

A meeting of the **OVERVIEW AND SCRUTINY PANEL (COMMUNITIES AND ENVIRONMENT)** will be held in **CIVIC SUITE 0.1A, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON, PE29 3TN** on **TUESDAY, 13TH JUNE 2017** at **7:00 PM** and you are requested to attend for the transaction of the following business:-

**Contact
(01480)**

APOLOGIES

1. MINUTES (Pages 5 - 18)

To approve as a correct record the Minutes of the meetings held on 4th April 2017 and 17th May 2017.

**A Green
388008**

2. MEMBERS' INTERESTS

To receive from Members declarations as to disclosable pecuniary and other interests in relation to any Agenda item.

3. NOTICE OF KEY EXECUTIVE DECISIONS (Pages 19 - 22)

A copy of the current Notice of Key Executive Decisions is attached. Members are invited to note the Plan and to comment as appropriate on any items contained therein.

**B Buddle
388007**

4. CAMBRIDGESHIRE COUNTY COUNCIL HEALTH COMMITTEE

The Panel is to appoint a substitute Member to the Cambridgeshire County Council Health Committee.

5. CLOSURE OF THE CUSTOMER SERVICE CENTRES IN RAMSEY, YAXLEY AND ST NEOTS (Pages 23 - 32)

The Executive Councillor for Transformation and Customers will be in attendance to discuss the closure of the customer service centres in Ramsey, Yaxley and St Neots.

**J Taylor
388119**

6. HUNTINGDONSHIRE COMMUNITY SAFETY PARTNERSHIP SIX MONTH UPDATE (Pages 33 - 44)

The Huntingdonshire Community Safety Partnership Six Month Update is to be presented to the Panel.

**C Stopford
388280**

7. HOME ENERGY CONSERVATION ACT (HECA) FURTHER REPORT 2017 (Pages 45 - 58)

The Panel is to receive the Home Energy Conservation Act (HECA) Further Report 2017.

**J Blackwell
388527**

8. PUBLIC HEALTH FUNERALS POLICY (Pages 59 - 66)

A report on the Public Health Funerals Policy is to be presented to the Panel.

C Stopford
388280

9. OVERVIEW AND SCRUTINY PROGRESS (Pages 67 - 72)

Members are to receive the work programmes for all Overview and Scrutiny Panels.

Dated this 5th day of June 2017



Head of Paid Service

Notes

1. Disclosable Pecuniary Interests

(1) *Members are required to declare any disclosable pecuniary interests and unless you have obtained dispensation, cannot discuss or vote on the matter at the meeting and must also leave the room whilst the matter is being debated or voted on.*

(2) *A Member has a disclosable pecuniary interest if it -*

(a) relates to you, or

(b) is an interest of -

(i) your spouse or civil partner; or

(ii) a person with whom you are living as husband and wife; or

(iii) a person with whom you are living as if you were civil partners

and you are aware that the other person has the interest.

(3) *Disclosable pecuniary interests includes -*

(a) any employment or profession carried out for profit or gain;

(b) any financial benefit received by the Member in respect of expenses incurred carrying out his or her duties as a Member (except from the Council);

(c) any current contracts with the Council;

(d) any beneficial interest in land/property within the Council's area;

(e) any licence for a month or longer to occupy land in the Council's area;

(f) any tenancy where the Council is landlord and the Member (or person in (2)(b) above) has a beneficial interest; or

(g) a beneficial interest (above the specified level) in the shares of any body which has a place of business or land in the Council's area.

Non-Statutory Disclosable Interests

(4) *If a Member has a non-statutory disclosable interest then you are required to declare that interest, but may remain to discuss and vote providing you do not breach the overall Nolan principles.*

(5) *A Member has a non-statutory disclosable interest where -*

(a) a decision in relation to the business being considered might reasonably be regarded as affecting the well-being or financial standing of you or a member of your family or a person with whom you have a close association to a greater extent than it would affect the majority of the council tax payers, rate payers or inhabitants of the ward or

- electoral area for which you have been elected or otherwise of the authority's administrative area, or*
- (b) it relates to or is likely to affect a disclosable pecuniary interest, but in respect of a member of your family (other than specified in (2)(b) above) or a person with whom you have a close association, or*
- (c) it relates to or is likely to affect any body –*
- (i) exercising functions of a public nature; or*
 - (ii) directed to charitable purposes; or*
 - (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a Member or in a position of control or management.*

and that interest is not a disclosable pecuniary interest.

2. Filming, Photography and Recording at Council Meetings

The District Council supports the principles of openness and transparency in its decision making and permits filming, recording and the taking of photographs at its meetings that are open to the public. It also welcomes the use of social networking and micro-blogging websites (such as Twitter and Facebook) to communicate with people about what is happening at meetings. Arrangements for these activities should operate in accordance with guidelines agreed by the Council and available via the following link [filming, photography and recording at council meetings.pdf](#) or on request from the Democratic Services Team. The Council understands that some members of the public attending its meetings may not wish to be filmed. The Chairman of the meeting will facilitate this preference by ensuring that any such request not to be recorded is respected.

Please contact Mr Adam Green, Democratic Services Officer (Scrutiny), Tel No. 01480 388008/e-mail Adam.Green@huntingdonshire.gov.uk if you have a general query on any Agenda Item, wish to tender your apologies for absence from the meeting, or would like information on any decision taken by the Committee/Panel.

Specific enquiries with regard to items on the Agenda should be directed towards the Contact Officer.

Members of the public are welcome to attend this meeting as observers except during consideration of confidential or exempt items of business.

Agenda and enclosures can be viewed on the District Council's website – www.huntingdonshire.gov.uk (under Councils and Democracy).

If you would like a translation of Agenda/Minutes/Reports or would like a large text version or an audio version please contact the Elections & Democratic Services Manager and we will try to accommodate your needs.

Emergency Procedure

In the event of the fire alarm being sounded and on the instruction of the Meeting Administrator, all attendees are requested to vacate the building via the closest emergency exit.

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HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the OVERVIEW AND SCRUTINY PANEL (COMMUNITIES AND ENVIRONMENT) held in Civic Suite 0.1A, Pathfinder House, St Mary's Street, Huntingdon, PE29 3TN on Tuesday, 4th April 2017.

PRESENT: Councillor T D Alban – Chairman.
Councillors B S Chapman, S J Criswell,
J W Davies, D A Giles, T Hayward,
Mrs P A Jordan, L R Swain and
Mrs J Tavener.

APOLOGIES: Apologies for absence from the meeting were submitted on behalf of Councillors Mrs A Donaldson and P Kadewere.

IN ATTENDANCE: Councillors D Brown, R C Carter,
Mrs A Dickinson, R Fuller, R B Howe and
D Watt.

84. MINUTES

The Minutes of the meeting held on 7th March 2017 were approved as a correct record and signed by the Chairman.

85. MEMBERS' INTERESTS

Councillor Mrs J Tavener declared a non-pecuniary interest in relation to Minute Number 87 as a tenant in a Luminus Property.

Councillor B S Chapman declared a non-pecuniary interest in relation to Minute Number 88 as a Cambridgeshire County Councillor and St Neots Town Councillor.

Councillor S Criswell declared a non-pecuniary interest in relation to Minute Number 88 as a Cambridgeshire County Councillor.

Councillor D A Giles declared a non-pecuniary interest in relation to Minute Number 88 as a Cambridgeshire County Councillor and St Neots Town Councillor.

86. NOTICE OF KEY EXECUTIVE DECISIONS

The Panel received and noted the current Notice of Key Executive Decisions (a copy of which is appended in the Minute Book) which has been prepared by the Executive Leader for the period 1st April 2017 to 31st July 2017.

87. REGULATORY JUDGEMENT: LUMINUS GROUP LIMITED

The following representatives from Luminus were in attendance to discuss with Members the recent Regulatory Judgement on Luminus from the Homes and Communities Agency (HCA): Dr Chan Abram,

Group Chief Executive; Reverend Kevin Burdett, Independent Board Member; Andy Chapman, Director of Finance; Nigel Finney, Executive Director (Operations) and Mike Simpson, Independent Board Member.

In order to assist the discussion questions were submitted to Luminus in advance of the Panel meeting. In addition to these Members asked follow up questions in order to attain either clarification or additional information.

After a short period of introductions the representatives from Luminus explained that it has been a busy period for the company and that officers have worked hard in ensuring that HCA's judgement is adhered to.

A Member stated that the Regulatory Judgement suggests that the Board did not have the necessary skills and knowledge to deal with the problem that was highlighted. They asked has Luminus recruited suitable qualified board members who can recognise and deal with all aspects of risk management. In response the Panel were informed that Luminus believe the Board is already sufficiently qualified to deal with commercial risk. There are three fully qualified chartered accountants on the Board and where new Members are recruited Luminus ensures that those Members have the required skills.

In a follow up question, Luminus were asked if Members of the Board did have the required skills then why did the Homes and Communities Agency (HCA), through the Regulatory Judgement, say the Board did not? In response Members were informed that the matter of judgement is an issue for the HCA, however Luminus believe the board have the required skills. In addition where there is a judgement like the gas checks, it is the requirement of the HCA to review the Board so it doesn't happen again.

Luminus were asked to clarify if they were taking the judgement seriously and were not underplaying it. In response Members were informed that Luminus were not underplaying the judgement and added that it is a difficult place to be in where there is a judgement and the HCA is seeking assurance.

On the Luminus webpage it indicated that two Members of the Board served on an Audit, Finance and Risk Committee. One of these appears to have recently left that Committee. Luminus were asked if this was because of the failure of that Committee which resulted in the Regulatory Judgement. In response Luminus informed the Panel that it wasn't the failure of the Committee that has led to a departure of the Member. The Board has reconfigured the Committee and there has been a change but it has been an internal change.

On a point of clarification a Member stated that there was a failure as Luminus wouldn't have received the judgement and subsequent downgrading. In response Members were informed that the failing was the missed opportunity to have valid gas safety certificates. In addition when the HCA find a failure they then review all processes and ask what else could fail. The Panel was informed that Luminus have accepted the judgement, changed the Board and reconfigured the Committee.

When asked about the changes Luminus have made to rectify the weaknesses it has, Members were informed that Luminus are seeking to explain to Members why they have received a judgement and recognise that the health and safety of residents is of concern to Members, however Luminus' confirmed that residents are safe. The Group Chief Executive stated that there is a tougher regulatory regime for the sector than there is for local government. Luminus have sought to rectify the issue by reconfiguring the Audit Committee so it focuses solely on audit and risk.

In addition Members were informed that whilst the judgement was focused on the gas safety certificate problem there were also governance weaknesses. However Board meetings are rigorous and identified the gas safety certificate problem via internal audit in May 2015 however Luminus did not notify the HCA. The Panel was informed that Luminus are unsure what the HCA are looking at in terms of governance and the HCA has not notified what Luminus are doing wrong.

Another Member asked how did the gas safety certificates issue manage to slip through Luminus' Risk Committee and audit arrangements. In response Luminus stated that there were a few weeks where properties didn't have a valid gas safety certificate over a two year period however the Committee was satisfied at the time that maintenance department was sufficiently handling the issue.

In addition Luminus were asked who oversees their health and safety matters, what systems are in place and how are these matters reported to the Board. In response Luminus stated that the board will question and, if need be, challenge in the area of health and safety. In respect to the valid gas safety certificate issue it wasn't challenged significantly and was picked up by internal audit the next day. There is a named Health and Safety Manager and there are other staff who support that manager in their role. The Panel were informed that there is a rigorous procedure which has been in place for a number of years. It has failed in the issue of the valid gas safety certificates however as it is an internal matter Luminus can't say why it failed.

The Council's Board nomination was not actioned or approved by Luminus so there is currently no representation from the Council on the Luminus' Board and Luminus have only recently sought to make contact with the nominee. Luminus were asked how that has happened and what are they doing to resolve that omission. In response the Panel was informed that a letter from the Council, dated 17th February 2017, arrived at Luminus' office on 1st March 2017. At the time all Board activity was suspended as a consequence of the HCA's judgement. The Group Chief Executive stated that he wrote to the Council's representative on 24th March 2017 however no response was received. There was a meeting between the Council and Luminus on 30th March 2017 when it was agreed that the Executive Councillor for Housing and Regulatory Services would formally send the details of the Council's representative to Luminus.

Luminus were asked for details about the selling of some three and four bedroom properties to either fill the financial deficit and/or to negate the need to carry out costly repairs, refurbishments or

maintenance. In response the Panel was informed that the selling of properties were not to do with the financial deficit. The company are embarking on the option appraisal process and identified properties that it was deemed not profitable to renovate. All the proceeds from the sales are reinvested into the company. In the process, houses with low energy efficiency ratings are identified for sale. The average age of properties for sale is 86 years. The average energy rating scores for all Luminus properties is 71 with the average energy ratings for the houses identified for sale being between 40 and 50.

A Member expressed their disbelief that gas safety certificates were allowed to go over by a single day as the safety of the residents is at risk. They asked Luminus how could this have happened and in response Members were informed that a mistake was made and that has been dealt with. New computer and technological systems are in place including sending tenants a text message to notify them of arrival of an engineer.

Luminus were asked how many people die as a result of carbon monoxide poisoning each year. The Member explained that the purpose of the question was to gauge how seriously Luminus viewed gas safety certificates. In response Members were informed that Luminus have had training and knowledge of regulations and are aware of the seriousness of their failure.

Luminus were asked what actions have been taken and in response Luminus stated that when the matter came to the attention of the Board an Action Plan was put in place. The maintenance department was realigned so there is clearer responsibility. A new procedure states that Luminus must make an appointment, with the tenant, eight weeks in advance of the engineer visit. There is also a new procedure in place to enter the property when Luminus engineers are refused entry. The Board are now receiving information on how many gas safety certificates are up to date. It was confirmed by Luminus that, as of 18th January 2017, no gas safety certificates were out of date.

Luminus were asked that bearing in mind the failings identified relating to gas safety, what checks have been undertaken by Luminus to ensure there are no areas of concern relating to other aspects of safety relating to their tenants and the properties they rent, specifically what checks have been made relating to electrical wiring, asbestos and Legionella. In response Luminus stated that they are acting on all other safety checks. Lessons have been learnt from gas safety checks and have been put into use with other internal audits. Members asked for a written response to the question including evidence of action taken and Luminus confirmed a written response will be sent to the Council.

In response to the question has a third party check been carried out Luminus informed Members that all checks are performed by staff however they are all registered with the regulatory body, Gas Safe. Luminus added that the judgement is not about the standard of work but the timing of the work.

Following the question do any independent bodies inspect your audits, Luminus informed Members that Gas Safe do review the quality of the audit. In other areas, such as Legionella, Luminus do

employ external companies as they don't have the expertise in house. It was confirmed that Gas Safe come and check what they want to check, they look at the quality of the work not the frequency.

Luminus were asked how are tenants involved with the running and scrutiny of the company. In response Members were informed that there is a Tenants Services Consultative Forum and a scrutiny panel which reviews the key performance indicators. Luminus stated that tenants are identified through a variety of mechanisms including elections and requesting volunteers.

A Member asked how many properties did Luminus have and how many has a gas appliance. In response Luminus informed Members that it has around 7000 properties and that 5680 had a gas appliance. A total of 30% have had failings but most are minor and fixed during the service. Of the major failings there are about 10 a year that have required a new boiler and around 2 or 3 evacuations a year.

The Chairman asked Luminus that written responses are provided for his first three questions, which Luminus have received, and that the response sent to the Democratic Services Officer (Scrutiny). The questions are:

- 1. In a statement, Mike Forrest, newly appointed chair of Luminus, said the gas safety failings were "unacceptable to us as a company that is known to have genuine care and concern for our residents' well-being". He added: "The board, in acknowledging the judgement will, as part of its reflective process, consider diligently the evidence adduced by the HCA from the IDA, when this is provided. Is Luminus now in receipt of the evidence referred to above?*
- 2. If 'No' when do Luminus expect to receive it?*
- 3. If 'Yes' what diligent consideration has been given to it and what actions are have been taken to ensure there won't be a repeat of the gas safety failings?*

The HCA found "material weaknesses" in the information provided to the board about the risk of ventures which "have not been effectively challenged" and added that "the board does not receive sufficiently detailed information to allow it to effectively monitor and make decisions on the investment, and has not effectively challenged that situation". In addition it concluded that "the regulator has concluded that board members of Luminus are not discharging their duties with adequate skill." Luminus were asked what steps do they propose to take to ensure that its Board members will now and in the future receive sufficiently detailed information to discharge their duties with adequate skill. In response Luminus stated that they have received extensive advice from consultants and they have confirmed that Board Members have the required skills to carry out their duties.

Luminus were asked why hasn't the Council's representative, Councillor Mrs R E Mathews, been appointed to the Board yet three other people have. Members were informed by Luminus that the process of appointing Board Members is the one the HCA has required. New board members have the skills required by the HCA.

Members were informed that no-one from HCA has sat in on a Board

meeting. It was suggested to Luminus that although the HCA have a right to attend, Luminus should invite the HCA to attend a future meeting of the Board.

A Member asked what price would Luminus have to pay if they fail again. In response Luminus informed the Panel that the governance rating would fall to G4 and Luminus would be absorbed into another Housing Association, however Luminus believes that this will not happen.

When asked are Board meetings open to the public, Luminus informed the Panel that Board meetings of a private company are not open to the public.

When asked how long the HCA/In Depth Assessment (IDA) investigation was underway and when was the downgrade judgement known by Luminus Board and management, the Members were informed that the IDA process took over four weeks with formal notification on 1st March 2017.

A Member expressed disappointment that they had not heard an apology from Luminus during the course of the discussion. In response Luminus stated that there was a letter of apology in the Hunts Post, a letter of apology to residents and apologies to the Council that they hadn't received notification of the judgement earlier.

In response to the question does Luminus recognise and agree with the failings identified by the HCA, Members were informed that Luminus does recognise the failings identified and that the company respects the authority of the HCA. In addition Luminus recognised that it got it wrong on gas safety certificates. It was eight months before the HCA was aware of the issue which by that time the issue had been resolved.

A Member asked what was the longest a Luminus property had gone without a valid gas safety certificate, in response Luminus stated that three properties had been without a valid gas safety certificate for up to eight months. The reason for this was that Luminus did not have access to property and injunctions to enforce entry had to be sought. Members were informed that Luminus has a report with more information on the gas safety certificates issues however they would have to take legal advice before sharing the information with the Council.

Luminus were asked what obligations are they under to supply improvement plans and actions to the HCA, when do these have to be completed and how long do they believe it will take to regain a G1 rating. Luminus informed Members that realistically they can't get the G1 rating back promptly and that it would take some time and have agreed to a voluntary undertaking in order to achieve this.

The Panel asked when was the HCA last in contact, in response Luminus stated that it was a month prior to the IDA via desktop review. In a follow up question Luminus were asked how did the HCA missed the gas safety certificates issue if they are in regular contact to which Luminus replied that the desktop reviews and surveys deal with financial performance and that the last time HCA was at a Board

meeting was a couple of years prior to IDA.

Luminus was asked on two separate occasions whether the Regulatory Notice was issued before the Regulatory Judgement. On each occasion a different answer was provided. The first time the question was asked Luminus stated that the Regulatory Notice and the Regulatory Judgement were issued at the same time. On the second occasion, Luminus stated that that Regulatory Notice was issued before the Regulatory Judgement, however they are not connected.

In response to the question would Luminus make the improvement plans and the voluntary undertaking public in the interest of transparency and as assurance to tenants and the Council as a key community stakeholder, Members were informed that Luminus would not make the voluntary undertaking public as it is a private document and is commercially sensitive.

Luminus were asked how are the skills and abilities of the Board tested in terms of recruitment, what refresh training is offered and undertaken, how often are Board members rotated and as with other Registered Providers, is there a maximum length of service. In response Luminus stated that there is a detailed performance appraisal process with an annual appraisal. Every Board Member signs a declaration that if they fail in their duties they would be required to resign and each Board Member is limited to a term of office of nine years. In addition, Luminus added that the Board was strengthened by appointing people with commercial experience. The Board was already competent but an additional Member has experience in treasury management.

After the discussion with the representatives from Luminus they left the meeting. The Executive Councillor for Housing and Regulatory Services then joined the discussion. It was noted that Members twice asked about what came first, the Regulatory Judgement or the Regulatory Notice, to which Luminus first replied that it was the Notice first and then the Judgement but later on during the discussion replied that the two are not linked. The understanding that the Executive Councillor has is that there was an existing governance investigation.

The Executive Councillor for Housing and Regulatory Services explained that the Panel had not received much more information than he and the Corporate Director (Delivery) had received at their meeting with representatives from Luminus on 30th March 2017. He added that he has been disappointed at how Luminus have approached the Council as a key stakeholder. It was noted that the Council do not have a right to demand that Luminus answer questions but as a key stakeholder would have expected much earlier engagement.

It was clarified that the HCA is not taking a view on the appointment of the Council's representative to the Luminus Board and that it is up to the Board to accept the appointment.

A Member believed that by introducing three new Members to the Board it is an admittance of failure.

The Panel noted that it is highly unusual that a company has the number of governance failings as indicated by the Regulatory Judgement. It was the understanding of the Executive Councillor for Housing and Regulatory Services that only one person has lost their job over the issue.

Members were informed that the Executive Councillor for Housing and Regulatory Services and the Corporate Director (Delivery) are to write to the HCA regarding the Regulatory Judgement.

The Panel agree to invite representatives of Luminus to the Panel meeting in June 2017 to ask them what they have done regarding the Regulatory Judgement. In addition, Members have agreed to forward on the Minutes, in relation to the discussion with Luminus, on to Cabinet.

(At 7.13pm, during the consideration of this item, Councillor Mrs A Dickinson entered the meeting.)

(At 7.54pm, during the consideration of this item, Councillor Mrs A Dickinson left the meeting.)

(At 7.57pm, during the consideration of this item, Councillor Mrs A Dickinson entered the meeting.)

(At 8.30pm, during the consideration of this item, Councillor Mrs P A Jordan left the meeting.)

(At 8.32pm, during the consideration of this item, Councillor J W Davies left the meeting.)

(At 8.32pm, during the consideration of this item, Councillor Mrs P A Jordan entered the meeting.)

(At 8.34pm, during the consideration of this item, Councillor J W Davies entered the meeting.)

(At 8.44pm, during the consideration of this item, Councillor R C Carter left the meeting and did not return.)

(At 8.44pm, during the consideration of this item, Councillor D Brown left the meeting.)

(At 8.46pm, during the consideration of this item, Councillor D Brown entered the meeting.)

88. GROUNDS MAINTENANCE SERVICE REVIEW

With the aid of a report by the Head of Operations (a copy of which is appended in the Minute Book), the Grounds Maintenance Service Review was presented to the Panel. In addition to the report, the Head of Operations informed Members that all outsourced work is fully funded and therefore is not subsidised by Council.

The additional £67k of funding agreed by Cabinet has been invested in the recruitment of seasonal staff in order to cope with the grass cutting during the growing season.

A Member asked about the maintenance of the County Council grass and how much money the Council are receiving for it. In response Members were informed that the Council are receiving about £20k. Last year the amount received was £40k however St Neots Town Council and Huntingdon Town Council have decided to take on the maintenance in their areas.

It was suggested that the Council makes it clear to residents that it is carrying out the work of the County Council however it was noted that this point was made last year and there is little appetite for it to be made again.

When asked if bush and shrub maintenance should be included in the report, the Panel was informed that a report covering this maintenance would be presented to them at the end of the growing season.

Following a question regarding the type of lawnmowers the Council has, including the lawnmowers that the service had problems with last year, Members were informed that the Council do have the same mowers however it does have a mixed set of equipment to deal with different conditions.

The Panel was informed that the service cuts the grass on a fortnightly basis but when the growing season ends it could be cut less. However Members were informed that cutting the grass less would not necessarily save money as longer grass can take more man hours to cut.

A Member asked if a proportion of the £20k saving should be given back to St Neots Town Council and Huntingdon Town Council as they are providing the maintenance of County Council grass. In response Members were informed that as both Town Councils are receiving funding from the County Council for the maintenance there is no basis for requesting a rebate from the Council.

When asked how the service could improve the rate of service requests that have been resolved within five working days, Members were informed that the service needs to be proactive to ensure that there are less service requests to begin with. This way if there are less then it would be easier for the service to resolve any requests within five working days.

(At 9.13pm, during the consideration of this item, Councillor R Fuller left the meeting and did not return.)

89. HUNTINGDONSHIRE COMMUNITY SAFETY PARTNERSHIP UPDATE

The Panel's representative on the Huntingdonshire Community Safety Partnership, Councillor Mrs J Tavener, provided Members with an update on the Partnership. Councillor Tavener stated that she had attended the last meeting of the Partnership and that several matters were discussed.

The Panel was informed that the Partnership discussed its Terms of

Reference where it was agreed that it should include resilience which it was deemed important particularly to the voluntary sector.

The Partnership also discussed the definition of vulnerability and who can be deemed as vulnerable. In addition, a report on Child Sexual Exploitation was presented which highlighted areas that are specific to Huntingdonshire.

A Member requested that, in future, could reports be presented in writing. In addition, they asked how often the meetings are held, to which Councillor Tavener stated that the Partnership meets quarterly.

When Councillor Tavener was asked did she feel a part of the meeting, the Panel was informed that a participant at the meeting can put a point forward, comment and ask questions.

90. CCTV TASK AND FINISH GROUP FINAL REPORT

With the aid of a report by the Democratic Services Officer (Scrutiny), on behalf of the CCTV Task and Finish Group (a copy of which is appended in the Minute Book), the CCTV Task and Finish Group Final Report was presented to the Panel.

In introducing the report the Chairman briefed Members on what the Task and Finish Group had done and thanked the Members of the Group and the Head of Community Services and Democratic Services Officers (Scrutiny) for arranging the meetings and assisting the Group in writing the report.

The Executive Councillor for Commercialisation and Shared Services explained to Members that a welcome but unintended consequence of the Task and Finish Group has been the improved communications with Parish and Town Councils. He added that big businesses have a matrix which they use when deciding to locate to a town and that CCTV scores highly on that matrix. In addition, Members were informed that some businesses would not be locating in the towns without CCTV.

The Executive Councillor for Commercialisation and Shared Services did explain to Members that there was a lack of quantitative evidence of how valuable and useful CCTV is to the Police. The Head of Community Services provided Members with some examples of where CCTV has made a positive difference in crime detection.

A Member suggested that recommendation one doesn't go far enough and suggested that the word 'high' is inserted to recommendation so it reads "recognise the high value of the Council's CCTV service to Huntingdonshire's residents, businesses and Cambridgeshire Constabulary". The Panel agreed with the amendment.

In response to the question is there a CCTV system which can automatically detect activity, the Panel was informed that certain cameras can automatically detect activity as they are located in areas where it is recognised that at certain times of the day there should be no activity, however as for detecting suspicious activity on the high street, the service is reliant on the skill of the operator.

91. WORK PLAN STUDIES

The Panel received and noted a report by the Democratic Services Officer (Scrutiny) (a copy of which is appended in the Minute Book), which contained details of studies being undertaken by the Overview and Scrutiny Panels Economy and Growth and Performance and Customers.

(At 10.01pm, during the consideration of this item, Councillors D Brown, Mrs A Dickinson, R B Howe and D Watt left the meeting and did not return.)

92. OVERVIEW AND SCRUTINY PROGRESS

With the aid of a report by the Democratic Services Officer (Scrutiny) (a copy of which is appended in the Minute Book), the Panel reviewed the progress of its activities since the last meeting.

A conversation ensued regarding the closure of the Council's customer service centre and the proposed closure of the Citizen's Advice Bureau (CAB) Office in St Neots. Regarding the closure of the customer service centre, the Panel noted that it was disappointing and will invite the Executive Councillor for Transformation and Customers to attend the next Panel meeting in June 2017. Regarding the CAB Office, clarification will be sought as the understanding of Officers and other Members was that CAB had an obligation in their contract to provide a face to face service in all of the District's towns.

It was suggested that a topic about patients coming out of care should be added to the work programme.

Chairman

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HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the OVERVIEW AND SCRUTINY PANEL (COMMUNITIES AND ENVIRONMENT) held in Civic Suite, Pathfinder House, St Mary's Street, Huntingdon, PE29 3TN on Wednesday, 17th May 2017.

PRESENT: Councillors P L E Bucknell, B S Chapman, S J Criswell, J W Davies, Mrs A Donaldson, D A Giles, Mrs P A Jordan, P Kadewere, L R Swain, Mrs J Tavener and D Watt.

APOLOGY: An apology for absence from the meeting was submitted on behalf of Councillor T D Alban.

1. ELECTION OF CHAIRMAN

RESOLVED

that Councillor T D Alban be elected Chairman of the Panel for the ensuing Municipal Year.

2. MEMBERS' INTERESTS

No declarations of interest were received.

3. APPOINTMENT OF VICE-CHAIRMAN

RESOLVED

that Councillor J Tavener be appointed Vice-Chairman of the Panel for the ensuing Municipal Year.

4. CAMBRIDGESHIRE COUNTY COUNCIL HEALTH COMMITTEE

RESOLVED

that Councillor J Tavener be appointed as a non-voting co-opted Member to the Cambridgeshire County Council Health Committee. The substitute Member will be appointed by the Panel at their next meeting.

Chairman

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NOTICE OF EXECUTIVE KEY DECISIONS INCLUDING THOSE TO BE CONSIDERED IN PRIVATE

Prepared by Councillor R B Howe, Executive Leader of the Council
Date of Publication: 23 May 2017
For Period: 1 June 2017 to 30 September 2017

Membership of the Cabinet is as follows:-

Councillor R B Howe	Executive Leader of the Council	Councillor R Fuller	Executive Councillor for Housing and Regulatory Services
Councillor D Brown	Executive Councillor for Commercial and Shared Services	Councillor J A Gray	Executive Councillor for Strategic Resources
Councillor G J Bull	Deputy Executive Leader	Councillor R Harrison	Executive Councillor for Growth
Councillor S Cawley	Executive Councillor for Transformation and Customers	Councillor J White	Executive Councillor for Operations
Councillor Mrs A Dickinson	Executive Councillor for Community Resilience and Wellbeing		

Notice is hereby given of:

- Key decisions that will be taken by the Cabinet (or other decision maker)
- Confidential or exempt executive decisions that will be taken in a meeting from which the public will be excluded (for whole or part).

A notice/agenda together with reports and supporting documents for each meeting will be published at least five working days before the date of the meeting. In order to enquire about the availability of documents and subject to any restrictions on their disclosure, copies may be requested by contacting the Democratic Services Team on 01480 388169 or E-mail Democratic.Services@huntingdonshire.gov.uk.

Agendas may be accessed electronically at www.huntingdonshire.gov.uk.

Formal notice is hereby given under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that, where indicated part of the meetings listed in this notice will be held in private because the agenda and reports for the meeting will contain confidential or exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. See the relevant paragraphs below.

Any person who wishes to make representations to the decision maker about a decision which is to be made or wishes to object to an item being considered in private may do so by emailing Democratic.Services@huntingdonshire.gov.uk or by contacting the Democratic Services Team. If representations are received at least eight working days before the date of the meeting, they will be published with the agenda together with a statement of the District Council's response. Any representations received after this time will be verbally reported and considered at the meeting.

Paragraphs of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) (Reason for the report to be considered in private)

1. Information relating to any individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the Financial and Business Affairs of any particular person (including the Authority holding that information)
4. Information relating to any consultations or negotiations or contemplated consultations or negotiations in connection with any labour relations that are arising between the Authority or a Minister of the Crown and employees of or office holders under the Authority
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
6. Information which reveals that the Authority proposes:-
 - (a) To give under any announcement a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an Order or Direction under any enactment
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Huntingdonshire District Council
 Pathfinder House
 St Mary's Street
 Huntingdon PE29 3TN.

- Notes:- (i) Additions changes from the previous Forward Plan are annotated ***
 (ii) Part II confidential items which will be considered in private are annotated ## and shown in italic.

20	Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Reasons for the report to be considered in private.	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
	The Council's Trading Company Articles of Association and Shareholders Agreement	Cabinet	22 Jun 2017		Joanne Lancaster, Managing Director Tel No. 01480 388300 / email: Joanne.Lancaster@huntingdonshire.gov.uk		D Brown	Performance and Customers
	Huntingdonshire Local Plan to 2036 - Approval for Consultation	Cabinet	22 Jun 2017		Andy Moffat, Head of Development Tel No. 01480 388400 / Email: Andy.Moffat@huntingdonshire.gov.uk		R Harrison	Economy and Growth

Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Reasons for the report to be considered in private	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
Debt Management Policy	Cabinet	22 Jun 2017		Adrian Forth, Finance Manager Tel No. 01480 388605 / Email: Adrian.Forth@huntingdonshire.gov.uk		J A Gray	Performance and Customers
Housing Strategy 2017-20	Cabinet	22 Jun 2017		Andy Moffat, Head of Development Tel No. 01480 388400 or email: Andy.Moffatt@huntingdonshire.gov.uk		R Fuller	Economy and Growth
Approval and Adoption of Policy for Public Health Funerals ***	Cabinet	22 Jun 2017		Chris Stopford, Head of Community Tel No. 01480 388280 or email Chris.Stopford@huntingdonshire.gov.uk		R Fuller	Communities and Environment
21							
Agreement for Transfer of Loan##	Cabinet	22 Jun 2017	Due Diligence Report	Clive Mason, Head of Resources Tel No. 01480 388157 or email Clive.Mason@huntingdonshire.gov.uk		J A Gray	Performance and Customers
Asset Disposals###***	Cabinet	22 Jun 2017		Clive Mason, Head of Resources Tel No 01480 388157 or email clive.mason@huntingdonshire.gov.uk		J A Gray	Performance & Customers
Community Chest Grant Aid Awards 2017/18	Grants	3 Jul 2017		Chris Stopford, Head of Community Tel No. 01480 388280 or email Chris.Stopford@huntingdonshire.gov.uk		J A Gray / R Fuller	Performance and Customers / Communities and Environment

Subject/Matter for Decision	Decision/recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Reasons for the report to be considered in private	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
Memoranda of Understanding with the Local Enterprise Partnership	Cabinet	20 Jul 2017		Andy Moffat, Head of Development Tel No. 01480 388400 or Email: Andy.Moffat@huntingdonshire.gov.uk		R Harrison	Economy and Growth
CCTV (Full Business Case)	Cabinet	20 Jul 2017		Chris Stopford, Head of Community Tel No. 01480 388280 or email: Chris.Stopford@huntingdonshire.gov.uk		D Brown	Performance and Customers
Home Improvement Agency Annual Report and Review/Disabled Facilities Grant Budget	Cabinet	20 Jul 2017		Caroline Hannon, Housing Strategy Manager 01480 388203 or email: caroline.hannon@huntingdonshire.gov.uk		R Fuller	Communities and Environment
Risk Management Strategy	Cabinet	20 Jul 2017		David Harwood, Internal Audit and Risk Manager Tel: 01480 388115 / Email: David.Harwood@huntingdonshire.gov.uk		J A Gray	Performance and Customers
Document Centre - Business Case for Commercialisation	Cabinet	20 Jul 2017		John Taylor, Head of Customer Services Tel no. 01480 388119 or email John.Taylor@huntingdonshire.gov.uk		D Brown	Performance and Customers
Corporate Enforcement Policy	Cabinet	21 Sep 2017		Chris Stopford, Head of Community Tel No. 01480 388280 or email: Chris.Stopford@huntingdonshire.gov.uk		R Fuller	Communities and Environment
Car Parking Strategy Task and Finish Group - Vision	Cabinet	21 Sep 2017		Neil Sloper, Head of Operations Tel No. 01480 388635 or email Neil.Sloper@huntingdonshire.gov.uk		J White	Economy and Growth

Public
Key Decision - No

HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter: Closure of the Customer Service Centres in Ramsey, Yaxley and St Neots

Meeting/Date: Overview and Scrutiny Panel (Communities and Environment) 13th June 2017

Executive Portfolio: Executive Member for Transformation and Customers

Report by: Head of Customer Service

Wards affected: All

Executive Summary:

This paper is issued to support Overview and Scrutiny in their discussions on the decision to close Customer Service Centres at Ramsey, Yaxley and St Neots.

Recommendation(s):

The Overview and Scrutiny Panel is invited to note the information supplied in this paper and provide appropriate feedback on the decision to close the Customer Service Centres at Ramsey, Yaxley and St Neots.

1. PURPOSE OF THE REPORT

- 1.1 Members of the O&S panel have elected to discuss the closure of the Customer Service Centres (CSC) at Ramsey, Yaxley and St Neots. This paper is intended to supply relevant information to the panel in order to help them in their discussions.

2. BACKGROUND

- 2.1 A Zero Based Budget (ZBB) exercise was undertaken over a number of years in 2015 and 2016. This process delivered a systematic review of all HDC services and led to a number of changes to the Council's Medium Term Financial Strategy (MTFS).
- 2.2 In the summer of 2015 ZBB looked at Customer Service and a range of options were discussed with the 'Star Chamber' of the Leader (Cllr Ablewhite), Deputy (Cllr Howe) and Finance Portfolio (Cllr Gray). The Customer Service portfolio holder at the time (Cllr Tysoe) presented the options. The Star Chamber, having looked at the range of options across the Customer Service team, asked for a number to be proposed in the MTFS for further consideration by Members. This included moving the Call Centre from St Ives, restructuring the team and also the withdrawal of the CSC service.
- 2.3 The outcomes of this process were taken through O&S and Cabinet in September 2015 and the savings were approved by Council in February 2016. They became part of the Council's MTFS and have remained so in subsequent budgets approved by Council.
- 2.4 The delivery of the CSC savings was phased to occur in 2017/18 and in March 2017, after the Council again approved the MTFS, actions commenced to prepare for closure. These actions included a briefing note issued by the Executive Councillor for Transformation and Customer Services to all Members.

3. ANALYSIS

- 3.1 A briefing paper is included as Appendix 1. The paper is an updated version of the briefing paper issued to all Members in March. It provides some additional information and context to matters raised during feedback from Members and customers.
- 3.2 The paper covers in more detail the drivers for the decision, data on the use of the service, the plans in place to help customers and the impact on HDC staff.

4. COMMENTS OF OVERVIEW & SCRUTINY

- 4.1 The paper is intended to help provide information to the Panel to aid the discussion by Members.

5. KEY IMPACTS / RISKS

- 5.1 Appendix 1 details a number of risks and the measures being taken to reduce them.
- 5.2 A key consideration that is being managed is the potential for the withdrawal of the service to impact on vulnerable customers. A range of measures are being taken to manage this risk. These include:

- 5.2.1 Staff on site are actively engaging with current customers and offering support to access HDC services through alternative means – such as calling the Call Centre or accessing service on-line.
- 5.2.2 Staff are also ensuring alternative suppliers of services are being clarified for customers. This includes, for example Citizens Advice, who offer ‘face to face’ help and advice on a range of Council Services.
- 5.2.3 Identifying any customers who have a genuine need for additional local support from HDC. The Council already offers a visiting service for Housing Benefits and Housing Officers regularly see clients within the District.

6. TIMETABLE FOR IMPLEMENTATION

- 6.1 Ramsey and Yaxley will close in August 2017 and St Neots in December 2017.

7. LINK TO THE CORPORATE PLAN, STRATEGIC PRIORITIES AND / OR CORPORATE OBJECTIVES

- 7.1 This decision is related to the Council Strategic Priority of ‘Becoming a more effective and efficient Council’.

8. CONSULTATION

- 8.1 The proposal to close the CSC has followed the process for other decisions taken by Council. The MTFs has been consulted on via the process of O&S, Cabinet and Council prior to its inclusion in the MTFs.
- 8.2 Since the briefing paper was issued to Members a number of Members have raised questions which have received an individual response from either the Executive Member for Transformation and Customers or the Executive Leader of the Council.
- 8.3 In addition the Executive Leader of the Council was asked to attend St Neots Town Council in April and did so. This has informed the updated paper at Appendix 1.
- 8.4 The opportunity to appear at O&S is another helpful opportunity to engage again publically on the decision that has been taken.

9. LEGAL IMPLICATIONS

- 9.1 There are no legal implications associated with this paper.

10. RESOURCE IMPLICATIONS

- 10.1 The MTFs contains the savings associated with the closure of the CSCs. This totals £94k per annum.

11. REASONS FOR THE RECOMMENDED DECISIONS

- 11.1 O&S are asked to review the contents of this paper and Appendix 1, and to use this to help them provide appropriate feedback to the Executive Member for Transformation and Customers

12. LIST OF APPENDICES INCLUDED

Appendix 1 – Briefing Paper for Members.

CONTACT OFFICER

Name/Job Title: John Taylor, Head of Customer Service

Tel No: 01480 388119

Email: john.taylor@huntingdonshire.gov.uk

Introduction

This briefing paper is intended to provide additional information for Members.

It provides information on:

- Current service provision
- The reasons for the decision to close
- Plans in place to help customers
- The impact on HDC staff
- A summary of the reactions to date from customers that have been received by staff

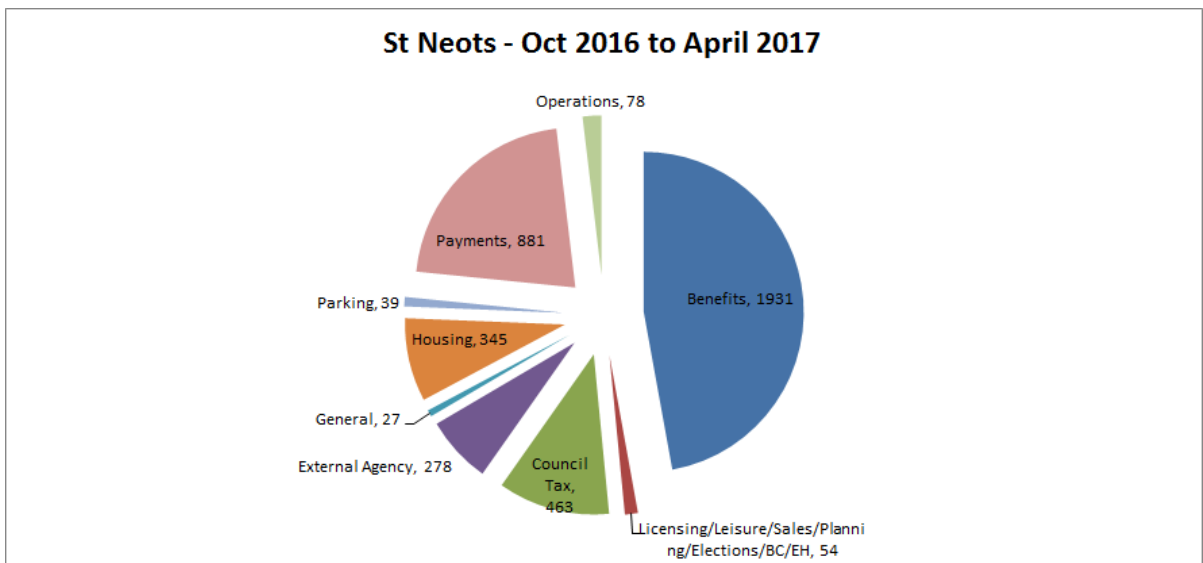
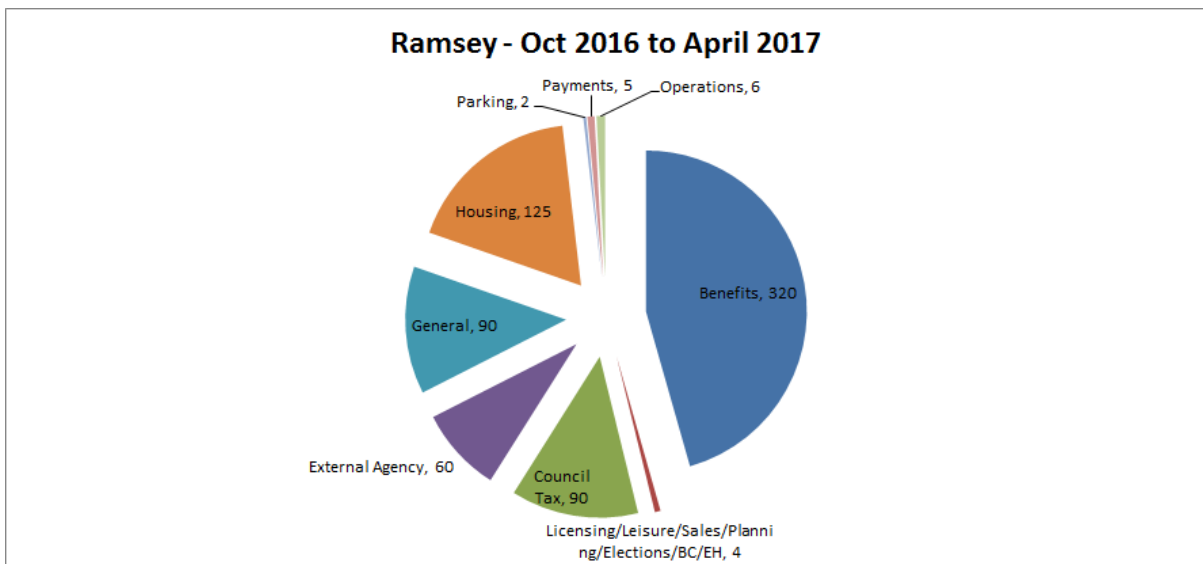
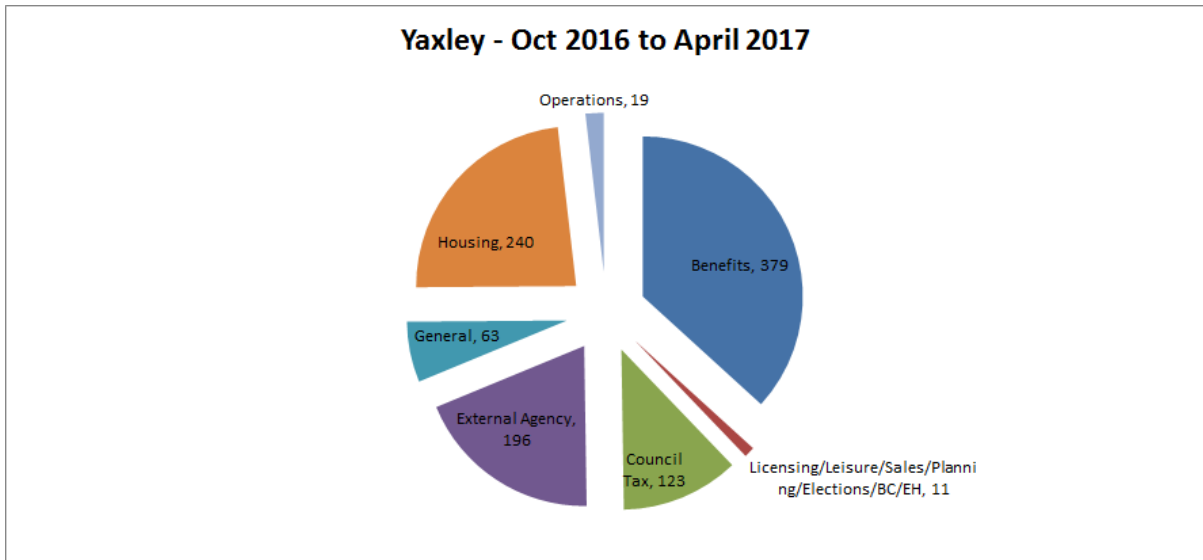
Current service provision

The current opening times and associated costs are:

Location	Opening Days/Times	Building/Operation Costs (£k)	Staffing Costs (£k)	Total cost (£k)
Ramsey	2 days per week	7	10	17
Yaxley	2 days per week	20	10	30
St Neots	9.30-3.30 - 5 days per week	9	38	47
Total		36	58	94

The types of service delivered at each site are shown below. The data presents some valuable insights:

1. At all sites c75% of services relate to housing benefits, council tax and housing.
2. At St Neots there are also a number of customers who are choosing to attend and pay. No other CSC sees this level of payments and this is likely to be a legacy of the previous service being a traditional 'cash office'. This equates to c.25% of visits at St Neots.
3. Customers also attend these sites to access non-HDC services, these are shown as 'external agencies' and include organisations such as Luminus, County Council and Town/Parish Councils. For these services we signpost contact methods but do not provide the service to customers. At Ramsey this equates to nearly 20% of the visits.
4. Other Council services do not see significant face to face contact with customers.



What factors have driven the decision?

Changing customer demand

Over recent years, HDC has changed its customer access offer, driven by our ‘digital first’ Customer Access Strategy and website enhancements, both of which have been embraced and welcomed by the vast majority of our residents and customers. In addition, it is becoming increasingly obvious that the needs of our customers are driving an expectation of being able to access services 24/7, which in turn is resulting in the need for more of our services to be delivered online, with support for those who require extra help, delivered by telephone or with home visits.

Volume of use is low and decreasing

Data is available on the volume of use and the transactions per day, this is presented below.

Visits	2015	2016	% Decrease
St Neots	9538	7842	-18%
Ramsey	1618	1505	-7%
Yaxley	1833	1685	-8%

Site	Avg Transaction time	Transactions per day	Per Hour
St Neots	08:39	27.1	4
Ramsey	08:08	14.3	2
Yaxley	07:26	21	3-4

By way of comparison, the Customer Service Centre at Huntingdon sees 35k visits per annum, which equates to 15 visits per hour

Customers are choosing to self-serve rather than come to see us

As mentioned above, like all organisations we are seeing a shift to online service and this is the case for services that traditionally attracted customers to come and see Officers face to face. For example 96% of new Housing Benefit claims are made online, and 76% of changes in circumstances to benefit claims are made online.

Payments were also a service that typically meant customers came to see us. Now we have very few payments made in CSCs – with over 72,000 payments a year being made online, automated or over the phone via the Call Centre. At St Neots the opportunity exists to work with the current customers in the coming months who attend to make payments (c25% of the volume) and help them see the benefits of making a payment themselves rather than coming to see us.

Housing is dealt with via an online portal (Home-Link) with customers bidding on-line and receiving text & email messages about outcomes.

The availability of free-to-use PCs at all three locations in libraries, together with appropriate support from other organisations and volunteers, also encourages customers to self-serve.

The CSC at Huntingdon is becoming multi-agency centre and Universal Credit will reduce the demand for the HDC Benefit service

We already have Citizens Advice operating in our Huntingdon Customer Service Centre and expect the Department of Work and Pensions to join us early in 2018. This will lead to the creation of a multi-service hub for the residents of Huntingdonshire – an important step as the transition of Housing Benefits into Universal Credit (a DWP service) from 2018 onwards means HDC will see even less Benefit claimants as the move to Universal Credit continues.

This move to Universal Credit (UC) is significant. This is because c50% of the current HDC Housing Benefit caseload (people of working age) will move to UC and these customers from across the district will have to attend the site at Huntingdon to see DWP staff each fortnight – there is no DWP presence elsewhere.

This alignment of services offers a better customer experience as different agencies can work together to deal with a customer who is on site – rather than merely signposting other services delivered in another building or location.

HDC alternatives are in place for customers who need to speak to us about our services

The Call Centre delivers a wide range of services – dealing with nearly 130k calls per year. The team provide an excellent service, dealing with c70% of calls themselves without handing a call over, and a customer satisfaction rating of 90%. The services customers come to see us about are available over the phone.

That said, of course some customers need to see an Officer, especially those who may be vulnerable or elderly. HDC already offers a Visiting Officer service for Housing Benefits (c.500 visits per year). Housing Officers are also mobile – meeting vulnerable clients in their own home or by visiting Temporary Accommodation across the District. Other services offer this capability too.

These services will remain in place, ensuring those that cannot come to Pathfinder House and need to speak to an Officer can access services – whether that's over the phone or by seeing someone 'face to face'

Other service providers are available

This is especially relevant in St Neots where HDC has funded the provision of high quality voluntary services from Citizens Advice. The service is available in the town and offers access to a range of services relevant to HDC – with support available for Housing Benefits, Council Tax and Housing matters. Customers can also, with support from CA, contact HDC using a CA phone to seek further information or advice negating the need to travel to Huntingdon even more.

There are also other agencies and charities that can support customers who need support such as Axiom Floating Support and Age UK – these numbers have been added to the "Who Do I Contact" booklet to signpost – so we are also helping customers see other options for help.

The caseload – volumes may be falling, but is it becoming more complex and taking longer?

Assessment of the length of customer enquiries shows the average length of time spent with an advisor remains the same – running at c.7-8minutes. There is no evidence that as volumes have shrunk that more complex enquiries have remained.

However looking ahead we forecast less benefits enquiries when customers move to Universal Credit and we would expect to see visit lengths fall at each location – this is because benefits enquiries take longer than other enquiry types. Estimating the exact nature of the impact is difficult, but halving the average visit time is not out of the question – making usage of HDC staff even less cost effective.

Managing the risks for vulnerable customers

These changes will present challenges for some of our customers, however HDC is committed to supporting them through this as much as possible. The staff on site are experienced professionals and during the period before closure they will work with customers, showing them how to access online services and talking to them about how services available by phone can help.

In addition, they will identify customers who have high needs and therefore likely to require personal contact from our home visitors. The number of vulnerable customers who have no help at all from family or friends is minimal but those who are in this position are referred to the relevant department, which would mainly be Housing and Benefits and they would arrange for the home visit if they were unable to help them over the phone. This is already in place and has been for some time.

We also know that customers from other areas of the district, without access to a service centre, already access services successfully in the way we are proposing to work in Ramsey, Yaxley and St Neots.

Impact on Staff

The staff members at these locations are very experienced customer service professionals who deliver an excellent service and we will be keeping this experience within the team by filling vacancies at Pathfinder House with staff from Yaxley, Ramsey and St Neots. This will retain skills in the service and avoid any redundancies.

Feedback from customers

Staff at each location have been briefed to talk to customers about the closures and to record customer comments. When the customer would like to, a manager from the service is made available to talk to the customer and listen to their feedback. At the time of circulation the summary position for each site is as follows:

- St Neots – 17 customers have raised concerns with staff, and 5 of these have spoken to a manager. The majority of the feedback related to the distance to travel to Huntingdon to see a HDC advisor together with more general comments about provision of public services to St Neots from across the public sector.
- Ramsey – 1 customer comment received to date and resolved by staff. Related to access to Huntingdon from the Ramsey area.

Appendix 1 – Customer Service Centre - Supporting information for Overview & Scrutiny

- Yaxley – no comments received to date.

In addition a small number of emails have been received by officers and Cabinet Members, totalling c.5. All have had a personal response from the relevant individual – whether that was an Officer or member of Cabinet.

Public
Key Decision - No

HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter:	Huntingdonshire Community Safety Partnership – Six Monthly Update
Meeting/Date:	Overview and Scrutiny Panel (Communities and Environment) Tuesday 13th June 2017
Executive Portfolio:	Executive Councillor for Community Resilience, Cllr Angie Dickinson
Report by:	Head of Community, Chris Stopford
Ward(s) affected:	All

Executive Summary:

The report summarises the activity of the Huntingdonshire Community Safety Partnership for the last six months, from October 2016 – March 2017.

Overall, rates of crime in Huntingdonshire have been falling over the last ten years, mirroring the national trend. This report shows that although there have been increases in overall recorded crime over the last 12 months, with increases in the categories of anti-social behaviour and violent crime, the longer term trend shows reductions in all crime types. It is evident that some of the increases are likely to be a result of the new crime recording standards that were introduced by the Home Office in 2016. These standards follow the principles outlined by the 2014 HMIC report, “Crime Recording: Making the Victim Count” and set out the Home Office’s vision for improved recording of crime data by the Police.

The Partnership has made great strides in understanding local issues by commissioning strategic assessments and in developing and delivering local projects on issues that have a significant impact on the victims and the communities where they occur. The Partnership recognises that the priorities that they are working to tackle are not easily solved and that their initiatives and interventions will, in some instances, take some time to come to fruition.

Recommendation(s):

The Overview and Scrutiny Panel is invited to note progress to date and comment on the outcomes of the performance of the Community Safety Partnership over the last six months so that their comments can be used to inform the Partnership’s work plan for 2017-18 and beyond.

The Overview and Scrutiny Panel is asked to agree to receive future updates on an annual basis, receiving the Community Safety Partnership’s annual review for information and comment.

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide Members a summary of recent activity and outcomes of the Huntingdonshire Community Safety Partnership for the six month period from 1st October 2016 – 31st March 2017.

2. BACKGROUND

- 2.1 Huntingdonshire Community Safety Partnership (HCSP) was set up under the Crime and Disorder Act 1998 and aims to reduce crime, disorder and anti-social behaviour within the district through the close partnership work of a wide range of organisations. The partnership is administered and supported by the HDC Community Safety Team. The Partnership is made up of representatives from six statutory partners: Huntingdonshire District Council (HDC); Cambridgeshire Constabulary; Cambridgeshire County Council; Cambridgeshire Fire and Rescue Service; Cambridgeshire and Peterborough CCG; and the Probation Service; plus two invited partner organisations: Luminus Group and Link to Change.
- 2.2 The Partnership's board includes the following HDC representatives: Executive Councillor for Community Resilience, Cllr Angie Dickinson and Overview and Scrutiny Panel Member, Cllr Jill Tavener. HDC provides specialist officer support from the Community Division: Head of Community, Chris Stopford; and Community Resilience Manager, Claudia Deeth.
- 2.3 In the past six months, the Partnership has been involved in a number of key activities, as noted in the following paragraphs. The most significant activity areas have been:
- Reviewing the delivery of the 2014-17 Community Safety Plan,
 - Identifying the priority areas for the 2017-20 Community Safety Plan and producing a draft plan for Partnership approval in July 2017,
 - Considering commissioned strategic assessment reports in previously identified priority subject areas, and
 - Reviewing the effectiveness of locally commissioned projects

3. COMMUNITY SAFETY PLAN- PRIORITY AREAS

- 3.1 The Partnership sets out local priorities in a three year, annually refreshed Community Safety Plan. The period outlined in this report, October 2016 – March 2017, was the last half of the final year of the 2014-17 plan. For the outgoing Plan, the Partnership prioritised the strategic theme 'Victims and Vulnerabilities' with the aim of:
- Identifying and supporting vulnerable people;
 - Identifying and responding to issues in vulnerable places;
 - Targeting those who cause most harm; and
 - Targeting matters that are of most concern to our communities
- 3.2 The Partnership's emerging priorities have been informed by ongoing data monitoring and a number of specific Strategic Assessments, commissioned in 2016–17, which focused on:

- Domestic Abuse
- Oxmoor
- Child Sexual Exploitation (CSE)
- Violence

3.3 This report outlines the work of the Partnership over the last six months, so will outline the learning from the strategic assessments on Child Sexual Exploitation and Violence which were undertaken in this period and will also provide updates on the initiatives and projects that the Partnership has commissioned in the past year.

4. INFORMATION FROM THE STRATEGIC ASSESSMENTS

4.1 Strategic Assessment 1: Child Sexual Exploitation (CSE)

Involving exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities'.

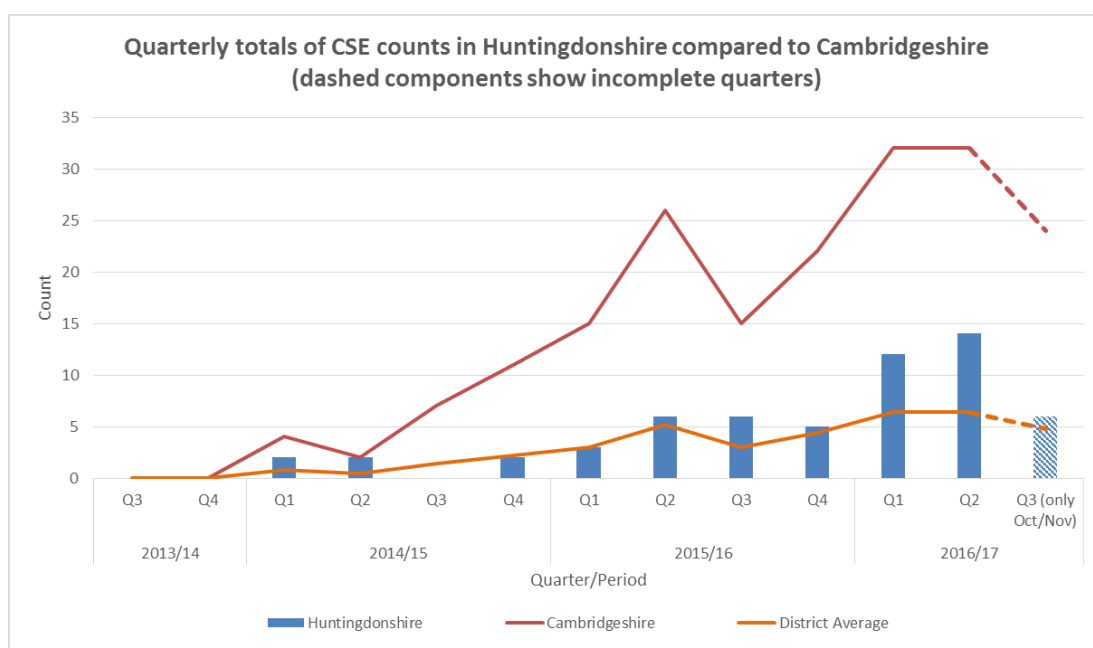
Factors associated with **the risk** of sexual exploitation are known to include:

- family difficulties;
- experience of different types of abuse and neglect;
- experience of the care system;
- a history of educational difficulty, including truancy and exclusion from school;
- a history of running away or going missing;
- drug and alcohol misuse;
- delinquency and gang involvement.

4.1.1 A previous priority analysis of CSE in Huntingdonshire took place in 2014/15. This set out the risk factors and described the circumstances under which CSE may become an issue. The report identified Huntingdon North and St Neots Eaton Socon as priority wards in the context of these risk factors and noted that preventative work and awareness-raising activities should target these areas. It also noted that the Huntingdon East, St Neots Eynesbury, and St Neots Priory Park wards each have higher background risk factors that may be cause for concern regarding CSE. In terms of specific risk elements, Huntingdon East was identified as having a high volume of Houses of Multiple Occupation (HMOs), St Neots Eynesbury was identified as a location where drug use is relatively high whilst St Neots Priory Park had the highest rate of teenage pregnancies.

4.1.2 The strategic assessment on CSE produced in 2016 revealed that evidence does not indicate that the nature and scale of CSE is as severe as the Partnership feared it might be within the district. Within the possible modalities of offending, the evidence currently suggests a less organised type of abuse, taking place between peers or single abusers, often utilising online communication routes to target potential victims. Gaining this greater understanding of CSE has provided an opportunity for prevention work with

potential victims to target the message. The current data shows that a small number of victims and potential victims within Huntingdonshire are being identified and referred appropriately through the established pathways led by the Local Safeguarding Children’s Board (LSCB).



4.1.3 The recent national revelations of historic abuse of boys and young men through sports clubs shows that previously unknown elements can continue to emerge many years after the event. However, it is considered that local agencies are better placed now than they were in the past and there are already processes and procedures in place that will be able to identify and tackle emerging issues more quickly than was previously possible. This is an area that will require ongoing monitoring to ensure that potential victims are not missed.

4.1.4 It is difficult to assess the specific impact the local Partnership has had on this issue given the number of other agencies and partnerships working on this agenda in an intensive way in the last 2 years. However, the Partnership has contributed directly to this area through direct commissioned activity in targeted fields, as summarised below:

- Raising public confidence and awareness:
 - “Chelsea’s Choice” – a school based intervention based on awareness raising and prevention
 - “Tough Love” – A performance delivered to secondary schools across Huntingdonshire to help young people identify coercive behaviour.
- Strengthening existing partnerships and leadership
 - Close working with locality workers.
 - Use of referral pathways for at-risk individuals (Operation MakeSafe)
 - Multi-agency case work systems have been implemented
- Intelligence and performance monitoring
 - Use of referral pathways for at-risk individuals (Operation MakeSafe)

- Use of strategic assessments to monitor progress.
- Learning & development
 - Staff awareness and training has been delivered.

4.1.5 Following receipt of the CSE strategic assessment, the Partnership remains committed to contributing to the following LSCB work streams:

- Raising public confidence and awareness;
- Strengthening existing partnerships and leadership;
- Intelligence and performance monitoring;
- Learning & development.

4.2 Strategic Assessment 2: Violence

Violent incidents in police recorded crimes are referred to as “violence against the person” and include homicide, violence with injury and “violence without injury”.

Violence with injury - *includes all incidents of wounding and assault with injury. Homicide is only included for police recorded crime. Police recorded crime also includes attempts at inflicting injury, although the CSEW would not include these if no actual injury occurred.*

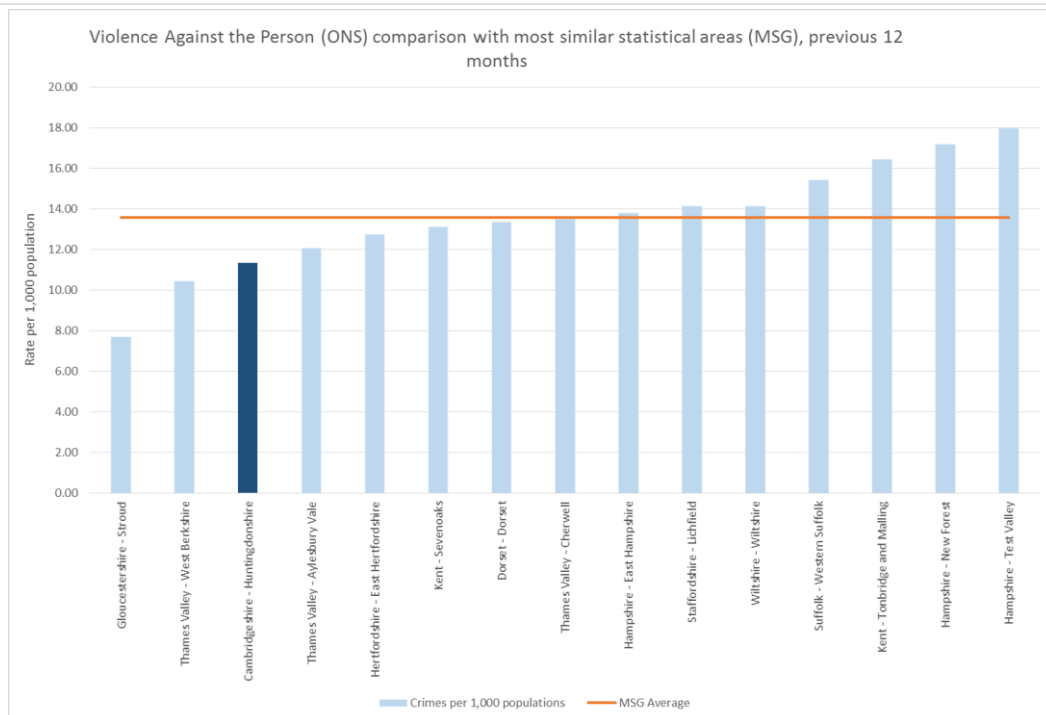
Violence without injury - *includes all incidents of assault without injury and, from the CSEW only, attempted assaults. From July 2013, police recorded crime no longer includes under this sub-category, possession of weapons offences and public order offence.*

4.2.1 The HMIC inspection report “Crime Recording: Making the Victim Count” was published in 2014 and made significant changes to the way police record crimes, notably insisting that crimes are recorded irrespective of whether or not the victim engages with the recording process. This has had an impact on overall police recorded crime figures, including police recorded violence, as offences which would previously not have been recorded are now included in the statistics. Since 2014, police recorded violent crime has been rising both nationally and locally (at the district and county level). Specifically there has been a steep rise in violence without injury, which is believed is significantly impacted by the noted change in recording practices.

4.2.2 The Huntingdonshire Community Safety Partnership has worked to reduce violence in the district over the past decade. Violent crime significantly impacts individual victims and wider communities and the Partnership recognises that it can impact on these issues.

4.2.3 The Partnership has specifically worked to reduce alcohol related violence in the town centres and to reduce repeat instances of domestic abuse. Previous strategic assessment analysis presented to the Partnership noted that there has been a slight reduction in the volume of violence against the person occurring within the pub clusters. Some of this success can be attributed to the effectiveness of the Pub Watch Schemes that have been heavily invested in by partner organisations.

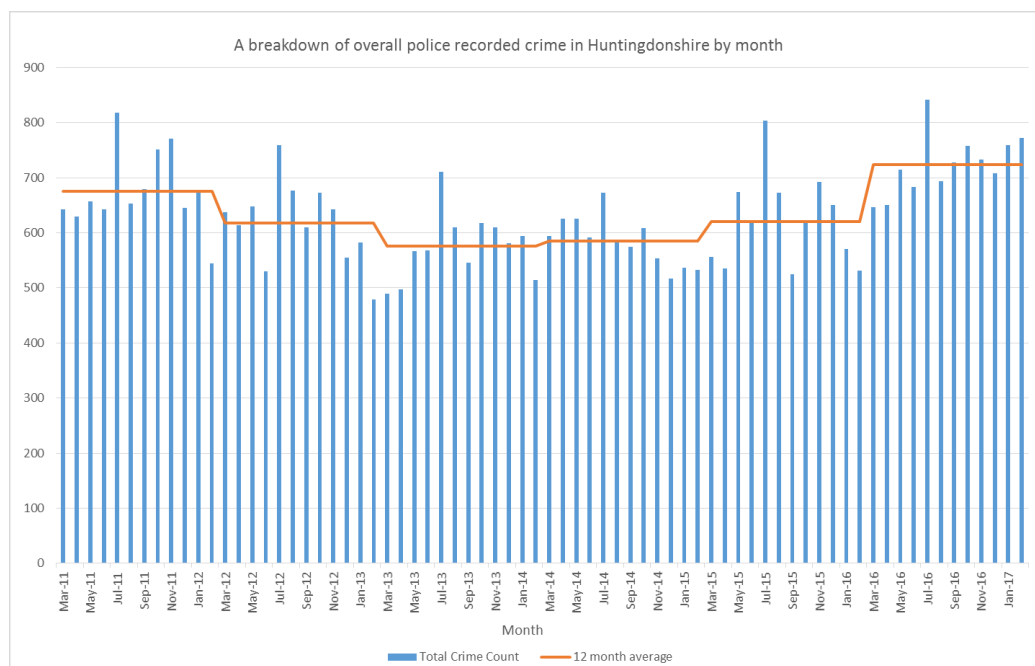
4.2.4 Since 2014, police recorded violent crime has been rising both nationally and locally (at the district and county level). Specifically there has been a steep rise in violence without injury. The Crime Survey of England and Wales does not reflect these rises, implying that the increases in police recorded crime result from changes to recording practises and are not reflecting rises in the actual number of crimes occurring. This is borne out by the relatively static number of ambulance call outs across the district between 2014 and 2016. The trends in violent offences are shown in the graphs below.



4.2.5 Following receipt of the strategic assessment on violent crime, the Partnership agreed to:

- Maintain a focus on vulnerability to aid in discouraging children and young people from becoming involved in gang activity;
- Continue the focus on Oxmoor as a vulnerable area and review the impact of existing work;
- Review the key findings of the upcoming county-wide offender needs assessment (due June 2017) to create a greater understanding of the profile of known existing offenders that cause most harm across the district; and
- Build on existing knowledge of the scale and nature of hate crime across the district and look to tackle this, where relevant.

4.3 Overall crime Assessment. At the end of March 2017, the Partnership also received an end of year review that considered the level of all crime types across the District for the previous 12 months. The review indicated that there had been year on year increases in overall police recorded crime between 2014 and 2016 and the course of the three year plan in Huntingdonshire. As noted above, increases are in part due to police recording practices and in recording volumes and are thought to be in particular areas such as violence and domestic abuse.



4.3.1 Despite these recent increases in recorded crime, overall rates of crime in Huntingdonshire have reduced over the last ten years. This mirrors trends across the Country. A total of 8,257 police recorded crimes occurred in Huntingdonshire during 2016 which, although an 11.3% increase on 2015, was 14% less than in 2007 which highlights the longer term decreases. In 2016, 8,257 police recorded incidents equated to around 46.5 crimes per 1,000 population, which is down significantly on the 2007 baseline (58.3 crimes per 1,000 population).

- 4.3.2 Anti-Social Behaviour is established as a long term priority for the Partnership and has seen long term decreases across the district, despite increases over the last twelve months. In 2016, there were 4,041 recorded ASB incidents in Huntingdonshire which is an increase from 3,496 in 2015.
- 4.3.3 The end of year review also identified the following existing and emerging issues with a recommendation that the Partnership may wish to prioritise these areas in their next three year Plan (2017 – 20):
- Cyber-enabled Crimes
 - Revenge Porn
 - Cambridgeshire and Peterborough Offender Needs Assessment
 - Violence Against Women and Girls

5. COMMUNITY SAFETY PLAN PRIORITIES 2017 - 20

- 5.1 The Community Safety Partnership is currently finalising a new three year plan for the years 2017-2020. In developing this plan, the Partnership has recognised that, over the last 5 years, there has been a considerable change in the complexity of the types of crimes that the Partnership has had to respond to.
- 5.2 In the past, it was common for Partnerships to focus their efforts entirely on tackling high volume crimes, such as dwelling burglary, shop theft, vehicle crime, they are now expected to contribute to local responses to complex issues such as Child Sexual Exploitation, Modern Day Slavery and Familial Domestic Abuse, which were previously “hidden” crimes.
- 5.3 Partnership responses are now expected to take full account of local issues, working to prevent, enforce and protect the community. Although all crimes have a victim, victims of the types of crimes noted in 5.2 require specialist support and intervention from a number of different organisations over often an extensive period of time. This means that the Partners have been required to broaden their skills and expertise to ensure that they are able to respond to these more difficult issues- and to reflect these complexities in their plans.
- 5.4 Following consideration of the end of year review and data from the other strategic assessments and consultation with our communities, the Partnership agreed, at their meeting held in April 2017, that their focus would remain on “Victims and Vulnerability” and that they would build on what had been achieved over the previous plan period and continue to focus their efforts on the following areas:
- Identifying and supporting vulnerable people;
 - Identifying and responding to issues in vulnerable places;
 - Target those who cause most harm; and
 - Target matters that are of most concern to our communities

6. SUPPORTING THE WORK OF THE COMMUNITY SAFETY PARTNERSHIP

- 6.1 Within its new Plan, the Partnership is clear on the importance of working together with the belief that we are ‘stronger together’. The Council is

committed to this principle and to the ongoing work of and support for the Partnership.

- 6.2 In addition to being a participant in the Community Safety Partnership, as previously noted, Huntingdonshire District Council provides specialist technical and administrative support to Partnership meetings. The Council also contributes to the work of the Partnership through its routine enforcement and regulatory activities. The work programmes for relevant officers reflect the agreed priorities of the Partnership where these can be aligned to Council priorities.
- 6.3 Operational support is also provided from within the Community division. This service has recently undergone a restructure resulting in the creation of a new team, the Community Resilience Team. This team has two community based functions: a team of community development officers, working to assist local communities by building capacity and encouraging partnership working principles; and a team of multi-skilled community enforcement officers able to respond to issues of anti-social behaviour, fly-tipping, littering, abandoned vehicles, dog fouling and stray dogs, all of which contribute to levels of crime and disorder. As part of their agreed team plans, these officers will work closely with partner agencies to 'problem solve' specific issues as well as engaging in longer term work on issues that may be having an impact within a community. Under a Partnership agreement, officers will also be able to operate from partners' sites as well as Police Officers being able to work from Pathfinder House and Eastfield House.
- 6.4 The ECINs Case Management system, an on-line case management and information sharing tool introduced in 2013, continues to be used by the District Council Community Team as well as partner agencies to report, record and manage cases relating to individuals who are involved with or are victims of anti-social behaviour. Considerable effort has been made by the District Council to ensure partner agencies are actively using the system and this has resulted in more effective use of this cloud-based information system.

7. PREVENTION AND ENFORCEMENT ACTIVITY

- 7.1 The Anti-Social Behaviour, Crime and Policing Act 2014 gave new powers to Councils to prevent and take enforcement action against Anti-Social Behaviour and the Partnership has been supportive of the use of the available tools and powers.
- 7.2 These powers have led to the implementation of two Public Space Protection Orders (PSPOs) in St Neots. The Orders are the first that have been introduced in Cambridgeshire to prevent the alarm, harassment and distress caused by those who choose to use their vehicle in an anti-social manner and have been implemented as a result of persistent complaints from those living in the affected areas.

8. LINK TO THE CORPORATE PLAN, STRATEGIC PRIORITIES AND OR CORPORATE OBJECTIVES

8.1 The Huntingdonshire Community Safety Partnership Community Safety Plan has clear links to the Corporate Plan across a number of areas, but especially under the theme of 'Enabling Communities'. Much of the work already being carried by the Partnership will be contributing to the objectives that have been set out under this theme by the Council. This link is also evident in the Community Safety Partnership's new plan, covering the three years to 2020.

9. OTHER ISSUES

9.1 The statutory partners that make up the Partnership have and some are still, undergoing changes, restructures and reviews. It is important that this does not impact on the effectiveness of the Partnership. What is evident is that resources have reduced and therefore the Partnership must be smarter about the way they respond to issues.

9.2 Grant funding for local crime reduction work is provided, on a year to year basis, by the office of the Police and Crime Commissioner (PCC). As overall resources have decreased, the PCC has increased scrutiny over the manner in which local projects are funded, aiming to ensure local actions explicitly contribute to the objective within the wider Police and Crime Plan.

9.3 The PCC has indicated that the Partnership can apply to receive up to £23k for allocation in 2017–18. Prior to receiving the monies, the Partnership must clearly demonstrate how the funding will be spent and how the spend will help address the priorities contained within his Plan.

9.4 Taking these issues into account, the Partnership's new plan for 2017-20 takes cognisance of local crime patterns and makes a commitment to, wherever appropriate, linking local work to county-wide, regional and national priorities.

10. REASONS FOR THE RECOMMENDED DECISIONS

10.1 The Overview and Scrutiny Panel is invited to comment on the outcomes of the performance of the Community Safety Partnership over the last six months in order that their comments can be used to inform the work plan for 2017-18 and beyond.

BACKGROUND PAPERS

- Huntingdonshire Community Safety Partnership Community Safety Plan 2014–17, Refreshed July 2016
- Draft Huntingdonshire Community Safety Plan 2017 – 20.
- The following quarterly Strategic Assessments are available at <http://cambridgeshireinsight.org.uk/community-safety/CSP/hunts>
 - Quarter 1 2016/17 Strategic Assessment – Domestic Abuse
 - Quarter 2 2016/17 Strategic Assessment – Oxmoor
 - Quarter 3 2016/17 Strategic Assessment – Child Sexual Exploitation
 - Quarter 4 2016/17 Strategic Assessment – Violence and End of Year Review

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**Public
Key Decision - No**

HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter: Home Energy Conservation Act Further Report 2017

Meeting/Date: Overview and Scrutiny Panel (Communities and Environment – 13th June 2017)

Executive Portfolio: Councillor Jim White, Executive Councillor for Operations

Report by: Neil Sloper, Head of Operations

Ward(s) affected: All

Executive Summary:

The Secretary of State for Business, Energy and Industrial Strategy requires all English authorities to prepare further reports to the Home Energy Conservation Act. These report progress and set out the energy conservation measures that the authority considers practicable, cost effective and likely to result in significant improvement in the energy efficiency of residential properties in the district.

The attached report sets out Huntingdonshire District Council's current and planned activity to comply with the requirements of the Act.

Huntingdonshire District Council has actively and successfully promoted national energy efficiency programmes in the past. In 2013 the Council began working in partnership with all the local authorities in the Cambridgeshire under the brand, 'Action on Energy' and was successful in securing a £7.8 million of Government Green Deal Communities Fund (GDCF) to help target the insulation of solid walled properties.

In Huntingdonshire the scheme has delivered 210 improvement measures in 199 homes. A total of £867,283 of GDCF was delivered in Huntingdonshire; and the scheme stimulated an extra £528,841 of investment from home owners into energy conservation measures.

Huntingdonshire District Council intends to continue to work within the Action on Energy partnership to deliver future energy conservation initiatives and access funding under the new Energy Company Obligation, ECO Flex.

Recommendation:

The Panel are asked to note the attached HECA report, which has been delivered to the Department of Business, Energy and Industrial Strategy and has been published on Huntingdonshire District Council's website.

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Home Energy Conservation Act (HECA)

Further Report 2017

Huntingdonshire District Council

HOME ENERGY CONSERVATION ACT (HECA)

Further Report 2017

The Secretary of State for Business, Energy and Industrial Strategy required all English authorities to prepare further reports by 31st March 2013 and subsequently every two years, setting out the energy conservation measures that the authority considers practicable, cost effective and likely to result in significant improvement in the energy efficiency of residential accommodation.

This report sets out Huntingdonshire District Council's current and planned activity to comply with the requirements under the Act.

Improving the energy efficiency of properties reduces carbon emissions, enables affordable warmth, alleviates fuel poverty and improves the condition of the housing stock. We will continue to encourage energy efficiency in residential accommodation by implementing the actions set out in this report.

BEIS state that Local Authority activity is key in the delivery of energy efficiency and carbon reduction. Huntingdonshire District Council previously achieved an improvement of 31.8% in domestic energy efficiency, as reported through HECA from April 1996 to March 2003 – this figure exceeded the required 30% target.

Local Housing Stock Profile *(Figures taken from 2011 Census and Private Sector House Condition Survey 2010, unless otherwise stated)*

There are currently 75,672 occupied homes in Huntingdonshire, as of December 2017. From the Census data we are aware that 76% of domestic properties are privately owned, of which 11% are privately rented. Data taken from the 2011 Census show that 13% of housing is owned and managed by Housing Associations (RSL's). The average SAP rating of the privately owned sector is 54, the Standard Assessment Procedure or SAP is a government rating for energy efficiency. There are a large proportion of detached properties, with 60% of the privately owned housing stock built between 1965 and 1990. There

are also a significant number of solid walled properties in the district with 9,860 properties built pre 1919 and 11,367 built between 1919 and 1944, together making up 28% of the properties in the District.

Based on the Stock Condition survey, it is estimated that there are 12,860 dwellings in the district that are 'non-decent' and 6,210 dwellings that would failed the thermal comfort criteria of the Decent Homes standard

Huntingdonshire has no Lower Super Output areas in the 10% of most deprived in the income domain of the Index of Multiple Deprivation 2015. As of January 2017, 7,288 households in the District receive benefits from the District Council and based on government statistics, 43,720 people are in receipt of centrally funded benefits, including those who receive just the state pension.

Reducing Domestic Carbon Emissions

Huntingdonshire District Council has actively promoted national energy efficiency programmes in the past, including CERT and Warm Front. We have also promoted national schemes to our local residents such as the Feed-In-Tariff (FIT), Renewable Heat Incentive (RHI), Green Deal and the Energy Company Obligation (ECO), and continue to provide advice.

In November 2013, the District began working in partnership with all the local authorities in the Cambridgeshire area (Cambridge City, East Cambridgeshire, Fenland and South Cambridgeshire) to procure a commercial partner in order to deliver a County-wide Green Deal offering. Our 'brand', Action on Energy, was tailored to the housing needs in the area and sought to maximise the impact of Green Deal. The aim of the partnership was to deliver significant energy efficiency savings across all the Districts, improve the skills base within the local building industry, engage communities and to secure revenue streams to sustain local action.

Following a full procurement process, a commercial partner, Climate Energy Ltd, was appointed to market the Cambridgeshire 'Action on Energy' scheme providing a Green Deal offering and support to residents as they installed measures. Initially the county-wide Green Deal scheme was managed on behalf of the councils by Climate Energy, however, following the collapse of our business partner, the scheme was managed by the Councils themselves, primarily by Cambridge City Council, who carried out the day to day management of the scheme and coordinated installers and householder to ensure the service was delivered effectively.

The partnership was successful in securing £7.8 million of Government funding through the Green Deal Communities programme to help target the insulation of solid wall properties. Following the completion of the Green Deal Communities fund, 169 properties in the district had benefited from external solid wall insulation and a further 9 had internal solid wall insulation installed.

By the end of the Action on Energy county wide scheme in September 2016, 199 properties in the District had been improved, 24 of which were considered to be in fuel poverty, using benefits received as an indicator and 45 were privately rented. A total of 210 measures were installed, with the majority (80%) of the measures being solid wall insulation installations.

Tackling Fuel Poverty

Fuel poverty in England is measured using the Low Income High Costs (LIHC) indicator. Under the LIHC indicator, a household is considered to be fuel poor if:

- they have required fuel costs that are above average (the national median level)
- were they to spend that amount, they would be left with a residual income below the official poverty line.

Fuel poverty data provided by BEIS (Department for Business, Energy and Industry Strategy) indicated that in 2014, there were approximately 4790 households (6.7% of the housing stock, across all tenures) in the district in fuel poverty. This is a small reduction from the figure published for 2013 which was estimated at 7%.

Fuel poverty is caused by several factors including high fuel costs, low income levels, poor thermal efficiency and under-occupancy of homes. A sustainable way of reducing fuel poverty is to improve the thermal performance of homes, which will enable affordable warmth, improve the condition of the housing stock, increase the well being of residents and help to reduce the number of excess winter deaths (currently 62 a year in Huntingdonshire – *figure taken from the Public Health Observatory*).

Although Excess Winter Mortality (EWM) is associated with low temperatures, conditions directly relating to cold, such as hypothermia, are not the main cause of EWM. The majority of additional winter deaths are caused by cerebrovascular diseases, ischaemic heart disease, respiratory diseases and dementia and Alzheimer’s disease. This is a result of the fact that the cold can have various physiological effects, which may lead to death in vulnerable people. In vulnerable older people a cold home has been associated with increased blood pressure, lowered immune response and haemoconcentration, which leads to thrombosis. In addition, pre-existing health problems, such as asthma, can be severely impacted by cold and damp homes.

As well as promoting the Green Deal Communities fund to home owners, the Cambridgeshire consortium wanted to engage with private landlords, as the private rented sector has, historically, been a difficult sector to engage with. Information was circulated to all the local letting agents and to all the landlords who were part of the Council’s Landlords Discussion Forum. As a result, nearly a quarter of all installations in the District were carried out on private rented properties. Incentives for the private rented sector included:

- Up to £6,000* towards the installation of internal or external solid wall insulation, and up to an extra £1,000 for other energy efficiency measures
- Or, up to £2,000* towards either loft or cavity wall insulation, plus one other energy efficiency measure.
- Landlords could receive a one-off payment of £500 for increasing the EPC rating of the property from an ‘F’ or ‘G’ rating to at least a ‘D’ rating
- Tenants could receive a one-off rental discount of £500 where solid wall insulation is installed, or £100 when any other measure is installed.

*Up to 75% of the cost.

Tackling Fuel Poverty: Stay Well Working Group.

The Council is part of the Cambridgeshire Stay Well Steering group, which consists of all the local District Councils, Citizens Advice groups, Care Network, various Cambridgeshire County council officers; e.g., support officers for chronically excluded officers, Cambridgeshire Fire Service, and colleagues from the NHS. Advice was provided to householders in the form of a pack which provided basic energy efficiency advice, advice on staying warm, healthy and active, a recipe card for healthy meals, grant advice, thermometer card, and tea bag. Packs were distributed at GP surgeries, Flu jab clinics, pharmacies, Age well/Golden Age groups, Right Start Groups, and Citizens Advice, amongst others. The feedback cards received indicated that the advice was generally well received, and householders would share the grant and support advice with neighbours who had not obtained packs.

A communications tool kit was developed for partners and stakeholders to ensure a consistent message for both advice and information was delivered. Using the tool kit, councils were able to send out pre-prepared cold weather alerts via social media, asking residents to look out for their more vulnerable neighbours and family members.

Small grants were available to fuel poor households to tackle one off issues such as making first payment to establish heating oil accounts, emergency payments for energy due to resettlement e.g. following domestic violence etc. Householders in Huntingdonshire accessed 20% of the grant funding available.

Tackling Fuel Poverty: Energy Company Obligation

In addition to the funding provided by the Green Deal Communities, Energy Company Obligation (ECO) was accessed, as appropriate, for all appropriate insulation measures carried out under the banner of Action on Energy. Analysis of the data showed that as a result of the scheme, overall an additional £10,755 of funding was leveraged into the District and householders themselves invested £528,841 to fund the energy conservation measures.

The Action on Energy website also signposted the public to the companies who were part of the scheme and which had access to ECO funding. This allowed the public to choice of how they could fund energy efficiency measures, and with a choice of installers, gain a range quotes easily.

Reducing Energy Costs

Huntingdonshire District Council have been active in promoting renewable energy measures. For 5 years we promoted sustainable living, retrofit energy conservation measure and renewable energy to the public through our Green House Project, a domestic, sustainable living, demonstration property. The house was fitted with a range of energy efficiency measures and renewable energy technology, so visitors can see the products/measures 'in-situ' and learn about how they work, the running costs and whether or not such measures may be suitable for their own property. This project was developed in partnership with the Building Research Establishment and formed part of their 'Rethinking Housing Refurbishment' programme.

The Green House Project has come to an end but we continue to promote the installation of renewable energy measures and signpost the public to the Renewable Heat Incentive and Feed-in-tariff.

In partnership with Cambridgeshire County Council and the other local authorities in the County, HDC has promoted Collective Switching, to encourage householders to change energy suppliers and make savings. To date, 220 householders in the District have taken advantage of the opportunity to switch energy supplier and have saved, on average, £228 on their annual energy bill. We intend to continue to promote collective switching to our residents.

Future Projects and Devolution

Cambridgeshire and Peterborough will elect their own Mayor in May 2017 and there will be the opportunity for Councils in Cambridgeshire to develop more partnership projects to deliver energy efficiency to their residents. Following on from the experience of successfully delivering Action on Energy, the District Councils in the Partnership have the expertise and understanding of their local communities to deliver these future projects. The Action on Energy partnership has demonstrated that we can work successfully with commercial partners to deliver an energy efficiency scheme which meets the needs of the local population, in diverse geographical locations; delivering in towns and villages as well as in the more challenging off-gas rural areas.

With the introduction of the next phase of ECO and ECO Flex, the Action on Energy Partnership is actively seeking to work with the Energy Companies and insulation installers to develop new projects. The new phase of the ECO would initially commence as an 18 month transition period starting in April 2017 and the documentation from Government specifically

suggests a role for LAs to determine flexible eligibility. LAs (and potentially other appropriate parties, such as charities) would have the ability to identify and designate households as being eligible under Affordable Warmth criteria, and as a result could ensure that local priorities are identified and met. In addition the proposals include support for low rated social housing stock and a simplification of the qualifying criteria to remove some of the barriers to take up.

Action on Energy has shown that to maximise the opportunities that come from national policies LAs need to take a leading role. While this activity can be done by district authorities in isolation, all LAs in the partnership benefit from the greater potential that comes from a larger housing stock and the joint working from a county wide partnership. As a Partnership we are actively seeking to access ECO Flex funding from one of the major Energy Providers. Our experience in delivering a successful Green Deal Communities project should make working with commercial energy partners an attractive proposition.

Minimum Energy Efficiency Standards/ Smart Energy Meters

From April 2018, subject to a suitable funding stream being available, every new tenancy agreement entered into for private rented properties must meet a minimum energy efficiency standard of Band E. From April 2020 these requirements will apply to all occupied properties in the domestic sector, and from April 2023 in the non-domestic sector. Enforcement of these standards is the responsibility of Trading Standards, within Cambridgeshire County Council. Private Landlords are able to advertise their properties available to rent on the HDC website. Information and links are provided on the site so that prospective tenants are aware of the landlord's obligation to provide an energy performance certificate and Gas Safety Certificate.

The Government aims for all homes and small businesses to have smart meters by 2020. Energy suppliers will be required to install smart meters and take all reasonable steps to install them for everybody. Officers are aware of the smart meter roll out and can provide advice to households if required.

Huntingdonshire District Council – HECA Report update March 2017

Summary

ACTION		TIMING
LOCAL ENERGY EFFICIENCY AMBITIONS AND PRIORITIES		
	<ul style="list-style-type: none"> BEIS data (2014) indicates that 6.7% of households (approximately 4790 properties) are currently in fuel poverty. <i>The average for the Eastern region is 8%</i> Huntingdonshire domestic CO2 emissions for 2014 is 292 kt CO2 per annum, This represents a 27 % reduction on the figure published for 2005 <i>Figures from BEIS Local Authority CO2 emissions dataset 2005-2014.</i> <p>We will continue to work towards a 2% year on year reduction in energy use at the Council’s nine main sites in line with our Energy Plan and with the help of the REFIT scheme.</p> <p>We continue to work in Partnership with other Cambridgeshire local authorities to seek an energy provided to deliver ECO and ECO Flex, to maximise take-up of energy efficiency measures and reduce fuel poverty.</p>	<p>Current position</p> <p>3 year plan from 2016/17. Re:Fit has commenced and will complete in Q3 2017</p> <p>Develop new projects in 2017</p>
MEASURES WE ARE TAKING AND CENTRAL GOVERNMENT INITIATIVES WE ARE PROMOTING TO SIGNIFICANTLY IMPROVE ENERGY EFFICIENCY IN OUR LOCAL RESIDENTIAL ACCOMMODATION		
Green Deal Communities Fund (GDCF) and ECO	<p>Our ‘Action on Energy’ Cambridgeshire Scheme was completed in September 2017.</p> <ul style="list-style-type: none"> The scheme delivered a total of 210 improvement measures in 199 properties in the District. 12% of all properties assisted were in fuel poverty and 23% of the properties were in the private rented sector. The majority of the measures (169) were for external wall insulation. 	Completed

	<ul style="list-style-type: none"> • A total of £867,283 of the Green Deal Communities fund was delivered in Huntingdonshire, 15% of the total spend. • An additional £10,755 Eco funding was drawn down and a total of £528,841 of private investment by homeowners was used to improve their properties in conjunction with the GDCF • The scheme delivered good value, high quality energy efficiency installations with excellent customer care. 	
Feed in Tariff Scheme and Renewable Heat Incentive	<p>Officers are trained to give advice on renewable energy technologies and continue to signpost enquirers to the current national schemes.</p> <p>Advice on the Council website is reviewed and updated to provide energy efficiency advice and communicate the Councils energy saving activities,</p>	On-going
Minimum Energy Efficiency Standards	<p>Officers will work with Housing and Enforcement colleagues to ensure landlords are aware of their obligations and requirements to improve the energy performance of their properties, as appropriate and that tenants are aware of the information that should be made available to them from the letting agents and landlords</p>	On-going
Devolution and Future Projects		
	<p>Cambridgeshire Councils have a successful track record of partnership working, which has delivered a significant level of investment in domestic energy efficiency. Those councils involved in the Action on Energy brand recognise that partnership working can deliver more benefits with economies of scale and a better negotiating position, than working as individual councils, while retaining discretion on how to deliver schemes in their local communities.</p>	On-going

	<p>As a consortium, Action on Energy is seeking to deliver energy conservation measures through ECO and ECO Flex to our residents. The Councils are currently seeking commercial partnerships to deliver a quality energy saving scheme to meet the needs of local residents.</p>	
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**Public
Key Decision - Yes**

HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter:	Adoption of the Public Health Funerals Policy
Meeting/Date:	Overview and Scrutiny (Communities and Environment) – 13th June 2017 Cabinet – 22nd June 2017
Executive Portfolio:	Executive Councillor for Housing and Regulatory Services, Cllr Ryan Fuller
Report by:	Head of Community, Chris Stopford
Wards affected:	All

Executive Summary:

The purpose of this report is to obtain approval for the adoption of a new Public Health Funeral Policy.

The Council has a duty to arrange a public health funeral, under Section 46(1) of the Public Health (Control of Diseases) Act 1984, where the deceased has died within the Council's administrative boundary and it is apparent that there is no-one able or willing to arrange a funeral.

The new policy (attached as Appendix 1 to this report) outlines the Council's response to the statutory duty imposed by the Act, covering issues including registering the death, searching for a will, locating next of kin, organising the funeral, and the management of the residual estate, including disposing of personal possessions and recovering the Council's costs in dealing with the death.

Recommendation(s):

The Overview and Scrutiny Panel is invited to comment on the policy and endorse its submission for approval by the Cabinet.

The Cabinet is recommended to

- i) Approve the scheme Public Health Funeral Policy
- ii) Approve that the Head of Community be authorised to make minor editorial changes which by definition make no change to the policy,
- iii) that the Head of Community, in consultation with the Executive Councillor for Housing and Regulatory Services, be authorised to make changes as a result of revocations, amendments, or enactment of relevant statutory provisions

1. PURPOSE OF THE REPORT

- 1.1 This report proposes the adoption of a new policy in allowing the Council to meet its statutory responsibilities in dealing with funerals of individuals who die or are found dead in the district and do not have anyone able or willing to organise their funeral.

2. BACKGROUND

- 2.1 Under the Public Health (Control of Diseases) Act 1984, the Council has a duty to arrange a funeral for individuals who die within the Council's administrative boundary and it is apparent that there is nobody able or willing to arrange a funeral.
- 2.2 This duty does not include individuals who die in hospital as these are the responsibility of the local hospital trust.

3. POLICY

- 3.1 The new policy, attached as Appendix 1 to this report, outlines the issues to be considered and the process which the Council will follow in organising funerals under this legislation.
- 3.2 The policy covers the situations under which the Council will organise a funeral and procedures for:- locating next of kin or others willing to fund the funeral; locating the last will and testament; identifying an executor; locating relatives and heirs; registering the death; organising the funeral; dealing with the estate; disposing of personal possessions and retaining appropriate documentation.
- 3.3 Under the policy, the Council's costs will be recovered wherever practicable. These costs will be recovered prior to any remaining balance being passed to the estate.
- 3.4 The principles of this policy and associated guidance will be put in place immediately upon approval by the Cabinet.

4. COMMENTS OF OVERVIEW & SCRUTINY

- 4.1 The comments of the relevant Overview and Scrutiny Panel will be included in this section prior to its consideration by the Cabinet.

5. RISK MANAGEMENT

- 5.1 The most significant risk in this area is that, without an appropriate policy and procedure, officers dealing with this type of death inadvertently act in a manner which is inconsistent with the legislation. The development of this policy mitigates that risk.

6. LINK TO THE CORPORATE PLAN, STRATEGIC PRIORITIES AND / OR CORPORATE OBJECTIVES

- 6.1 The approval of this policy will contribute to the Council's objective of "becoming a more efficient and effective Council" by providing an appropriate framework for providing the relevant services.

7. LEGAL IMPLICATIONS

- 7.1 Section 46(1) of the Public Health (Control of Diseases) Act 1984 states: - "It shall be the duty of a local authority to cause to be buried or cremated the body

of any person who has died or been found dead in their area, in any case where it appears to the authority that no suitable arrangements for the disposal of the body have been or are being made otherwise than by the authority.”

- 7.2 The adoption of this policy will ensure that the Council continues to meet this statutory duty in the most appropriate manner.

8. RESOURCE IMPLICATIONS

- 8.1 The resource implications of this function are, by their nature, unpredictable. In the past 18 months (1st October 2015 – 31st March 2017), officers were called upon to deal with a total of 8 deaths, 5 of which required the provision of funerals under this legislation. These funerals cost a total of £5,274, including the Council's costs. A total of £2113 was recovered, leaving a net cost of £3,161 to the Council. The other 3 funerals involved some initial investigatory work by officers but were subsequently found to be outside the scope of the legislation.

- 8.2 Budgetary provision of £3,000 has been made for the 2017-18 financial year. As noted previously, the Council is committed to recovering its costs wherever practicable.

9. REASONS FOR THE RECOMMENDED DECISIONS

- 9.1 The approval of this new policy is recommended as it helps ensure that the Council meets its statutory responsibilities in a consistent manner, balancing sensitivity of service delivery with the need to deliver efficient and effective services.

10. LIST OF APPENDICES INCLUDED

Appendix 1 – Public Health Funerals Policy.

BACKGROUND PAPERS

Not applicable

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Public Health Funerals Policy

1. Introduction

When someone dies it is often a very painful and difficult time, especially if there are concerns about how a funeral is to be paid for. If someone is concerned about how to pay for the funeral of a spouse, partner or member of the family because of insufficient funds or low income they may be entitled to a funeral payment from the Department of Works and Pensions.

More details and advice on Department of Works and Pensions Funeral Payments is available on the following web page: www.gov.uk/funeral-payments/overview.

If someone does not have access to a computer they can go to their nearest Jobcentre Plus or call in to the Council Offices.

When there is no surviving spouse/partner, next-of-kin cannot be located, or there is a refusal to pay, officers from the Community Section of the Council may be able to arrange a public health funeral.

Section 46(1) of the Public Health (Control of Diseases) Act 1984 states:

“It shall be the duty of a local authority to cause to be buried or cremated the body of any person who has died or been found dead in their area, in any case where it appears to the authority that no suitable arrangements for the disposal of the body have been or are being made otherwise than by the authority.”

The Council will arrange a public health funeral where the deceased died within the Council’s administrative boundary and it is apparent that there is no-one able or willing to arrange a funeral. Huntingdonshire District Council will not be responsible for funeral arrangements if they lived the Council’s administrative boundary but died within another District Council boundary; it is the responsibility of the council in which the death occurred.

Once the Council has accepted responsibility for a funeral they will deal with all aspects of the administration.

2. Property Search

A visit to the property will be carried out as soon as possible following the request for a public health funeral. The purpose of the visit is to search for; details of next-of-kin, a Will, passport, driving licence, any documentation, details of bank accounts, to remove valuables, etc.

As a safeguard against accusations of theft or misconduct, two officers will conduct the property search. The officers will always consist of one Council Officer; the second may, for example, be a housing association Officer or Police Officer.

A written inventory of assets will be recorded and property retained, under secure conditions and in accordance with Council’s Public Health Funeral Guidance. These may be disposed with the proceeds used towards recovery of costs, to be passed on to next-of-kin or to be passed to the Government Legal Department.

A risk assessment will be conducted prior to the property search and will be conducted as per the Council’s Public Health Funeral Guidance.

Landlords should not enter or explore the property and must not remove any items from the deceased’s accommodation until given clearance by the officer responsible for public health funerals.

Where the next-of-kin wishes to be present at the search or wishes to look through the property they will be accompanied at all times.

3. Last Will and Testament

Where a Will is established the funeral arrangements must be passed to the Executor and no further action is taken by the Council.

If the Executor revokes their duty and refuses to take on the responsibility of the funeral they must make a formal renunciation of the will. If property or valuables have been removed from the property by the Executor they may be required to be handed to the Council, where insufficient funds are available to cover the funeral expenses.

4. Locating estate heirs

Where next-of-kin cannot be expeditiously discovered and a will cannot be established the Council may use the services of companies who specialise in locating heirs and beneficiaries. These will be chosen in accordance with the Council's Public Health Funeral Guidance.

5. Registration of the death

Where the Council has taken on the responsibility of the funeral an officer will register the death. Death certificates will be purchased, for administration use, in accordance with the Council's Public Health Funeral Guidance.

The Government 'Tell Us Once' service will be used when possible and where a next-of-kin cannot be traced.

6. The funeral

If the next-of-kin, partner or family of the deceased is unable or unwilling to take responsibility for the funeral they will be asked to sign a document stating they acknowledge that HDC are to make the funeral arrangements and that they understand that all costs will be recovered from the estate before any funds are released to them. The following will all be in accordance with the Council's Public Health Funeral Guidance:

- If there is a refusal to pay the funeral there will be; no obligation to inform the family the time/place of the funeral; and there will be no invitation for the family to attend.
- The funeral will be arranged at the discretion of Council and in conjunction with the undertakers.
- Where there is a refusal to pay, a visit to the Chapel of Rest will not be permitted.
- Where the Council is responsible, the most economical funeral available will be arranged.
- The Council will not part-fund a funeral.
- The Council will not pay for flowers or memorials and will not accept contributions for such items.
- The crematorium used will be at the discretion of Council,
- HDC will not have the body cremated if they have reason to believe that the deceased did not wish it.
- If a cremation; the ashes will be scattered 3 months after the funeral in the crematorium grounds.
- If a burial; no memorial or headstone is permitted.

- If it is clear that there was an expressed wish by the deceased for any other type of funeral the Council will endeavour to carry out those wishes. If the cost is deemed to be unreasonable, officers will produce a report, to be validated by a Head of Service, as to the reasons why the wishes of the deceased cannot be agreed to.
- The Council will not routinely arrange for a minister of religion or a representative of faith at the funeral unless there is a certainty that it was the wish of the deceased or it is requested.

7. Appointment of Funeral Directors

In line with Government Guidance (GOV.UK, 2016), a funeral director will be appointed who is a member of:

- National Association of Funeral Directors, or
- National Federation of Funeral Directors, or
- Society of Allied and Independent Funeral Directors (see Notes below - ii).

The Council will, from time to time, request funeral directors to supply tenders for the provision of a service in respect of public health funerals.

8. Protection of the Public Purse

The Act allows the local authority to recover all costs incurred from the estate of the deceased; that is, from any effects, eg: cash found within the property, banks and/or the sale of property and possessions. Where there is no next-of-kin or partner to inherit and, after costs to the Council have been recovered, the estate is worth:

- over £500; where there are no known family the balance will be passed to the Government Legal Department (formerly the Treasury Solicitor's Department).
- under £500; the Act allows the Council to retain the money. This will be paid into the Chairman's Charity Fund as agreed by Cabinet.

Where family is located following a public health funeral the Council will hold the deceased's property and effects until someone comes forward with Letters of Administration from a Court or a Statutory Declaration. All Council costs for storage/property insurance/administration/etc will be recorded and passed to the estate.

Where the deceased has part-ownership of a property, the Council will put a Charge against the property so that costs can be recovered when the property is sold.

9. Disposal of personal possessions

Personal possessions will be dealt with in accordance with the Council's Public Health Funeral Guidance.

Photographs or non-monetary documentation and any small items (for example jewellery or watches) are subject to a different retention procedure than furniture, bedding or clothing.

If next-of-kin are established; they will be provided with a detailed account regarding the recovery of costs from the estate, details of disposal of any personal possessions and inventory and any effects before closure of the request. This will be signed by the next-of-kin and a Council Officer or their representative.

10. Retention of documents

The Council will retain documents in accordance with the Council's Document Retention Policy; 12-years at time of publication.

11. Freedom of Information

Data will be published quarterly on the website at the end of June, September, December and March.

12. Notes

- i. This Policy is consistent with:
 - Public Health (Control of Disease) Act 1984.(www.legislation.gov.uk/ukpga/1984/22/part/III/crossheading/disposal-of-dead-bodies).
 - The Institute of Cemetery and Crematorium Management Guidance.
 - House of Commons Library (Standard Note: SN/HA/6242) document “Arranging and paying for a funeral”.

- ii. To choose a funeral director:
 - <http://www.nafd.org.uk/funeral-advice/funeral-arrangements/choose-a-funeral-director.aspx>.
 - <http://www.nffd.co.uk/>.
 - <http://www.saif.org.uk/members-search/>.

Dated May 2017

Panel	Study	Date	Status	Action	Date for Future Action
Communities & Environment	Future of Hinchingsbrooke Country Park, Paxton Pits, Godmanchester Nursery and Public Rights of Way	01/11/16	The Panel received an exempt report on the contractual arrangements and potential improvement programme of Hinchingsbrooke Country Park. The Cabinet received the same report but including the Panel's comments at its meeting in November 2016.	The Cabinet made a decision on the report. The decision remains confidential whilst negotiations are taking place.	
		07/03/17	Cambridgeshire County Council's Highways Maintenance Manager, Mr Jonathan Clarke, was in attendance to update Members on the maintenance of Huntingdonshire's Public Rights of Way.		
Communities & Environment	Waste Round Reconfiguration	12/07/16	A report was presented to the Panel informing Members that the Operations Division was undertaking a Waste Round Reconfiguration. Update reports were presented at the Panel meetings in September, October and February.	A final post implementation report is to be presented at the Panel meeting in June 2017.	13/06/17
		07/03/17	The Head of Operations gave the Panel a verbal update on the implementation of the waste round reconfiguration.		
Communities & Environment	Community Resilience Plan including relationships with Parish and Town Councils and the	06/10/16	Members agreed to keep the topic on the work programme however before appointing task and finish group, Members would like to invite the relevant Executive Councillor responsible to a future Panel meeting to update the Panel on what work has been done so far.	The Portfolio Holder has agreed to attend the Panel meeting in July to update Members on the work carried out to date.	04/07/17

Panel	Study	Date	Status	Action	Date for Future Action
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<p>Communities & Environment</p> <p>08</p>	Reports Due and Regular Items				
	Representatives on External Organisations	Annual	Selected Members represent the Council on various External Organisations. The Panel received updates at its meetings in November 2016 and March 2017.	Next report is due at the Panel meeting in December 2017.	05/12/17
	Huntingdonshire Community Safety Partnership	04/10/16	Annual review of the work of the Partnership. The 2016/17 report is scheduled to be presented to the Panel in October 2017.	A six month update report is due at a future meeting of the Panel.	13/06/17
	Corporate Enforcement Policy including Graffiti/Fly Tipping Policy	06/12/16		The Panel are to consider a report at its meeting in September.	05/09/17
	Cambridgeshire and Peterborough Clinical Commissioning Group	12/10/16	A report on the performance of the CCG was presented to the Panel at its special meeting in October 2016. The CCG agreed to return to the Panel to inform Members of the System Transformation Programme (STP).	<p>The Sustainability and Transformation Programme (STP) is to be presented to a future meeting of the Panel.</p> <p>At the Panel meeting in March 2016, Mr Weller agreed to attend a future Panel meeting and update Members on the Urgent and Emergency Care Vanguard Programme.</p>	<p>To be decided.</p> <p>04/07/17</p>

Panel	Study	Date	Status	Action	Date for Future Action
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	Redesign of Mental Health Services	07/07/15	The Panel received an update report on the Children and Adolescent Mental Health Service (CAMHS).	The Panel requested further updates at future meetings.	04/07/17
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69	Economy & Growth	Strategic Review of Car Parking	06/10/16	The Panel received the Review of Fees and Charges – Car Parks report. Members decided that a task and finish group should be established to review all the options for car park fees.	It was agreed that the Task and Finish Group will not be led by Overview and Scrutiny; however the Panel will be responsible for the scrutiny of the Task and Finish Group's work.	
			03/11/16	The Panel discussed the Strategic Review of Car Parking Task and Finish Group following Cabinet's agreement to the establishment of the group. The Panel appointed Councillors D B Dew, R Fuller, I D Gardener and T D Sanderson to the group.		
			06/04/17	A project overview and scoping document was presented to the Overview and Scrutiny Panel.		
			30/05/17	A meeting of the Task and Finish Group was held. Members agreed the future meeting dates, discussed the reporting dates, carried out a stakeholder analysis and discussed in what form public participation should take. In addition the Group reviewed the scoping document.		

Panel	Study	Date	Status	Action	Date for Future Action
Economy & Growth	Local Plan To 2036	06/10/16	Members agreed to keep the Local Plan to 2036 on the work programme. A task and finish group has not be established however the Panel have agreed that the Chairman should become the Panel expert on the topic.	The Panel is to receive the Huntingdonshire Local Plan to 2036 at its meeting in June.	15/06/17
		08/12/16	The Panel received and discussed the Local Plan and Infrastructure Planning Update.		
		06/04/17	The Panel received a Local Plan and Infrastructure Planning update.		
07 Economy & Growth	Devolution	06/10/16	Members agreed to keep Devolution on the work programme however before appointing a Panel expert, Members would like to invite the relevant Executive Councillor responsible to a future Panel meeting to update the Panel on what work has been done so far.	The Panel agreed to invite the Executive Leader to update Members after the election of the Combined Authority Mayor.	
03/11/16	The Panel received an update on Devolution from the Executive Leader.				
Economy & Growth	Housing Working Group	06/10/16	Members agreed that a Housing Working Group (formally known as the Affordable Housing Working Group and the Registered Social Providers Working Group) should be resurrected to review housing policy as and when required.		

Panel	Study	Date	Status	Action	Date for Future Action
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71		03/11/16	The Panel decided to reconstitute the Housing Working Group with Councillors D B Dew, R Fuller and T D Sanderson appointed to the group.	Officers are working on a scoping document for consultation with the Panel.	To be decided.
		05/01/17	Councillor R Fuller has been appointed to the Cabinet and therefore can no longer be a Member of the Working Group. The Panel will have to appoint a replacement.	The Panel are expecting the Housing Strategy at its meeting in June 2017.	08/06/17
		09/03/17	The Panel appointed Councillor I D Gardener to the Housing Working Group.	The Head of Development and the Executive Councillor for Housing and Regulatory Services will work with the group on the Housing Strategy before it is presented to the Panel and Cabinet in June 2017.	

Economy & Growth	Reports Due and Regular Items				
	Representatives on External Organisations	Annual	Selected Members represent the Council on various External Organisations. The Panel received updates at its meetings in November 2016 and February 2017.	Next report is due at the Panel meeting in December 2017.	07/12/17
	Marketing Strategy Work Programme	Annual	The Panel have requested annual updates on the work programme.	Report was presented in July 2016 and the next one is due at the Panel meeting in July.	06/07/17

Panel	Study	Date	Status	Action	Date for Future Action
Performance & Customers	Cambridgeshire County Council Budget Scrutiny	05/12/16	Representatives from Cambridgeshire County Council were in attendance to present the County Council's Budget for 2017-22 and answer Members' questions.	Democratic Services Officer (Scrutiny) drafted a response to the budget proposals based on the points raised by Members at the budget scrutiny. The response to the budget proposals has been approved by the Chairman and was sent to Cambridgeshire County Council in December 2016.	
Performance & Customers	Social Value In Procurement	01/02/17	The Chairman informed the Panel that there will be a task and finish group investigating social value in procurement.	Officers are working on a scoping document.	