies.

(d) Community Safety

There are no community safety implications.

(e) Equality and Poverty Implications

Not required for this report.

(f) Consultation and communication

This will be conducted in accordance with the Council's agreed policy.

6. Background papers

These background papers were used in the preparation of this report:

Shared Service Quarterly reports

7. Appendices

1. Shared Waste Service Budget Position and Service Performance Against Indicators.

8. Inspection of papers

Fiona Bryant, Strategic Director

Tel: 01223 – 457325 Email: Fiona.Bryant@cambridge.gov.uk

SHARED WASTE SERVICE**Budget Position**

	£	£
Waste Operations Variance	16,985	
Staffing Costs		71,402
Contracted Services - MRF		169,792
Other costs		(166,727)
Income		510
Fleet Costs		(57,992)

Adverse VariancesStaffing

Salary savings due to staff turnaround	75k
Overtime savings	76k
Agency staff for backfilling vacant posts and sickness	(210k)
Staff associated costs (medicals, training etc.)	(12k)

The total overspend on staffing costs within the GCSWS is £71k, incorporating all budgets for salaries, overtime and agency backfill as well as staff training and medicals etc. Savings on budgets associated with permanent staff mainly due to turnover during the year (£63k) and less overtime (£76k) have been offset by the over-utilisation of agency staff (£210k) to backfill those vacant posts and cover sickness which remains high.

Materials Recycling Facility

An entry in the strategic risk register has already identified this as a budgetary pressure. The 2017/18 outturn reported that the tighter controls of contaminated material at Amey and the global downturn in material prices had led to an adverse effect on the budget in-place for processing recyclates. The financial implications of these changes were not evaluated in time for the 2018/19 budget setting and consequently the budget over spend has continued to the sum of **£170k** for domestic collections. Going forward, a budget injection of £200k has been approved in 2019/20 to counter this budget pressure and a compliance officer has been recruited by the RECAP partnership to assist with the monitoring of the contract to ensure that costs do not escalate unchecked.

Income

Income streams within the GCSWS are varied, ranging from income generated from commercial activities and special or bulky household waste to that received from the sale of wheeled bins, additional collection services and recycling credits. Commercial sensitivity restricts the detailed reporting of these figures; suffice to say that overall, income across all these channels is within £510 of that budgeted. Revenues from trade waste activities are lower than that targeted, however, lower than budgeted revenue does not necessarily correlate with lower net surpluses. Costs in relation to commercial activities have also reduced (see below) and customers are being encouraged to recycle more of their trade waste, which is both cheaper to the GCSWS to process but also cheaper for the customer, leading to reduced revenues to the service.

Recycling credits received from the Waste Disposal Authority attributable to recycled waste collected at the kerbside are under budget by **£45k**. Again, this may not correlate to reduced performance as the income generated is directly attributable to tonnages collected. Manufacturers are being encouraged to use more sustainable materials in their packaging along with the increased use of lighter plastic material, which all have an impact on the tonnage but will not affect the recycling performance indicators.

The reduced income from recycling credits has been more than offset by continued increases in income over budget from:

- Bulky household collections - £36k
- Collection of green waste (2nd green bin – CCC) - £18k
- Reimbursed costs from collecting from Eddington - £36k
- Income generated from bins sales and s106 income - £69k

Positive Variances

Fleet Costs

Fleet costs are showing a favourable variance of £58k. The majority of this has come from the saving of £93k in the fuel budget. This is a visible way of showing the financial viability of shared services and demonstrates that budget savings can be found by working smarter and continually monitoring round configurations to optimise efficient working. **£30k** of this has been offset by increased costs in spot hiring vehicles which were necessary to cover the turnaround time between returning the contract hire vehicles back to the lease company and delivery of the new Council owned RCV's. Spot hiring of this nature should not be needed in the future as all vehicles are owned by either Authority.

Other

As alluded to above, although trade income has declined, so have the costs associated with commercial waste, most notably the costs of disposing of waste either through the MRF or most markedly in landfill. The budget for landfill disposal costs are showing savings of £223k with MRF disposal costs of £64k set against this leaving a net saving to the commercial waste service of **£159k**. This saving reflects the GCSWS strategy in promoting recycling across the whole service which when directed towards trade should manifest into greater margins and ultimately increased profits.

Unutilised budget for ICT software of **£30k** is a one-off saving as a result of the change of the waste management software system to Yotta. This is a shared service system implemented by the 3C partners. The first year's licence costs of Yotta have been paid for as part of the implementation costs, which are treated and budgeted for within the capital budget for this project.

Service Performance Against Indicators

Bins collected on schedule (target 99.5%)

	Missed	Possible	Actual	% Missed	% Collected
April 18	1,519	646,394	644,875	0.23%	99.77%
May 18	1,940	675,172	673,232	0.29%	99.71%
June 18	1,981	682,443	680,462	0.29%	99.71%
July 18	4,047	680,227	676,180	0.67%	99.33%
Aug 18	2,319	708,967	706,648	0.33%	99.67%
Sept 18	709	616,946	616,237	0.11%	99.89%
Oct 18	1,128	704,620	703,492	0.16%	99.84%
Nov 18	868	682,443	681,575	0.13%	99.87%
Dec 18	666	649,119	648,453	0.10%	99.90%
Jan 18	1,199	712,545	711,346	0.17%	99.83%
Feb 18	892	621,360	620,468	0.14%	99.86%
Mar 18	940	655,930	654,990	0.14	99.86

Household waste sent for reuse, recycling and composting (target 50%)

	2017/18	2018/19
Quarter 1	52.3%	55.6%
Quarter 2	54.3%	51.5%
Quarter 3	49.9%	50.29%
Quarter 4	43.6%	Estimate 43.19%
Annual	49.7%	Estimate 50.55%

Sickness absence rate

2018/19					
	Short Term Absence	Long term Absence	Total Absence	FTE	Sickness days per FTE
April	136	132	268	171.53	1.56
May	101	184	285	174.53	1.63
June	103	99	202	170.09	1.19
July	99	130	229	169.09	1.35
August	101	110	211	170.09	1.24
September	139	42	181	168.09	1.08
October	104	134	238	167.09	1.42
November	119	63	182	167.09	1.09
December	131	66	197	168.09	1.17
January	185	138	323	167.09	1.93
February	85	100	185	166.09	1.11
March	135	84	219	166.09	1.32

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Item

Environment & Community Scrutiny Committee

2018/19 Revenue and Capital Outturn, Carry Forwards and Significant Variances – Communities Portfolio

To:

Councillor Smith, Executive Councillor for Communities

Report by:

Chief Executive, Strategic Directors, Head of Finance

Date:

27 June 2019

Wards affected:

(All) Abbey, Arbury, Castle, Cherry Hinton, Coleridge, East Chesterton, King's Hedges, Market, Newnham, Petersfield, Queen Edith's, Romsey, Trumpington, West Chesterton

Key Decision

1. Executive Summary

1.1 This report presents, for the Communities Portfolio:

- a) A summary of actual income and expenditure compared to the final budget for 2018/19 (outturn position)
- b) Revenue and capital budget variances with explanations
- c) Specific requests to carry forward funding available from budget underspends into 2019/20.

1.2 This year will be the last year that individual reports are produced for each portfolio for presentation to the relevant scrutiny committee. In line with the revised budget scrutiny process followed for the 2019/20 budget, one combined 2019/20 General Fund outturn report covering all portfolios will be produced for scrutiny at Strategy and Resources Scrutiny Committee.

- 1.3 As this report is for the 2018/19 outturn the services that were included in the Communities Portfolio prior to the current year committee restructure are detailed.

2. Recommendations

Members of the Scrutiny Committee are asked to consider and make known their views on the following for consideration by the Executive Councillor for Finance and Resources at the Strategy and Resources Scrutiny Committee on 1 July 2019:

- a) Carry forward requests totalling £56,000 revenue funding from 2018/19 to 2019/20, as detailed in **Appendix C**.
- b) Carry forward requests of £284k capital resources from 2018/19 to 2019/20 to fund rephased net capital spending, as detailed in **Appendix D**.

3. Background

Revenue Outturn

- 3.1 The overall revenue budget outturn position for the Planning Policy & Transport Portfolio is given in the table below. Detail, by service grouping, is presented in **Appendix A**.

2017/18 £'000	Communities Portfolio Revenue Summary	2018/19 £'000	% Final Budget
7,349	Original Budget	7,220	96.6
21	Adjustment – Prior Year Carry Forwards	-	-
-	Adjustment – Service Restructure Costs	-	-
133	Adjustment – Earmarked Reserves	-	-
13	Adjustment – Capital Charges	77	1.0
-	Adjustment – Central & Support reallocations	-	-
(39)	Other Adjustments	179	2.4

7,477	Final Budget	7,476	100.0
7,494	Outturn	7,585	101.5
18	(Under) / Overspend for the year	109	1.5
0	Carry Forward Requests	56	0.7
18	Resulting Variance	165	2.2

3.2 **Appendix A** shows original and final budgets for the year (with the movements summarised in the above table) and compares the final budget with the outturn position for this Portfolio for 2018/19. The original revenue budget for 2018/19 was approved by the Council on 22 February 2018.

3.3 **Appendix B** provides explanations of the main variances.

3.4 **Appendix C** lists revenue carry forward requests.

Capital Outturn

3.5 The overall capital budget outturn position for the Communities Portfolio is given in the table below. **Appendix D** shows the outturn position by scheme and programme with explanations of variances.

2017/18 £'000	Communities Portfolio Capital Summary	2018/19 £'000	% Final Budget
803	Final Budget	1,026	100.0
334	Outturn	740	72.1
(469)	Variation - (Under)/Overspend for the year	(286)	(27.9)
496	Rephasing Requests	284	27.7
27	Variance	(2)	(0.2)

3.6 The majority of the rephasing relates to underspends in Milton Road Library Community meeting space, Netherhall School grant and the phase 2 project for the construction of the Clay Farm Community centre.

4. Implications

- 4.1 The net revenue variance from the final budget (see above), would result in a increased use of General Fund reserves of £165k after carry forwards.
- 4.2 A decision not to approve a carry forward request may impact on officers' ability to deliver the service or scheme in question and this could have financial, staffing, equality and poverty, environmental, procurement or community safety implications.

(a) Financial Implications

Any financial implications are included in the Appendices.

(b) Staffing Implications

Any staffing implications are included in the Appendices.

(c) Equality and Poverty Implications

Any equality and poverty implications are included in the Appendices.

(d) Environmental Implications

Any environmental implications are included in the Appendices.

(e) Procurement Implications

Any procurement implications are included in the Appendices.

(f) Community Safety Implications

Any community safety Implications are included in the Appendices.

5. Consultation and communication considerations

Public consultations are undertaken throughout the year and can be seen at:

cambridge.gov.uk/current-consultations

6. Background papers

These background papers were used in the preparation of this report:

- Closedown Working Files 2018/19
- Directors' Variance Explanations – March 2019
- Budgetary Control Reports to 31 March 2019
- Capital Monitoring Reports – March 2019

7. Appendices

The following items, where applicable, are included for discussion:

Appendix	Proposal Type	Included
A	Revenue Summary for this portfolio	✓
B	Revenue Major Variances for this portfolio	✓
C	Carry Forward Requests for this portfolio	✓
D	Capital Summary for this portfolio	✓

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact:

Authors' Names: Karen Whyatt

Authors' Phone Numbers: 01223 - 458145

Authors' Emails: karen.whyatt@cambridge.gov.uk

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Communities Portfolio / Environment & Community Committee

Revenue Budget 2018/19 - Outturn

Service Grouping / Cost Centre	Original Budget 18/19 £	Final Budget 18/19 £	Outturn 18/19 £	Variation - Increase / (Decrease) £	Carry Forward Requests - see Appendix C £	Net Variance £
Children and Youth						
Children & Young People's Service	571,610	588,250	606,586	18,336	0	18,336
	571,610	588,250	606,586	18,336	0	18,336
Community Centres						
Community Facilities (formerly St Lukes Community School)	53,560	53,560	46,577	(6,983)	0	(6,983)
Ross Street-St Philips	29,040	29,040	25,968	(3,072)	0	(3,072)
Lawrence Way Community Facility	20,590	20,590	19,027	(1,563)	0	(1,563)
Buchan Street Community Facility	186,720	196,720	197,783	1,063	0	1,063
The Meadows Community Centre	422,430	422,430	377,926	(44,504)	0	(44,504)
Akeman Street Community House	33,190	33,190	20,555	(12,635)	0	(12,635)
Brown's Field Youth and Community Centre	0	0	0	0	0	0
Clay Farm Community Centre	(80,000)	(9,400)	236,309	245,709	0	245,709
Storey's Field Community Centre	0	0	(962)	(962)	0	(962)
	665,530	746,130	923,183	177,053	0	177,053
Community Development						
Credit Union	0	29,030	29,034	4	0	4
Community Development - Admin	518,100	498,100	475,617	(22,483)	0	(22,483)
	518,100	527,130	504,651	(22,479)	0	(22,479)
Culture & Community						
Cultural Facilities Administration	579,670	579,670	672,058	92,388	0	92,388
Culture and Community	125,290	196,800	194,356	(2,444)	0	(2,444)
Cambridge Junction	339,430	355,680	355,680	0	0	0
	1,044,390	1,132,150	1,222,094	89,944	0	89,944
Neighbourhood Community						
CUPBAN Community Development Strategy	0	0	(493)	(493)	0	(493)
Neighbourhood Community Plan	73,900	0	0	0	0	0
North Cambridge Community (ex Kings Hedges Nhd) Partnership	63,540	137,440	124,873	(12,567)	0	(12,567)
Abbey People	25,440	25,440	22,362	(3,078)	0	(3,078)
Engagement and Inclusion (previously Community Projects now	133,260	133,260	129,869	(3,391)	0	(3,391)
Neighbourhood Community Development	197,680	240,730	240,497	(233)	0	(233)
Southern Fringe Posts funded from Developers Contributions	0	0	0	0	0	0
NW Cambridge Quadrant (S106)	0	0	0	0	0	0
	493,820	536,870	517,108	(19,762)	0	(19,762)
Sport & Recreation						
Sport & Recreation Administration	540,180	540,830	556,890	16,060	0	16,060
Leisure Contract Management Fees	569,610	578,970	543,834	(35,136)	0	(35,136)
Leisure Contract Client Costs	1,581,930	1,587,870	1,470,849	(117,021)	56,000	(61,021)
Active Lifestyles - Communities (ex Sports Development)	19,860	23,090	29,753	6,663	0	6,663
Sport - Ex Ref	22,090	24,730	24,664	(66)	0	(66)
Sport - Street Games	0	0	0	0	0	0
Active Lifestyles - Projects	11,050	8,090	3,806	(4,284)	0	(4,284)
	2,744,720	2,763,580	2,629,796	(133,784)	56,000	(77,784)
Streets and Open Spaces						
Employment Foundation - Green Fingers	57,080	57,080	68,191	11,111	0	11,111
	57,080	57,080	68,191	11,111	0	11,111
Voluntary Sector						
Community Development Voluntary Support	1,125,010	1,125,010	1,113,635	(11,375)	0	(11,375)
	1,125,010	1,125,010	1,113,635	(11,375)	0	(11,375)
Total Net Budget	7,220,260	7,476,200	7,585,244	109,044	56,000	165,044

Changes between original and final budgets may be made to reflect:

- portfolio and departmental restructuring
- approved budget carry forwards from the previous financial year
- technical adjustments, including changes to the capital accounting regime
- virements approved under the Council's constitution
- additional external revenue funding not originally budgeted

and are detailed and approved:

- in the January committee cycle (as part of the Budget-Setting Report)
- in the June/July committee cycle (outturn reporting and carry forward requests)
- in September (as part of the Medium-Term Financial Strategy, MTFs)
- via technical adjustments/virements throughout the year

Communities Portfolio / Environment & Community Committee

Revenue Budget 2018/19 – Major Variances from Final Revenue Budgets

Service Grouping	Reason for Variance	Amount	£	Contact
Community Centres	The Meadows Community Centre – The variance is partly due to an underspend on maintenance due to the future of centre being under discussion and as a result planned works have been put on hold (£14k). Also there has been an underspend on agency staff as agency unable to supply café staff when requested (£4k) and an over achievement on income (£23k)	(44,504)		Jackie Hanson
Community Centres	Clay Farm Community Centre - The delay in the opening of the medical centre at Clay Farm has meant that there has had to be an accounting adjustment to reflect the loss of rental income to the Council. This shows as a £200k underachievement of income, which is compensated by an equivalent underspend in the Finance General cost centre for a Minimum Revenue Provision Charge. Income and MRP charges are anticipated to commence in the 2nd quarter of 2019/20. Gas bill tariff is much higher than anticipated but has now been reviewed and a rebate is expected.	245,709		Sally Roden
Community Development	Community Development - Admin - The main underspend on this cost centre is because there was a full year budget for the post of Strategic Project Manager but it was not filled until August 18. There have been various other minor planned underspends in order to part cover the known additional costs around Cambridge Live.	(22,483)		Cathy Heath
Sport & Recreation	Leisure Contract Management Fees - The underspend is predominantly on the leisure contract charges and is as a result of compounded interest on the budget line and a much lower CPI figure used to inflate the contract per year.	(35,136)		Ian Ross
Sport & Recreation	Leisure Contract Client Costs – The underspend is made up of a variety of smaller underspends within the budget but are focussed on. A planned budgeted underspend to be carried forward to go towards the approved Abbey Pool Hall improvement project (circa £56K) There is an underspend in the Discretionary Rate Relief line of over £20K as recharges this year are much lower than previously budgeted for. The majority of Contract Variation sums have not been required, and a proportion of these form part of next years savings.	(117,021)		Ian Ross
Culture & Community	Cultural Facilities Administration - Supplies and services are overspent as the result of unavoidable legal and financial fees in connection with Cambridge Live and the additional health and safety costs relating to City Events.	92,388		Jane Wilson
Other	Miscellaneous	(9,909)		-
		109,044		

Communities Portfolio / Environment & Community Scrutiny Committee**Revenue Budget 2018/19 - Carry Forward Requests**

Request to Carry Forward Budgets from 2018/19 into 2019/20

Item	Reason for Carry Forward Request	Amount £	Contact
1	Abbey Pool Planned Maintenance - Refurbishment of changing rooms whilst other planned improvement works are being carried out	56,000	Ian Ross
	Total Carry Forward Requests for Communities Portfolio	56,000	

Capital Budget 2018/19 - Outturn

Capital Ref	Description	Lead Officer	Original Budget 2018/19 £'000's	Final Budget 2018/19 £'000's	Outturn 2018/19 £'000's	Variance - Outturn compared to Final Budget £'000's	Rephase Spend 2019/20 £'000's	Over / (Under) Spend £'000's	Variance Explanation
100039 - PR031g	Milton Rd Library community meeting space (S106)	Jackie Hanson	50	100	0	(100)	100	0	Grant agreement is with the County Council for signature. Project delayed as asbestos discovered and a rephase of the budget is requested. Project completion on target for 2019-20.
100062 - PR034n	Cambridge Gymnastics Academy grant for warehouse	Ian Ross	0	65	65	0	0	0	Project complete & open to the public
100063 - PR041g	Netherhall School: supplementary grant for gym and	Ian Ross	0	236	180	(56)	56	0	Building works are completed but rephasing of the underspend of the budget is requested for purchase of gym equipment ready for a late May opening.
100090 - PR041a	Grant for refurbishment of Memorial Hall	Jackie Hanson	0	150	150	0	0	0	Project completed October 2018. Official opening after the elections 2019.
100099 - PR031n	Grant for 4 tennis courts at North Cambridge	Ian Ross	0	125	125	0	0	0	Project complete & open to the public
100108 - PR041b	Grant to Cambridge Gymnastics Academy	Ian Ross	0	75	75	0	0	0	Project complete & open to the public
100124	Reilly Way play area improvements (S106)	Alistair Wilson	0	5	0	(5)	0	(5)	Project complete
100128 - PR033r	Improvements to Histon Road Rec Ground football area (S106)	Ian Ross	0	31	34	3	0	3	Project complete & open to the public
100131 - PR030p	Outdoor fitness equipment near astroturf pitch	Ian Ross	0	42	41	(1)	1	0	Retention sums due to be paid in 19/20 to complete this project
100239 - SC681	Abbey astroturf floodlighting (S106)	Ian Ross	0	66	66	0	0	0	Project complete & open to the public
100244 - PR042a	St Clement's Church community grant (S106)	Jackie Hanson	0	30	0	(30)	30	0	Delays due to Anglia Water complex requirements
100245 - PR042b	Museum of Technology meeting space community grant (S106)	Jackie Hanson	0	31	29	(2)	2	0	Main project is complete. The remaining funding it to be spent on equipment.
100246 - PR042c	Grant for Netherhall School meeting space (S106)	Jackie Hanson	0	24	0	(24)	24	0	Work being completed over the school summer holidays.
100247 - PR042d	Romsey Mill community facility grant (S106)	Jackie Hanson	0	21	0	(21)	21	0	This is on target for a completion date of March 2020. This is part of a larger project and being undertaken in modules.
100248 - PR042e	Grant for Arbury Community Centre:	Jackie Hanson	0	25	50	25	(25)	0	Project complete. Original budget was split equally between 18-19 and 19-20. All £50k budget spent in 18-19 and a rephase of the 19-20 budget is requested to be moved back to 18-19.
Total Projects			50	1,026	815	(211)	209	(2)	
100022 - PV564	Clay Farm Community Centre -Phase 2 (Construction)	Ian Ross	0	0	(75)	(75)	75	0	Snagging list and defects works are currently being rectified and awaiting sign off in May 2019, this will allow for the last 2.5% of the build retention monies to be released. There are LADs (liquidated and ascertained damages) being held that are currently being paid out to partners. Settlement of accounts for the Capital build are still being concluded.
Total Provisions			0	0	(75)	(75)	75	0	
Total			50	1,026	740	(286)	284	(2)	

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Changes between original and final budgets may be made to reflect:

- rephased capital spend from the previous financial year
- rephased capital spend into future financial periods
- approval of new capital programmes and projects

and are detailed and approved:

- in the June/July committee cycle (outturn reporting and carry forward requests)
- in September (as part of the Medium-Term Financial Strategy, MTFS)
- in the January committee cycle (as part of the Budget-Setting Report, BSR)

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Item

Cambridge Live Review

To:

Councillor Anna Smith, Executive Councillor for Communities

Environment & Community Scrutiny Committee

Thursday 27th June 2019

Report by:

Suzanne Hemingway, Strategic Director

Key Decision

1. Executive Summary

Following the transfer of contracts and services from Cambridge Live to Cambridge City Council in April 2019, the Council intends to commission an independent review of the events leading up to the point at which the trust was unable to continue, in order to better understand what could have been done differently or how best to approach future arrangements. This report sets out the reasons for review and terms of reference. The review is scheduled to report to Environment and Community Scrutiny Committee in October 2019.

The report and review are in response to the motion approved at Council on February 19th 2019:

“Council welcomes the emergency protection provided to the Cambridge Live programme and its customers, given the projected financial losses which jeopardised its future solvency, by returning it in-house to the council. It appreciates the cross-party work of all those involved in implementing the decision and particularly wishes to acknowledge the work of the current Cambridge Live Board.

Council recognises the substantial potential public cost of this rescue, and the role of the Council as founding sponsor and major customer. It is therefore important to understand how far the Council could have done anything differently, either in setup or relationship management, and what key learning points arise.

We therefore request officers to recommend to the June meeting of the Environment & Community Scrutiny Committee terms of reference for an independent review of these issues to report back to a subsequent scrutiny committee.

2. Recommendations

The Exec Councillor is recommended to approve the Purpose, Scope and Method of the review, as set out below.

3. Background

In October 2014 Cambridge City Council took the decision to help set up an arm's length charitable trust to run a variety of cultural activities under a contract for services. The stated aims were to:

- Provide a sustainable financial and operational basis on which the services can thrive outside the bureaucracy and mechanisms of a local authority; have opportunity to innovate, and expand external fundraising options;
- Manage and mitigate the increasing risk to the Council of continuing to provide the services directly;
- Over time reduce the subsidy requirements.

On 1.4.2015, a Business Transfer Agreement was concluded which included the transfer of staff working on the services under TUPE, as well as a variety of leases and licences. The Council entered into a 25 year contract for services with Cambridge Live with a 5 year tapered funding agreement, which was to be reviewed in 2017. Two Councillor trustees were appointed to the Cambridge Live board.

The organisation got into some financial difficulty, and in December 2018, agreed with the Council that the best course of action was for contracts and services to be returned to the Council

4. Purpose, Scope and Method of the Review

4.1 Purpose

- To understand the issues that led to the point where Cambridge Live asked the Council to take services back;
- To learn from the experience, and record that learning so it is available to future officers and councillors, if in future the Council considers arms-length trusts as a service delivery option.

4.2 Scope

The review will focus on:

a) The set up by CCC of Cambridge Live – governance and financial arrangements – in order to consider whether the structural arrangements for the relationship (such as the role of Councillor trustees, partnership meetings, etc.) were adequate from the outset

b) The effectiveness of the Council's oversight in the period in which Cambridge Live was operational. This includes:

- the role of Councillor trustees
- contract management, reporting and partnership liaison by officers

c) The effectiveness/appropriateness of the Council's approach once the organisation asked for additional financial support, including the decisions taken by the Council in the period since October 2017.

d) The review may reference key learning from elsewhere in best practice for setting up and managing trusts.

e) The following areas are specifically out of scope for the review

- Cambridge Live Board decisions that do not relate to the strategic questions of financial management and performance;
- Day to day operations of Cambridge Live

4.3 Method of Review

The review will be conducted using a mixture of:

- desktop review of documents (committee papers, decisions, performance reports, meeting notes, etc.);

- interviews with officers (City Council and ex-employees of Cambridge Live who are willing to engage) and elected members.
- discussions with people who have been trustees of Cambridge Live, especially but not limited to Councillor Trustees

4.4 Independence of Reviewer

The Council has sought recommendations for an independent assessor, who has not previously been employed by Cambridge City Council or Cambridge Live. The East of England LGA have identified suitable candidates, who have been approached, with a view to making an appointment in late June, of a reviewer with significant experience of the cultural sector, and an independent perspective.

5. Implications

- a) Financial implications – review is not expected to exceed £10,000 in costs, which will be funded from Communities budgets.
- b) Staffing implications – none, an external contractor will be used, procured through EELGA
- c) Equal opportunities implications – none
- d) Environmental implications – none
- e) Procurement – will be through EELGA
- f) Consultation and communication – staff and members will be briefed about the review and invited to participate where appropriate.
- g) Community Safety – none
- h) Background papers

No background papers were used in the preparation of this report.

Item

S106 COMMUNITY FACILITIES FUNDING ROUND 2019



To:

Councillor Anna Smith, Executive Councillor for Communities
Environment & Community Scrutiny Committee 27/06/2019

Report by:

Jackie Hanson, Community Funding and Development Manager
Tel: (01223) 457867 Email: jackie.hanson@cambridge.gov.uk

Key Decision

1. EXECUTIVE SUMMARY

- 1.1 The Council uses S106 contributions paid by developers to mitigate the impact of developments on facilities and amenities in Cambridge. In line with the arrangements for the Community Facilities S106 funding round 2019, agreed by the Executive Councillor on 21st March 2019, applications have been invited for proposals to improve community facilities in Cambridge. Five applications have been received and assessed against the S106 selection criteria. This report summarises those applications and assessments and makes five recommendations for S106 funding.

2. RECOMMENDATIONS

The Executive Councillor is recommended to:

- 2.1 Agree the following S106 Community Facility grants and funding, detailed in Section 3 and Appendices 1 and 2, subject to:
- planning and building control requirements being satisfactorily met
 - business case approval
 - signed community grant agreement, securing appropriate community use of the facilities and
 - any other conditions highlighted in the report

Ref	Grant	Organisation	Purpose
R1	£3,000	Arbury Court office Cambridge Council for Voluntary Services (CCVS)	To transform an underused store room into an additional meeting space that will be available for hire and for groups to use.
R2	£15,000	Brown's Field Community Centre Cambridge City Council	Creation of a community kitchen space in the main foyer area. (5.6m ²). Change of use of the current kitchen to create a catering standard kitchen (11m ²).
R3	£15,000	Chesterton Methodist Church (CMC)	Construction of a new accessible toilet block, and improvements for wheelchair access.
R4	£800	Nun's Way Pavilion North Cambridge Community Partnership	Shelving for storage space.
R5	£15,000	St George's Church	Provision of a hearing loop and AV equipment to enhance the facilities in the hall. Ceiling for church kitchen.

2.2 Allocate up to £55,000 of existing generic S106 contributions for the development of a community room as part of the nursery building on the 75 Cromwell Road development, as detailed in paragraph 4.2.

2.3 Request officers to review and report back to this Committee any of these S106-funded projects which do not progress to the implementation stage within 18 months.

3. BACKGROUND: S106 COMMUNITY FACILITY GRANTS

3.1. The Council has secured generic, off-site S106 funding from developers, under a range of contribution types, to help mitigate the impact of local development prior to the changes to the national regulations in 2015. An overview can be found at: www.cambridge.gov.uk/our-approach-to-s106.

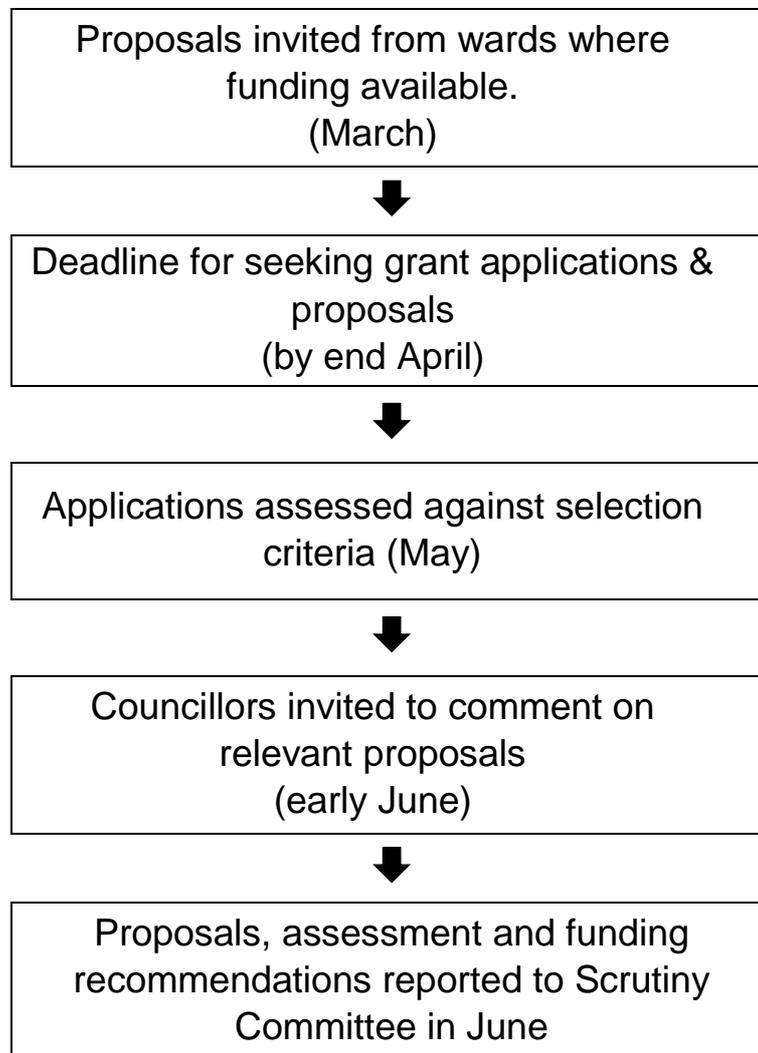
- 3.2 S106 funding has to be used for its intended purposes. Community facilities S106 funding can be used for ‘the provision of, improvement of, or better access to’ buildings/structures within the city of Cambridge in which local people/groups can meet for social or community activities. Examples of the types of projects which have already been funded using S106 funding include improvements to meeting halls/rooms, upgrades to kitchens, toilets, storage, furniture and equipment.
- 3.3 The availability of the generic S106 funding that still remains is limited and is unevenly spread across the city. Consistent with all previous S106 funding rounds, the 2019 generic S106 funding rounds has only been able to seek project proposals from those wards that still have S106 funding locally.

Availability	Wards
None	Castle, Cherry Hinton ¹ , Newnham, Petersfield, West Chesterton
Less than £5,000	Arbury, Queen Edith’s ²
£5,000 - £15,000	-
£15,000 - £30,000	King’s Hedges, Market
£30,000 - £45,000	-
£45,000 - £60,000	Abbey ³ , East Chesterton
£60,000 - £75,000	Romsey, Trumpington
£75,000 - £100,000	-
£100,000 - £125,000	Coleridge

Given that the impact of development in one ward can be mitigated by an improvement project in another, this has provided some room for manoeuvre.

-
1. All available generic community facilities S106 contributions from Cherry Hinton (plus other nearby developments) along with specific contributions, are allocated to phase 2 of the Cherry Hinton Hub project.
 2. During the 2018 funding round, over £250,000 of generic S106 funds from Queen Edith’s were allocated to community facility improvements in that ward (including a £100,000 grant to St John’s Church and increasing the amount of Community Facilities S106 funding going into the new pavilion at Nightingale Avenue Rec Ground.
 3. £255,000 of generic S106 funds from Abbey ward are currently allocated for a grant to the County Council for improving East Barnwell Community Centre.

3.4 The arrangements for the 2019 S106 funding round for community facility improvements were agreed by the Executive Councillor following a report to the Community Services Scrutiny Committee on 21st March 2019. The process has been as follows:



3.5 The process has been publicised via the Council’s website, social media and news releases. Where S106 funding has been available in a ward, the local ward Councillors have been:

- invited to put forward eligible proposals for its use;
- asked to encourage local groups also to put forward eligible proposals; and
- given the opportunity to comment on any of the proposals received in their area of the city, as part of the assessment process. Officers will provide an update at the meeting on any comments received from local members.

- 3.6 The community facility improvement proposals received during the 2019 S106 funding round have been assessed against the following selection criteria, which were featured in the application pack. This highlighted that proposals needed to:
- a. be eligible for Community Facilities S106 funding (e.g. within the city, not for repairs, maintenance or like-for-like replacements);
 - b. be affordable within the Community Facilities S106 funding available within that part of the city to which the proposal relates;
 - c. demonstrate that it would represent an effective use of resources in line with the Council's strategic objectives;
 - d. provide additional benefit;
 - e. be accessible, in line with Council equalities policies;
 - f. be realistic, achievable and ready to be considered; and
 - g. be financially viable with robust management plans.

4. CONSIDERATIONS

- 4.1 The applications are detailed in Appendix 1 and the assessments are detailed in Appendix 2. In general, those not recommended for an award do not meet one or more of the selection criteria in 3.6.
- 4.2 Alongside the 2019 S106 funding round, officers are already mindful of arrangements being made for new community facilities as part of the housing developments at the former Mill Road Depot site and at 75 Cromwell Road.
- a. Last year, the Executive Councillor agreed that all remaining, available generic S106 contributions from Petersfield ward (around £75,000) should be made available for furnishing the Mill Road Depot community facility.
 - b. Romsey local members have also previously expressed interest in developing a small community room alongside the planned nursery facilities on the 75 Cromwell Road site. Following Planning Committee consideration earlier this month of planning application 19/0288/FUL, arrangements are expected to be put in place for the developer to make a contribution towards the on-site provision of this community meeting room.
This report considers the additional funding required towards this project and officers recommend that up to £55,000 from existing generic community facilities S106 contributions from Romsey ward is made available for this purpose. It is likely that this would be allocated from the relevant contributions arising from a recent large-scale development elsewhere on Cromwell Road.

5. IMPLICATIONS

- 5.1 **Financial implications:** This report has already highlighted that generic S106 funds are running down and are not evenly spread. In March 2019, the Executive Councillor agreed the arrangements for future annual generic S106 funding rounds for community facilities, focused on those parts of the city where such funding remains available.
- 5.2 **Staffing implications:** Most projects funded from Community Facilities S106 contributions tend to be based on grants to community groups and local organisations. Council officers are involved in developing business cases and community use agreements, before grants can be issued, and then supporting and monitoring the grant recipients' project delivery progress and compliance with grant agreements.
- 5.3 **Equality and Poverty implications:** The arrangements and selection criteria for S106 funding aim to provide a fair and consistent approach for priority-setting decisions. In line with the existing equality impact assessment of the arrangements in previous years, officers raised awareness of the 2019 S106 funding round and bidding process amongst groups representing the range of equality strands, whilst managing expectations about the availability of S106 funds.
- 5.4 All successful S106 grant applicants are required to sign a community use agreement. This confirms that the facilities being improved through a S106-funded project will be made accessible to the public and this clearly highlights all of the protected characteristics.
- 5.5 **Other implications:** Environmental, community safety and procurement implications are addressed as part of the business case appraisal for projects that are selected via the S106 priority-setting process.

6. CONSULTATION AND COMMUNICATION CONSIDERATIONS

- 6.1 The arrangements taken to publicise the funding available and application process is detailed in paragraph 3.5.

7. BACKGROUND PAPERS

Background papers used in the preparation of this report:
S106 funding: next steps (Communities) report to Environment and Community Scrutiny Committee on 21st March 2019

Further information (can be found at the Council's Developer Contributions web page (www.cambridge.gov.uk/s106)).

8. APPENDICES

Appendix 1 - Applications for S106 Community Facilities Funding
Appendix 2 - Assessment Summary

9. INSPECTION OF PAPERS

To inspect the background papers or if you have a query on the report please contact:

Jackie Hanson, Community Funding Development Manager
(tel: 01223-457867, email: jackie.hanson@cambridge.gov.uk) or
Tim Wetherfield, Urban Growth Project Manager
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Appendix 1 – Summary of S106 Community Facilities Applications 2019

A: Award Recommended

	Project	Ward & Full project cost	Comments	Award amount
R1 Page	<p>Arbury Court Office Cambridge Council for Voluntary Services (CCVS) To transform an underused store room into an additional meeting space that will be available for hire and for groups to use. Additional furniture and equipment.</p>	<p>King's Hedges £3,000</p>	<p>Additional space for use by the community /groups and to enable additional services. City Council property under lease, proposed works approved.</p>	<p>£3,000</p>
R2	<p>Brown's Field Community Centre Cambridge City Council Creation of a community kitchen space in the main foyer area. (5.6m²). Change of use of the current kitchen to create a catering standard kitchen (11m²)</p>	<p>East Chesterton £15,000</p>	<p>Project will provide additionality, enable wider community use. East Chesterton highlighted as a gap in the Community Centres Strategy</p>	<p>£15,000</p>
R3	<p>Chesterton Methodist Church (CMC) Construction of a new accessible toilet block, and improvements for wheelchair access.</p>	<p>East Chesterton £35,000</p>	<p>Bid was for £25,000 but on assessment CMC is able to make an additional contribution and the project costs are lower than expected. East Chesterton highlighted as a gap in the Community Centres Strategy</p>	<p>£15,000</p>

R4	<p>Nun's Way Pavilion North Cambridge Community Partnership</p> <ol style="list-style-type: none"> 1. External solar lighting 2. Shelving for internal store 	<p>King Hedge's</p> <p>£1,567</p>	<ol style="list-style-type: none"> 1. No award recommended. Project under discussion as City property. Concerns around adequacy of proposal, impact on residents and lighting currently in situ. 2. Additional shelving will increase storage for new community activities. King's hedges highlighted as a priority area in the Community Centres Strategy 	<p>£800</p>
<p>R5</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 67</p>	<p>St George's Church</p> <ol style="list-style-type: none"> 1. Provision of a hearing loop and AV equipment to enhance the facilities in the hall. 2. Ceiling for church kitchen. 	<p>East Chesterton</p> <p>£15,000</p>	<p>Project 1: Bid £4,500. Will improve accessibility and offer for community use.</p> <p>Project 2: Assessment visit highlighted planned works for a ceiling on the kitchen in the church to provide accessible facilities. (Part of a larger project to replace the heating). East Chesterton highlighted as a gap in the Community Centres Strategy.</p>	<p>£15,000</p>



Item

ANTI-POVERTY STRATEGY ANNUAL REPORT 2018/19

To:

Councillor Anna Smith, Executive Councillor for Communities

Community and Environment Scrutiny Committee [27/06/2018]

Report by:

DAVID KIDSTON, STRATEGY AND PARTNERSHIPS MANAGER

Tel: 01223 - 457043 Email: david.kidston@cambridge.gov.uk

Wards affected:

Abbey, Arbury, Castle, Cherry Hinton, Coleridge, East Chesterton, King's Hedges, Market, Newnham, Petersfield, Queen Edith's, Romsey, Trumpington, West Chesterton

Not a Key Decision

1. Executive Summary

- 1.1 The Council produced a revised and updated Anti-Poverty Strategy for the period from April 2017 to March 2020. The Council's Anti-Poverty Strategy aims to: improve the standard of living and daily lives of those residents in Cambridge who are currently experiencing poverty; and to help alleviate issues that can lead households on low incomes to experience financial pressures.
- 1.2 The revised Anti-Poverty Strategy sets out 5 key objectives and 57 associated actions to reduce poverty in Cambridge over the next three years. This report provides an update on progress in delivering key actions identified for 2018/19, with a particular focus on new areas of activity introduced in the strategy.

2. Recommendations

- 2.1 The Executive Councillor is recommended to note the progress in delivering actions to reduce poverty in Cambridge during 2018/19

3. Background

Page: 2

- 3.1 The Council produced a revised and updated Anti-Poverty Strategy for the period from April 2017 to March 2020. The revised strategy was approved by the Executive Councillor for Communities on 10 October 2017. The Council's revised Anti-Poverty Strategy aims to: improve the standard of living and daily lives of those residents in Cambridge who are currently experiencing poverty; and to help alleviate issues that can lead households on low incomes to experience financial pressures.
- 3.2 The revised Anti-Poverty Strategy sets out 5 key objectives for the Council's work to reduce poverty over three years and 57 associated actions. The key objectives are:
1. Helping people on low incomes to maximise their income and minimise their costs
 2. Increasing community pride, raising skills and aspirations, and improving access to higher value employment opportunities for people on low incomes
 3. Improving health outcomes for people on low incomes
 4. Helping people with high housing costs, increasing numbers of affordable homes, and improving the condition of people's homes
 5. Supporting groups of people that are more likely to experience poverty and social isolation, including children and young people, older people, women, people with disabilities, and BAME residents

4. Progress during 2018/19

- 4.1 A summary of key activities delivered during 2018/19 is provided in this report. Full details of progress made during 2018/19 against the 57 actions in the revised Anti-Poverty Strategy are provided in the background paper, which is available on the Council's website via the link in section 7 of this report.

4.2 Objective 1 - Key activities in 2018/19 which helped people on low incomes to maximise their income and minimise their costs included:

- Supporting 8 Cambridge employers to become accredited with the Living Wage Foundation as **Living Wage** employers. This helped to increase the number of accredited employers in the city from 58 in March 2018 to 70 in March 2019.
- Awarding £36.4m in **Housing Benefit** to 6403 households, providing £6.47 million in **Council Tax Support** to 6,252 households, and providing over £264,000 in **Discretionary Housing Payments** to more than 600 financially vulnerable households. The Council continues to support claimants to receive their full benefits entitlement by making claiming a simple process and providing advice from Customer Service Centre staff and benefit experts within the Benefits Team.
- Funding 97 voluntary and community groups through the Council's £900k **Community Grants** programme to deliver 137 services and activities to help reduce social or economic inequality among Cambridge residents with the greatest needs.
- Continuing to provide £285,000 funding to the Citizen's Advice Bureau (CAB) through the Community Grants for **debt advice** for city residents, including free legal, debt and money advice to 22,200 city residents, financial capability support to 620 debt clients, specialist welfare rights casework for 300 cases, and outreach advice services to 350 residents in areas with higher levels of deprivation.
- Continuing to provide a dedicated **Advice Hub** in the Council's Customer Service Centre (CSC). In 2018/19, Citizens Advice Bureau (CAB) provided advice to 138 residents and helped a further 456 residents with quick enquiries or hands-on support with form-filling. Cambridge Online helped 186 people during 43 digital inclusion sessions at the Hub and the Council's rent advice officer has had approximately 125 meetings with tenants at the Hub since January 2018.
- Funding Cambridge CAB through the Sharing Prosperity Fund to provide a specialist adviser at Cambridge Jobcentre to deliver Personal Budgeting Support for **Universal Credit claimants**, following the full roll-out of Universal Credit in Cambridge in October 2018. The outreach

adviser provided support to 41 new referrals in Quarter 4 of 2018/2019, plus ongoing support to existing claimants.

- Continuing to employ a **Financial Inclusion** Officer through the Sharing Prosperity Fund to assist 350 residents to access financial support, benefits and budgeting and debt advice.
- Continuing to employ a **Fuel and Water Poverty** Officer through the Sharing Prosperity Fund to assist low income residents to reduce their fuel and water costs. A total of 81 home visits were completed through these projects, 228 low income residents were supported to install energy efficiency improvements, and estimated energy bill savings for residents of £52,000 were generated.
- Supporting residents to submit applications for **water debt relief** and working with South Staffordshire Water to give residents receiving Discretionary Housing Payments (DHP) access to up to 80% reductions in their water bill, which has led to more than £57,000 savings for the most vulnerable residents.
- Continuing to provide grant funding to voluntary and community organisations to provide **low cost furniture** to 417 low income households.

4.3 Objective 2 - Key activities in 2018/19 to increase community pride, raise skills and aspirations, and improve access to higher value employment opportunities for people on low incomes included:

- Attracting over £57,000 in donations to **Cambridge Street Aid** and making small grants to 88 homeless people to help them engage in training or employment opportunities. The project also recruited 5 champions and 8 volunteers, and has developed a programme of 8 fundraising events, the first of which was held at Strawberry Fair in June 2019.
- Continuing to provide grant funding for a **learning and development service** for homeless people and an **employment worker** based in partner organisations. In total 142 people were supported to gain employment or access training, educational placements or learning and development activities.

- Funding through the Sharing Prosperity Fund to expand the existing **time-credit scheme** to support residents on low incomes in Abbey, Arbury, East Chesterton, Kings Hedges and Trumpington to volunteer and engage in community activities. As part of the scheme, residents earn time-credits for volunteering, which can then be redeemed at hundreds of entertainment and leisure venues, attractions and training courses locally and nationally. In total 25 community groups were provided with support, 214 time credit volunteers were signed up by community groups and 2,757 time credits were earned by volunteers
- Holding a successful **Volunteer for Cambridge Fair** in October 2018 at the Guildhall, which was attended by 81 organisations and 843 people. The event was shortlisted for the Better Society Awards 2019, in the ‘Local Authority and Social Enterprise Award’ category, alongside events held by major national and international companies and corporations.
- Supporting 13 volunteer **digital champions** through the Sharing Prosperity Fund to deliver a total of 169 digital inclusion sessions in City Council sheltered housing schemes, which were attended by 71 older people.
- Funding Cambridge Online through the Sharing Prosperity Fund to provide 385 drop-in ‘Microhub’ **digital inclusion sessions** at City Council community centres and other community venues, which were attended by 232 people who benefitted from a total of 1,540 individual learner sessions.
- Working with Raspberry Pi and local community groups to explore opportunities for **Code Clubs**, which will help children and young people from low income families to develop coding skills, and working with community groups to identify existing sessions and events where a digital inclusion element could be offered to residents.
- Engaging 399 children at 4 Cambridge schools and 2 East Cambridgeshire schools to use a prototype of the **Cambridgeshire Culture Card**. The Culture Card will build on the existing Library Card to promote arts and cultural activities to children and young people, and help raise educational attainment. A total of 30 cultural venues and arts organisations offered 375 activities as part of the prototype phase.

- Working with 5 local arts and cultural organisations to provide 41 young people on free school meals with a programme of **arts and cultural workshops** as part of the Activate project. In addition to developing resilience and leadership skills, the programme increased educational attainment for participants and enabled them to work towards nationally accredited Arts Awards.
- Funding Cambridge Junction to deliver the Act Up project, which worked with 19 young people who were having difficulty with education or anti-social behaviour to develop their **theatre and film skills** and create and perform a multi-media piece. The participants in the project worked towards the Bronze-level Arts Award.
- Providing 15 **community days**, including 6 in areas of the city with higher levels of deprivation, to save residents money from disposing of bulky waste and encourage a sense of pride and engagement in neighbourhoods. The bulky waste collected at the community days ranged from 7.14 tonnes collected at Queen Edith's (of which 4.36 tonnes was recycled) to 20.3 tonnes collected at Thorpe Way (of which 6.3 tonnes was recycled).

4.4 Objective 3 - Key activities in 2018/19 which have helped improve health outcomes for people on low incomes included:

- 113,023 entries to Council-owned **sports and swimming facilities** by 7,482 people holding concession memberships for receiving means-tested benefits. The number of entries in 2018/19 was 3.6 times the number of entries in 2017/18 (31,422). This followed a campaign during 2018/19 to increase usage of concession memberships.
- Supporting a **free exercise referral scheme** through the Sharing Prosperity Fund for patients in areas of the city with higher levels of deprivation, which resulted in a total of 142 residents undertaking the 12 week exercise scheme.
- Funding Cambridge Sustainable Food through the Sharing Prosperity Fund to provide 51 **cookery skills sessions** in areas of the city with higher levels of deprivation which were attended by 271 people. One of the groups of residents supported by the project has continued to meet and has run an additional 20 cookery skills sessions independently.

- Funding CAB through the Sharing Prosperity Fund to provide an **outreach advice service** at GP practices and community settings to support residents with mental health problems (such as anxiety or stress) resulting from debt, employment and welfare rights matters. In 2018/19, the adviser supported 396 patients, generated total income gains of more than £590,000 for 89 of these clients, and supported 8 clients with writing off debts worth a total of £103,000.

4.5 Objective 4 - Key activities which have helped people with high housing costs, increased numbers of affordable homes, and improved the condition of people's homes included:

- Starting construction of 132 **new City Council-owned homes** at a number of different sites across the city, including Uphall Road (Romsey), Nuns Way and Wiles Close (Kings Hedges), Anstey Way (Trumpington), and Mill Road (Petersfield).
- Working with developers through the planning process and with Registered Providers to help enable delivery of 127 **affordable homes** on strategic growth sites and other locations across the city.
- Increasing the number of units of **temporary accommodation for homeless people** from 83 in 2016/17 to 93 in 2018/19.
- Supporting 112 **single homeless people** who do not need supported housing to move into private rented accommodation.

4.6 Objective 5 - Key activities which have helped support groups of people that are more likely to experience poverty and social isolation, included:

- Providing 738 universal, open access **play sessions for children** in neighbourhoods across the city, including neighbourhoods with higher levels of deprivation. There were a total of 25,319 child visits to these universal sessions.
- Commissioning a theatre company through the Sharing Prosperity Fund to develop and deliver a play focussing on **financial literacy** issues. 8 performances of 'Money Matters' were delivered in 6 schools, which reached a total of 1,210 students. 'Reality Cheque', a financial literacy board game, has been developed and has been distributed to 16 schools.

- Providing a programme of **free swimming sessions** through the Sharing Prosperity Fund for children at the Kings Hedges and Abbey swimming pools, which attracted more than 2,300 total attendances. Top-up funding was also provided for 6 schools to support swimming by pupils from low income households at Abbey Pool, Kings Hedges Learner Pool and Parkside Pool.
- Working with local churches (including Barnwell Baptist Church, Church of the Good Shepherd, Christ the Redeemer, and St Thomas's) to provide a total of 2,737 **free lunches for families** during the school holidays in city council community centres and local churches.
- Providing over £700,000 through the **Cambridgeshire Home Improvement Agency** to enable more than 187 older, disabled and low income residents to access support to repair, maintain or adapt their homes.
- Supporting 954 **older people** in 2018/19 in our sheltered housing schemes and supporting a further 294 older people in other tenures through our visiting support service. Some of these older people have been supported to increase their non-housing related incomes by a total of over £127,000 per annum.
- Providing regular **free health sessions**, which were promoted to BAME communities and women on low incomes. 3 monthly sessions were held during 2018/19, with an average of 20 women attending each of the sessions.

6. Implications

(a) Financial Implications

Page: 8

The Anti-Poverty Strategy primarily seeks to co-ordinate and refocus City Council activity so that it focuses on tackling poverty where possible. Many of the actions in Anti-Poverty Strategy are delivered by the Council's mainstream services and funded through mainstream service budgets.

However, some additional one-off, fixed term initiatives which contribute to the objectives of the Anti-Poverty Strategy have been supported. A total of £1,634,000 has been allocated to 29 projects through the SPF from 2014/15

to 2019/20. A number of these projects are highlighted in section 4 of this report.

New bids for 5 anti-poverty projects with a total value of £129,700 in 2019/20 were approved at Council on 19 February 2019 as part of the General Fund Budget Setting report. Bids for 8 new 'reducing poverty' projects with a total value of £99,000 were approved for funding from the Council's Community Grants in 2019/20 at Environment and Community Scrutiny Committee on 17 January 2019.

(b) Staffing Implications

Much of the work to deliver the Anti-Poverty Strategy is being achieved within existing staff resources. However, some of the initiatives being taken forward (e.g. Living Wage promotion, financial inclusion activity and fuel and water poverty activity) have involved the recruitment of a limited number of additional staff, usually on fixed-term contracts.

(c) Equality and Poverty Implications

An Equality Impact Assessment (EqIA) was carried out for the revised Anti-Poverty Strategy prior to it being approved in October 2017. A revised EqIA was produced following comments from the Equalities Panel in November 2017. This revised EqIA is published for information on the Council's website here: <https://www.cambridge.gov.uk/equality-impact-assessments>

(d) Environmental Implications

Some of the activities being delivered as part of the Anti-Poverty Strategy have a medium positive environmental impact. For example:

- Work to promote take-up of water meters and water efficiency measures to residents in areas of the city with higher levels of deprivation will reduce water consumption and associated carbon emissions.
- The additional promotion of energy efficiency measures to residents in areas of the City with higher levels of deprivation will reduce energy consumption and associated carbon emissions.

(e) Procurement Implications

The Council has achieved accreditation from the Living Wage Foundation as a Living Wage Employer. As part of this, the City Council has adopted a Living Wage policy in respect of contractors. This policy requires contractors to pay the Living Wage to Qualifying Staff unless it would be unlawful or inappropriate to do so. Officers are monitoring the Council's compliance with this policy on an ongoing basis.

(f) Community Safety Implications

There are no community safety implications associated with the updates provided in this report.

6. Consultation and communication considerations

This revised strategy was informed by consultation, including:

- Consultation with academics, statutory partners and voluntary and community groups through a half-day Anti-Poverty Summit, which was held on 30 June 2017 and was attended by more than 50 delegates.
- Consultation with City Council managers, including through a workshop held in November 2016 and subsequent meetings of the Council's Anti-Poverty Strategy Project Board in March and June 2017.
- Consultation with City Council frontline staff with experience of working with low income residents through workshops held on in August 2017.

7. Background papers

Full details of progress made during 2018/19 against the 57 actions in the Anti-Poverty Strategy is provided in Annual report available on the Council's website: <https://www.cambridge.gov.uk/anti-poverty-strategy>

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact David Kidston, Strategy and Partnerships Manager, tel: 01223 - 457043, email: david.kidston@cambridge.gov.uk.



Item

CAMBRIDGE CITY COUNCIL, SINGLE EQUALITY SCHEME 2018 – 2021, YEAR ONE REVIEW

To:

Councillor Anna Smith, Executive Councillor for Communities
Environment & Community Scrutiny Committee 27/06/2019

Report by:

Helen Crowther, Equality and Anti-Poverty Officer
Tel: 01223 - 457046 Email: helen.crowther@cambridge.gov.uk

Wards affected:

All

Not a key decision

1. Executive Summary

- 1.1 The Council's Single Equality Scheme (SES) was approved by the Executive Councillor for Communities at the Environment and Communities Scrutiny Committee on 4 October 2018. The SES sets out how the organisation will challenge discrimination and promote equal opportunity in all aspects of its work over a three year period (2018 – 2021).
- 1.2 This report provides an update on progress in delivering key actions set out in the SES for 2018/19. It also proposes some new actions for delivery during 2019/20.

2. Recommendations

- 2.1 The Executive Councillor is recommended to:

1. Note the progress in delivering equalities actions during 2018/19.
2. Approve the actions proposed in SES for delivery during 2019/20.

3. Background

- 3.1 The Public Sector Equality Duty (PSED) in the Equality Act 2010 requires local authorities to: publish information annually to demonstrate how they meet the equality duty; and publish one or more equalities objectives at least every four years.
- 3.2 The Council has developed a Single Equality Scheme (SES) for April 2018 to March 2021. The scheme was approved by the Executive Councillor for Communities at the Environment and Communities Scrutiny Committee on 4 October 2018.
- 3.3 The SES identifies 5 objectives for the Council's work on equalities issues. It sets out a total of 56 actions for the Council during 2018/19 to help deliver the 5 objectives and there are a further 32 actions that apply across the length of the Scheme, which will be reported back on in 2021 (when this Single Equality Scheme three-year period is at its end).
- 3.4 The annual report for the Single Equality Scheme at Appendix A sets out 48 new actions for the Council to deliver in 2019/20 (for the second year of the Scheme). It also provides feedback on progress in delivering actions for 2018/19. A summary of the latter is provided at 4.0 in this document. A summary of actions set for 2019/20 can be found in section 5.0 of this document.

3. Progress during 2018/19

- 4.1 During 2018/19, we undertook a number of steps to increase our understanding of the needs of Cambridge's growing and increasingly diverse communities so that we can target our services effectively (SES Objective 1), including:
 - Booking 5 free peer-to-peer training sessions for the Equality and Diversity Partnership.
 - Analysing results from the annual survey of residents within our sheltered housing schemes and users of the 65+ service to identify

additional support to address loneliness and isolation. The survey identified 15% of respondents who said they were lonely. Targeted work has been done with individuals as part of their support planning process to try and relieve this.

- Supporting Cambridgeshire County Council to research needs of new communities by running a number of resident workshops.

4.2 We delivered a number of actions which aimed to improve access to and take-up of services from all residents and communities (SES Objective 2), including:

- Providing Gypsy Roma and Traveller cultural awareness training for our frontline staff run by Cambridgeshire County Council's Race Equality and Diversity Service.
- Signing up to the STOP Suicide campaign during mental health awareness week 2018 (14th May to 20th May).
- Leading the development of a Cambridgeshire-wide policy on how funding for Disabled Facilities Grants (DFGs) is awarded and to provide more joined up services across housing, health and social care in order to support people to live independently for longer.

4.3 We have progressed a number of actions to promote equal access to public activities and spaces in Cambridge and help people to participate fully in the community (SES Objective 3), including:

- Identifying a single point of contact at the City Council for Homelink applications for Gypsy, Roma and Traveller people, and identifying a member of staff to engage with Gypsy, Roma and Traveller people who set up temporary unauthorised sites in the city.
- Providing theatre sessions at Cambridge Junction for a cohort of young people at risk of involvement with the criminal justice system. At least 60% of the young people involved with the project will now achieve their Bronze Level Arts Award.
- Meeting our pledge to help resettle 100 refugees. As part of our resettlement support, the City Council ESOL (English for Speakers of Other Languages) model was praised as being the one of the best in the region and is going to be used to show what a Good Practice ESOL model looks like.

4.4 We undertook a number of activities to tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together (SES

Objective 4), including:

- Working with the Domestic Abuse Housing Alliance (DAHA) to develop a new suite of policies and procedures around Domestic Abuse.
- Funding Women's Aid to provide a service supporting women who have experienced domestic abuse, which is available for 24 hours a day, 365 days per year.
- Replacing our CCTV systems with new High Definition cameras that are low-light capable in order to improve our provision of evidential quality images to the police, which can also help us in identifying and responding to hate crimes in the city. The work will be complete in June/July 2019.

4.5 We took a number of steps to ensure that the Council's employment and procurement policies and practices are nondiscriminatory and to work towards a more representative workforce within the Council (SES Objective 5). We have:

- Procured a new ICT system to improve our approach to managing and delivering the Council's complex range of programmes and projects, including the reporting on equality impacts of proposals
- Developed a new Sickness Absence Management Policy to enable employees to stay in work by adopting a variety of supportive measures for staff experiencing sickness.
- Monitored the profile of the Council's workforce. The percentage of disabled staff as at end of March 2019 was 6.37%, whereas the target for 2018/19 was 7.5%. The percentage representation of BAME individuals in the workforce as at end of March 2019 was 6.75%, whereas the target was 9.5%.

5. New actions for 2019/20

5.1 A further 48 actions have been identified to help deliver the objectives of the SES in 2019/20 (pages 21 to 28 of Appendix A). Most of the actions are an extension or evolution of activity delivered during 2018/19. New areas of work are identified below.

5.2 Related to Objective 1 ("To further increase our understanding of the needs of Cambridge's growing and increasingly diverse communities so that we can target our services effectively") new areas of work include:

- Developing an equality and diversity terminology guide for staff.
- Investigating/ mapping instances of hoarding across our tenancies and reviewing our current procedure to ensure we support people as best as possible. People with hoarding behaviours can be especially prone to mental health issues such as anxiety.

5.3 For Objective 2 (“To continue to work to improve access to and take-up of Council services from all residents and communities”) the following is a new area of work:

- Exploring means to raise greater awareness of further Council Tax Reduction for local disabled people. Especially raising awareness for those that national policy defines as “severely mentally impaired”, which refers to someone with “a severe impairment of intelligence and social functioning which appears to be permanent”.

5.4 There are the most new areas of work for Objective 3 (“To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community”) including to:

- Undertake a campaign on period poverty encouraging all our council buildings to provide free sanitary provision for girls and young women.
- Work with 15 children from East Chesterton, Trumpington, Abbey and Cherry Hinton wards (so a total of 60 children) aged 11 to 16 on ‘Shout!’ that is a performance-based project.
- Investigate how we could extend the provision of the Community Hub to cover different areas of the City.
- Aim to set up more sessions where nursery-aged children visit sheltered housing schemes across the city.

5.5 The new action for Objective 4 (“To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together”) is to support the local Romany Community with a bid to The National Lottery Heritage Fund for a project to research scientific information on the genetic and linguistic origins of the English Romany community.

5.6 The new area of work related to Objective 5 (“To ensure that the City Council’s employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce

within the City Council”) is to develop workplace guidance to support transgender people at Cambridge City Council who are transitioning to another gender.

5.7 Most actions identified are to be delivered by specific services. The key areas of work that include all services are:

- Dementia Friends training around identifying how services can support people with dementia and their carers
- Supporting people who experience domestic abuse, especially those who develop housing problems as a result of this, through our work on the Domestic Abuse Housing Alliance
- To encourage more individuals from different services to sign up to the Equality Pledge
- To provide support to service users in our role as a Hate Crime Reporting Centre
- Safer Spaces, through which we are training frontline services on how to tackle discrimination experienced by lesbian, gay, bisexual and transgender people.
- The Stop Suicide campaign about tackling stigma associated with talking about suicide to make sure people get help they need
- The Wellbeing at Work strategy that includes a programme of activities and information campaigns to promote a healthy workforce

6. Implications

a) Financial Implications

As equalities has been mainstreamed across all Council services, the activities and actions identified in the action plan will primarily be delivered through existing service budgets and will not require additional resources. However, the Strategy and Partnerships Team has a small budget to support equalities projects and publications, and a further budget to finance interpreting services that support fair and equal access to and delivery of services. Other services support corporate and service based equalities initiatives through provision of staff resources and occasionally funds for specific projects. We also work extensively with partner organisations to maximise the impact of our resources.

b) Staffing Implications

As equalities has been mainstreamed across all Council services, the activities and actions identified in the strategic action plan will primarily be delivered as part of the core responsibilities of staff within the relevant services. The Joint Equalities Group is made up of staff representatives from across all City Council services who are able to input time to supporting the mainstreaming of equalities. These are not specific posts within services, but are roles that have been adopted by staff where departments have been able to absorb additional duties.

c) Equality and Poverty Implications

No Equality Impact Assessment (EqIA) has been carried out for the Single Equality Scheme itself or this annual report. The Single Equality Scheme 2018 - 2021 forms the framework for the City Council's work to challenge discrimination and promote equal opportunities in all aspects of its work. Relating to this, the annual report feeds back on progress made for actions that were set for 2018/19, and identifies further actions that will start from 2019/20.

d) Environmental Implications

The actions that have been identified starting from 2019/20 for the Scheme are not anticipated to have any environmental impact.

e) Procurement Implications

The City Council has taken steps to ensure that equalities considerations are embedded in its procurement processes. We have produced a guide on implementing The Public Services (Social Value) Act (2012) into our procurement processes for staff to use. This ensures that a key part of our assessment process in procuring contracts is to consider economic, social and environmental benefits suppliers can bring to Cambridge. Additionally, when procuring services it is a requirement that our commissioners abide by our Equality Value Statement and help us in meeting our Public Sector Equality Duty. In the Single Equality Scheme 2018 – 2021 itself, over the three years, we have committed to identifying further opportunities to maximise social value through the Public Services (Social Value) Act 2012.

f) Community Safety Implications

Most actions under Objective 4 that are proposed for 2019/20 relate to community safety. Objective 4 is "To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the

city continue to get on well together”, and actions around community safety are as follows:

- Provide support to service users as a Hate Crime Reporting Centre and to raise awareness with the voluntary and community sector and faith groups of this role we have.
- Work with partners in the Community Safety Partnership to improve public safety and raising concerns of people with protected characteristics.
- Design and undertake a project to provide Safeguarding advice and/or training to door staff at relevant licensed premises.
- Devise and implement an action plan for the Domestic Abuse Housing Alliance.

Some highlights from 2018/19 of work we have undertaken to maintain or improve community safety included work related to:

- The Domestic Abuse Housing Alliance
- Funding for Women’s Aid
- Replacing our CCTV systems to be complete in June/July 2019

7. Consultation and communication considerations

In accordance with the principles of the Cambridgeshire Compact, consultation on the Single Equality Scheme 2018 – 2021, upon which the annual report is based, took place with voluntary and community sector partners and public sector partners, and Equalities Panel members.

The content of this report will be communicated to residents through the media using a news release, through the Council website, and on Twitter.

8. Background papers

Background papers used in the preparation of this report: Cambridge City Council Single Equality Scheme 2018 – 2021

(<https://www.cambridge.gov.uk/media/6721/single-equality-scheme-2018-to-2021.pdf>)

9. Appendices

Appendix A - Cambridge City Council Single Equality Scheme 2018 – 2021, Year one review

10. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Helen Crowther, Equality and Anti-Poverty Officer, tel: 01223 - 457046, email: helen.crowther@cambridge.gov.uk.

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Appendix A

**Cambridge City Council
Single Equality Scheme
2018 – 2021**

**Year one review
June 2019**



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Introduction

The Single Equality Scheme 2018 – 2021 sets out Cambridge City Council’s proposed objectives related to equality and diversity work over the three year period from 2018 to 2021. It identifies the wide range of work the Council undertakes to meet its Public Sector Equality Duty to:

- (a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The objectives of the Single Equality Scheme 2018 – 2021 are as follows:

1. To further increase our understanding of the needs of Cambridge’s growing and increasingly diverse communities so that we can target our services effectively
2. To continue to work to improve access to and take-up of Council services from all residents and communities
3. To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community
4. To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together
5. To ensure that the City Council’s employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the City Council

This review does not seek to capture everything we do in relation to equality and diversity. Instead it:

- Reports on progress against the specific actions we identified for the first year of our Single Equality Scheme (2018/19)
- Sets out some actions that will apply from the second year of the Single Equality Scheme (2019/20) that will further help us achieve our Scheme’s objectives

What have we achieved during 2018/19?

Details of actions for the first year of the Single Equality Scheme (2018/19) and the progress we have made in delivering them are set out in the tables below. The actions and achievements/ updates are listed under their relevant objectives.

Objective 1 – To further increase our understanding of the needs of Cambridge’s growing and increasingly diverse communities so that we can target our services effectively

<p>In the first year (2018/19) of the Single Equality Scheme for 2018-21 we aimed to:</p>	<p>In the first year we:</p>
<p>Support the Equality and Diversity Partnership to run 6 training sessions that focus on a different equality group each – women, sexual orientation, minority ethnic, disabled, mental health, and gender reassignment. The training sessions will be run for the voluntary and community sector organisations supporting different equality groups and it is peer-to-peer training.</p>	<p>In 2018/19 we booked 5 free peer-to-peer training sessions relating to women, sexual orientation, minority ethnic people, disabled people and gender reassignment. For each session around 20 to 25 people attended.</p>
<p>Support the development of the Faiths Partnership, including providing secretariat support for two further meetings of the partnership to enable members to come together and work on plans for the future.</p>	<p>We provided secretariat support for three meetings, including on local responses to housing and homelessness, and two to mark Holocaust Memorial Day.</p>
<p>Identify any further actions we might undertake as a Council to help combat loneliness by:</p> <ul style="list-style-type: none"> • Identifying opportunities for working with the Campaign to End Loneliness, which has received some funding to undertake research in Cambridgeshire • Gathering further evidence on impacts our policies, plans and procedures have related to loneliness in our Equality Impact Assessments 	<p>There have not been any opportunities to engage further with the Campaign to End Loneliness in 2018/19. Cambridgeshire County Council is now leading on work across the county, and we will seek opportunities to support this work as it is developed further.</p> <p>Our Equality Impact Assessment training now encourages services to identify if changes to policies and procedures have an impact on loneliness, and identifies loneliness as a public health issue.</p>
<p>Encourage representatives from all</p>	<p>Representatives from the following Council</p>

<p>Council services to sign up to the Equality Pledge and promote the Equality Pledge in public spaces at council services.</p>	<p>Services have signed up to the Equality Pledge: Commercial Services, Community Services, Customer Services, Housing Service, Human Resources, and Revenues and Benefits. Equality Pledge posters are now displayed in community centres and we are designing a new poster to go live in other council buildings.</p>
<p>Evaluate and address demand for training flats available for people accessing the county council's Making Every Adult Matter (MEAM) service.</p>	<p>This work is currently being undertaken in discussion with multiple registered providers. In the meantime we have a target to provide 10 training flats by March 2020.</p>
<p>Compile and analyse existing data we have on neighbourhoods to create 'Area Profiles' to try and identify issues experienced by different communities and what we can do to address causes of these issues. We will especially concentrate on areas impacted on by poverty and that will have the highest numbers of Universal Credit claimants.</p>	<p>This work has not yet been undertaken: We have been reviewing the purpose of the 'Area Profiles' to ensure that the analysis will help us gain a better understanding of how to support new developments and deliver mixed and sustainable communities through the Council's house building programme.</p>
<p>Analyse results from the annual survey of residents within our sheltered housing schemes and users of the 65+ service and identify any additional support that can be provided to address loneliness and isolation. For those who have identified themselves as experiencing loneliness, provide advice and signposting to social groups and befrienders in the area, and ensure that they are aware of the activities within the sheltered schemes and how to access them.</p>	<p>The 2018 survey for residents in our sheltered housing schemes and users of the 65+ service identified 15% of respondents who said they were lonely. Targeted work has been done with individuals as part of their support planning process to try and relieve this, for instance we made referrals to befriending services, and supported people who were considering moving in order to help develop a social network.</p>
<p>Support Cambridgeshire County Council and use findings from their survey of new communities in order to identify needs that are specific to the different new communities in Cambridgeshire that we can meet.</p>	<p>Cambridgeshire County Council are currently analysing the results of the survey. During the previous year we have supported the research by running a number of resident workshops to gather additional information to analyse alongside the main survey's findings. We are</p>

	working with Cambridgeshire County Council to analyse some of the results that help identify needs in areas in the city that are significantly growing in population.
<p>In delivering support to our tenants we will develop further understanding of the profiles of neighbourhoods and specific issues these groups face. We will:</p> <ol style="list-style-type: none"> 1. Continue to undertake estate walkabouts to identify issues specific communities face. We will make improvements we identify to one neighbourhood at a time in order for their impacts to be felt. 2. Visit people in new tenancies and those on the highest Homelink banding who are of the highest priority to move from their current properties. 3. Continue to encourage subcontractors and all council staff visiting tenants homes (e.g. Repair Operatives, Housing Officers, Assistant Housing Officers etc.) to know how to identify and to report safeguarding concerns they have about a particular household by using 'Concern Cards'. 	<ol style="list-style-type: none"> 1. Estate champions from City Homes who undertook the walkabouts in 2018/19 identified that anti-social behaviour and fly-tipping were the main two issues neighbourhoods wanted support with. In 2019/20 we will make improvements for Kingsway flats, the East Road estate and to city-wide street lighting and make communal lighting upgrades. 2. We have just filled all our vacancies in City Homes so will be starting to visit tenants in their new homes in 2019/20. 3. Over the last year, short talks were undertaken to Repair Operatives and some subcontractors on how to identify and report safeguarding concerns.

Objective 2 – To continue to work to improve access to and take-up of Council services from all residents and communities

In the first year (2018/19) of the Single Equality Scheme for 2018-21 we aimed to:	In the first year we:
<p>Carry out works to the Guildhall to improve accessibility for staff and the public, including:</p> <ol style="list-style-type: none"> 1. Considering how to improve accessibility to the entrances to the building. 2. Aiming to provide 6 gender neutral toilet facilities. 3. Exploring the feasibility of providing 	<ol style="list-style-type: none"> 1. We have reviewed this but been unable to find a good solution due to the constraints of the building. 2. We are on course to deliver 6 gender neutral toilets. 3. We are still on course to have gender neutral showers on all floors but it is

<p>gender neutral showering facilities on all floors except for the fourth floor.</p>	<p>not possible to achieve this on the first floor at present.</p>
<p>Provide a programme of equality and diversity training for staff, including:</p> <ol style="list-style-type: none"> 1. Continuing to provide Equality and Diversity induction training that also includes disability awareness (11 sessions per year) 2. Continuing to provide transgender awareness training (2 sessions per year). 3. Providing 2 Mental Health Awareness courses for staff, two Mental Health First Aid (two day course), and exploring training solutions for managers and leaders around managing mental health. 	<p>Due to changes related to the Council’s procurement processes, we have not been able to run the number of Corporate Induction: Diversity & Disability Awareness, Transgender Awareness and Mental Health courses that we had expected. Fortunately, we have secured suppliers to deliver these training courses for the next 3 years. We provided:</p> <ol style="list-style-type: none"> 1. Three of the ‘Corporate Induction: Diversity and Disability Awareness’ sessions attended by 36 people. Some feedback from attendees was “Insightful & well presented”, “really enjoyed and was very engaging”, and “really good presenter”. 2. Two Mental Health First Aid courses attended by 25 people. Some feedback was “Interesting & though provoking with some good analysis of certain behaviours”, and “Fantastic trainers”. 3. ‘Managing Mental Health’ training for managers supporting staff members experiencing mental ill-health. Two sessions were provided and a total of 15 people attended.
<p>Work with Encompass Network to develop further actions we can undertake to ensure our services as welcoming, accessible and inclusive for LGBTQ people as possible and to raise awareness of staff policies we have that support LGBTQ people.</p>	<p>We have been working with the Encompass Network to develop a clear action plan for 2019/20 involving a number of services. In 2018/19 Encompass shared information about Safer Spaces at the Council’s Equalities Panel and delivered interactive training sessions on challenging LGBTQ discrimination for managers and Joint Equality Group members.</p>
<p>Procure Gypsy Roma and Traveller cultural awareness training for our frontline staff that will in part be run by Travellers. This will help</p>	<p>We commissioned the Cambridgeshire County Council’s Race Equality and Diversity Service to run two separate training</p>

<p>staff learn about experiences of discrimination and barriers from accessing public services that are faced by Gypsies and Travellers.</p>	<p>sessions. The sessions were run by people within the Traveller community, and officers that work directly with Gypsy, Roma and Traveller people (in public health and as liaison officers at South Cambridgeshire District Council and Cambridgeshire County Council). The sessions were attended by 37 Council Officers from across a range of services that work directly with Gypsy, Roma and Traveller people.</p>
<p>Sign up to the STOP Suicide campaign and develop an action plan for the Council to help ensure people who are at risk of suicide that come into contact with Council services get support they need.</p>	<p>We signed up to STOP Suicide during mental health awareness week (14th May to 20th May 2018) We raised awareness of the First Response Service phone number that supports people with mental health crises at a stall for the public on the market square over two days.</p>
<p>Participate in the Dementia Action Alliance in order to:</p> <ul style="list-style-type: none"> • Support the external campaign across the city that identifies buildings as dementia friendly and recruits dementia friends and champions across the city. • Help improve access to Council services for people with dementia and their carers, and provide Dementia Friends training to frontline facing staff. 	<p>There have not been opportunities to support the external campaign this year. However, two businesses will be leading on and revitalising the campaign for 2019/20 and we will liaise with them to identify how we may support the external campaign.</p> <p>We have provided Dementia Friends training to frontline staff from the Housing Advice service, Environmental Health service and Commercial Services. We signpost people with dementia and/or their carers to support groups and organisations that can help them. The Supported Housing Service also signposts or refers people to support with things that might help people live independently, such as referrals to assistive technology (now called technology enabled care), and requests carers assessments for those who may need them.</p>
<p>Explore means we can improve the accessibility of our website for people with different disabilities and learning difficulties.</p>	<p>We have purchased a tool call Recite in order to help improve the accessibility of our website for people with different disabilities and learning difficulties, which includes text to speech functionality, dyslexia software,</p>

	<p>an interactive dictionary, and a translation tool with over 100 languages. Additionally, we have been working to ensure that our websites meet minimum accessibility standards set out by the EU Web Accessibility Directive.</p>
<p>Explore how we can support service users with different needs to get help they require from Council services easily and efficiently, including:</p> <ol style="list-style-type: none"> 1. Implementing the 'Single Customer Account' portal that will mean people can access a range of critical services from a single, integrated online portal. This can help people who are unable to visit us for instance, due to a disability impacting on their mobility, or who cannot contact us through our phone system as a result of hearing difficulties. 2. Continuing to provide face-to-face support to people who need it, including people who are especially vulnerable and/or those who are digitally excluded. 3. Reducing queues at our customer service centre front desk and ensuring vulnerable people and those with more complex needs are seen as promptly as possible. 	<p>The Customer Services team has had its best year for performance since the Customer Service Centre first opened in 2008. It achieved all of its Key Performance Indicators (KPIs) for the first time for all of the contact channels they are responsible for. In addition, in relation to this SES action:</p> <ol style="list-style-type: none"> 1. The online portal is up and running and as at the end of March 2019, we had around 900 registered users. 2. We continue to assist customers face-to-face, and have also employed a temporary staff member to help people with our new Homelink system. Also, we continue to provide the Advicehub through which Cambridge Online supported 186 people and Citizens Advice supported 594 customers in our self-service area. 3. Where queues occur, staff will intercept customers to check if queries can be dealt with quickly or using the self-service area. We have purchased two tablets to support our staff to continue to do this.
<p>Ensure that all Shopmobility front-line staff understand the issues surrounding dementia and are committed to considering customers who may be affected so they feel comfortable and supported using our service.</p>	<p>All frontline staff working in the car parks and for the Shopmobility service have undertaken dementia friends training (15 people).</p>
<p>Lead a joint project with neighbouring district councils to develop a Cambridgeshire-wide policy on how funding for Disabled Facilities</p>	<p>A new policy for Disabled Facilities Grants (DFGs) has been developed and implemented from early April 2019.</p>

<p>Grants (DFGs) is awarded and to provide more joined up services across housing, health and social care in order to support people to live independently for longer.</p>	
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Objective 3 – To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community

<p>In the first year (2018/19) of the Single Equality Scheme for 2018-21 we aimed to:</p>	<p>In the first year we:</p>
<p>Work with residents who have disabilities, including blind and partially sighted people, to develop a Street Charter. As part of our Environmental Improvement Programme we will use intelligence from the Street Charter to identify a range of funding opportunities for environmental improvements that support accessibility.</p>	<p>Due to other commitments in 2018/19 this work has been delayed and the action will be carried through to 2019/20.</p>
<p>Through the Greater Cambridge Partnership, make a financial contribution to the Signpost2Skills project, which brings together local businesses with school pupils, including those from low income backgrounds, to raise their awareness of career options in the local economy and the types of learning and qualifications that will equip them to compete for those jobs.</p>	<p>The Greater Cambridge Partnership (GCP) has funded Form the Future to deliver the Signpost2skills project, which aims to raise the aspirations of young people and increase the uptake of apprenticeships in STEM skill areas.</p> <p>The GCP has also contracted with Form the Future and Cambridge Regional College in March 2019 to deliver a new service to get more people into apprenticeships. The service will link prospective apprentices and businesses together, and it will develop a hub to support apprentices and help businesses identify how best to introduce apprenticeships.</p>

<p>As of 5th June 2018, the following community grants to date were awarded to support the voluntary and community sector (VCS) in their work with equality groups. This is not an exhaustive list but we have picked out examples that relate to some issues experienced by equality groups identified in this strategy:</p> <ol style="list-style-type: none"> 1. Cambridgeshire Older People’s Enterprise 2. Cambridge Housing Society (CHS) Group 3. Centre 33 4. Changing Directions 5. Richmond Fellowship 6. Cambridge & District Citizens Advice Bureau 7. Illuminate 8. Encompass Network 9. The Kite Trust 10. Cultural workshops and/or events held by the Indian Cultural Society, the Bangladeshi Welfare and Cultural Association, the Cambridge Mayalee Association and others that help BAME people develop social networks. 11. Khidmat Sisters 12. Cambridge Ethnic Community Forum 13. Cambridge Women’s Aid 14. Cambridge Women’s Resources Centre 15. Romsey Mill Trust 	<p>In 2018/19 the Council funded 97 voluntary and community groups through its £900,000 Community Grants. These groups delivered 137 services and activities to help reduce social or economic inequality among Cambridge residents with the greatest needs. The activities covered the grant priorities of legal and financial advice, sports, arts and culture, community development, employment support and voluntary sector support.</p>
<p>Continuing to fund an expanded ‘Advice on Prescription’ project, to provide outreach support for residents experiencing mental health issues due to low income, debt or addiction at East Barnwell Health Centre, Nuffield Road Medical Centre, Arbury Road Surgery, and Trumpington Medical Centre.</p>	<p>We funded Citizens Advice to deliver the Advice on Prescription project, which led to nearly 396 people receiving specialist advice this year, providing them with additional income of £590,000 and reducing their debts by more than £103,000.</p>
<p>Continue to provide affordable, doorstep sport StreetGames activities in local neighbourhoods to encourage physical</p>	<p>In Arbury, Abbey and Trumpington, a programme of 8 weekly doorstep StreetGames sessions were delivered. The activities included</p>

<p>activity for young people aged 11 to 25 years old.</p>	<p>basketball, football, multi sports, gymnastics, tennis, and gym sessions. Activities were also delivered at local neighbourhood community festivals.</p>
<p>Facilitate and support three Let's Go Girls festivals, specifically designed to empower women to take part in sport and physical activity, hosted in Leisure Centres across the City.</p>	<p>We delivered three Let's Go Girls festival events – 2 events for women aged 16 and above (98 women attended these in total), and a festival event for secondary school aged girls at Netherhall School (48 attended).</p>
<p>Continue to deliver the Invigorate programme, offering reduced cost and free physical activity to users of mental health services.</p>	<p>We delivered weekly sessions in activities such as multi-sports, tennis and badminton, Tai Chi and football. We have been running a 6 week swimming lesson programme for this group and have quarterly walking tours in the botanical gardens.</p>
<p>Continue to provide an exercise referral programme across the City. Including free access for residents via ten identified GP surgeries. Available to those who have a medical condition 16+, users of mental health services and people with a disability.</p>	<p>The referral programme continued to be provided for free to all patients registered to 3 of the surgeries and as free to those entitled to receive a free prescription at a further 7 surgeries. 142 free exercise referrals were made by GPs from these practices.</p> <p>A payable, subsidised service continues to be available to those registered outside of the 10 surgeries. 84% of those people who were referred (including free and payable referrals) completed 10 weeks or more of the 12 programme.</p>
<p>To provide reduced cost swimming lessons to BAME communities and free sessions for toddlers and parents via the Surestart centres at the Kings Hedges & Abbey swimming pools.</p>	<p>There were 2,534 attendances to the Surestart swimming sessions during 2018/19.</p>
<p>Develop more targeted work with young people to prevent homelessness – especially for young people not in employment, education or training (NEET) or those in Pupil</p>	<p>We have been delivering our specialist New Horizons project (for young people who are NEET) to support young people over a longer period of time around finance skills, digital</p>

<p>Referral Units.</p>	<p>skills and employment/ training. In 2018, 67% of young people coming to us for support for general housing advice were NEET and we refer them to New Horizons and also signposted to Centre 33's 'Someone to talk to' service. Last year we also delivered some workshops at the Pupil Referral Units in Cambridge for young people at risk of becoming NEET.</p>
<p>Improve support services for those with mental health issues or a dual diagnosis with mental health as a primary issue, including: 1. Monitor the efficacy of the Dual Diagnosis Street Team (DDST) through ongoing evaluation. 2. Establish a monitoring system to assess the efficacy of the County Council's dual diagnosis strategy.</p>	<p>Quarterly reports have been produced monitoring the efficacy of the DDST. An independent evaluation was also undertaken by the Centre for Regional Economic and Social Research at Sheffield Hallam University, working in partnership with Heriot Watt University and the University of Cardiff. It runs from April 2018 to October 2019. It found that stakeholders were universally positive about the implementation and impact of the DDST, indicating that it had enabled improved access to appropriate treatment for rough sleepers in the city, and that it had facilitated more effective collaboration between service providers.</p>
<p>Identify further opportunities for collaborative working with Cambridgeshire County Council's Traveller Liaison Officer in order to better support Travellers who set-up temporary sites in the city, and Travellers who are high priority need for social housing.</p>	<p>We now have a single point of contact for the County and South Cambridgeshire District Council to use to support Gypsy, Roma and Traveller people with Homelink applications. We also have a single point of contact to engage Gypsy, Roma and Traveller people who set up temporary unauthorised sites in the city. This Officer's role is in Enforcement but they also undertake health and wellbeing checks to ensure that public health needs of Gypsy, Roma and Traveller people can be met.</p>
<p>Work with partners to deliver the second phase of ACTIVATE, which will work with to up to 30 students in receipt of Pupil Premium across years 7, 8 and 9 at Coleridge Community College in order to increase educational attainment, aspiration, capacity for creativity and innovation, the sense of</p>	<p>Phase Two was completed in July 2018 and included seven pupils from Phase One, plus 34 new participants (so 41 pupils in total). There was a core group of 17 participants who regularly attended weekly sessions and other participants would drop in. Participants learnt skills like acting, writing, directing, film-making,</p>

<p>being able to make a difference and awareness of the city cultural offer.</p>	<p>3D modelling, animation, curation and design. A film was produced to summarise the outcomes and benefits of the ACTIVATE project overall and can be viewed here: https://youtu.be/XBkquG_8i7o</p>
<p>Provide theatre sessions at Cambridge Junction for a cohort of young people at risk of involvement with the criminal justice system. This will help to develop their creative and analytical skills, help them to manage social situations more constructively and develop skills needed to progress into employment.</p>	<p>We partnered with TBAP Academy to commission 5 artists to work with 19 young people (aged 13 to 15) who developed a multi-performance piece. Of young people engaged, all of them were having difficulty within education, half were displaying difficult or anti-social behaviour, and 36% of young people had come into contact with the law. At least 60% of the young people involved with the project will now achieve their Bronze Level Arts Award. The evaluation report for the project identified it is “an excellent example of how we can challenge perceptions of young people’s capabilities and demonstrate what young people with barriers to learning can achieve”.</p>
<p>Fund an Independent Living Facilitator to support people aged over 85 and ethnic minority women who are at risk of financial exclusion.</p>	<p>This one year project helped provide additional support for older specific groups of older people. The ILF helped people receive a total of at least £96,986 in non-housing-related benefits. The Facilitator also supported beneficiaries to get online in order to find cheaper deals for utilities and shopping. The Independent Living Facilitator found that Asian people supported through the project tended to need help with housing more than other beneficiaries. The facilitator helped to rehouse two people. The Independent Living Service continues to provide a city-wide support service for older people, including support to maximise their non-housing related benefits and income.</p>
<p>Explore the feasibility of letting hard-to-let sheltered housing units to students at reduced rents with the requirement that they undertake 30 hours volunteer work per</p>	<p>A feasibility study was undertaken but concluded that this was not financially viable.</p>

<p>month to support older tenants with support needs, including helping to combat social isolation.</p>	
<p>Continue to develop the queer arts project in partnership with The Kite Trust. Also, use public arts funding to involve people with protected characteristics in Cambridge through the public art grants programme.</p>	<p>We provided further grant funding to help develop the queer arts project. This will support The Kite Trust to work with an artist to develop a performance piece that will be a part of Cambridge's first Pride Parade on 8th June 2019. We also provided grant funding for a project inspired by the 100th anniversary of women receiving the right to vote. The project is called WAW (women at work) and will be formally launched in spring/summer 2019.</p>
<p>Continue to provide open access play activities for children, young people and their families in local neighbourhoods (including low income neighbourhoods) across Cambridge, including the SummerDaze 2018 programme during the school holidays.</p>	<p>In 2018/19, we held 738 universal sessions. There were 25,319 child visits to these universal sessions, substantially more than the annual the target of 12,000. We also ran SummerDaze 2018, which provided a successful programme of free arts, crafts, games, sports and outdoor activities for children and families in the school holidays. Activities were provided every weekday at a variety of venues including Coleridge Recreation Ground, Meadows Community Centre, St Alban's Recreation Ground, Trumpington Pavilion, Orchard Park and on board the ChYpPS Community Play Boat at Jesus Green lock.</p>
<p>Continue to explore with children and young people how to further their influence on Council decisions, including an additional two engagement days following on from the Take Over Day pilot in 2017.</p>	<p>We have continued to engage with children and young people and hosted the 2018 Take Over Day, which included discussions with council officers, Councillors and the police on issues that impact on young people (year's 7-9) in their neighbourhoods, and on the Cambridge Science Festival on what children and young people would like the 2019 festival to include. Other engagement work with young people that we undertook this year includes consultation on Abbey BMX, Section 106 bids for park equipment, partnership work with the Greater Cambridge Partnership to get young</p>

	<p>people’s feedback on transport, and partnership work with Form the Future on how young people feel the city should look.</p>
<p>Roll out to Cambridge and some South Cambridgeshire secondary schools the board game ‘Reality Cheque’, which builds on the work we started in 2017 to raise financial awareness for young people, particularly those about to transition from secondary school to work or further education.</p>	<p>Reality Cheque, a financial literacy board game, has been developed and distributed to 16 schools in Cambridge and South Cambridgeshire.</p>
<p>Work towards designing improvements of lighting on our Council estates, looking into reliability of current lighting that may need to be upgraded and assessing the need for greater illumination of dark spots around the Council estates. This will help towards improving safety of residents, including groups of people who may be less likely to feel safe at night like women.</p>	<p>A number of projects have been approved for development in 2019/20, and the main project is to upgrade street lamp columns. This upgrade will be phased in over the next two years.</p>
<p>Continue to provide a Shopmobility service at the Grand Arcade and Grafton East carparks to support disabled people, including: 1. Hiring mobility scooters and mechanical wheelchairs to people who need mobility assistance 2. Collecting customers from Dial-A-Ride and local bus stops. 3. Providing escorted shopping trips, which help disabled people who need personal assistance to access shops and shopping 4. Providing Three hours’ free parking for all Shopmobility customers.</p>	<p>From the start of April 2018 to the end of March 2019, there were 3,094 visits to the Shopmobility service.</p> <p>Charges for the ShopMobility daily scooter/wheelchair hire and annual membership were introduced on 8 May 2018 as part of the council’s budget. The charges were introduced because:</p> <ul style="list-style-type: none"> • In 2016 Cambridgeshire County Council withdrew their proportion of contribution funding for the Cambridge City Council Shopmobility services. The value of this was £49,500 • During the period from 2016 to May 2018 where we used the General Fund to cover the £49,500 shortfall, we were unable to obtain support from local businesses to help fund the shortfall <p>Nevertheless, when we introduced the charges we committed to reviewing whether this</p>

	<p>impacted on usage figures. The Shopmobility service became free of charge as of 1st April 2019 after the scheduled review revealed a decline in the use of the service.</p>
<p>Provide further support for refugees who are not included in the Government schemes under which the Council is resettling refugees, including providing effective information and translation services, tackling economic and social marginalisation, and providing assistance with immigration status and help to find accommodation.</p>	<p>We tendered a 2 year support service to give advice and assistance to asylum seekers and refugees not part of the formal Government resettlement schemes. The tender was won by Cambridge Ethnic Community Forum (CECF) and the service has been put in place since August 2018. From 1st August 2018 to 31st January 2019, CECF supported 57 beneficiaries. Help has been provided to enable people access support with a diverse range of topics including immigration advice, counselling, accommodation, benefits, English lessons, addressing employment issues and more.</p>
<p>Support resettlement of 100 Syrian refugees (subject to availability of accommodation).</p>	<p>The City Council pledge to resettle 100 refugees was met in November 2018. Resettlement support is available for 5 years on entry so we continue to strive to help the resettled community to become self-sufficient and independent.</p> <p>One of the requirements of the Home Office in resettling refugees is to provide ESOL classes (English classes). The City Council have developed a programme where all have an opportunity to attend regular classes. The City Council ESOL model was praised by the East of England as being one of the best in the region and is going to be used to show what a Good Practice ESOL model looks like.</p>
<p>Assess needs of communities using the new community centres at Clay Farm and Storeys Field, and develop programmes of activities and partnerships in order to meet these needs. Review our community activities in Queen Edith's and Cherry Hinton wards in order to identify if we are best meeting local needs.</p>	<p>As a result of assessing needs, activities developed at Storey's Field included a group to support young families called Teddington in run partnership with university, a regular language café run in partnership with the local church and other resident-led activity including regular socials plus the New Communities Development Team (NCDT) has delivered Christmas and holiday activities. In Clay Farm,</p>

	<p>activities included weekly Rhyme Time sessions for young families in partnership with the Children's Centre which are very well attended, Digital champions volunteers trained and supported to offer support to residents to improve their digital / IT skills, holiday activities for children and young families in partnership with NCDT staff, Lego Club for young people, venue space for Citizens Advice to provide advice to local people, Engage project with activities for older people, and a Summer reading challenge for children as part of the Library offer.</p> <p>The review of community activities in Queen Edith's and Cherry Hinton wards will be completed in summer 2019 as part of the NCDT review of working arrangements in all wards, the updating of ward profiles and the development of work plans across the city.</p>
<p>Work with partners to continue to run free Holiday Lunch clubs in community centres, churches and other venues to help tackle social isolation for low income families and help them to meet increased food costs during school holidays when free school meals are not available.</p>	<p>2,737 Holiday Lunches were provided for free to low-income families delivered by the City Council and/or partners in Arbury, King's Hedges, East Chesterton, Abbey, Queen Edith and Romsey. Cambridge City Council and partners delivering the free lunches have signposted people to projects at children's centres, Thyme to Cook projects and made referrals to the Christmas lunch event at Buchan Street Community Centre, and more in order to further combat social isolation.</p>
<p>Continue to provide support for groups of people who are more likely to be digitally excluded, including older people, disabled people and low income residents, helping them to access the internet and develop digital skills. Promote access to digital services and technologies to help address the educational attainment gap currently experienced by young people from lower income families.</p>	<p>We funded Cambridge Online to open, drop in sessions at a number of community venues, which were attended by 232 people. We have supported 13 volunteer digital champions to deliver 169 sessions in sheltered housing schemes which were attended by 71 people. In addition, we have been working with the Red Hen Project and Kings Hedges Family Support Project to identify children from low income families who would benefit from attending a regular Code Club. Initial discussions have taken place with a local technology company</p>

	who are keen to support the initiative.
Design and undertake a project to provide Safeguarding advice and/or training to door staff at relevant licensed premises, including encouraging initiatives that reduce anti-social night-time activities of licensed operations (e.g. Ask Angela, and A Good Night Out). This will help increase everyone's safety related to the Night Time economy but will especially be targeted towards supporting groups that are most likely to be at risk in this setting, such as women (as identified in the Women's Community Needs Assessment).	<p>We have been promoting awareness of the Ask for Angela scheme in conjunction with CAMBAC and Cambridgeshire Constabulary. This includes discussion at the Pubwatch meetings held every other month as well as at visits and inspections conducted by officers.</p> <p>We have been working with Cambridge Business Against Crime (CAMBAC) to devise a training course that will be delivered in 2019/20 to raise awareness of issues related to vulnerability, intimidation, harassment and safeguarding.</p>

Objective 4 – To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together

In the first year (2018/19) of the Single Equality Scheme for 2018-21 we aimed to:	In the first year we:
Work with the Domestic Abuse Housing Alliance to: 1. Review the Council's domestic abuse policies, procedures and practices with a view to developing a joint framework for local housing providers to consider adopting. 2. Develop procedural guidelines covering the Council's approach to known perpetrators of domestic abuse, and to look at perpetrators who are excluded from their homes.	Since May 2018 Housing Services, in partnership with a number of other Council departments, has worked with the Domestic Abuse Housing Alliance (DAHA) to develop a new suite of policies and procedures around Domestic Abuse.
Provide funding for an outreach service to women who have experienced domestic abuse in the City. The key aims of the service are to prevent homelessness and provide an on call service 24 hours a day/365 days a year, help improve the housing security and safety of service users in their homes, and tackle social isolation and exclusion via a programme of therapeutic, creative and practical activities.	Funding for this service, delivered by Women's Aid, has been provided over many years. In 2018/19 we provided £48,526.

<p>Explore opportunities to work with partners in the Community Safety Partnership to improve public safety and raising concerns of people with protected characteristics. The Partnership's priorities for 2018/19 relate to safeguarding people against violence and exploitation, identifying and responding to vulnerable locations, and tackling domestic abuse.</p>	<p>The Community Safety Partnership has agreed a new structure, which will include leading for the County on a Transformation Topic to examine and plan how to address the issue of Serious Violence – Young People and Knife Crime. Our first activity is for a workshop to be held on 21 June ,where professionals will share knowledge and develop a strategic approach which will link work already being done, identify gaps in service or information sharing, particularly around County Lines and link with the National Serious Violence Strategy. The Partnership's priorities for 2019/20 will continue to be; safeguarding people against violence and exploitation, identifying and responding to vulnerable locations, and tackling domestic abuse.</p>
<p>Replace our CCTV system with new High Definition cameras that are low-light capable in order to improve our provision of evidential quality images to the police. This will have a positive impact on people of protected characteristics that are especially likely to be vulnerable to harassment or violence, and hate crime. Continue to train staff to identify suspicious or threatening behaviours seen on our cameras and report them to the police whilst patching the live images across to them to assess an appropriate response.</p>	<p>The project is in its final phase of implementation and all cameras will be in place and connected up by June/July 2019. Staff training on the software will take place in 2019/20, as we wanted to make sure the new CCTV system was in place before carrying this out.</p>

Objective 5 – To ensure that the City Council’s employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the City Council

<p>In the first year (2018/19) of the Single Equality Scheme for 2018-21 we aimed to:</p>	<p>In the first year we:</p>
<p>Procure a new ICT system to improve our approach to managing and delivering the Council’s complex range of programmes and projects, including the reporting on equality impacts of proposals.</p>	<p>The new ICT system has been procured in early 2019 and we are configuring this to meet our needs. The associated new project management process ensures that all project managers carry out equality impact assessments when developing their business</p>

	case for a project.
Develop, adopt and promote a 'Wellbeing at Work Strategy' to include a range of wellbeing classes, activities and information campaigns and promotions to circulate amongst all employees, to encourage a healthy active workforce.	The Wellbeing at Work Strategy was developed, supported by a network of workplace health champions. The strategy includes a programme of weekly classes at an affordable rate, as well as a calendar of health-related campaigns including step challenge, blood pressure clinics, weight management and mental health awareness.
Review our sickness absence management policy to: <ol style="list-style-type: none"> 1. Ensure the Council is supporting employees who experience sickness or ill-health to remain in work through having early intervention and putting effective measures in place. 2. Identify where additional support is available that could help improve employees' health and wellbeing, reduce absence and support those with a disability. 	A new Sickness Absence Management Policy went live in August 2018. The aim of the policy is to enable employees to stay in work by adopting a supportive approach, treating all individuals as unique, by listening and keeping in regular contact with staff experiencing sickness, and by providing a flexible approach using a variety of supportive measures. The policy stipulates that disability absence is managed on a case-by-case basis and that reasonable adjustments are considered and applied from the point of disclosure for each situation.
Continue to monitor the profile of the Council's workforce, including reviewing our targets for Black Asian Minority Ethnic and disabled representation in the workforce and identifying how best to raise our profile as an employer with disabled people and BAME people.	The percentage of disabled staff as at end of March 2019 was 6.37% (so 50 staff out of 785), whereas the target for 2018/19 was 7.5% as a percentage of the overall workforce. The percentage representation of BAME individuals in the workforce as at end of March 2019 was 6.75% (so 53 staff out of 785), whereas the target was 9.5% as a percentage of the overall workforce.
Promoting new Council apprenticeships via community groups representing BAME groups and in conjunction with our training providers on the government apprenticeship website, which has a wide reach and access by school leavers, young adults and careers guidance professionals.	Our Apprenticeship Strategy has a focus on increasing skills and opportunity for existing employees and employing new apprentices recruits where there are identified business requirements. Because we have not needed to employ new recruits from outside the organisation into apprenticeships there have not been any external apprenticeship

	opportunities to advertise, so we have not undertaken this action.
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What further actions have been identified starting from 2019/20 for the Scheme?

Below are listed some further actions starting in year two (2019/20) of the Single Equality Scheme.

Objective 1 – To further increase our understanding of the needs of Cambridge’s growing and increasingly diverse communities so that we can target our services effectively

From the second year of the plan (2019/20) we will:	The service(s) that will lead on this:
Support the Equality and Diversity Partnership to run two training sessions: one on mental health and the other on hate crime awareness. The training sessions will be run for the voluntary and community sector organisations supporting different equality groups and it is peer-to-peer training.	Community Services
Provide secretariat support for three further meetings of the Faiths’ Partnership to enable members to come together and work on plans for the future to address key social issues they are concerned about. The sessions will be on climate change, hate crime, and tackling inequality and poverty in the city.	Community Services
Complete a ward profiling exercise in order to identify community development plans for each area by late summer 2019. It is likely that this will identify further means to reduce social isolation and work with older people.	Community Services
Develop an equality and diversity terminology guide for staff in consultation with voluntary and community sector organisations that are members of the Equality and Diversity Partnership.	Corporate Strategy
Develop a protocol between our Housing Service and Cambridgeshire County Council’s Social Services department around how to improve housing options and support to remain housed for people with high care needs, likely to be as a result of poor mental health and substance abuse issues.	Housing Service

Develop Area Profiles in order to gain a better understanding of how to best deliver the new developments and balanced communities.	Housing Service
Investigate/ map instances of hoarding across our tenancies and review our current procedure to ensure we support people as best as possible. People with hoarding behaviours can be especially prone to mental health issues such as anxiety.	Housing Service

Objective 2 – To continue to work to improve access to and take-up of Council services from all residents and communities

From the second year of the plan (2019/20) we will:	The service(s) that will lead on this:
Look into the feasibility of providing individual showers for greater privacy in leisure facilities where men’s changing rooms and showers are communal. Install a segregated shower in the men’s changing rooms at Abbey Pool in order to provide an option for men who wish for greater privacy.	Community Services
Ensure that our intranet meets the minimum standards set out by law under the EU Web Accessibility Directive for 2019/20.	Corporate Strategy
Provide the Gypsy and Traveller cultural awareness training developed by Friends, Families and Travellers to council officers. The training provides an introduction to Gypsy and Traveller history and culture and information on barriers to accessing public services.	Corporate Strategy
Update the Council’s webpages on support available to Gypsy, Roma and Traveller communities.	Corporate Strategy
Mark Mental Health Awareness Week (13 th to 19 th May) and World Mental Health Day (10 th October) by: <ol style="list-style-type: none"> 1. Organising two STOP Suicide training sessions for staff – one to mark Mental Health Awareness Week and one to mark World Mental Health Day 2. Running a market stall during Mental Health Awareness Week to provide members of the public with information on where to get support with mental health problems, including support with mental health crises. 	Corporate Strategy

<p>Train our staff on best practice in supporting service users with mental health problems by providing two sessions of each of the following training:</p> <ol style="list-style-type: none"> 1. Mental Health Awareness: providing staff who are presented with behaviours they may be unfamiliar with, the knowledge and communication skills to effectively support people. 2. Mental Health First Response: providing people with knowledge and some skills needed to support individuals experiencing mental ill health, or who may be in a mental health crisis. 	<p>Corporate Strategy and Human Resources</p>
<p>Provide Equality and Diversity induction training that also includes disability awareness (10 sessions per year). Provide two training sessions on how to carry out Equality Impact Assessments.</p>	<p>Corporate Strategy and Human Resources</p>
<p>Support the Dementia Friendly Communities campaign¹ by:</p> <ol style="list-style-type: none"> 1. Running Dementia Friends training sessions for our staff 2. Exploring the feasibility of training a Council Officer to be able to deliver Dementia Friends to Council staff and to external organisations 3. Coordinating services to take part in a 'Cupcake Day' on 13th June in order to raise awareness about Dementia and fundraise for The Alzheimer's Society. 4. Explore the feasibility of running Dementia Friends training for market traders in September 2019. 	<p>Corporate Strategy (and Environmental Services for number 4)</p>
<p>Provide further housing support for people identified as having no recourse to public funds by:</p> <ol style="list-style-type: none"> 1. Identifying individuals can get recourse to public funds through their links to a spouse, and by looking at employment records 2. Working with Social Services to identify if there is a duty under the Care Act 2014 for the individual to receive support 3. If 1 and 2 do not apply, work with the UK Border Agency to ensure the individual is removed from the UK to another country where they will have greater entitlements to support.² 	<p>Housing Services</p>

¹ Previously called Dementia Action Alliance

² This is important as if people cannot get recourse to public funds here then they will receive no support so are especially vulnerable to harm.

Work collaboratively across housing, health and social care to implement the newly approved county wide adaptations policy for Disabled Facilities Grants.	Housing Improvement Agency
Explore means to raise greater awareness of further Council Tax Reduction for local disabled people. Especially raise awareness for those that national policy defines as "severely mentally impaired", which refers to someone with "a severe impairment of intelligence and social functioning which appears to be permanent".	Revenues and Benefits

Objective 3 – To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community

From the second year of the plan (2019/20) we will:	The service(s) that will lead on this:
Provide the Shopmobility service at the Grand Arcade and Grafton East car parks to support disabled people, including: <ol style="list-style-type: none"> 1. Hiring mobility scooters and mechanical wheelchairs to people who need mobility assistance 2. Collecting Dial A Ride customers from allocated shopping centre pick up points 3. Providing Three hours' free parking for all Shopmobility customers 	Commercial Services
Work with partners to run free Holiday Lunch clubs in community centres, churches and other venues to help tackle social isolation for low income families and help them to meet increased food costs during school holidays when free school meals are not available.	Community Services
Undertake a campaign on period poverty in order to encourage all our council buildings to provide free sanitary provision for girls and young women.	Community Services
Provide open access play activities for children, young people and their families in local neighbourhoods (including low income neighbourhoods) across Cambridge. For PlayDaze 2019, aim to involve a wider range of partners and to focus on family engagement.	Community Services
Work with 15 children from East Chesterton, Trumpington, Abbey	Community Services

and Cherry Hinton wards (so a total of 60 children) aged 11 to 16 on 'Shout!' that is a performance-based project. The children will come together for a final performance at the Junction.	
Source external funding to continue to provide affordable, doorstep sport StreetGames activities in local neighbourhoods to encourage physical activity for young people aged 11 to 25 years old.	Community Services
Facilitate and support two Let's Go Girls festivals, specifically designed to empower women to take part in sport and physical activity, hosted in Leisure Centres across the City.	Community Services
Deliver the Invigorate programme, offering physical activity at reduced cost or for free to users of mental health services.	Community Services
Provide the exercise referral programme across the City that includes free access for residents via ten identified GP surgeries. This will be available to those who have a medical condition 16+, users of mental health services and people with a disability.	Community Services
Provide free sessions for toddlers and parents via the Surestart centres at the Kings Hedges & Abbey swimming pools.	Community Services
Provide Community Grants to support the voluntary and community sector in their work with equality groups.	Community Services
Produce materials to promote the Equality Pledge in Council buildings and encourage more council officers to sign up to the Equality Pledge as individual signatories.	Corporate Strategy
As part of being part of the Safer Spaces project run by Encompass Network, undertake training on tackling lesbian, gay, bisexual and transgender discrimination (LGBT+) discrimination for front-of-house staff of Council buildings. Also, run two transgender awareness training sessions per year for frontline-facing staff.	Corporate Strategy
Work with residents who have disabilities, including blind and partially sighted people, to develop a Street Charter. As part of our Environmental Improvement Programme use intelligence from the	Environmental Services

Street Charter to identify a range of funding opportunities for environmental improvements that support accessibility.	
Reconfigure the Dual Diagnosis Street Team (DDST) in response to end of grant funding in June 2019.	Housing Services
Investigate opportunities to pilot a second Community Hub in the South of the City using student volunteers to pilot a new. The aim of the project is to bring together the local community and the tenants of the sheltered housing scheme to help tackle social isolation and prevent loneliness.	Housing Services
Explore the feasibility of developing an Intergenerational Project within our sheltered housing schemes, involving children from local nurseries visiting sheltered housing schemes. The project could build on the existing monthly session involving children and tenants living in Whitefriars.	Housing Services
Provide in-depth financial support for people needing support to manage their money and identify their benefit entitlements, especially people who are vulnerable. Vulnerable people might include protected characteristics who more likely to be affected by loneliness (and so do not have social support networks available to help them manage their money), such as disabled people (including people with mental health issues).	Revenues and Benefits
Provide Discretionary Housing Payments (DHPs) to people claiming benefit who need extra help with housing costs, if these are more than the amount of benefit they get. DHPs are especially likely to help people affected by the benefit cap (likely to be families with a number of children), and vulnerable people that can include disabled people.	Revenues and Benefits

Objective 4 – To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together

From the second year of the plan (2019/20) we will:	The service(s) that will lead on this:
Support the local Romany Community with a bid to The National	Community

Lottery Heritage Fund for a project to research scientific information on the genetic and linguistic origins of the English Romany community. If successful, the project would include this information in museums across Cambridgeshire, engage with people from the wider community, and enable young people to share learning about their own community.	Services
Provide support to service users as a Hate Crime Reporting Centre. In 2019/20, and raise awareness amongst the Equality and Diversity Partnership and the Faiths' Partnership of how the Council supports victims of hate crime.	Community Services
Work with partners in the Community Safety Partnership to improve public safety and raising concerns of people with protected characteristics. The Partnership's priorities for 2019/20 continue to relate to safeguarding people against violence and exploitation, identifying and responding to vulnerable locations, and tackling domestic abuse.	Community Services
Design and undertake a project to provide Safeguarding advice and/or training to door staff at relevant licensed premises.	Environmental Services
Devise and implement an action plan resulting from the Domestic Abuse Housing Alliance (DAHA) accreditation process and introduce the new arrangements across the Council in order to support people experiencing domestic abuse. As part of this work, identify the means by which we can implement security measures in the home.	Housing Services

Objective 5 – To ensure that the City Council's employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the City Council

From the second year of the plan (2019/20) we will:	The service(s) that will lead on this:
Develop, promote and deliver the 'Wellbeing at Work' strategy to include a range of wellbeing classes, activities, information campaigns and promotions to encourage a healthy active workforce.	Community Services
Develop workplace guidance to support transgender people at	Human Resources

Cambridge City Council who are transitioning to another gender.	
Monitor the profile of the Council's workforce, including reviewing our targets for Black Asian Minority Ethnic (BAME) and disabled representation in the workforce, and identify how best to raise our profile as an employer with disabled people and BAME people.	Human Resources
Support mental health and wellbeing of staff by running two training sessions on each of the following: <ul style="list-style-type: none"> • Managing Stress & Pressure • Managing Mental Health: For managers who support staff in the workplace who are experiencing mental ill health issues 	Human Resources
Deliver 4 training workshops to familiarise managers with the Council's new Absence Management Policy.	Human Resources



Item

Environment & Community Scrutiny Committee

2018/19 Revenue and Capital Outturn, Carry Forwards and Significant Variances – Streets & Open Spaces Portfolio

To:

Councillor Massey, Executive Councillor for Transport & Community Safety

Report by:

Chief Executive, Strategic Directors, Head of Finance

Date:

27 June 2019

Wards affected:

(All) Abbey, Arbury, Castle, Cherry Hinton, Coleridge, East Chesterton, King's Hedges, Market, Newnham, Petersfield, Queen Edith's, Romsey, Trumpington, West Chesterton

Key Decision

1. Executive Summary

1.1 This report presents, for the Streets & Open Spaces Portfolio:

- a) A summary of actual income and expenditure compared to the final budget for 2018/19 (outturn position)
- b) Revenue and capital budget variances with explanations
- c) Specific requests to carry forward funding available from budget underspends into 2019/20.

1.2 This year will be the last year that individual reports are produced for each portfolio for presentation to the relevant scrutiny committee. In line with the revised budget scrutiny process followed for the 2019/20 budget, one combined 2019/20 General Fund outturn report covering all portfolios will be produced for scrutiny at Strategy and Resources Scrutiny Committee.

- 1.3 As this report is for the 2018/19 outturn the services that were included in the Streets & Open Spaces Portfolio prior to the current year committee restructure are detailed.

2. Recommendations

Members of the Scrutiny Committee are asked to consider and make known their views on the following for consideration by the Executive Councillor for Finance and Resources at the Strategy and Resources Scrutiny Committee on 1 July 2019:

- a) Carry forward requests totalling £50,000 revenue funding from 2018/19 to 2019/20, as detailed in **Appendix C**.
- b) Carry forward requests of £1,206k capital resources from 2018/19 to 2019/20 to fund rephased net capital spending, as detailed in **Appendix D**.

3. Background

Revenue Outturn

- 3.1 The overall revenue budget outturn position for the Streets & Open Spaces Portfolio is given in the table below. Detail, by service grouping, is presented in **Appendix A**.

2017/18 £'000	Streets & Open Spaces Portfolio Revenue Summary	2018/19 £'000	% Final Budget
6,455	Original Budget	6,035	96.3
41	Adjustment – Prior Year Carry Forwards	216	3.4
-	Adjustment – Service Restructure Costs	-	-
-	Adjustment – Earmarked Reserves	20	0.4
29	Adjustment – Capital Charges	(16)	(0.3)
-	Adjustment – Central & Support reallocations	-	-
(82)	Other Adjustments	10	0.2

6,443	Final Budget	6,265	100.0
6,129	Outturn	6,009	95.9
(314)	(Under) / Overspend for the year	(256)	(4.1)
216	Carry Forward Requests	50	0.8
(98)	Resulting Variance	(206)	(3.3)

3.2 **Appendix A** shows original and final budgets for the year (with the movements summarised in the above table) and compares the final budget with the outturn position for this Portfolio for 2018/19. The original revenue budget for 2018/19 was approved by the Council on 22 February 2018.

3.3 **Appendix B** provides explanations of the main variances.

3.4 **Appendix C** lists revenue carry forward requests.

Capital Outturn

3.5 The overall capital budget outturn position for the Streets & Open Spaces Portfolio is given in the table below. **Appendix D** shows the outturn position by scheme and programme with explanations of variances.

2017/18 £'000	Streets & Open Spaces Portfolio Capital Summary	2018/19 £'000	% Final Budget
1,830	Final Budget	2,520	100.0
787	Outturn	1,286	51.1
(1,043)	Variation - (Under)/Overspend for the year	(1,234)	(48.9)
1,039	Rephasing Requests	1,206	47.9
(4)	Variance	(28)	(1.0)

3.6 The majority of the rephasing relates to underspends in the Environmental Improvements Programme, the reinforcement of grass edges along Parkers Piece, To the River – artist in residence and Trumpington Recreation ground Skate Park.

4. Implications

- 4.1 The net revenue variance from the final budget (see above), would result in a decreased use of General Fund reserves of £206k after carry forwards.
- 4.2 A decision not to approve a carry forward request may impact on officers' ability to deliver the service or scheme in question and this could have financial, staffing, equality and poverty, environmental, procurement or community safety implications.

(a) Financial Implications

Any financial implications are included in the Appendices.

(b) Staffing Implications

Any staffing implications are included in the Appendices.

(c) Equality and Poverty Implications

Any equality and poverty implications are included in the Appendices.

(d) Environmental Implications

Any environmental implications are included in the Appendices.

(e) Procurement Implications

Any procurement implications are included in the Appendices.

(f) Community Safety Implications

Any community safety Implications are included in the Appendices.

5. Consultation and communication considerations

Public consultations are undertaken throughout the year and can be seen at:

cambridge.gov.uk/current-consultations

6. Background papers

These background papers were used in the preparation of this report:

- Closedown Working Files 2018/19
- Directors' Variance Explanations – March 2019
- Budgetary Control Reports to 31 March 2019
- Capital Monitoring Reports – March 2019

7. Appendices

The following items, where applicable, are included for discussion:

Appendix	Proposal Type	Included
A	Revenue Summary for this portfolio	✓
B	Revenue Major Variances for this portfolio	✓
C	Carry Forward Requests for this portfolio	✓
D	Capital Summary for this portfolio	✓

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact:

Authors' Names: Karen Whyatt
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Streets & Open Spaces Portfolio / Environment & Community Committee

Revenue Budget 2018/19 - Outturn

Service Grouping / Cost Centre	Original Budget 18/19 £	Final Budget 18/19 £	Outturn 18/19 £	Variation - Increase / (Decrease) £	Carry Forward Requests - see Appendix C £	Net Variance £
Bereavement Services						
City Cambridge Cemeteries	(81,940)	(81,970)	(145,733)	(63,763)	0	(63,763)
Cambridge Crematorium	(1,444,000)	(1,444,080)	(974,682)	469,398	0	469,398
Bereavement Services - Burials & Grounds	256,290	253,850	243,990	(9,860)	0	(9,860)
Bereavement Services Central Costs	776,910	776,910	720,787	(56,123)	0	(56,123)
Commemoration	(111,760)	(111,760)	(109,388)	2,372	0	2,372
Transfer to Bereavement Investment Fund	83,310	83,310	(258,714)	(342,024)	0	(342,024)
	(521,190)	(523,740)	(523,740)	0	0	0
Environmental Improvements						
Project Delivery (Salaried)	493,940	518,940	483,341	(35,599)	0	(35,599)
Project Delivery (Cost Recovered)	114,950	117,950	151,039	33,089	0	33,089
	608,890	636,890	634,380	(2,510)	0	(2,510)
Open Space Management						
Bill Posting & Distribution	(22,540)	12,460	8,379	(4,081)	0	(4,081)
Refreshment Kiosks	(55,550)	(55,550)	(61,600)	(6,050)	0	(6,050)
Open Space Asset Management	1,076,290	1,180,860	1,229,182	48,322	50,000	98,322
Seasonal Bedding	10,440	29,250	16,616	(12,634)	0	(12,634)
Closed Churchyards	42,000	60,000	21,662	(38,338)	0	(38,338)
Lettings & Events on Open Spaces	(135,080)	(135,080)	(64,666)	70,414	0	70,414
Open Space Asset Maintenance	237,080	297,080	304,473	7,393	0	7,393
Grazing Management	(6,610)	(6,610)	(16,117)	(9,507)	0	(9,507)
Play Maintenance	162,310	162,310	137,399	(24,911)	0	(24,911)
Cherry Hinton Hall	(99,510)	(99,510)	(103,582)	(4,072)	0	(4,072)
Public Toilets	650,110	675,100	759,394	84,294	0	84,294
Allotments	13,150	13,150	15,060	1,910	0	1,910
Histon Road Cemetery	0	0	(200)	(200)	0	(200)
Arboriculture	318,250	341,130	340,011	(1,119)	0	(1,119)
Local Nature Reserves	28,920	28,920	31,416	2,496	0	2,496
	2,219,260	2,503,510	2,617,427	113,917	50,000	163,917
Streets and Open Spaces						
Ground Maintenance - Direct	648,450	607,060	556,123	(50,937)	0	(50,937)
Toilet Cleaning - Direct	0	0	0	0	0	0
Street Cleaning - Direct	2,374,260	2,274,220	2,274,569	349	0	349
Streets & Open Spaces (Operations) - Indirect Costs	0	0	24,652	24,652	0	24,652
Head of Streets & Open Spaces	0	0	(404,677)	(404,677)	0	(404,677)
Public Realm Enforcement	376,500	444,370	440,244	(4,126)	0	(4,126)
S&OS Community Engagement	328,650	322,790	390,377	67,587	0	67,587
Reverse Agency (formerly Unclassified Routine)	0	0	0	0	0	0
	3,727,860	3,648,440	3,281,288	(367,152)	0	(367,152)
Total Net Budget	6,034,820	6,265,100	6,009,355	(255,745)	50,000	(205,745)

Changes between original and final budgets may be made to reflect:

- portfolio and departmental restructuring
- approved budget carry forwards from the previous financial year
- technical adjustments, including changes to the capital accounting regime
- virements approved under the Council's constitution
- additional external revenue funding not originally budgeted

and are detailed and approved:

- in the January committee cycle (as part of the Budget-Setting Report)
- in the June/July committee cycle (outturn reporting and carry forward requests)
- in September (as part of the Medium-Term Financial Strategy, MTFS)
- via technical adjustments/virements throughout the year

Streets & Open Spaces Portfolio / Environment & Community Committee

Revenue Budget 2018/19 – Major Variances from Final Revenue Budgets

Service Grouping	Reason for Variance	Amount	£	Contact
Bereavement Services	City Cambridge Cemeteries - with careful budget monitoring we have maintained a positive operating position. We are closely monitoring budget spend at present and have held off on some of the non-essential maintenance of buildings and grounds. There is a reduction in memorialisation within the service due to the reduction in services.	(63,763)		Glyn Theobald
Bereavement Services	Cambridge Crematorium - The A14 will continue to have an effect on the cremation services until the end of the A14 project. The Funeral directors have been quiet throughout 2018. The Cam Valley crematorium opened in Feb 2018 and funeral directors from Duxford, Saffron Walden and Royston area have started to use Cam Valley. Confirmation that one firm is using this crematorium purely on the basis of traveling time meaning we have lost in the region of 240 funerals from them alone.	469,398		Glyn Theobald
Bereavement Services	Bereavement Services Central Costs - To maintain a positive operating position we are closely monitoring budget spend at present and are holding off on some of the none essential maintenance of buildings and grounds. We have successfully recruited in 2018 to fill the vacant positions within the administration team which is now completed. We are operating with a reduced operations team. The service recruitment will be undertaken in line with revenue performance monitoring.	(56,123)		Glyn Theobald
Bereavement Services	Transfer to Bereavement Services – This is the total underachievement for the service which is funded from the Bereavement Investment Fund. Reasons for the variance are included in the individual cost centres above.	(342,024)		Glyn Theobald
Streets and Open Spaces	Ground Maintenance - Direct - over achievement of income new build underspend on resource/salaries/as overspend on street cleaning underspend on supplies due to pursuing new suppliers underspend on transport due to less accidents and repairs	(50,937)		Paul Jones
Streets and Open Spaces	Streets & Open Spaces (Operations) - Indirect Costs – There has been an overspend in employee costs of £20k including £7k on agency staff. This was due to a number of front line staff on long term sickness absence and having to bring in agency operatives to carry on with the continuity of the operational services	24,652		Don Blair
Streets and Open Spaces	S&OS Community Engagement - Overspend due to Streets and Open Spaces Restructure and staffing changes and one off cost. Two FTE left and one FTE redeployed to alternative area within the council.	67,587		Wendy Johnston
Open Space Management	Open Space Asset Management - The introduction of charging at Lammas Land was delayed to allow the outcomes of the residents parking scheme for the Newnham area to be known to avoid parking displacement and impact on the local streets. Thus the £80k income from parking charges was not achieved. This plus additional miscellaneous expenditure of £53k was partly offset by an underspend on City wide environmental improvements funded from the University Arms ground rent of £112.5k with the balance over many different budgets. £50k of the £112.5k is requested to be carried over to 19-20.	48,322		Alistair Wilson

Appendix B

Service Grouping	Reason for Variance	Amount	£	Contact
Open Space Management	Closed Churchyards - 9k underspend on Grounds Maintenance & 9k underspend on supplies. 18k underspend on War Memorial as this was not delivered due to inclement weather	(38,338)		Anthony French
Open Space Management	Lettings & Events on Open Spaces - Due to an error uploading the budget proposals in 2018/19 there is an additional 40k income budget showing. This will be corrected for 2019/20. 18k overspend on Grounds Maintenance 10k overspend on advertising & other small overspends across budget lines accounting for services on parks improvements to facilitate key events, i.e. permanent ice rink water supply installed.	70,414		Anthony French
Open Space Management	Play Maintenance - Due to workload pressures the proposal to develop Hazlewood and Molewood close play areas were not delivered by the end of the financial year resulting in an underspend in the maintenance of play area budget of £27k.	(24,911)		John Parrott
Open Space Management	Public Toilets - 102k overspend on the cleaning contract including 84k on programmed works. This is being investigated but payments have been made for cleaning at the Emmanuel toilets which are outside of the remit of the normal cleaning contract. Water for previous financial years invoices have come to light and have had to be paid in 2018-19 for which there was no budget. Also there has been 10K underachievement in toilet admission fees which has been offset by a 20k underspend on toilet supplies.	84,294		Anthony French
Environmental Improvements	Project Delivery (Salaried) - Overachievement of S106 cost recovery from project for salaried staff	(35,599)		Alistair Wilson
Environmental Improvements	Project Delivery (Cost Recovered) - Majority of staff officer hours incurred developing and delivering capital funded projects recharged to capital cost centres prior to 18/19 close-down. Income target has increased in recent years, along with time spent on corporate processes and administration, but the notional 10% ceiling for chargeable time costs identified in 2011 is still in effect. Target therefore now becoming unmanageable and unrealistic.	33,089		John Richards
Head of Streets & Open Spaces	The variance is due to the release of commuted sums contributions to date for annual maintenance charges.	(404,677)		Joel Carre
Other	Miscellaneous	(37,129)		-
		(255,745)		

**Streets & Open Spaces Portfolio / Environment & Community Scrutiny
Committee**

Revenue Budget 2018/19 - Carry Forward Requests

Request to Carry Forward Budgets from 2018/19 into 2019/20

Item	Reason for Carry Forward Request	Amount £	Contact
1	Open Spaces asset management - City wide environmental improvements funded from the University Arms ground rent re-profiled as part of a programme review	50,000	Alistair Wilson
	Total Carry Forward Requests for Streets & Open Spaces Portfolio	50,000	

Capital Budget 2018/19 - Outturn

Capital Ref	Description	Lead Officer	Original Budget 2018/19 £'000's	Final Budget 2018/19 £'000's	Outturn 2018/19 £'000's	Variance - Outturn compared to Final Budget £'000's	Rephase Spend 2019/20 £'000's	Over / (Under) Spend £'000's	Variance Explanation
100001 - PR010a	Environmental Improvements Programme - North Area	John Richards	50	140	52	(88)	88	0	Delivery of the annual rolling programme of Environmental Improvements has been challenging for some years, with various reviews of effectiveness and efficiency undertaken. A new programme, for the period 2019-21, was agreed by the Exec Cllr S&OS following Scrutiny on 21 March 2019. This will be funded through re-phasing of un-committed sums in 2019/20 (requested) plus a further capital allocation in 2020/21.
100002 - PR010b	Environmental Improvements Programme - South Area	John Richards	36	126	32	(94)	94	0	Delivery of the annual rolling programme of Environmental Improvements has been challenging for some years, with various reviews of effectiveness and efficiency undertaken. A new programme, for the period 2019-21, was agreed by the Exec Cllr S&OS following Scrutiny on 21 March 2019. This will be funded through re-phasing of un-committed sums in 2019/20 (requested) plus a further capital allocation in 2020/21.
100003 - PR010c	Environmental Improvements Programme - West/Central Area	John Richards	36	147	6	(141)	141	0	Delivery of the annual rolling programme of Environmental Improvements has been challenging for some years, with various reviews of effectiveness and efficiency undertaken. A new programme, for the period 2019-21, was agreed by the Exec Cllr S&OS following Scrutiny on 21 March 2019. This will be funded through re-phasing of un-committed sums in 2019/20 (requested) plus a further capital allocation in 2020/21.
100004 - PR010d	Environmental Improvements Programme - East Area	John Richards	48	169	39	(130)	130	0	Delivery of the annual rolling programme of Environmental Improvements has been challenging for some years, with various reviews of effectiveness and efficiency undertaken. A new programme, for the period 2019-21, was agreed by the Exec Cllr S&OS following Scrutiny on 21 March 2019. This will be funded through re-phasing of un-committed sums in 2019/20 (requested) plus a further capital allocation in 2020/21.
Total Programmes			170	582	129	(453)	453	0	
100006 - SC648	Local Centres Improvement Programme - Arbury Court	John Richards	141	138	148	10	0	10	Project is substantially complete but 12 month retention payment is due July 2019 for around £5k. The project will overspend but within permitted tolerance.
100018 - SC548	Southern Connections Public Art Commission (S106)	Alistair Wilson	21	17	4	(13)	13	0	The project is significantly behind its originally anticipated programme due to a number of factors out-of-the Council's control and is being re-scoped to ensure it can be delivered within budget and with realistic resources
100028 - PR034d	Public Art - 150th and 400th Anniversary	Nadine Black	0	12	16	4	0	4	Project is complete
100033 - PR037	Local Centres Improvement Programme	John Richards	0	7	0	(7)	7	0	Initial programme feasibility budget to develop 3 centre programme. 2 projects (Cherry Hinton High St. and Arbury Ct.) now delivered. Further remaining identified aspiration to effect improvement at Mitcham's Corner informed by SPD, and led by Urban Design Team. Provisional target dates only. Re-phasing of remaining funds requested.
100035 - PR030h	Romsey 'town square' public realm improvements	John Richards	0	130	81	(49)	49	0	Project substantially completed but some further costs expected during 2019/20 - 12 month retention payment due Dec 2019 plus a decorative addition to the public realm work recognising local history requested by local Ward Councillors. Re-phasing of un-spent funds requested.
100036 - PR030e	Cavendish Rd (Mill Rd end) improvements: seating & paving	John Richards	0	13	26	13	0	13	Project substantially completed but some further costs expected to deal with remedial and additional works, and 12 month retention payment. This is the S106 funded element, there being additional contribution from 100004 EIP East.
100080 - PR040i	Public art grant - History Trails (S106)	Nadine Black	0	5	5	0	0	0	Project Complete

100086 - PR040o	Public art grant - 'The place where we stand'	Nadine Black	0	3	3	0	0	0	0	Project Complete
100088 - SC615	Cherry Hinton Grounds improvements Phase 2 (S106)	Alistair Wilson	0	160	111	(49)	49	0	0	The master plan for the project has been revised and extensive work to ensure that the final spend is aligned with the plan and the friends group which has taken longer than anticipated. The scheme is expected to be complete in December 2019.
100093 - PR042b	Mill Road cemetery access and main footpath	Alistair Wilson	0	175	133	(42)	0	(42)	0	Works complete. Small retention held. out-turn likely to be less than budget, expect some £15-20k re-phasing will be needed to close out project in 2019-20 (not £42k).
100104 - PR033m	Benches on Carisbrooke Road green and next to Coton footpath	Alistair Wilson	0	1	0	(1)	0	(1)	0	Complete Close
100105 - SC633	Reinforcing grass edges along paths across Parker's	Dugald Peebles	0	140	5	(135)	135	0	0	Tenderer selected and contract documents completed. Works programmed to start in June 2019.
100107 - PR033q	Additional play equipment, benches and landscaping at Christ	Alistair Wilson	0	1	0	(1)	0	(1)	0	Complete Close
100122 - PR032s	Footbridge across Hobson's Brook at Accordia development	Alistair Wilson	0	8	10	2	(2)	0	0	Tenderer selected. Detailed design completed. Planning to discharge conditions. The overspend in 2018-19 to be rephased and met by the £52k budget in 19-20
100123 - PR032q	Upgrade Nightingale Avenue play area (S106)	Alistair Wilson	0	24	27	3	0	3	0	There have been issues of coding of invoices between this and 100204 Nuns Way scheme. Both schemes are complete and in total there is an underspend of £24k
100147 - SC670	Lammas Land car parking infrastructure	Anthony French	30	27	0	(27)	27	0	0	Remaining budget to be spent in May/June working towards a July delivery.
100154 - SC644	Acquisition of land adjacent to Huntingdon Road Crematorium	Glyn Theobald	0	58	12	(46)	46	0	0	The majority of the remaining budget is for landscaping of the land. This can only be done in the Autumn so there is a request for rephasing of the budget to 19/20.
100182 - PR040x	Public Art Grant for Oblique Arts	Nadine Black	0	3	3	0	0	0	0	Project Complete
100183 - PR040y	Public Art Grant - Rhyme, Rhythm & Railways	Nadine Black	0	5	5	0	0	0	0	Project Complete
100184 - PR040w	Public Art Grant for Menagerie Theatre Company	Nadine Black	4	11	10	(1)	0	(1)	0	Project complete
100185 - PR040v	Public art grant for Pink Festival Group	Nadine Black	0	7	8	1	0	1	0	Phase 1 of the project is complete
100187 - PR033s	Histon Rd Rec play area: paths, surfacing & landscaping	Alistair Wilson	0	12	11	(1)	1	0	0	Awaiting final payments. Project will be complete by 31/3/20
100188 - PR040s	Public art grant for Kettle's Yard - Antony Gormley	Nadine Black	0	10	5	(5)	5	0	0	Project complete and evaluation documents recently submitted. Final payment will be submitted in the near future.
100196 - SC661	Adaptions to Riverside Railings	Alistair Wilson	100	100	63	(37)	37	0	0	Detailed design completed and pontoons have been fabricated. Cam Conservators licences required before the start of site works.
100199 - PR040u	Public art grant for University of Cambridge Primary School	Nadine Black	10	15	15	0	0	0	0	Project complete
100203 - PR042g	To the River - artist in residence (S106)	Nadine Black	0	117	32	(85)	85	0	0	Concept design currently being developed. The approved budget of £117k was for two years spend. It is requested that the underspend is rephased to 19-20 to complete the project.
100204 - PR031s	Nun's Way Rec Ground - mini climbing dome (S106)	Alistair Wilson	0	27	0	(27)	0	(27)	0	There have been issues of coding of invoices between this and 100123 Nightingale Avenue scheme. Both schemes are complete and in total there is an underspend of £24k
100208 - PR040t	Public Art Grant for Cambridge Live - Colours	Nadine Black	0	8	5	(3)	3	0	0	Project complete and evaluation documents submitted. Final payments will be made in 19-20 and therefore a request to rephase the unspent budget is made.
100209 - SC675	Bateman Street tree replacement	John Richards	0	30	13	(17)	17	0	0	Project substantially completed Feb 2018, with value engineered saving against budget estimate. Because the value of the work was estimated to be above £15k, the project required Capital Programme Board approval. Funding for it was vired from 100002 (EIP - South) 2018/19, so the resultant saving should return to that cost centre. Re-phasing of un-spent sums requested.
100210 - PR032u	Tenby Close play area improvements (S106)	Alistair Wilson	0	50	55	5	0	5	0	Project complete, no further spend anticipated.
100211 - PR032v	Gunhild Close play area improvements (S106)	Alistair Wilson	0	50	55	5	0	5	0	Project complete, no further spend anticipated.
100212 - PR030o	Coldham's Lane play area improvements for older children	Alistair Wilson	0	80	88	8	0	8	0	Project complete, no further spend anticipated.
100213 - PR030q	Lichfield Rd play area improvements (S106)	Alistair Wilson	0	45	49	4	0	4	0	Project complete, no further spend anticipated.
100214 - PR030r	Brothers' Place landscaping & natural play improvements	Alistair Wilson	0	8	9	1	0	1	0	Project complete, no further spend anticipated.

100215 - PR032t	Fulbourn Road open space improvements (S106)	Alistair Wilson	0	10	0	(10)	10	0	The project for works undertaken alongside County Council Cycle path scheme is complete. County to invoice for £10k in 19-20 so a request to rephase the budget is made to cover this cost.
100216 - PR032w	Accordia open space improvements (S106)	Alistair Wilson	0	10	4	(6)	6	0	Planting complete but a rephase of the unspent budget is requested for the costs associated with the proposed Tree Trail
100217 - PR040z	Public art grant for Historyworks - Michael Rosen Walking	Nadine Black	0	15	5	(10)	0	(10)	Project completed
100218 - PR031q	Bramblefields nature reserve: improve biodiversity & access	Alistair Wilson	0	12	7	(5)	5	0	Habitat Creation Work is complete but a rephase of the unspent budget is requested to install interpretation signage.
100219 - PR033t	St Clement's churchyard open space on Bridge Street (S106)	Alistair Wilson	0	10	1	(9)	9	0	Project scope and composition to be reconsidered in the report to the Transport and Planning Scrutiny Committee in June 2019. A rephase of the unspent budget is requested
100223 - SC676	Refurbishment of Jesus Green Public Conveniences	Alistair Wilson	0	25	22	(3)	3	0	Project complete, no further spend anticipated.
100224 - PR032z	Trumpington Rec Ground trim trail and climbing frame (S106)	Alistair Wilson	0	70	58	(12)	12	0	The project is nearing completion but there are some final payments to be made. A request for rephasing the budget underspend to 19/20 is required
100226 - PR032y	Trumpington Rec Ground skate park (S106)	John Richards	0	80	2	(78)	78	0	Project has been designed, and consulted upon (with overwhelming support), with advice being sought on whether it requires planning submission. Re-phasing of un-spent funds requested. (awaiting decision after planning meeting with Lewis Tomlinson on 13.05)
100227 - PR031r	Chesterton Rec Ground skate and scooter park (S106)	John Richards	0	50	2	(48)	48	0	This project has been designed, and consulted upon - with views on two alternative locations canvassed. The feedback was mixed, with no overwhelming support. It is now being reviewed in the context of other planned improvements in the area. Re-phasing of monies un-spent requested.
100228 - PR042j	Public art grant - NIE Theatre, tales from the Edge of Town	Nadine Black	0	14	5	(9)	9	0	Project nearing completion and remaining invoices will be paid in 19-20
100229 - PR042h	Public art grant - Cambridge Junction: News News News	Nadine Black	0	15	10	(5)	5	0	Project nearing completion and remaining invoices will be paid in 19-20
100230 - PR042i	Public art grant - In your way festival: TAAT KHOR II	Nadine Black	0	15	15	0	0	0	Project complete
100231 - PR042k	Public art grant - Rowan Humberstone: Ecology sculpture	Nadine Black	0	15	0	(15)	15	0	The project is ongoing and it seems the completion date in this report is wrong, should say July 2019. The design work and consultation are complete and a planning application is currently live.
100232 - PR042m	Public art grant - Chesterton village sign (S106)	Nadine Black	0	10	0	(10)	10	0	Project is yet to be developed.
100233 - PR042n	Public art grant - HistoryWorks: Travellers and Outsiders	Nadine Black	0	15	0	(15)	15	0	Project is yet to be developed.
100234 - PR042l	Public art grant - Faith and Hope (S106)	Nadine Black	0	30	10	(20)	20	0	The approved budget of £30k was for two years spend. It is requested that the underspend is rephased to 19-20 to complete the project.
100236 - SC678	Crematorium - additional car park	Glyn Theobald	0	25	2	(23)	23	0	Initially a budget was allocated to 18/19 to cover consultants fees. This will now happen in 19/20 so a rephase of the budget to 19/20 is requested.
100237 - SC679	Crematorium - cafe facilities	Glyn Theobald	0	20	7	(13)	13	0	Initially a budget was allocated to 18/19 to cover consultants fees. This will now happen in 19/20 so a rephase of the budget to 19/20 is requested.
Total Projects			306	1,938	1,157	(781)	753	(28)	

Total	476	2,520	1,286	(1,234)	1,206	(28)
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Changes between original and final budgets may be made to reflect:

- rephased capital spend from the previous financial year
- rephased capital spend into future financial periods
- approval of new capital programmes and projects

and are detailed and approved:

- in the June/July committee cycle (outturn reporting and carry forward requests)
- in September (as part of the Medium-Term Financial Strategy, MTF5)
- in the January committee cycle (as part of the Budget-Setting Report, BSR)



Item

EXTENSION OF PUBLIC SPACES PROTECTION ORDER PSPO (TOUTING) 2016

To:

Councillor Nicky Massey, Executive Councillor for Transport and
Community Safety
Environment & Community Scrutiny Committee 27/06/2019

Report by:

Debbie Kaye, Head of Community Services
Tel: 01223 - 458633 Email: Debbie.Kaye@cambridge.gov.uk

Wards affected:

All

Not a Key Decision

1. Executive Summary

- 1.1 The Public Spaces Protection Order (Touting) 2016 (“**Order**”) is due to expire on the 14 September 2016. At Environment and Communities Scrutiny Committee in October 2018 the Executive Councillor made the decision to review the Order in 2019 in advance of the Order reaching its three year maximum duration.
- 1.2 At any point before expiry of the Order, the Council can extend it by up to three years if they consider it is necessary to prevent the original behaviour from occurring or recurring. They should consult with the local police and any other community representatives they think appropriate before doing so.
- 1.3 This report revisits the terms of the Order (Appendix A), reviews its impact, considers the results of the consultation carried out with police, community leaders and interested parties and, considers the case for extending the Order for a further three years.

- 1.4 The responses to consultations are examined and recommendations are made for the Executive Councillor regarding the extension of the Order and other issues raised during the consultation process.

2. Recommendations

The Executive Councillor is recommended to:

- 2.1 Approve the extension of the Order, in its current form as set out in Appendix A, for a further duration of three years to 15 September 2022.
- 2.2 Address the issues raised through the consultation process by:
 - Continuing to enforce breaches of the Order.
 - Monitoring the situation with regard to how walking tours are being sold.
 - Reviewing the situation with regard to touting outside the restricted area in 2022 when considering the next stages of the Order in the event of an extension being agreed.
 - Asking partners to consider improving the information and signposting to direct visitors to authorised punting stations and updating the voluntary code of practice.

3. Background

- 3.1 Following a review of the impact of the Order in October last year, the Executive Councillor for Communities decided that the Order should continue in its current form and that it should be reviewed in advance of it reaching its three year maximum duration, in accordance with the legal requirements of the Anti-social Behaviour, Crime and Policing Act 2014 (“**Act**”).
- 3.2 This report revisits the terms of the Order, reviews its impact and considers the case for extending it for a further three years, as permitted by the Act.

Public Spaces Protection Order (Touting) 2016 – the terms of the Order

- 3.3 Prior to the current Order, punt and tour touting in the Cambridge city had been the focus of complaint for many years. The complaints were related to the number of touts in certain areas of the city and the behaviour of the touts.

- 3.4 In seeking to address the issues presented by touts who sell punt tours, the Executive Councillor approved a Public Spaces Protection Order (Touting) 2016 which came into effect on 15 September 2016.
- 3.5 The Activities prohibited by the Order are verbally:
- i. advertising or
 - ii. soliciting for custom or
 - iii. otherwise touting for a punt or the hire or use of punts boats or similar craft on the River Cam (including any walking tour which includes or involves, whether or not for consideration, a punt tour or hire or use of a punts boats or similar craft on the River Cam).
- 3.6 The Order applies within a restricted area as shown on the map labeled 'The Restricted Area' (Appendix B). The Order does not apply to those cross-hatched shaded areas as identified on the attached map labeled 'Excepted Areas' (Appendix B), provided that the activities are carried out with the authority of, and by or on behalf of, a punt operator whose vessels are licensed for commercial purposes by the Conservators of the River Cam.
- 3.7 The Order was approved, following extensive public consultation. Further details of the current Order are outlined in the sealed copy provided in Appendix A.

Consultation

- 3.8 At any point before expiry of the Order, the Council can extend it by up to three years if they consider it is necessary to prevent the original behavior from occurring or recurring. They should consult with the local police and any other community representatives they think appropriate before doing so.
- 3.9 Before considering extending the current Order, which is due to lapse on 14 September 2019, the Council has consulted with the Police and Crime Commissioner, the local policing body, relevant community representatives, Ward Councillors and other interested parties within the restricted area. Consultation responses were received from the following:
- The Police and Crime Commissioner;
 - Inspector Paul Rogerson, Southern Partnership Manager;
 - Property Services, City Council;

- Environmental Services, Engagement and Enforcement, City Council;
 - Great St Mary's Church;
 - College representatives;
 - CAMBAC and Traders operating within the restricted area;
 - Ward Councillors; and
 - Punt Operators.
- 3.10 The Police and Crime Commissioner said "I fully support Cambridge City Council's proposal for an extension to the existing PSPO".
- 3.11 Inspector Paul Rogerson, Manager Southern Partnership, said "I confirm that following consultation with my senior officer team we have no objections to your proposal to extend the PSPO".
- 3.12 The Head of Property Services supports the extension of the Order and said "Given the historical difficulty in addressing punting related issues, be it touting or use of the Council's land, leading to the need to seek a High Court injunction, it would seem unwise to cease the PSPO at this stage. An extension would allow the Council to see over a longer period of time whether or not the issues have been resolved".
- 3.13 The Engagement and Enforcement Team Lead, City Council, supports an extension of the Order and said "Since the introduction of the PSPO in 2016, ninety two fixed penalty notices have been issued to persons caught verbally touting for punt tours, during this time nine individuals were successfully prosecuted for repeat offences within a six month period, it is the opinion of the officers of this department that if the PSPO was allowed to lapse, it would not be long before Kings Parade and the other usual haunts would be flooded with touts".
- 3.14 All the consulted Ward Councillors who responded to the consultation supported the extension of the Order.
- 3.15 Great St Mary's Church expressed their support for extending the Order, noting that "We find touting a great concern to our visitors and staff who can feel threatened and hectored by the touts".
- 3.16 All the consulted Colleges that responded to the consultation expressed their support for extending the Order. One of the colleges said that it "would overwhelmingly support the extension to this PSPO". "The College has seen a marked improvement to Garret Hostel Lane since

the PSPO and an even greater one since the High Court injunction of May 2018”.

- 3.17 Traders operating within the restricted area who responded to the consultation in the majority supported an extension to the Order.
- 3.18 One respondent said that “from my perspective as a guide the current Order has been an unqualified success”.
- 3.19 Another trader operating in the area expressed that they “believe that letting the order lapse would be a mistake and would lead to a large increase in the number of touts both in the city centre and the routes leading from the rail station to the city centre. Although the ban is still in force, punt tickets are regularly sold by touts along King’s Parade and further work should be done to stop this practice rather than removing one of the tools to prevent it”.
- 3.20 Two respondents did not feel that the Order was effective, saying that nothing had changed since the Order was put in place and that the Order was of little value unless it was enforced.
- 3.21 All the responses to the consultation are presented in Appendix C.
- 3.22 The Council has notified the County Council of the proposal to extend the Order and the proposal has been published on the City Council website.

Other suggestions arising from the consultation

- 3.23 A number of respondents while supporting the extension also made suggestions for amendments to the Order.
- 3.24 Respondents suggested that the Order be revised to include non-verbal touting and touting for walking tours. Another respondent suggested the Order should cover all touting.
- 3.25 It was also recommend that further measures to include visible non-verbal promotion of unlicensed punt tours or walking tours, namely using pop up stands or bicycle based promotion carrying a placard or other such material be added to the Order as an offence.

- 3.26 Geographical extensions of the Order were suggested to include other areas such as around the railway station and to cover the whole town centre.
- 3.27 A respondent suggested better enforcement of the Order. Another respondent said that the enforcement currently lacks teeth.
- 3.28 It was suggested that something stronger than a PSPO will be required from 2022 since the projected growth of casual tourism suggests touting will become even more of a nuisance.
- 3.29 Some respondents felt that indications for visitors of where to look for registered punt venues were poorly provided and that this could be improved.

Evidence

- 3.30 The Committee report of 4 October 2018, detailed the second year of activity around the Order. Since then the Injunction banning commercial punt business from using Council land to access the River Cam without consent, has been in place and the number of anti-social touting complaints has dropped significantly. In 2018, there were 20 complaints, compared with 76 complaints in 2017. So far in 2019 there have been no complaints but two noted “observations”.
- 3.31 The decrease in complaints demonstrates the success of the Order and the Injunction in addressing the issues of anti-social behavior related to touting for punt tours.
- 3.32 Officers believe that the removal of the Order would result in an increase of touts within the restricted area and consequently an increase in the related anti-social behavior.
- 3.33 This is borne out by the comments received in the recent consultation where a significant number of respondents strongly expressed the view that allowing the Order to lapse would result in the return of the anti-social behavior linked to touting in the past.
- 3.34 The consultation results have indicated that some touting activity which breaches the Order is still taking place. One respondent said “I believe that this PSPO has had a strong positive impact on the problem of punt touting in the areas it covers. However there are continuing reports of

occasional touting within the area some of them relating to touts offering punting under the initial guise of offering walking tours". Similarly, another respondent said that "we still receive reports of punt touts being active in some parts of the city, despite this PSPO and the subsequent high court injunction from last year that restricted access to the river".

- 3.35 The Council is not aware of any current unauthorised punting activity and associated touting. As noted in paragraph 3.30 we have not received any complaints so far in 2019. Granta Punts is continuing taking referrals from touting in the Restricted Area however; they state that they are complying with the Order.
- 3.36 The Council includes touting provisions in the leases to Scudamore's at Quayside, Cambridge Chauffeur Punts at Silver Street and the operators at La Mimosa. It will seek to include touting provisions in the lease renewal in connection with Granta Punts in 2019. This will be in line with the voluntary code of practice currently complied with by the majority of punt operators.
- 3.37 The consultation responses, the experience of the Enforcement Team and the opportunity to include all Council renewed leases in the Code of Practice suggests that it would not make sense to allow the Order to lapse at this time. The evidence indicates that if the current Order was to lapse, the activities prohibited therein would return.

Addressing the other suggestions arising from the consultation

- 3.38 The PSPO (Touting) 2016 was made to address the issues presented by the anti-social behavior of touts who sell punt tours. Although the legislation allows for variations in the terms of the Order at any time, the Act is ambiguous on the issue with regard to what constitutes a significant change. Based on previous legal advice documented in the report to Environment and Community Scrutiny Committee in October 2018 many of the suggested amendments in paragraphs 3.23 to 3.28 would constitute a significant change and therefore would be required to meet the conditions in section 59(2)(3) of the Act.
- 3.39 Those legal requirements mean that the Council would have to undertake the necessary consultation on the proposed changes and meet the conditions in section 59(2)(3) of the Act with regard to activities in the area.

- 3.40 The first condition is that:
- (a) activities carried on in a public place within the Council's area have had a detrimental effect on the quality of life of those in the locality,
 - or
 - (b) it is likely that activities will be carried on in a public place within that area and that they will have such an effect.
- 3.41 The second condition is that the effect, or likely effect, of the activities:
- (a) is or is likely to be, of a persistent or continuing nature,
 - (b) is, or is likely to be, such as to make the activities unreasonable, and
 - (c) justifies the restrictions imposed by the notice.
- 3.42 Although a variation of the Order is permitted under the Act, if such a variation were to be made, an interested person may apply to the High Court to question the validity of the variation. If the Council were to seek a variation it would have to ensure that the conditions stated in 3.40 and 3.41 above have been met and would need to have the background evidence to support the variation.
- 3.43 Based on the legal advice the Council received in the past, it is suggested that variations to the Order to include the suggestions in paragraphs 3.23 to 3.28 would be considered to be significant changes to the Order and therefore would involve a process of consultation and evidence gathering and would need to be considered by Committee. In effect, the process would be the same as that for introducing a new PSPO.
- 3.44 It is recommended instead that we should address these issues by:
- Continuing to enforce breaches of the Order.
 - Monitoring the situation with regard to how walking tours are being sold.
 - Reviewing the situation with regard to touting outside the restricted area in 2022 when considering the next stages of the Order in the event of an extension being agreed.
 - Asking partners to consider improving the information and signposting to direct visitors to authorised punting stations and updating the voluntary code of practice.

Proposal

- 3.45 According to section 60(2) of the Act, before the time when a PSPO is due to expire, the local authority that made the PSPO may extend the period for which it has effect if satisfied on reasonable grounds that doing so is necessary to prevent-
- (a) Occurrence or recurrence after that time of the activities identified in the Order, or
 - (b) An increase in the frequency or seriousness of those activities after that time.
- 3.46 If the Order is to be extended this must be done before the time when the Order is due to expire, on 14 September 2019, and must satisfy the reasonable grounds as set out in section 60(2) of the Act as described above in 3.45.
- 3.47 Considering the evidence, the overall picture indicates that extending the current Order in its current form as shown in Appendix A, fits the criteria as set down in the Act. It is reasonable in these circumstances to expect that the problems would return to these open spaces if the Order was to expire.
- 3.48 In the event of the Order not being extended, it will lapse on 14 September 2019. Officers consider it reasonable to assume that anti-social behaviour in respect of punt and tour touting in the restricted areas would reoccur and/or increase in the frequency and/or seriousness if the Order is not extended.
- 3.49 It is therefore recommended that the Order be extended for a further 3 years as allowed under the Act.

4. Implications

a) Financial Implications

If an extension to the Order is agreed the Council must 'cause to be erected on or adjacent to the land in relation to which the public spaces protection order has been made such notice or notices as it considers sufficient to draw the attention of any member of the public using that land to –

- (i) the fact that a public spaces protection order has been made; and
- (ii) and the effect of that order being made.'

The current signs can remain in place and the City Council will be required to publicise the extension which can be done through press release and publication on our website.

If the extension is not approved, the Council would be required to replace the existing signs with signs stating that the Order is no longer in force, to which there will be a cost.

b) Staffing Implications

The staffing implications for the Enforcement and Safer Communities teams will remain the same as they are currently if the Order is extended.

c) Equality and Poverty Implications

If the Order is extended, the impact on residents, visitors and businesses is expected to be positive, as it should continue to act as a deterrent to anti-social behaviour in relation to punt and tour touting within the relevant area.

d) Environmental Implications

Nil: to indicate that the proposal has no climate change impact.

e) Procurement Implications

Costs are highly unlikely to fall within the procurement criteria.

f) Community Safety Implications

The extension of the Order will continue to have a positive effect on community safety in the concerned areas.

Human Rights

When deciding whether to extend the period for which a PSPO has effect and if so for how long the Council must have particular regard to the rights of freedom of expression and freedom of assembly set out in articles 10 and 11 of the European Convention on Human Rights. The restrictions imposed by the Order are considered proportionate for the prevention of crime and disorder.

5. Consultation and communication considerations

Consultation was carried out as detailed in the report.

6. Background papers

Background papers used in the preparation of this report:

- a) [Anti-social Behaviour, Crime and Policing Act 2014](#)
- b) [Anti-social behaviour powers: Statutory guidance for frontline professionals](#)
- c) [PSPO \(Touting\) 2016 - Sealed Order](#)
- d) [PSPO \(Touting\) 2016: Year 2 Review](#)
- e) [Environment and Community Scrutiny Committee: Decisions 4 October 2018](#)

7. Appendices

- A. Sealed Public Spaces Protection Order (Touting) 2016
- B. Map of restricted area
- C. Consultation responses

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Lynda Kilkelly, Safer Communities Manager, tel: 01223 - 457045, email: lynda.kilkelly@cambridge.gov.uk.

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ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

SECTION 59

PUBLIC SPACES PROTECTION ORDER

This order is made by Cambridge City Council (the 'Council') and shall be known as the Public Spaces Protection Order (Touting) 2016.

PRELIMINARY

1. The Council, in making this Order is satisfied on reasonable grounds that:

The activities identified below have been carried out in public places within the Council's area and have had a detrimental effect on the quality of life of those in the locality,

and that:

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 notice.

2. The Council is satisfied that the prohibitions imposed by this Order are reasonable to impose in order to prevent the detrimental effect of these activities from continuing, occurring or recurring, or to reduce that detrimental effect or to reduce the risk of its continuance, occurrence or recurrence.
3. The Council has had particular regard to the rights and freedoms set out in Article 10 (right of freedom of expression) and Article 11 (right of freedom of assembly) of the European Convention on Human Rights and has concluded that the restrictions on such rights and freedoms imposed by this Order are lawful, necessary and proportionate.

THE ACTIVITIES

4. The Activities prohibited by the Order are verbally:

- i. advertising or
- ii. soliciting for custom or
- iii. otherwise touting for

a punt tour or the hire or use of punts boats or similar craft on the River Cam (including any walking tour which includes or involves, whether or not for consideration, a punt tour or hire or use of punts boats or similar craft on the River Cam)

THE PROHIBITION

5. A person shall not engage in any of the Activities anywhere within the restricted area as shown shaded on the attached map labelled 'The Restricted Area'

This Prohibition is subject to the Exception stated below

THE EXCEPTION

6. The Prohibition does not apply to those cross-hatched shaded areas as identified on the attached map labelled 'Excepted Areas', provided that the Activities are carried out with the authority of, and by or on behalf of, a punt operator whose vessels are licensed for commercial purposes by the Conservators of the River Cam.

Informative: the Excepted Areas are locations at Quayside, Silver Street, Trinity College frontage at Garret Hostel Lane, Queens Green, and the Walkway from Quayside to Jesus Green (La Mimosa).

PERIOD FOR WHICH THIS ORDER HAS EFFECT

7. This Order will come into force at midnight on 15th September 2016 and will expire at midnight on 14th September 2019.
8. At any point before the expiry of this three year period the Council can extend the Order by up to three years if they are satisfied on reasonable grounds that this is necessary to prevent the activities identified in the Order from occurring or recurring or to prevent an increase in the frequency or seriousness of those activities after that time.

WHAT HAPPENS IF YOU FAIL TO COMPLY WITH THIS ORDER?

Section 67 of the Anti-Social Behaviour Crime and Policing Act 2014 says that it is a criminal offence for a person without reasonable excuse –

- (a) to do anything that the person is prohibited from doing by a public spaces protection order, or
- (b) to fail to comply with a requirement to which the person is subject under a public spaces protection order

A person guilty of an offence under section 67 is liable on conviction in the Magistrates Court to a fine not exceeding level 3 on the standard scale

FIXED PENALTY

A constable, police community support officer or city council enforcement officer may issue a fixed penalty notice to anyone he or she believes has committed an offence under section 67 of the Anti-Social Behaviour, Crime and Policing Act. You will have 14 days to pay the fixed penalty of £75. If you pay the fixed penalty within the 14 days you will not be prosecuted.

APPEALS

Any challenge to this order must be made in the High Court by an interested person within six weeks of it being made. An interested person is someone who lives in, regularly works in, or visits the restricted area. This means that only those who are directly affected by the restrictions have the power to challenge. The right to challenge also exists where an order is varied by the Council.

Interested persons can challenge the validity of this order on two grounds: that the Council did not have power to make the order, or to include particular prohibitions or requirements; or that one of the requirements of the legislation, for instance consultation, has not been complied with.

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.

Dated.....

The Common Seal of
Cambridge City Council
was affixed in the presence of


.....

Head of Legal Services *PRACTICE*

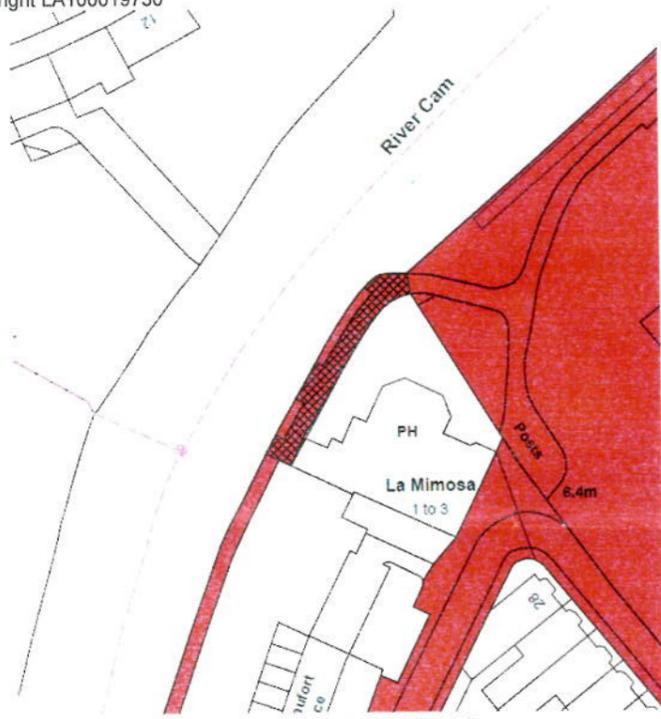


Section 67 Anti-Social Behaviour Crime and Policing Act 2014

- (1) It is an offence for a person without reasonable excuse-
 - (a) To do anything that the person is prohibited from doing by a public spaces protection order, or
 - (b) To fail to comply with a requirement to which a person is subject under a public spaces protection order
- (2) A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 3 on the standard scale
- (3) A person does not commit an offence under this section by failing to comply with a prohibition or requirement that the local authority did not have power to include in the public spaces protection order

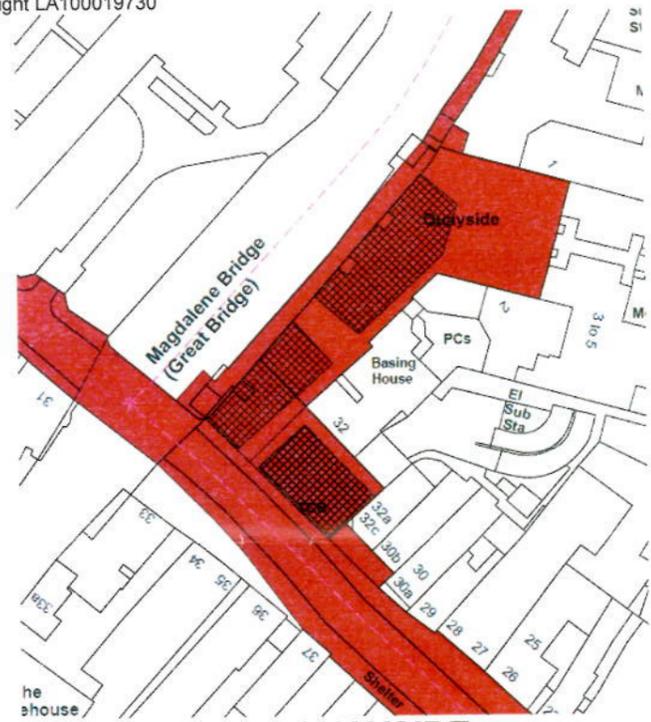
APPENDIX A: EXCEPTION AREAS

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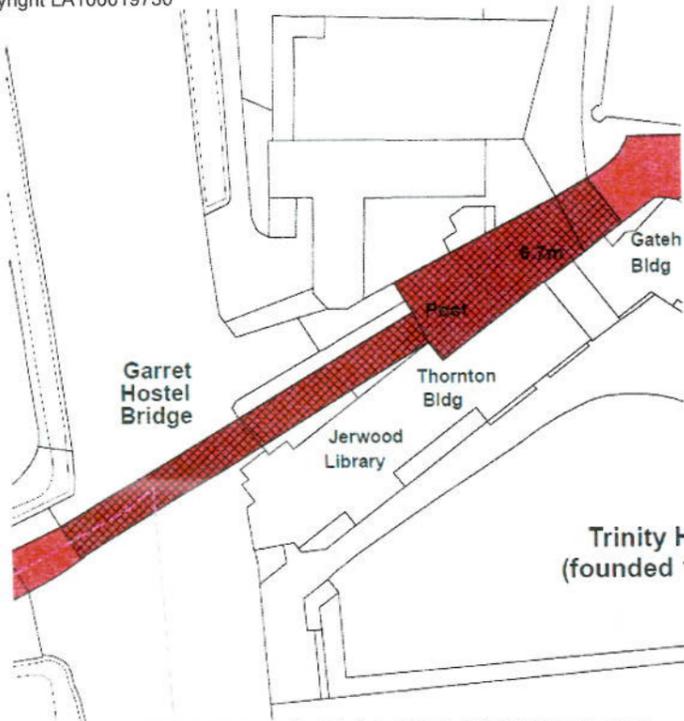
1. LA MIMOSA

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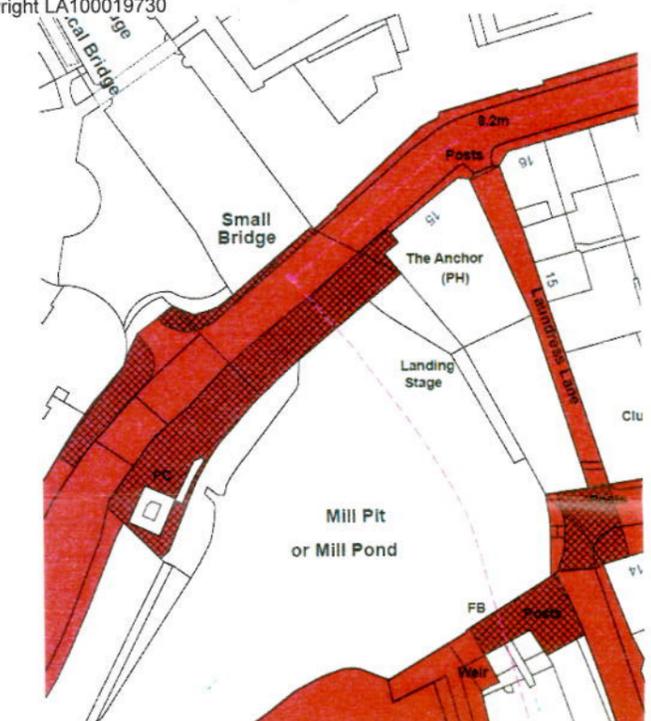
2. QUAYSIDE

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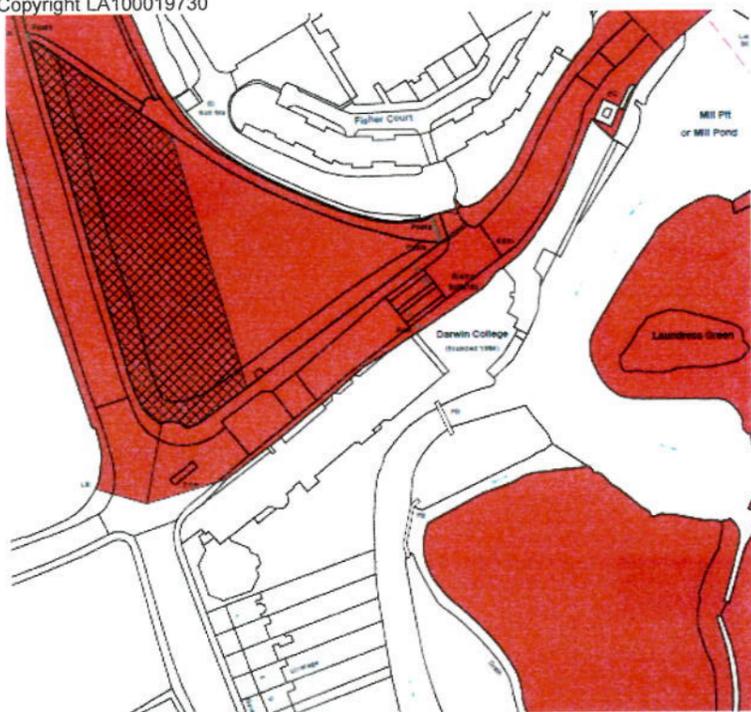
3. TRINITY COLLEGE FRONTAGE

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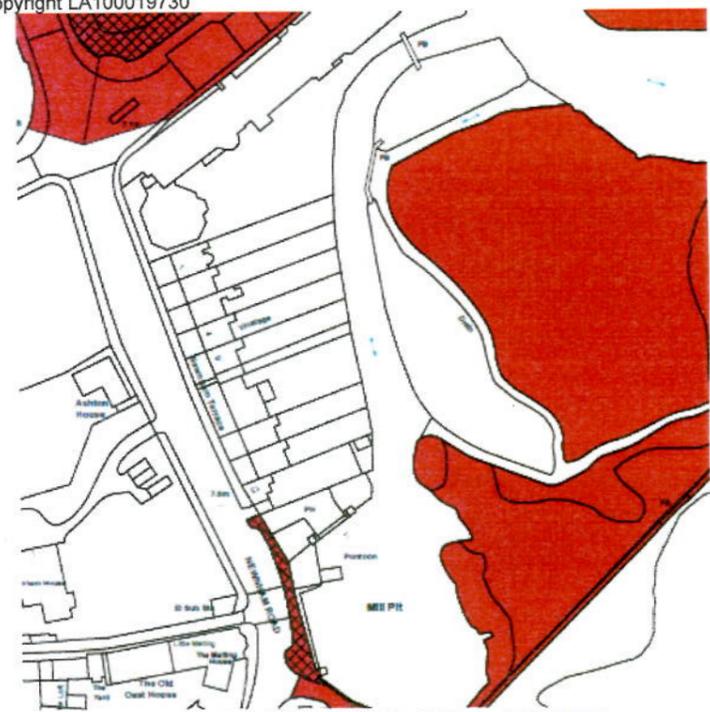
4. MILL PIT WEST AND 5. MILL PIT EAST

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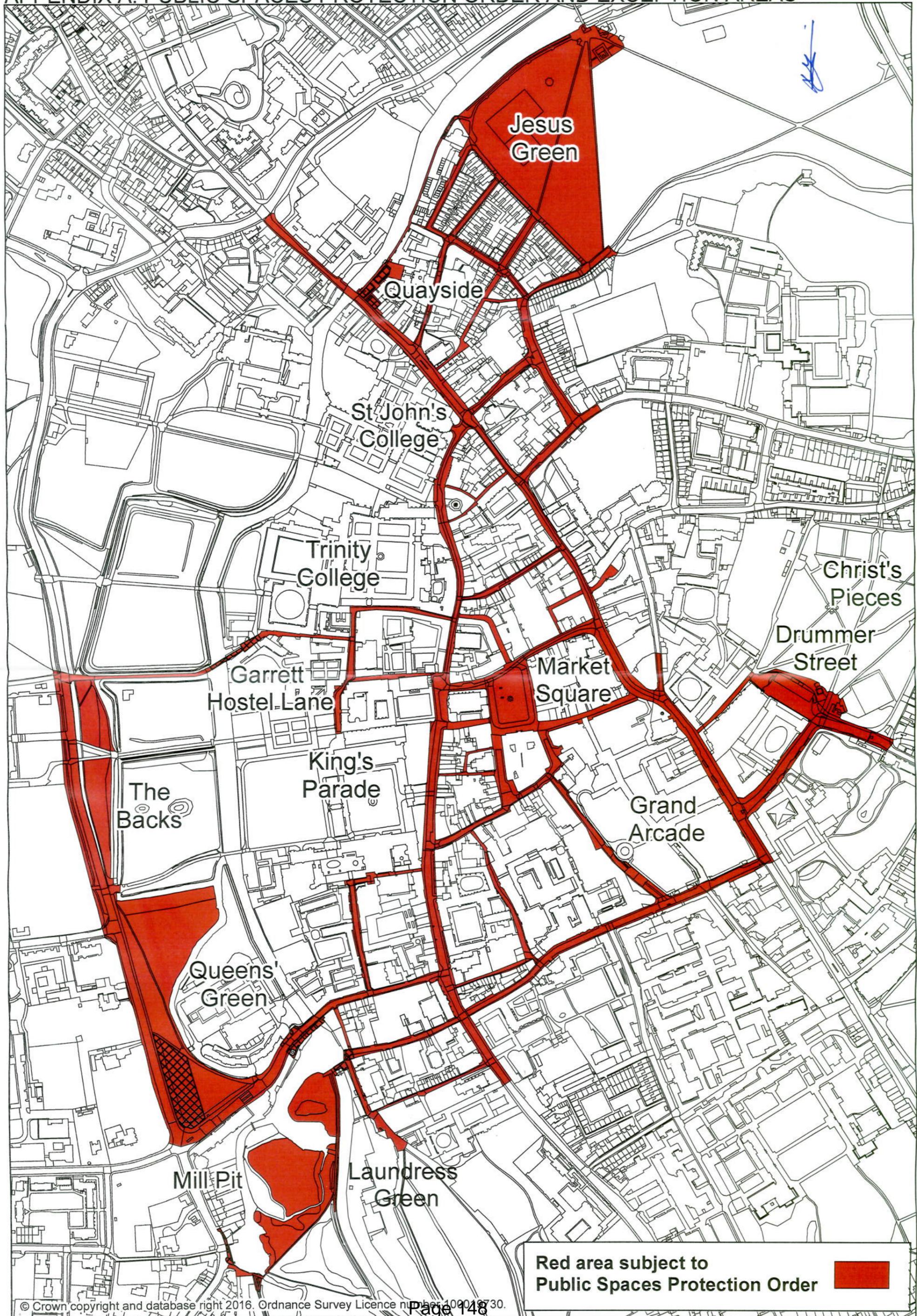
6. GRANTA MILL POND - QUEENS' GREEN

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6. GRANTA MILL POND

- Red area subject to Public Spaces Protection Order
- Exception Area



Appendix C: PSPO (Touting) 2016 – Responses

City Councillor

“The PSPO has made a difference, and the legal action at Garret Hostel Lane then had a major impact. So I support continuing it, including as it pressures other operators on the river not to be tempted, particularly as we make observance a condition on leases.”

City Councillor

“It seems to me that the Order should be extended for at least three years as a short term measure. Beyond September 2022 we shall need something much stronger in place since the projected growth of casual tourism in the coming years suggests the touting phenomenon will become even more of a nuisance by then.”

City Councillor

“I believe that this PSPO has had a strong positive impact on the problem of punt touting in the areas it covers. However there are continuing reports of occasional touting within the area some of them relating to touts offering punting under the initial guise of offering walking tours. It seems clear that the PSPO must be renewed to ensure that we do not revert to the intrusive and sometimes bullying interactions by punt touts. I would be interested to know if there have been complaints of punt touting in areas not covered by the existing PSPO. If that is the case then consideration should be given to extending the area covered. Please let me know.”

City Councillor

“I fully support the extension of this PSPO.”

City Councillor

“I support the extension of the PSPO for touting.”

City Councillor

“... just to say that I am in favour of maintaining the ban on verbal touting, especially on Kings Parade and at the railway station.”

City Councillor

“I am happy for the PSPO to be extended for another 3 years.”

Police and Crime Commissioner

“I refer to your email dated 3rd May to myself, Cambridgeshire Police and Crime Commissioner, regarding Cambridge City Council's proposals for the extension of the existing 2016 Public Space Protection Order (PSPO's) around Cambridge City Centre. I both welcome and thank Cambridge City Council for undertaking the consultation to seek the views of the public and myself, as Cambridgeshire Police and Crime Commissioner, in response to extending the existing PSPO to prohibit verbally, punt touting and tours in and

around Cambridge City Centre. This letter is my formal consultation response to both of the proposed PSPOs. To inform my response I have considered the views of Cambridgeshire Constabulary's Local Policing Team regarding the area relating to the proposed PSPO. The constabulary have not had any issues with the punt touts as this is led by the City Council officers, occasionally supported, as and when necessary, by police officers. In conclusion I fully support Cambridge City Councils proposal for an extension to the existing PSPO in order to prevent verbally; soliciting, advertising and touting for punt tour or punt hire."

Local Police

"I confirm that following consultation with my senior officer team we have no objections to your proposal."

Visitor Information Centre

"I am writing with regard to the review of the PSPO ... I believe that letting the order lapse would be a mistake and would lead to a large increase in the number of touts both in the city centre and the routes leading from the rail station to the city centre. Although the ban is still in force, punt tickets are regularly sold by touts along King's Parade and further work should be done to stop this practice rather than removing one of the tools to prevent it. The injunction at Garret Hostel Lane removed a large number of touts from the city centre but the emergence of touting for walking tours will see an increase in touting over the summer months. I have read the response from ... the Society of Cambridge Tourist Guides, and fully endorse the points ... raises. The issue of touting for walking tours on King's Parade affects visitors and residents to the city centre in two ways; there is the annoyance of touting (including aggressive touting) and the added issue of untrained guides leading very large groups in the city centre which impacts on the experience of visitors and locals alike. For these reasons I believe that the PSPO should be amended to include all touting in the city centre."

Visitor Information Centre

"I think the only thing that I wanted to say, is that while the situation is definitely better - a significant reduction in aggressive touting particularly outside Great St Mary's/Senate House, many residents still feel that there is touting going on and it presents the city in a poor light. I think that most people in Cambridge do not distinguish between punt touting and walking tour touting, which still goes on. If I tell them that there has been a huge improvement due to an injunction against punt touting, but that it doesn't cover walking tour touting they find it laughable - ie it doesn't address the fundamental problem of touting on the streets of Cambridge. People often say it is something they would expect to see in the third world, not Cambridge. I strongly suspect there is nothing you can really do about this. But I would be missing an opportunity if I did not remind the council to think about the overall, real problem, not the legal niceties."

Cambridge BID

"Cambridge BID would overwhelmingly support the extension to this PSPO and if possible widen the area since we still receive reports of punt touts being active in some parts of the city, despite this PSPO and the subsequent high court injunction from last year that

restricted access to the river. This would be mainly at the Rail station outside the Microsoft building. It would also be good to have the PSPO amended so that even the visible non verbal promotion of unlicensed punt tours or walking tours is an offence, namely using a pop up stand, or bicycle based promotion, or carrying a placard or other such materials. As a global heritage city it is imperative that visitors to the city are given a welcome and receive products and services that are professional, regulated and safe and that they are able to enjoy the city whilst not being harassed by touts, who we know in the past often represented businesses who were not insured or regulated. The High Court injunction from May 2018 has clearly had the main effect but we must not relent on this and the city needs to remain proactive. I have many anecdotal reports from businesses and visitors now as to how much more pleasant their experience of walking along Kings Parade, or Regent Street now is and we need to keep up the good work as a city to ensure the small number of touts who remain are discouraged. Despite the high court injunction, if this PSPO was not extended it would send the wrong signal to the touts and encourage them to seek to find loopholes so they can continue to operate.”

Cambridge Business Against Crime

“CAMBAC very much supports the proposal to extend the existing Punt Tout PSPO. We feel it has had a positive impact on the issue and this is echoed by our businesses.”

Society of Cambridge Tourist Guides

“I write to give evidence to the committee which considers the renewal or extension of the ban on touting in Cambridge City Centre. ... the Society of Cambridge Tourist Guides (SCTG) ... works closely with Visit Cambridge and Beyond and represents 140 green and blue badge guides who conduct official guided walking tours in Cambridge. Our guides are accredited by the Institute of Tour Guides, have spent a year studying to gain their qualification in Cambridge, abide by a code of conduct and work hard to improve the experience of visitors to Cambridge and conduct our tours with respect for the local environment and for those who live and work in the City. We see at first hand the aggressive practices of touts who continue to sell punting tickets in central Cambridge. Because the Order does not cover touting for walking tours, some touts have turned their attention to walking tours and are finding this an equally lucrative occupation. We are now entering the peak season for tourism in Cambridge and already the touts are making the lives of residents and visitors a misery. It is essential that the PSPO is extended beyond September of this year. The problem of aggressive punt touting has not gone away and if the Order is allowed to lapse we are convinced that the problem will rapidly grow even beyond the levels which led to the PSPO in the first place. We know that touts can earn up to £400 per day and typically take a 50% commission on sales made to gullible visitors. They then use untrained guides who do not know how to manage large groups and cause obstructions and nuisance as a result. Furthermore we are of the view that the aggressive touting problem, which very much exists in Cambridge, will continue to make walking in the centre of Cambridge an unpleasant experience as people are accosted every few yards by touts. We believe the Order now needs to be extended to cover touting for walking tours as

well as punting. In addition we would like to point out the kind of problems which untrained unofficial guided tours create for people in the City Centre:

- Tour groups are frequently too large to be managed;
- Unofficial guides frequently cause obstructions with their groups. This causes pedestrians to be forced into the road to get past groups blocking pavements.
- Unofficial guides block roads and endanger their customer and pedestrians and cyclists by blocking roads.

I attach some photographic evidence to show how unofficial guides which the touts employ are endangering the public and causing a public nuisance. I would add that official green and blue badge guides are trained not to block pavements and to ensure that pedestrians and cyclists are not obstructed. We also do not lead groups larger than 20. We carry public liability insurance. We are the only guides allowed inside colleges and so frequently take groups of tourists off the streets so that there is more room for other members of the public. And, of course, we abide by a code of conduct and do not sell tickets on the street. We urge you to renew the PSPO and to extend it to cover walking tours. Tourism in Cambridge needs to be managed in order to give visitors a high quality experience and to preserve the local environment for the benefit of all. Official, trained and qualified guides are part of the solution and face unfair competition from the unofficial guides and their touts. We urge you to take appropriate action to ensure the touting problem is reduced and does not increase.

Tourist Guide

“From my perspective as a guide the current order has been an unqualified success. The absence of punting touts has meant less congestion on the streets at certain pinch points such as outside of Kings, the Corpus Clock and Emmanuel. In addition the “roving” touts no longer interrupt groups when walking or when they are stationary listening to a presentation. It could be better as some touts still exist outside St Mary’s and King’s purportedly giving information or selling walking tours. This is very much a ruse to selling punting. However the reduction has led to a safer environment, with particular reference to King’s Parade and Garret Hostel. From my perspective as a ... resident and echoing the views of neighbours it is the same story and Cambridge is a more pleasant place to visit. There are a number of issues including the sheer volume of visitors coupled with the size of tour groups that could do with being addressed but the introduction of the PSPO has undoubtedly helped matters. On a different note has any risk assessment taken place with regards to a potential terrorist attack. It has been mentioned that King’s Parade would be a prime location should anyone feel so minded.”

Local Church

“We find touting a great concern to our visitors and staff who can feel threatened and hectorred by the touts. We would request that the existing order is made permanent and rigorously enforced. It should also include any form of touting not just punting as those touting for other tours can be just as much a nuisance.”

Local Trader

“For a limited period after the order was passed in 2015 Kings Parade was a much better environment for tourists and the public to circulate in, freely. In practice the council’s team to pursue enforcement seemed to lack teeth and very quickly the situation reverted to what we had pre-2015. I would suggest that the order is worthwhile, to enhance the experience of visitors coming to Cambridge, if policed. It clearly needs to be enforced if it is considered to be helpful and worth renewing – what happens today is not an example of how it works in practice, it has little value.”

Local Trader

“Touting remains rife, the measures that have been put into effect seem to be generally ignored - I still regularly see touting along King’s Parade, around the train station and Petty Curie. Whenever there is an initiative to crack down on them, they simply move up the road to where there are no restrictions – outside the Tamburlaine, around Christ’s Lane etc. I do think the order should be extended to protect local businesses but it will only be effective if the order covers the whole town centre. The flip-side of the argument is: What more could be done to ensure that the registered punting companies are front and centre for visitors to Cambridge? I rarely see anything that gives me any indication of where to start looking for punting venues. The only signs that this exists in the town centre are on the boards that the touters are holding aloft. As far as visitors to Cambridge are concerned, the touters make it easy for them which is why they’re so successful and why there’s so many of them.”

Local Trader

“I would like to offer a brief note in support of extending the PSPO which restricts the amount of punt touts in the city centre. Since this order has been in force the area immediately outside my shop and around Great St Mary’s has been much improved. Whilst there continues to be some activity, it now seems to have struck a reasonable balance and my observation is that visitors to the city no longer feel quite so harassed by the touts. It is also far better for those us working in the immediate vicinity. I would be very concerned if this order was not renewed and see its success to date to be sufficient reason alone to extend it further.”

Local Trader

“It worked probably for 1 week and then the punting touters were touting again. Nothing changed!”

Local Trader

“We would like to voice our support against touting in public places in Cambridge. We understand that you are consulting on this at the moment. The touts cause loads of disruption to customers who are already hassled by our homeless community. Quite apart from the fact that they don’t pay tax! If the streets are a free for all we will set up a stall outside!!”

Clare College

“Clare College would support a proposal to extend the Public Spaces Protection Order (Touting) 2016. Furthermore, it would support a proposal to include prohibition of non-verbal touting eg advertising and/or display of advertising. Clare College has suffered from anti-social behaviour as a result of illegal punt touts particularly along its river bank. This has included littering; noise; verbal abuse and threat of physical abuse towards its members, visitors, and members of the public; excessive drinking of alcohol; use of drugs; urinating in the College’s Gardens; and mooring along both the front of the Gardens and in the culvert next to Garret Hostel Bridge. The PSPO and the enforcement as a result of the PSPO has had a positive effect on reducing this anti-social behaviour by removing punt touts from the area. Extending the PSPO would be in the interests of Cambridge, its residents, its workers, and its visitors to provide a safe and welcome environment for everyone. If the PSPO was allowed to lapse then the number of punt touts would inevitably increase as would the cost and time required by Cambridge City Council to manage their anti-social behaviour.”

Trinity Hall

“Trinity Hall would overwhelmingly support the extension to this PSPO and, if possible, would recommend further measures to include visible non-verbal promotion of unlicensed punt tours or walking tours as an offence, namely using a pop up stand or bicycle-based promotion, carrying a placard or other such materials. Trinity Hall has seen a marked improvement to Garret Hostel Lane since the PSPO and an even greater one since the High Court injunction of May 2018. The City needs to remain proactive as, although these measure have improved the spaces of Garret Hostel Lane and King’s Parade, to let the PSPO lapse will send the wrong message to touts and allow them to manipulate loop-holes to continue to operate their illegal business.”

Gonville and Caius College

“Gonville and Caius would strongly support the extension to this PSPO. Like Trinity Hall we would support an extension to include signage based promotion of unlicensed punt tours or walking tours as an offence, namely using a pop up stand, or bicycle based promotion, or carrying a placard or other such materials. Gonville and Caius has seen a marked improvement to Garret Hostel Lane since the PSPO and especially the High Court injunction (May 18). Our students have no other route to cross the river from our Old Courts back to our first year accommodation late at night, the anti social use of this area worried many of them. Letting the PSPO lapse would be disastrous in giving the illegal touts an opportunity to exploit loopholes and again bring anti social behaviour into these narrow lanes in the heart of the City and alongside one of its prettier and more peaceful river crossing areas. The City must, please, remain proactive against this.”

St. John’s College

“St John’s College would strongly support a proposal to extend the Public Spaces Protection Order (Touting) 2016. Furthermore, it would support a proposal to include prohibition of non-verbal touting and promotion of unlicensed punt tours or walking tours, including the unregulated use of pop up stands, bicycle based promotion or carrying a

placard. The PSPO has had a positive effect in reducing anti-social behaviour both on and off the River Cam and extending it would be essential in continuing to ensure that Cambridge is an attractive destination for visitors. As well, it would serve the interests of residents, workers and those seeking to conduct legitimate tourist related businesses in the area. To let the PSPO lapse would send the wrong message to touts and encourage unregulated exploitation of visitors and the growth of ill-informed tour guides in the City at a time when we understand the City Council to be seeking exactly the opposite.”

Emmanuel College

“I most heartily ask that the PSPO is continued. The touts are a real nuisance and block the pavements. They push the boundary of the current order outside Emmanuel College where I work and block the pavement near a very busy and dangerous junction so people have to walk on the road to get past them when they stop pedestrians.”

King’s College

“Thank you for your message and opportunity to reply – this comes on behalf of King’s College [and] the College’s Bursar’s Tourism Sub Committee. I am aware that a number of Colleges have already responded to your calling message, and I endorse their comments. King’s is most strongly supportive of a proposal to extend the PSPO (Touting) 2016. It is of note that since its introduction in 2016 there continues to be a presence of touts, albeit slightly reduced, and it is understood that their tactics have changed such that all manner of offers are discussed with visitors – presuming that this tactic seeks to manipulate loop holes to the current restrictions. It is quite clear that visitors are attracted by the pop up stands and body clad placards, believing them to be bona fide providers of tourism services, and this both tarnishes the reputation of the city and denies our own Tourist Information Centre from providing this service and deriving a revenue. Efforts should be made to enhance visible patrols and formal engagement rather than consideration be given to allowing the PSPO to expire. Touts operate in a persuasive yet aggressive and intimidating manner, and this can only be bad for the good name of the city. King’s Parade, immediately adjacent to the main entrance of King’s College, is arguably the busiest spot in Cambridge with a very heavy concentration of individual and groups of tourists. Removing the touts would make the area less crowded and it would allow greater movement of people in this area. Extending and enhancing the PSPO would at the very least maintain a less unsatisfactory situation and possibly lead to further improvements should this matter be allocated more resources to control. I have to agree with earlier responses that if the PSPO was allowed to lapse then the number of punt touts would inevitably increase as would the cost and time required by Cambridge City Council to manage their anti-social behaviour. I thus reiterate most strongly that the PSPO should be extended, and would be most grateful if the above observations could be taken into account.”

Punt Operator

“Although the illegal use of GHL and Laundress green has stopped, some touting along Kings Parade is still happening, with tours being sold on to operators willing to take them. I feel in the past, small remnants of touting have been allowed to regain traction, and the problem has escalated, and hope that the same will not occur this time round.”

Punt Operator

“We would like to place our comments regarding the PSPO. We believe this should be continued. Without the continuation of the PSPO the original behaviour will probably reoccur.”

Punt Operator

We are writing with regard to the PSPO - Public Spaces Protection Order (Touting) 2016. [...]. We would make the following observations:-

- i. We abide by the Voluntary Code of Practice for the Visitor Industry (2012) which was designed “to reduce nuisance from commercial touting in the city centre”. The Voluntary Code’s measures include restricting touting associated with the 6 formally authorised punt station to specific areas in the vicinity of those punt stations, limiting the number of touts deployed at any one time and the conduct of touts. The Voluntary Code is effective at Silver Street (where it applies to two punt operators based at two formally authorised punt stations) and at Trinity College (where it applies to one operator based at one formally authorised punt station). However, it is not terribly effective at Quayside (where there were two punt operators when it was introduced but are now six operators based at two formally authorised punt stations). The Voluntary Code is ignored by one punt operator based at a formally authorised punt station at Newnham Mill Pond.
- ii. The PSPO was welcomed by most of the authorised punting companies as it demonstrated a clear message of intent on the part of Cambridge City Council to address the nuisance and anti-social behaviours that can result from touting.
- iii. Last year’s High Court injunction further demonstrated the City Council’s commitment to resolving public nuisance issues associated with commercial punting by stopping the use of their land by unauthorised operators. The level of touting activity on King’s Parade and other city centre locations immediately fell as a result of the injunction, although the injunction only applies to City Council land and does not itself stop punt operators with formally authorised punt stations from touting within the city centre.
- iv. Over the past few months the level of touting in the city centre has started to rise again as the punt operator that has chosen not to abide by the Code of Conduct has expanded its operations on King’s Parade and the city centre. This one company has an arrangement with many of the same individuals that were working previously on King’s Parade and the city centre. [...].“
- v. Unfortunately, despite some signs of progress last year, nuisance touting remains a serious issue in Cambridge and so we strongly believe it would be premature for the City Council to lift the PSPO. We feel that a failure to extend it for a further 3 years would send out the wrong message with regards to the Council’s ongoing commitment to tackle these anti-social activities through the various means at its disposal.

- vi. To conclude, we believe that the touting situation is not fully resolved and would suggest that a town centre free of touting should occur for at least 12 months before any thought of lifting the order is considered.

Thank you for considering our feedback.

City Council: Property Services

“I think the benefit of the injunction and PSPO together has not yet gone a full season and while it would appear that there has been an improvement, it is early days. Having been touted myself recently, clearly breaches still continue and ongoing enforcement is needed. Given the historical difficulty in addressing punting related issues, be it touting or use of the Council’s land, leading to the need to seek a High Court injunction, it would seem unwise to cease the PSPO at this stage. An extension would allow the Council to see over a longer period of time whether or not the issues have been resolved. To my knowledge, the only operator benefitting from touting within the PSPO area is Granta Punts through referrals from touts on Kings Parade. Where possible, the Council seeks to include touting provisions and restrictions in its leases to operators but not all punt station are in Council control. Some of the Council’s leases do not have tout restrictions and while these will be sort through the lease renewal process, the PSPO helps in this respect where operators do not abide by the voluntary code.”

City Council: Streets and Open Spaces

“Since the introduction of the PSPO in 2016, ninety two fixed penalty notices have been issued to persons caught verbally touting for punt tours, during this time nine individuals were successfully prosecuted for repeat offences within a six month period, it is the opinion of the officers of this department that if the PSPO was allowed to lapse, it would not be long before Kings Parade and the other usual haunts would be flooded with touts. If extending the PSPO for a further period of three years, it would be a good opportunity to amend the PSPO to include the areas which were missed off from the original PSPO”.

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