

### **FULL COUNCIL**

Wednesday, 15 March 2023

Subject	Cabinet Members' Report and Outside Bodies Representatives' Report to Council
Report by	Councillor Steve Gallant
	Leader of the Council

Is the report Open or Exempt? OPEN

Category of Exempt	Not applicable.
Information and reason why it	
is <b>NOT</b> in the public interest to	
disclose the exempt	
information.	
Wards Affected:	All Wards
Purpose of Report:	
To receive the Cabinet Members' Report and the Outside Bodies Representatives' Report	

to Council, for information.

### **Options:**

Not applicable.

## **Cabinet Members' Reports to Council**

Cabinet Member:	Councillor Mary Rudd, Cabinet Member with responsibility for Community Health
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### **Health and Wellbeing**

There have been significant changes in health and wellbeing structures nationally over the lifetime of this Council, with Clinical Commissioning Groups replaced by Integrated Care Systems and their sub-structures, including the Great Yarmouth and Waveney Place Board and the Ipswich and East Suffolk Alliance. East Suffolk is covered by two different ICSs – Norfolk & Waveney and Ipswich & North East Essex. To find out more, please see last month's Scrutiny Report: <u>Decision Details: Integrated Care Systems (cmis.uk.com)</u>

I Chair the new Waveney Health and Wellbeing Partnership as Cabinet Member, which also involves the three north Community Partnership Chairs and Communities Officers, and the three Integrated Neighbourhood Teams in the south of the District, under which our five south Community Partnerships nest, continue to evolve and grow.

Connect Spaces have been introduced across the three INT areas in the south of the district which create opportunities for statutory and VCSE sector organisations to work collaboratively to deliver programmes of work which are having a positive impact on people's health and wellbeing. This has included work with schools to address concerns with accessing mental health support for the wider community, supporting people to live well with dementia, supporting the most vulnerable members of the community through the cost of living, and developing a new wellbeing hub which will see a range of non-clinical services be delivered by statutory and VCSE sector groups for people of all ages to address concerns around local health challenges and inequalities.

The Integration and Partnerships Manager (hosted by ESC and funded by the ICB) has led the development of targeted and sustainable partnership working between the INTs, Connects, Community Partnerships, and other health and wellbeing related networks to ensure joined up working and sharing of resources when addressing health and wellbeing priorities and to avoid duplication.

An key issue across East Suffolk is health inequalities – differences between health outcomes in different parts of the District and the differences in healthy life expectancy between our most affluent and our poorest communities. Specific challenges for the East Suffolk population including diabetes, smoking, hypertension, obesity and overweight, physical activity levels and mental health and wellbeing.

Clearly the most significant health challenge during the last four years has been the Covid-19 pandemic, and slides presented at the Community Partnership Forum meeting earlier this month by Anna Crispe from the Knowledge and Insight Team summarise the impact on Suffolk, including the pandemics role in exacerbating health inequalities:



The Well Minds East Suffolk programme funded by the Community Partnership Board has delivered 31 theatre performances for schools in East Suffolk, trained more than 100 representatives of community groups and voluntary organisations in 'The Essentials' of mental health, enabled a new Cuppa and Chat project run by Communities Together East Anglia and supported seven courses (to date) focussing on emotional wellbeing in classrooms and youth settings.

Other highlights include:

- Worked with Ipswich and East Suffolk CCG (now the Ipswich and East Suffolk Alliance) and led the tender process for the Connect for Health social prescribing contract in the south of the District to March 2024 across the whole Alliance area. Shaw Trust were the successful provider for the three Integrated Neighbourhood Teams in the south of East Suffolk
- Provision of 20 Robopets robot cats and dogs for people with dementia in care homes and at home
- Funded a social prescribing project for carers with complex needs, delivered by Suffolk Family Carers. Also worked with SFC on a project focussing on young adult carers which was co-produced following a joint workshop with seven young people who are all caring for a close relative
- ESC is part of the Suffolk Dementia Partnership and 27 members of staff from 17 different teams were trained in Dementia Awareness through sessions delivered by Seckford Foundation

- We are working with St Elizabeth's Hospice and Pear Tree Centre to promote Compassionate Communities to support communities to discuss and think about life, death and loss and with the Deben Peninsula Compassionate Companions project, which is now being rolled out Suffolk wide
- Work with both Places Leisure and Everyone Active to develop projects to support people with Long Covid
- More than £120k of Boost funding allocated for projects focussing on dementia, healthy eating, keeping active, people with disabilities and their carers and mental health and wellbeing
- A programme of free 'supporting people in distress' training for VCSE organisations
- Seven Health and Wellbeing Roadshows around the District
- CP Board funding agreed for Student Life pilot peer ambassador programme in 6 East Suffolk Schools
- Work in partnership to develop a new Healthy Behaviours service focussing on smoking, healthy weight and physical activity
- An emerging strength and balance service in the south of the District
- £200k secured through the Suffolk COMF programme for work in Beccles, Lowestoft, Aldeburgh, Leiston and Saxmundham CP area and Felixstowe (£50k each area) on the back of the Emotional Needs Audit results.

### Community Safety and Anti-Social Behaviour

The East Suffolk Community Safety Partnership was refreshed during the priority of this Council and the CSP Action Plan was revised and relaunched to better reflect both Suffolk and East Suffolk priorities.

Key to the strength of the CSP is the Responsible Authorities, those agencies who must cooperate as part of the partnership. These are:

- o Suffolk Constabulary
- Suffolk and Norfolk Probation Trust
- Suffolk Fire and Rescue Service
- o Suffolk County Council
- The District Council
- Public Health

The East Suffolk CSP action plan closely mirrors the strategic objectives set out by Suffolk County Council and the Safer Stronger Communities Board but focusses on opportunities for new activity and collaboration. The priorities for East Suffolk are:

- Hate Crime
- Preventing Radicalisation
- Modern Slavery
- Anti-social behaviour
- Criminal Exploitation (formerly known as County Lines)
- Violence against women and girls (VAWG)
- Volume crime
- Fraud

There is a broad range of activity being delivered under each of these headings. The Communities Team at East Suffolk Council plays both a co-ordinating role and a delivery role, centrally promoting collaboration between partners and working to find gaps in existing activity, and also delivering on-the-ground projects to address the concerns of local communities.

Fraud is a new priority included in the action plan, based on a growing threat to community safety. Volume Crime has been added at a local East Suffolk level on the basis of its visibility to local communities and the effect it has on community confidence. It includes crimes such as burglary and car crime.

The CSP has also added three underlying themes to the Action Plan:

Data: where the focus is on identifying and sharing as much useful data as possible to help maximise the impact of all Partners' work

Reporting: where all Partners work together to understand, optimise and promote reporting routes for all our Priorities, to reduce the underreporting of crime

Digital: where all Partners share intelligence and insight into the intersection between the Priorities and the digital world, to increase understanding and mitigate the outsize effect digital has on many of the Priorities in the action plan

A key priority for East Suffolk Council is Anti-social behaviour (ASB), which can affect anyone at any time and can range from annoying other people to serious violence and criminal activities, including but not limited to substance misuse, drunkenness, vandalism, graffiti, assault and threatening behaviour, harassment of residents or passers-by, intimidating groups of young people in public places, criminal damage.

The specific areas of focus identified in the workshop to develop the new CSP action plan were:

- Increase reporting of ASB
- Align existing activity with diversionary activity
- Reduce incidence of ASB

To continue to increase ASB reporting, the CSP will engage with communities who traditionally are reluctant to report ASB. A good example of this is this summer's CSP-funded events, delivered by the Police and the ESC Communities team, on the Gunton and Whitton estates. In total, 58 sessions were delivered over the 2 venues, with 87 hours of activities being offered in Lowestoft during this period, including four mobile climbing walls, the SOS bus, Catch 22 and the fire service. The project attracted 156 different young people, with 1343 visits from those young people and some fantastic feedback on increased feelings of confidence and a likelihood to engage.

We will also continue to deliver regular ASB roadshows and intend to build on the success of our 23 roadshows held in 2022, for ASB Awareness Week 2023. Rachel Tucker in the Communities Team has led a year long ASB transformation project, with the aim of reviewing and updating our policies and procedures around ASB and creating a standardised and effective approach across the District. She is working closely with the Police and Suffolk County Council, using her knowledge to identify areas for improvement but also of local best practice.

This has included the development of a comprehensive training programme for the eight Communities Officers to enable them to better support ASB victims (and perpetrators) in each of the eight Community Partnership areas. The focus has been on appropriate use of powers under the Anti Social Behaviour Police and Crime Act 2014 with use of Community Protection Notices, (CPN's), Community Behaviour Orders (CBO's) and other relevant tools under the act. There has also been work around the use of less formal approaches such as acceptable behaviour and neighbourhood agreements. Learning and polices have been developed in East Suffolk in relation to the Community Trigger which has been adopted at a Suffolk level and vice versa. <u>Community Trigger (ASB Case Review) » East Suffolk Council</u>

Multi Agency Criminal Exploitation (MACE) panels – these are Suffolk County Council and Suffolk Constabulary lead and work with key partners, voluntary groups, communities, children and families to support, disrupt, protect and empower children and communities from the risk of criminal exploitation. As a team we collate information around individuals, properties and areas from our own ASB case management system (E-cins), Environmental Protection, our Housing Team and House Associations. This provides the MACE panel with a very good insight into current activity in the area and what's being done already. In return, this provides us as an organisation a very good insight into other intelligence about what's going on within the District.

Holiday Activities and Food (HAF) Programme – HAF is backed by funding from the Department of Education, and East Suffolk receives almost £500k per year to deliver provision in Easter, Summer and December half terms. In 2022, we funded over 12,600 places across the District and saw roughly 81% uptake for these places. Moving into the 2023, we have had confirmation from Suffolk County Council that we will receive £458,635 funding this year.

### **Environmental Health**

I am pleased to report that delivery of services against the Food and Health and Safety Service Plan for 2021/23 approved by full council on 23 November 2021 are on track. The Food and Safety Team has also been involved significant Health and Safety reactive work, including a prosecution, and a number of ongoing fatality investigations. The outdated Skin Piercing byelaws have been consolidated and updated into a single East Suffolk byelaw and advice and guidance to operators revised and issued. As well as reactive work the team are engaged in proactive work including being part of a multi-agency road traffic checks in Lowestoft where the Food and Safety team discovered over two kilograms of illegally imported pork in a van which was voluntarily surrendered and safely disposed of.

The Port Health service has engaged with an exceptionally wide range of issues from the delivery of business as usual, both in a COVID and COVID recovery environment. Four years ago, Port Health was gearing up to implement controls on EU goods entering GB alongside its existing service. Because of a political decision in April 2022, it then had to close the proposed EU service. However, since November 2022 the Port Health authority have been searching traffic entering the ports at Felixstowe and Harwich in a joint operation with Border Force for illegally imported pork to reduce the risk of an African Swine Fever outbreak. They have already seized over one tonne of pork. The Port Health service are actively involved with policy shaping and design activities including the development of the

future Target Operating Model (TOM) for checks which is anticipated to be released for consultation late March 2023.

The Corporate Health and Safety Team has been focused on supporting team leaders across the organisation to effectively manage health, safety and welfare. Policies relating to the management of asbestos and the growth of legionella have been revised. The Council has renewed its contract to provide a technology based lone worker protection system and over 250 staff now have been issued with a new device with the most up to date software.

Cabinet Member:	Councillor Norman Brooks – Cabinet Member with responsibility for Transport
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### 1. Headline statistics for CPE administration, which started in June 2020:

- a. The statistics reveal:
  - i. The PCNs served indicate more non-compliance is being detected, although compliance is achieved for some locations.
  - ii. The percentage of challenges accepted is reducing due to better evidence collection, and resolution of some TRO and lines and signs installation issues.
  - iii. The proportion of representations is reducing due to improved responses to challenges via a letter writing tool that provides consistent decision making and plain English replies to challenges and representations.
  - iv. The percentage of cases accepted by the Traffic Penalty Tribunal (TPT) is reducing and the proportion of PCNs considered by TPT remains at less than 0.2% of all PCNs served.

Statistics to date	2020-21	2021-22	2022-28/02/2023	
PCNs served	13,324	21,404	26,564	
Challenges	1,592 (50.8%	3,631 (45.2%	2,186 (23.4%	
Chanenges	accepted)	accepted)	accepted)	
Representations	374 (37.2% accepted)	1,043 (57.4%	995 (64.0% accepted)	
Representations	574 (57.270 accepted)	accepted)		
Appeals to TPT	15 (86.7% accepted)	33 (60.6% accepted)	35 (37.1% accepted)	
All contact channels	10,032	10,993	9,342	
(PCN)	10,032	10,995	5,542	
Phone calls (all	Not recorded	6,892	3,667	
parking services)	Notrecolded	0,052	5,007	

### 2. Parking sessions and revenue:

	2018-19	2020-21	2021-22	2022- 31/12/2022
Total sessions	2,908,992	676,109	2,762,856	2,206,741
RingGo penetration (sessions)	3.5%	47%	40%	37%
Total revenue	£4,163,885	£1,177,093	£3,979,782	£3,032,203
Reduced cash collection	-	£555,670	£1,593,069	£1,410,170

- a. The statistics to the end of Q3 reveal:
  - i. The number of recorded parking sessions appear to be returning to precovid levels.
  - ii. The RingGo penetration rate by session is 37%, but 46.5% by revenue meaning reduced cash-collection requirements is saving on CO2 emissions.
  - iii. The number of RingGo parking sessions has risen from 150k in 2018/19 to1.3M thus far in 2022/23, and there are now 1.2M repeat user sessions.
  - iv. In the first three-quarters of 2022/23, 21,274 RingGo parking sessions were extended, and these drivers may have cut short their trips if they had to returned to their vehicle to purchase another P&D ticket – extended and longer stays benefit the local economy.

# 3. TSRGD (Traffic Signs Regulations and General Directions 2016) compliance and area reviews:

- a. At its meeting 05/07/2022, Cabinet resolved the creation of Highways Engineer role so TSRGD compliance could be properly achieved, and area reviews completed with recommendations made.
- b. ESC's Highways Engineer has completed the on-street validations of Buchanan Order Management's pre-CPE review. (BOM identified approximately 4,500 lines of discrepancies for administration area of East Suffolk including missing, faded, and dirty signs, and non-compliant, faded, and missing line markings.
- c. SCC is liaising with ESC (and the other districts) to agree the process so districts can complete 'minor works' i.e., correct lines and signs for CPE administration.
- d. Senior officers and Cabinet Member to review and approve a proposals to discuss the parking management requirements of towns and parishes with ward councillors and town and parish councils, and a time line agreed.

### 4. OSPA schemes:

a. The On-Street Parking Account (OSPA) schemes for new parking management schemes in Framlingham, Lowestoft, and Southwold has now been technically

reviewed by SCC and the necessary 'written consent' provided. Council officers are to programme liaison with the respective ward councillors, town councils and specifically identified 'local' groups and an optimised timeline agreed for the statutory TRO process which includes public consultation.

### 5. Car park improvements:

- a. Autumn 2022: Blyburgate, Beccles, had redundant infrastructure removed, drainage gullies cleaned, and it was resurfaced in its entirety. Pedestrian walkways and crossing points, and wider parking bays and manoeuvring spaces were installed along with new cycle parking, bollards, and litter bins.
- b. Autumn/winter: A programme of work is being completed to appropriately maintain hedges and trees alongside verge maintenance to make accessible again long hidden footways and parking bays, across our car parks.
- c. Autumn/winter: General maintenance including surfaces, boundaries, bollards, and lining works are being expedited by the Parking Services team.

ESC has introduced two Demand Responsive Bus routes, one in the Northern parishes around Somerleyton into North Lowestoft and this runs two days per week during the trial. We have also reintroduced the Katch service, which was stopped by SCC in December 2022, and the service will restart in early April. This will run 7 days a week serving Wickham Market, Framlingham, Campsea Ashe and Snape area. East Suffolk Council is working with CATS, the local community transport operator to develop the on-demand minibus service that can be booked either by phone or via a new mobile app.

Cabinet Member:	Councillor Stephen Burroughes – Cabinet Member with responsibility for Customer Experience, ICT and Commercial Partnerships
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We are only weeks away from the end of our 4-year administration, and I would like to share with you some highlights of what has been achieved within my portfolio over the last 4 years. Firstly, where has the time gone!

We have had a world pandemic thrown at us which impacted on all our lives, global financial turbulence caused by the war in Ukraine and the political ups and downs at home. It must be said that at East Suffolk Council we rose to the challenge, and I want to personally thank all our amazing staff and partners for getting us through a very challenging and demanding period.

So, what are some of the highlights?

### CUSTOMER SERVICES & EXPERIENCE TEAMS

- ✓ During Covid, workstreams worked to reduce demand and free up capacity with Interactive Voice Response to inform customers of relevant service changes and divert resources as needed.
- ✓ Successfully managing on average over 175,000 phone calls and over 22,000 emails per year. Mostly around Council Tax, Garden Waste, and ESC tenant enquiries.
- ✓ During the pandemic over 2,000 vulnerable residents were assisted including 1,800 community referrals.
- ✓ Implemented a brand-new Customer Service Delivery Model (known as our One Front Door) – designed be more flexible and making 'every contact count'.
- ✓ Created Digital Champions To encourage and inform residents about online services. Over 11 million people lacking digital skills, and 3.6 million are completely offline altogether.
- ✓ Evolved our customer access and digital coaching approach and as a result we now have a presence in more locations across the district than ever before. We now operate 2 days a week in at the Marina CS Centre in Lowestoft, but also now in Aldeburgh, Felixstowe, Halesworth, Leiston, Saxmundham & Woodbridge Libraries.
- ✓ Delivering customer support to our Housing Repairs Teams.
- ✓ Updating and evolving our Marina Centre HQ in Lowestoft.

### • COMMERCIAL PARTNERSHIPS

- ✓ Completed the £15m refurbishment and upgrade to our leisure centres across the entire district with the last to be delivered at Waveney Valley Leisure Centre in Bungay.
- ✓ Welcomed our new operating partner, Everyone Active, to the assets in the north of the district who compliment and add to the service provided by Places Leisure who operate in the south.
- ✓ Changing our contractual relationship and journey with Norse around waste collection, grounds maintenance and street cleansing by venturing out on our own with East Suffolk Services Ltd to ensure elements are firmly in place for 1<sup>st</sup> July. This council should be proud in the fact that it is our ambition to establish a true flagship commercial business organisation, delivering a quality service throughout East Suffolk.
- ✓ Increasing oversight and performance across all our main commercial contracts through individual management boards with EA and Places, and increased influence through the JV Company board with Norse.

### • ICT & DIGITAL

- ✓ Delivered free public Wi-Fi to all our 12 market towns throughout East Suffolk.
- ✓ Increased the number of residents now using our online services.
- ✓ Becoming 'Digital by Default' as the norm.
- ✓ Increased detailed performance management intelligence across the council.
- ✓ Successfully delivered systems and upgrades to Microsoft Office 365, Citrix and Uniform.
- ✓ Increasing efficiency by interacting across all service areas with greater use of laptops, tablets.
- ✓ Enabled greater flexibility through innovative hybrid working.

There is much more that we have delivered and the ambition to continue at pace will carry on into the next administration. I am proud and humbled to have been the cabinet member for the last 4 years and have worked with some incredible officers during this time.

Cabinet Member:	Councillor James Mallinder, Cabinet Member with responsibility for the Environment
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The environment is a key principle of the strategic plan, we declared a climate emergency so this proved a strong mandate to develop a vision and deliver the same for our residents.

Over the last four years we made sure the environment is embedded into the decision making process. Decisions are made taking into account impact to residents, financial impact and, now, environmental impact. Through the adoption of the Climate Emergency Motion, one of our aims is to reduce the carbon footprint and we are working hard to reach carbon neutrality by 2030. However, I do add we should not lose sight that we are a dynamic, ambitious council so this will not be linear, as we adapt to the changing needs of our residents and invest in projects, we should only look at the carbon footprint through the prism of services we deliver. But such services should be provided with the minimum of carbon production. Our migration to HVO for our waste trucks clearly made a big impact on our carbon reduction.

East Suffolk produces less than 1 pct of the carbon footprint of Suffolk so I have placed much emphasis on outreach work, supporting the Greenprint forum and the tremendous work of Daniel Wareing.

Small Changes can make a big difference and I do believe, as we encourage our residents to do their bit, it will make a big difference The Greenprint form has had many successful projects, anti-idling campaigns, yellow fish, bin the butt and its hugely successful 'Quiet Lanes' is a clear example of making meaningful change. Recently, we have introduced funding to allow grants to be awarded, supporting our communities to make that difference.

As your Cabinet Member for the Environment, I have made a deliberate decision to focus on our biodiversity and the concept of living with nature, not removing it. I am delighted to announce the launch of the 2023 'Pardon the weeds, we are feeding the bees campaign,' now with over 135 sites. This has been an anchor for our other campaigns, our recent East Suffolk Blooms - the gifting of spring bulbs in September for Spring 2024. Presentation of an oak tree to every Parish council for the Queen's Jubilee and reduction of glyphosate spraying by over 45 pct. As you have seen, I have tried to showcase how easy it is to introduce nature to our lives by making sure East Suffolk House in Melton is landscaped, taking into account nature. Our wildflower boarder at the main entrance, bird boxes, insect house and the planting of nectar rich flowers. On behalf of this Council and largely through the Environment Task Group (ETG), we have written many letters lobbying our MP's, Minsters and, recently, Anglian Water. Much legislation is needed to protect our nature and although this is lacking, this hasn't stopped us from providing many strategies and guidance papers. With regards to Planning, we try and encourage developers to think about carbon and the impact to nature and I am particularly proud of our Air Quality Strategy.

I would like to thank Fiona Quinn, Head of Environmental Services and Port Health, recently retired Andrew Reynolds and the whole of the Environmental Protection Team, who work tirelessly supporting our residents and making sure that where there is legislation to protect our environment this is enforced. Environmental Protection has developed over the last four years into a strong department and, when appropriate, contributes to the planning decision process.

I have been the Council's representative at the Suffolk Waste Partnership (SWP) and the majority of that time I have been Chair. It has been a real pleasure to understand the waste disposal mechanism across Suffolk and to make sure we are as efficient as possible. Thanks go to Rob Cole as Principal Officer for this group, for his dedication and commitment. Although we are not able to make any fundamental changes to what and how we collect as we wait for government legislation, we constantly run campaigns. Week beginning the 6<sup>th</sup> March saw the launch of a new food waste campaign, encouraging all of us to think about reducing food waste.

Domestic bin collections continue to be efficiently provided but we have a number of pressure points, regarding the emptying of dog poo bins and pavement bins. This service is constantly reviewed and we make sure resources are allocated where needed. We have introduced a number of innovations and I hope these can be developed and expanded in the next administration eg curb side recycling bins, micro-chip bins and even investigations into different designed bins. Work continues and I am delighted to announce the introduction of a pilot scheme of 'bins' to collect small electrical items. These new bright pink bins, which can't be missed, are situated in Martlesham, Kesgrave and Saxmundham. Many thanks go to Kerry Blair, Rob Stammers, Kate McFarland and Laura Hack, who are dedicated and focused on our bin collections.

The Environment focus by this Council has only been successful due to the commitment of all officers at every level. And I need to thank every Head of Department and officer for focusing on this issue, in particular Andrew Jarvis, who has worked closely with me over the last four years. Without his guidance and support we wouldn't have achieved as much as we have and his articulation of my ideas has seen projects developed and delivered.

And our newest member of our Environmental Team, Paul Mackie, who has one of the most important roles at East Suffolk and, perhaps one of the most important tasks, of bringing all our environmental projects and focus together, so we can have an over view across all departments. We thank Paul for his hard work and focus.

Through my report today, I am trying to clearly illustrate by working together we can focus on the environment and deliver this focus. I have listened to Ward Member's and I have tried to answer any questions, even adapting some of your ideas and it has been such a pleasure to have served this Council. Through the commitment of the Council and, in particular, Councillor Gallant and his support, we have achieved a huge amount of which we should be proud.

# **Outside Bodies Representatives' Reports**

East Suffolk Travellers Association (ESTA)		
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Please see ESTA's Winter 2022/23 newsletter at Appendix A to this report.

# Appendices

Appendices:

Appendix A ESTA News Issue 163 (Winter 2022/23)

Background reference papers: None.