

**COMMUNITIES, SOCIAL  
MOBILITY AND INCLUSION  
COMMITTEE**



**Thursday, 11 January 2024**

**Democratic and Members' Services**  
Emma Duncan  
Service Director: Legal and Governance

**14:00**

New Shire Hall  
Alconbury Weald  
Huntingdon  
PE28 4YE

**Red Kite Room  
New Shire Hall, Alconbury Weald, Huntingdon, PE28 4YE**

**AGENDA**

**Open to Public and Press**

**CONSTITUTIONAL MATTERS**

**1 Apologies for Absence and Declarations of Interest**

*Guidance on declaring interests is available at  
<http://tinyurl.com/cc-conduct-code>*

**2 Minutes - 19 October 2023**

**5 - 16**

**3 Public Questions and Petitions**

**KEY DECISION**

**4 Cambridgeshire Skills 2024 Procurement**

**17 - 28**

## DECISIONS

5	<b>Business and Financial Plan 2024-2029</b>	<b>29 - 86</b>
6	<b>Cambridgeshire and Peterborough Trading Standards Annual Report</b>	<b>87 - 102</b>
7	<b>Cambridgeshire Registration Service Annual Report</b>	<b>103 - 122</b>
8	<b>Library Service Annual Report</b>	<b>123 - 154</b>
9	<b>Equality, Diversity and Inclusion Strategy Action Plan</b>	<b>155 - 186</b>
10	<b>Corporate Performance Report – Quarter 2 (2023-2024)</b>	<b>187 - 218</b>
11	<b>Committee Agenda Plan and Appointments</b>	<b>219 - 226</b>

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The Communities, Social Mobility and Inclusion Committee comprises the following members:

Councillor Tom Sanderson (Chair) Councillor Alex Bulat (Vice-Chair) Councillor David Ambrose Smith Councillor Henry Batchelor Councillor Ken Billington Councillor Adela Costello Councillor Steve Criswell Councillor Claire Daunton Councillor Janet French Councillor Bryony Goodliffe Councillor Ros Hathorn Councillor Lucy Nethsingha Councillor Keith Prentice Councillor Geoffrey Seeff and Councillor Philippa Slatter

Clerk Name:	Nick Mills
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## Communities, Social Mobility and Inclusion Committee Minutes

Date: Thursday 19 October 2023

Time: 2:00 p.m. – 4:00 p.m.

Venue: New Shire Hall, Alconbury Weald

Present: Councillors Tom Sanderson (Chair), Alex Bulat (Vice-Chair), David Ambrose Smith, Henry Batchelor, Adela Costello, Steve Criswell, Claire Daunton, Bryony Goodliffe, Ros Hathorn, Lucy Nethsingha, Geoff Seeff and Philippa Slatter

### 134. Apologies for Absence and Declarations of Interest

Apologies for absence were received from Councillor Jan French.

Councillor Sanderson declared a non-pecuniary interest in agenda item 6 (Support Cambridgeshire Update), as a co-opted trustee of Hunt's Forum.

### 135. Minutes – 6 July 2023

While discussing the minutes of the previous meeting, members requested an update on the development of any work with the Cambridgeshire and Peterborough Association of Local Councils (CAPALC) and were informed that regular meetings were held between the Council and the Chief Executive of CAPALC to discuss links with the wider organisations that it represented. The Council's Chief Executive had also made a presentation on the Council's work at the CAPALC Annual Conference in September 2023.

Members requested a workshop or seminar on cross-committee work. **Action required**

The minutes of the meeting held on 6 July 2023 were agreed as a correct record and were signed by the Chair.

The Committee noted the Minutes Action Log.

### 136. Petitions and Public Questions

No public questions or petitions were received.

## 137. Coroner Service Mortuary Facilities Contract

The Committee received a report seeking approval to commence the procurement of mortuary provision for the Coroner service in the south of the Cambridgeshire and Peterborough coronial jurisdiction. The contract, currently held by Cambridge University Hospital, would be for an initial three years with an option to extend it for two years, and was expected to have a value of approximately £2m.

While discussing the report, Members:

- Clarified that there were two separate contracts for mortuary provision in the Cambridgeshire and Peterborough coronial jurisdiction, with the North West Anglia NHS Foundation Trust currently providing services in the north of the area on a contract due to expire on 31 March 2026. Neither of the two providers currently had the capacity to provide services for the whole jurisdiction, and using services from outside the jurisdiction would involve significant transportation costs, while also increasing the distance from bereaved families.
- Requested further information on the option of in-house provision, noting that it had previously been discussed by the Committee. Members were informed that it would be expensive to build such facilities and would involve logistical problems for the required experts, who worked in hospitals where the current facilities were beneficially located. Nonetheless, Members were assured that the service continued to monitor opportunities for collaboration with other local authorities, although it was noted that most local authorities across the country operated under the same model currently in place.
- Acknowledged the limited nature of the market but expressed concern that a procurement process with only one potential provider could reduce the ability of the Council to negotiate the price or conditions of the contract. Members were assured that the Council would have the opportunity to mitigate against future cost rises and improve the long-term aspects of the contract, as it had done with previous contracts during the Covid-19 pandemic. Potential providers had previously been rejected because they had not met the required quality criteria, and it was emphasised that the process complied with all the Council's procurement rules.
- Clarified that although a new Assets and Procurement Committee had been established, the procurement of services under the remit of other policy and service committees would continue to be undertaken by those respective committees.

It was resolved unanimously to:

- a) Approve the commencement of the procurement process for mortuary provision in the south of the Cambridgeshire and Peterborough coronial jurisdiction; and
- b) Delegate authority to the Executive Director of Place and Sustainability, in consultation with the Chair and Vice-Chair of the Communities, Social Mobility and Inclusion Committee, to award and execute the contract for mortuary facilities.

## 138. Cambridgeshire and Peterborough Coroner Service Annual Report

The Committee received the annual report for the Cambridgeshire and Peterborough Coroner service, which included case studies, information on organ donations and faith deaths, and an assessment of the service's performance and financial situation.

While discussing the report, Members:

- Requested further information on Prevention of Future Deaths (PFD) reports, including their effectiveness and enforceability. Members were informed that PFD reports could only highlight concerns and did not have the power to enforce recommendations, and although there was a requirement for organisations to respond to proposed actions recommended in such reports, there was also no mechanism to enforce this. However, attention was drawn to a PDF report written by the area's Senior Coroner that related to a location where a large number of suicides had taken place. Following the adoption of recommendations within the report, no further deaths had been reported at the location. It was clarified that PDF reports were only written in specific situations, where it was judged that they could have a significant impact on important issues.
- Drew attention to a recent inquest in Hertfordshire involving the Cambridgeshire and Peterborough Senior Coroner, as set out in Paragraph 2.2.3 of the report, which culminated in a ruling that domestic abuse that led to suicide could amount to an unlawful act of manslaughter. Members were informed that Domestic Homicide Reviews (DHRs) were carried out in such situations, and that there were an increasing number of DHRs being undertaken.
- Highlighted the value and importance of organ donations and paid tribute to the Senior Coroner for his role in the production of guidance that facilitated them wherever possible. Members were informed that the jurisdiction contained two of the world's leading hospitals in transplantation, with a highly skilled team supporting the process of donation and transplantation across the country. It was suggested that the Council could increase awareness of the issue and encourage discussions within families. **Action required**
- Expressed concern about the higher number of suicide conclusions and queried whether they were continuing to increase. Members were informed that suicide rates remained a worrying trend, and although they were mainly male victims, there were an increasing number of female victims, with high numbers of drug and alcohol related deaths. It was also noted that the suicide rate for people with autism was about eight times higher than for people without autism. Drawing attention to the pressure on mental health services, members emphasised the importance of the national health driven suicide prevention strategy, and the Council's collaboration with charities and other organisations.
- Clarified that the case detailed in Paragraph 2.2.5 of the report was a unique incident, and that a pattern of deaths resulting from drivers with dementia had not been identified.

- Established that there was no cost for the use of Peterborough Town Hall as a venue for hearings, although scheduling was difficult.

It was resolved unanimously to:

Note the contents of the report.

### 139. Support Cambridgeshire Update

The Committee received an update on the work of Support Cambridgeshire, a partnership between Hunts Forum of Voluntary Organisations and Cambridge Council for Voluntary Services that was commissioned by the Council to build the capacity of voluntary organisations, community groups and local councils, as well as the Council's relationship with the voluntary and community sector (VCS). This included an analysis of the annual "State of the Sector" survey alongside a report on the voluntary sector in Cambridgeshire, produced by Kane Data for Support Cambridgeshire.

While discussing the report, Members:

- Paid tribute to the work of VCS organisations and the work carried out by Support Cambridgeshire in supporting them across the county, including providing advice and expanding networking. It was noted that an annual review of its work would be published in January 2024, detailing its success in bringing people and organisations together.
- Drew attention to the difficulty for small organisations to obtain long-term funding, particularly during the ongoing cost-of-living crisis, and argued it was difficult for such organisations to focus on their core aims when they needed to devote so much time and resource to fundraising. Members were informed that Support Cambridgeshire offered an extensive range of free training workshops to organisations to help develop their ability to obtain funding and operate with a more long-term strategic approach.
- Welcomed the fact that the largest categories on spending indicated in the report were social services, expressing concern that services previously provided by the state were increasingly being transferred to the VCS sector, despite demand for such services rising.
- Drew attention to ongoing work to encourage businesses to allow their staff time off work to support VCS organisations, and queried how such collaboration could be improved and expanded, for example through providing opportunities for asylum seekers. Members were informed that a new portal would be launched in January 2024 which collated all the volunteering opportunities in Cambridgeshire and Peterborough, providing organisations a place to encourage collaboration. Notwithstanding, it was suggested that VCS organisations required more regular volunteers, as well as volunteers specialised in certain areas, rather than sporadic general offers of support. It was agreed to provide members with further information on how to access the volunteer portal. **Action required**



- Queried whether the overall cost value of the support provided by charities had been calculated, including if volunteers had been paid the real living wage. Members were informed that the work of volunteers was estimated to be around £13b per year, although it was suggested that this was an underestimate given that volunteers often counted their time differently to paid workers. It was highlighted that with the cost-of-living crisis following on from the Covid-19 pandemic, the VCS sector and volunteers in particular were severely struggling with fatigue. As with the wider society, one impact of the pandemic had seen many volunteers leave to spend more time with their family, and this had been exacerbated by the cost-of-living crisis driving many volunteers into paid employment. It was queried whether volunteers could be paid minimal amounts for small scale work, although it was clarified the work would not then be classified as volunteering.

It was resolved unanimously to:

Note the key findings of the reports.

#### 140. Cambridgeshire Skills Six-Month Review

The Committee received a report providing a six-month review of the Cambridgeshire Skills service, which included updates on funding and learner numbers, information on the main highlights and challenges of the curriculum, and detail on how the service was working with other departments and the Gypsy Roma Traveller (GRT) community.

While discussing the report, Members:

- Welcomed the switch from annual contracts to a two-year funding agreement with the Combined Authority but expressed concern about the continued short-term nature of funding for adult education.
- Drew attention to the significant increase in demand for English for Speakers of Other Languages (ESOL), highlighting its importance, particularly for asylum seekers, and welcomed the additional provision that had been developed by Cambridgeshire Skills. Members sought clarification on whether there was an equitable level of provision across the various districts within the county and were informed that learners were required to have been in the UK for at least six months before they became eligible for funding, and that the distribution of potential learners across the county was inequitable in this regard. However, South Cambridgeshire District Council had been able to obtain some additional funding to provide ESOL lessons to some asylum seekers until they became eligible for funding from the Combined Authority after six months. Members requested clarification on whether the six-month requirement had been imposed by the Combined Authority or whether it was a national requirement. **Action required**

- Queried whether the support offered and provided to the GRT community was sufficient for the population of the community, and it was acknowledged that although a good level of engagement between the Council and the GRT community had been developed by the Council's Traveller Health Team, the relationship could be strengthened further. For example, there had been difficulties increasing the level of engagement with services such as leisure facilities, libraries and Cambridgeshire Skills, partly down to lack of confidence or perceived costs. Members welcomed the ability of Peterborough Regional College to fund and provide the facilities for HGV driving courses, and the subsequent connection that had been developed with the GRT community.

It was resolved unanimously to:

Note the contents of the report.

#### 141. Performance Monitoring Report – Quarter 1 (2023-2024)

The Committee received a report providing an update on the performance of services within its remit over Quarter 1 of the 2023/24 financial year.

While discussing the report, Members:

- Suggested that it would be helpful for performance monitoring reports to provide more detailed analysis of underperformance, in order to identify issues and propose solutions. Members were informed that it was planned to review the key performance indicators to provide a greater reflection of qualitative performance, rather than volume of activity. This would also include assessing the risks related to individual services and how they could be mitigated.
- Sought clarification on the reasons for the reduction in the number of businesses brought into compliance in all priority areas following inspection or intervention, as demonstrated in key performance indicator 222. **Action required**
- Expressed concern that all the performance indicators related to the Library service were red rated, and highlighted the importance of the ongoing review of the service to identify how libraries were increasingly being used differently so that they could be used to their maximum potential. It was suggested that the changing usage aligned with a wider change in usage of town and city centres, and members were assured that the review was considering the service and use of its premises by partners. It was noted that a survey was being conducted to support the review, and it was agreed to provide Members with a link to circulate further, while Members also requested that minutes be circulated after meetings held by the Working Group for Library Services. **Actions required**

It was resolved unanimously to:

Note the contents of the report.

## 142. Finance Monitoring Report – August 2023

The Committee received the Finance Monitoring Report to the end of August 2023 for the services within its remit. The revenue budgets within the remit of the Committee were currently forecasting an outturn overspend position of £69k, mainly related to the Library service and Coroner service. There were no significant variances on the capital programme, although the spending on some projects was forecast to occur in the next financial year.

It was resolved unanimously to:

Note the contents of the report.

## 143. Communities, Social Mobility and Inclusion Committee Agenda Plan and Appointments

While discussing the Committee's agenda plan, Members requested a training workshop on the Gypsy Roma Traveller community in Cambridgeshire for all Members.

The Committee noted its agenda plan.

Chair  
11 January 2024



## Communities, Social Mobility and Inclusion Committee Minutes Action Log

This is the Committee's updated minutes action log, and it captures the actions arising from recent Communities, Social Mobility and Inclusion Committee meetings and updates Members on the progress in complying with delivery of the necessary actions.

Minutes of the Committee Meeting Held on 6 July 2023					
130.	Performance Monitoring Report – Quarter 4 (2022/23)	G Porter	Carry out an in-depth review of the Library service to identify what people wanted from it and in what direction it should be heading.	An in-depth review of the library service began in Autumn 2023 with a countywide survey. The Cross Party Working Group for Library Services will analyse the findings, alongside results from the Quality of Life survey, to inform service developments into 2024.	Action Ongoing
Minutes of the Committee Meeting Held on 19 October 2023					
135.	Minutes – 6 July 2023	S Grace	Organise a workshop or seminar on cross-committee work.	A session will be arranged for Members as part of the 2024 training calendar.	Action Ongoing
138.	Cambridgeshire and Peterborough Coroner Service Annual Report	P Gell	Increase awareness of the issues surrounding organ donations and encourage discussions within families.	The Senior Coroner continues to lead on this nationally and attended a national seminar on 16 November 2023 directed at Coroners to educate on the importance of allowing unrestricted organ retrievals. The service continues to work with the local organ donation team around raising awareness, with the Senior Coroner delivering talks alongside local clinicians. Communications to raise awareness were shared across the	Action Complete

				Council's social media platforms in October 2023.	
139.	Support Cambridgeshire Update	J Buckingham	Provide members with further information on how to access Support Cambridgeshire's new volunteer portal.	The volunteer platform can be accessed at the following link: <a href="https://www.volunteercambs.org.uk/">https://www.volunteercambs.org.uk/</a>	Action Complete
140.	Cambridgeshire Skills Six-Month Review	T Molloy	Provide clarification on whether the six-month requirement for funding eligibility had been imposed by the Combined Authority or whether it was a national requirement.	The six-month requirement links to national Education and Skills Funding Agency arrangements, and is not a local decision imposed by the Combined Authority. Further information is available on the Government's website: <a href="https://www.gov.uk/government/news/adult-education-budget-funding-and-performance-management-rules-2022-to-2023">Adult education budget: funding and performance management rules 2022 to 2023 - GOV.UK (www.gov.uk)</a>	Action Complete
141.	Performance Monitoring Report – Quarter 1 (2023-2024)	P Gell	Provide clarification on the reasons for the reduction in the number of businesses brought into compliance in all priority areas following inspection or intervention, as demonstrated in key performance indicator 222.	<p>The compliance rate is significantly influenced by the subject matter of the compliance work. Intelligence led activity will result in a relatively high level of non-compliance, as those targeted will at the outset be known to be creating the greatest detriment/harm, and this is normally accompanied by a poor attitude towards compliance. Other activity may be programmed work led by national risk models, and though compliance work is required, attitude towards compliance by businesses can be much better, and consequently compliance rates higher when inspected.</p> <p>Any issues found are resolved more quickly without relying on enforcement sanctions. Quarter</p>	Action Complete

				4 included a higher number of programmed inspections and the following Quarter 1 was largely focused on known non-compliant businesses. In addition, Quarter 1 included investigations into complaints regarding unsatisfactory food samples and allergen labelling.	
		L Riddle	Provide Members with a link to the survey to circulate further.	The link was circulated and widely shared, including via the cross party working group, Cambridge Matters, social media, internal Council communications, and posters in libraries, before the survey closed.	Action Complete
		G Porter	Circulate minutes after meetings are held by the Working Group for Library Services.	Following the last meeting on 18 October 2023, the minutes were circulated to the Committee. Three meetings are scheduled for 2024, on 1 March, 3 July, and 23 October, and the minutes will be circulated after each meeting.	Action Complete





## Cambridgeshire Skills 2024 Procurement

To: Communities, Social Mobility and Inclusion Committee

Meeting Date: 11 January 2024

From: Executive Director: Strategy and Partnerships, Sue Grace

Electoral division(s): All

Key decision: Yes

Forward Plan ref: 2024/009

Executive Summary: This report outlines the recommendations for the Committee to agree to the procurement of providers to deliver adult skills on behalf of the Council.

The Committee is asked to consider the proposal to engage providers on a Pseudo Dynamic Purchasing System, with contracts starting from August 2024.

The predicted outcome if that procurement will begin once proposals are agreed by the Committee, with a view to a framework being in place by August 2024.

Recommendation: The Committee is recommended to:

- a) Agree to Cambridgeshire Skills running a procurement to engage providers on a Pseudo Dynamic Purchasing System;
- b) Delegate authority to award and execute contracts for the provision of Adult Education starting on 1 August 2024 to the Executive Director of Strategy and Partnerships, in consultation with the Chair and Vice-Chair of the Communities, Social Mobility and Inclusion Committee.
- c) Delegate authority to agree extension periods to the Executive Director of Strategy and Partnerships, in consultation with the Chair and Vice-Chair of the Communities, Social Mobility and Inclusion Committee, when deciding which providers meet the criteria to join the Pseudo Dynamic Purchasing System.

Officer contact:

Name: Tom Molloy

Post: Head of Service, Cambridgeshire Skills

Email: [Tom.Molloy@cambridgeshire.gov.uk](mailto:Tom.Molloy@cambridgeshire.gov.uk)

# 1. Creating a greener, fairer and more caring Cambridgeshire

- 1.1 By using a Pseudo Dynamic Purchasing System (PDPS) to identify learning providers that can offer high quality adult education that targets those learners most in need will enhance the local availability of courses, with more agreed outputs being delivered. Additionally, a call off can be carried out if a learning provider were to close at short notice and a new provider is required urgently to prevent a gap in the delivery of adult education. A full explanation of how the PDPS operates is attached at Appendix 1.
- 1.2 This procurement exercise will seek providers who are able to deliver provision in local communities, thereby making it more accessible for residents of Cambridgeshire (Ambition 2 of the Council).
- 1.3 Officers will work towards the Council's Ambition 3 by seeking providers who deliver courses that will support improvements in residents' health and wellbeing. Courses will be commissioned that provide residents with the essential skills that enable them to access information and activities that improve their health.
- 1.4 The majority of courses that will be sought for procurement will be targeted to those that are unemployed or in low skilled work, with the specific aim of helping them gain employment or secure promotions, so they are helped out of poverty (Ambition 5 of the Council).
- 1.5 Officers will work with providers to achieve the Council's Ambition 7 by targeting parents and carers with courses to help them support their children's education, so families have the opportunity to thrive and fulfil their potential.

# 2. Background

- 2.1 The Council's adult skills service, Cambridgeshire Skills (the service), has contracted a number of providers with funds awarded by the Cambridgeshire and Peterborough Combined Authority (CPCA) and the Education and Skills Funding Agency (ESFA) for the delivery of adult and community learning. The current contracts with providers close at the end of this academic year on 31 July 2024.
- 2.2 Over the current two-year contract cycle (2022/23 and 2023/24 academic years), the council contracted twelve providers and operated within the 25% limit on the amount of CPCA funds that can be sub-contracted (£638k per year at current funding levels). The service has been allocated the following funding for the next academic year and what would be the first year of the new arrangements:

Funding stream	2024/25
CPCA Adult Education Budget	£2,000,000
CPCA Free Courses for Jobs	£200,000
CPCA Multiply	£200,000
ESFA AEB	£154,155
Total	£2,554,155

- 2.3 This report seeks approval to continue these arrangements, but in order to add more flexibility and responsiveness to these arrangements, to adopt a PDPS for four years, with six-monthly windows where additional new providers can apply to join the PDPS, instead of going through a one-off procurement process and issuing of a two-year contract. An Equalities Impact Assessment will be completed as part of the procurement process.
- 2.4 All contracts issued under the PDPS would be for an initial 12-month term, with the ability to extend if terms are met and funding secured

### 3. Main Issues

- 3.1 The Council will work with its contracted providers to optimise the impact and effectiveness of adult and community learning within Cambridgeshire.
- 3.2 Using the Contract Procedure Rules and the Cambridgeshire County Procurement Guide to implement PDPS, officers will undertake fair and transparent procurement activities, conduct robust due diligence procedures on potential subcontractors to ensure compliance with the guide at all levels and to ensure the highest quality of learning delivery is made available, demonstrating value for money and a positive impact on communities and learners' lives.
- 3.3 Cambridgeshire Skills complies with the ESFA/CPCA Subcontracting Standard, and any subcontracted provider must comply with the ESFA/CPCA's specific Funding Rules. Only providers that are able to satisfy these requirements and which have passed due diligence will be accepted on to the PDPS.
- 3.4 The funding that is retained by the Council will be relative to the costs of the services provided, as outlined in its Fees and Charges Policy. Where disputes with subcontracted partners cannot be resolved through mutually agreed internal resolution procedures, the Council will submit to independent outside arbitration or mediation and abide by its findings.

#### Rationale for Contracting and provision required

- 3.5 The Council delivers its adult and community learning provision in partnership with a range of subcontracted providers across Cambridgeshire to better meet local, national, and Council priorities for learning and skills. Contracting enables the Council to be more responsive to local need and work with organisations which can engage with learners who are furthest away from the labour market and/or have the fewest skills.
- 3.6 The reasons for this include:
- Improved access to learning in rural land deprived locations across Cambridgeshire, with a focus on those areas with greatest need.
  - Improved provision that supports individuals and communities that experience higher levels of unemployment/poverty to find work and/or better paid work.
  - Learners with specific needs are better supported as the service works in partnership with organisations that have the expertise to support their specific client groups' needs.
  - Improved value for money, as partnership organisations often supply the learning

- venue for free and provide additional support staff.
- Support community and voluntary organisations to develop their capacity and capability to meet the needs of learners.
- Respond quickly to learner or community needs.

- 3.7 Providers will be asked to demonstrate how they are able to deliver high quality learning that support those in identified need with specific and targeted qualifications and/or meet one of the Department for Education's seven purposes for Community Learning:
1. Engaging and/or building confidence
  2. Preparation for further learning
  3. Preparation for employment
  4. Improving essential skills (English, including English for Speakers of Other Languages, maths and digital provision)
  5. Equipping parents/carers to support children's learning
  6. Health and well-being
  7. Developing stronger communities

## Quality Assurance

- 3.8 The service will remain responsible for the quality of the provision. The quality is monitored and managed by Cambridgeshire Skills through existing quality assurance management processes and frameworks, and is subject to Ofsted inspection. Subcontractors will have to meet the Council's quality assurance standards.
- 3.9 Market engagement will take place with existing subcontracting partners, Cambridge Council for Voluntary Service, Hunts Forum, the CPCA's provider network, and open information events which will be advertised locally.

## Procurement Timeline

- 3.10 Meetings have already taken place with the Procurement team to discuss the content of this paper:
- (i) October 2023 - Cambridgeshire Skills Advisory Board supported a new tendering process being requested.
  - (ii) January 2024 – request made to the Communities, Social Mobility and Inclusion Committee for approval to proceed with procurement.
- 3.11 If the Committee approves the procurement, the following process will be followed:
- (i) January 2024 - Produce tendering documents with the Council's Procurement team.
  - (ii) February 2024 – Issue tender and invite bids.
  - (iii) May 2024 – Review and evaluate bids.
  - (iv) May 2024 – Award contracts, subject to due diligence.
  - (v) June/July 2024 – On board providers.
  - (vi) August 2024 – Contracts commence.

## 4. Alternative Options Considered

- 4.1 The Council could consider moving away from contracting and look to deliver all provision in house. This would require the service to undertake recruitment, as it does not have the

capacity to deliver an additional 25% of provision which is currently delivered by subcontractors. There is a national shortage of post-16 teachers, and the service might not be able to recruit the number required to deliver the whole contract.

- 4.2 Current contracted providers are made up of local organisations including charities and community interest companies. Removing this option may affect their financial viability, potentially destabilising the organisations moving forward.
- 4.3 If it is decided not to continue with the subcontracting model, there would be a significant risk that the Council would not be able to meet the requirements of its contract with the CPCA and ESFA, and potentially face financial clawback.
- 4.4 The CPCA funding rules prohibit the Council from subcontracting more than 25%, so increasing the amount of the funding that is put out to tender is not an option.

## 5. Conclusion and reasons for recommendations

- 5.1 Contracting to new and existing delivery partners through a PDPS would ensure that the residents of Cambridgeshire with the greatest need will have access to learning, and therefore it is recommended that permission is given to proceed as outlined above.

## 6. Significant Implications

### 6.1 Finance Implications

Subcontracting 25% of funding (approximately £638K per year) has been fully budgeted and accounted for in the current financial envelope.

### 6.2 Legal Implications

If agreed, new contracts would be required to be drawn up by Pathfinder Legal.

### 6.3 Risk Implications

Risks relating to subcontractors failing to deliver are mitigated within the Delivery Contingency Plan (Subcontractors) detailed in Appendix 2.

### 6.4 Equality and Diversity Implications

N/A

### 6.5 Climate Change and Environment Implications (Key decisions only)

As part of the due diligence and the application process, providers are required to submit their Environment and Sustainability Policies for review to ensure they meet the Council's requirements. Source Documents

## 7. Source Documents

### 7.1 [Cambridgeshire Skills Supply Chain Fees and Charges Policy 2023 – 2024](#)





## Appendix 1 - Explanation of how the PDPS is likely to operate:

### 1.1 The PDPS

The PDPS aims to identify a number of learning providers with the relevant knowledge and experience to deliver learning in the County when opportunities arise.

When the PDPS is open for applications on ProContract, a link is provided on the Council's own webpage. Applicants are provided with the terms and conditions of the PDPS and an overview of the process of making a call on the PDPS. The application stage also includes a specification document which sets out the Council's requirements for any individual or business interested in joining the PDPS. This includes requirements such as, but not limited to, learning providers being expected to have experience of providing learning and to have received a 'Good' or 'Outstanding' rating as a result of Ofsted inspections at existing settings.

- 1.2 Applicants are required to complete a selection questionnaire in order to be considered for the PDPS. This includes questions on the applicant company to ensure it meets the requirements of the Council. For example, ensuring any company applying is registered and has the correct insurances in place.
  - 1.3 Once the application window has closed, the questionnaires are evaluated and vetted. This is the Council's opportunity to check that the applicant meets the standards set out in the specification and that the companies meet the requirements of the Council. Applicants who meet the criteria set out in the specification and who have passed the vetting would be invited to join the PDPS. The PDPS will open for new applications annually.
  - 1.4 Once successful, providers accepted onto the PDPS will be monitored to ensure they continue to meet the standards set out in the specification. For example, if a provider's Ofsted rating changes to a level that would fail the evaluation, we would not call upon them when making a call on the PDPS, until their Ofsted rating is considered acceptable, or until we are satisfied that appropriate measures are in place that address any concerns.
- ## 2. Call on the PDPS
- 2.1 When a demand for specific learning is identified, procurement will put a call on the PDPS to identify interest. This call would usually take the form of a mini competition which would include a short specification and a few questions. Interested learning providers will then be scored, most likely against the requirements of the call and quality, to determine which provider would be offered the learning opportunity.
  - 2.2 Should the Council be faced with the closure of a subcontractor at short notice, a call on the PDPS could identify an alternative learning provider who has the ability to respond quickly and establish a new learning setting at short notice, thus saving time on tendering and also reducing the gap in provision for adults.
  - 2.3 Alternatively, it is possible to directly award a contract to providers who we know can deliver and provide the required learning. This may be an option when learning is required within a very short timescale.

2.4 The contract for each opportunity would be agreed for a period of time, such that would mirror the funding agreement length that CCC has with CPCA, regardless of the term that the PDPS had left to run

### **Delivery Contingency Plan (Subcontractors)**

All learners who are provided with education and training under an agreement between Cambridgeshire Skills and a subcontracted organisation or an internal delivery partner remain the responsibility of Cambridgeshire Skills, Cambridgeshire County Councils adult learning service. These organisations and teams are known as Providers. The Service follows robust pre-contracting processes and procedures to ensure the quality and stability of potential provider organisations.

The Service mitigates the risks of external subcontracted provision by:

- Only commissioning and awarding established training providers who have successfully completed a robust due diligence and application process guided by the council's procurement team, following the Public Contract Regulations 2015
- Ensuring robust contract monitoring of all providers
- Ensuring that local provision meets local need

In the event that a contract or agreement is terminated with a Provider, the continuity of learning and minimum disruption to learners is of paramount importance.

Contracts may be terminated for the following reasons:

- The Service needs to withdraw from a subcontract arrangement, or
- The Provider withdraws from the arrangement, or
- The Provider goes into liquidation or administration

In this event, Cambridgeshire Skills will work with the subcontracted provider to implement a contingency plan, as detailed in the awarded contract.

The Service will explore a range of options, to organise the continuation of education and training including:

- Using other local FE or adult education providers
- Using other existing Providers where provision matches
- Direct delivering the provision from the Provider for the remainder of the contract period where resources permit

We will try our best endeavours to re-locate current learners in comparable local provision, in order to ensure that the learners are not disadvantaged, are safeguarded and receive good value for money.

If a learner has paid a course fee to the Provider, there is an expectation that it will be reimbursed pro-rata by the Provider if the provision cannot continue.

Providers are also required to co-operate fully with us to cause minimal disruption to learners and assist with the implementation of any contingency plan proposed.

When confirmation of withdrawal from the contract is received in writing, we will seek to fund alternative provision from other providers.

## **Timescales**

Cambridgeshire Skills is notified of a Providers decision to give notice on the contract:

- Within 5 working days Cambridgeshire Skills will collate the data for all current learners to ascertain the impact of this
- Within 10 working days of the notice Cambridgeshire Skills will have reviewed all the data and begun working with other Providers or Direct Delivery services to facilitate transfers
- Within 15 working days letters informing the learners of the closure, proposed transfer and new class details will be sent out
- Within 20 working days all the learners wishing to continue learning will be successfully transferred to the new provision. The associated learner/course file will be collected from the closing provider and passed to the new Provider.

Cambridgeshire Skills decision to terminate the Provider:

- The current learner data and potential new Providers will have already been considered as part of the contract monitoring and termination process
- Within 5 working days of the notice given to the Provider, Cambridgeshire Skills will write to all current learners notifying them of the termination and details of the places available at alternative Providers or within Direct Delivery services.
- Within 15 working days all learners wishing to transfer will have transferred to the new provision. The associated learner/course file will be collected from the closing provider and passed to the new Provider.

As detailed in the Contract, in the event of notice or termination the Council will collect and securely store all original learner paperwork from the previous years as evidence for funding for the required time period.

## **Staffing**

With regards to staffing, Cambridgeshire Skills will ensure that there is an appropriate contingency plan to cover the Senior Manager – Subcontracting, MI and Compliance, who has overall responsibility for the commissioning, procurement and management of all providers.

This document will be reviewed annually by the Senior Manager.

## Business and Financial Plan 2024-2029

To: Communities, Social Mobility and Inclusion Committee

Meeting Date: 11 January 2024

From: Executive Director of Strategy and Partnerships  
Executive Director for Finance and Resources

Electoral division(s): All

Key decision: No

Executive Summary: This report summarises the business plan proposals, as presented to the Strategy, Resources and Performance Committee on 19 December 2023, in relation to the remit of this Committee according to its terms of reference.

This includes proposals relating to:

- £2.2 million into an Anti-Poverty Strategy and action plan in 2024/25 funded from reserves.
- £1.32 million to improve our libraries funded from reserves.
- Net movements from 2023/24 to 2024/25 for services under the remit of this committee.
- Capital programme investment of £0.9 million.

Recommendations: The Committee is asked to:

- a) Consider and scrutinise the proposals relevant to this Committee within the Business and Financial plan put forward by the Strategy, Resources and Performance Committee on 19 December 2023;
- b) Provide feedback to the Strategy, Resources and Performance Committee on the proposals for that Committee's consideration at its meeting on 30 January 2024 to enable a budget to be proposed to Full Council on 13 February 2024; and
- c) Receive the fees and charges schedule for this Committee, included at Appendix 2 of the report.

Officer contacts:

Names: Peter Gell, Service Director: Regulatory Services and  
Lisa Riddle, Service Director: Communities, Libraries and Skills

E-mail: [peter.gell@cambridgeshire.gov.uk](mailto:peter.gell@cambridgeshire.gov.uk); [lisa.riddle@cambridgeshire.gov.uk](mailto:lisa.riddle@cambridgeshire.gov.uk)

# 1. Creating a greener, fairer and more caring Cambridgeshire

- 1.1. The proposals presented to the Strategy, Resources and Performance Committee, 19 December 2023, set out the council's delivery and plans against its seven ambitions in the Strategic Framework 2023-28.
- 1.2. This report provides an assessment to this committee, of the draft budget for 2024/25, as presented to the Strategy, Resources and Performance Committee, at its meeting on 19 December 2023. The Council's budget takes account of the impact on Council Tax, the capital investment programme, schools' overall budgets, as well as Council reserves. The report sets out the corporate position, delivery of the strategic ambitions, investment in priorities and the proposed 2024/25 revenue and capital changes relevant to this committee.
- 1.3. This committee, alongside other Policy and Service committees, will consider the draft budget proposals, and any feedback will be presented to the Strategy, Resources and Performance Committee at its next meeting on 30 January 2024 for consideration.

# 2. Overview of corporate position

- 2.1 The Strategy, Resources and Performance Committee considered draft proposals to balance the 2024/25 budget, as well as longer term business and financial planning. Papers are available at the following link: [Strategy, Resources and Performance Committee - Item 6: Business and Financial Plan 2024-29](#).
- 2.2 Proposals cover a range of services provided by the Council. Each of the service and policy committees have been asked to provide scrutiny and feedback on the proposals within their remit to inform the Strategy, Resources and Performance Committee meeting on 30 January 2024 in its consideration of recommending budget proposals to Full Council on 13 February 2024.
- 2.3 The Council draws its funding from two main sources – Council Tax and government grants. The Council's government funding allocated for 2024/25 comprises of three elements; the first two make up what is referred to as Cambridgeshire's Settlement Funding Allocation (SFA), which is the Department for Levelling Up, Housing and Communities (DLUHC) calculation of what the Council's spending should be compared with other councils across the country. A third element of government funding is from additional grants, such as the social care support grant. The other main source of funding is from Council Tax. For 2024/25 it is forecast this will mean £30.9 million more income in 2024/25. This funding and the impact for Cambridgeshire are set out in more detail in the following Chart 1 and represents the current assumptions from DLUHC, a 2% Adult Social Care Precept and a 2.99% Council Tax increase:

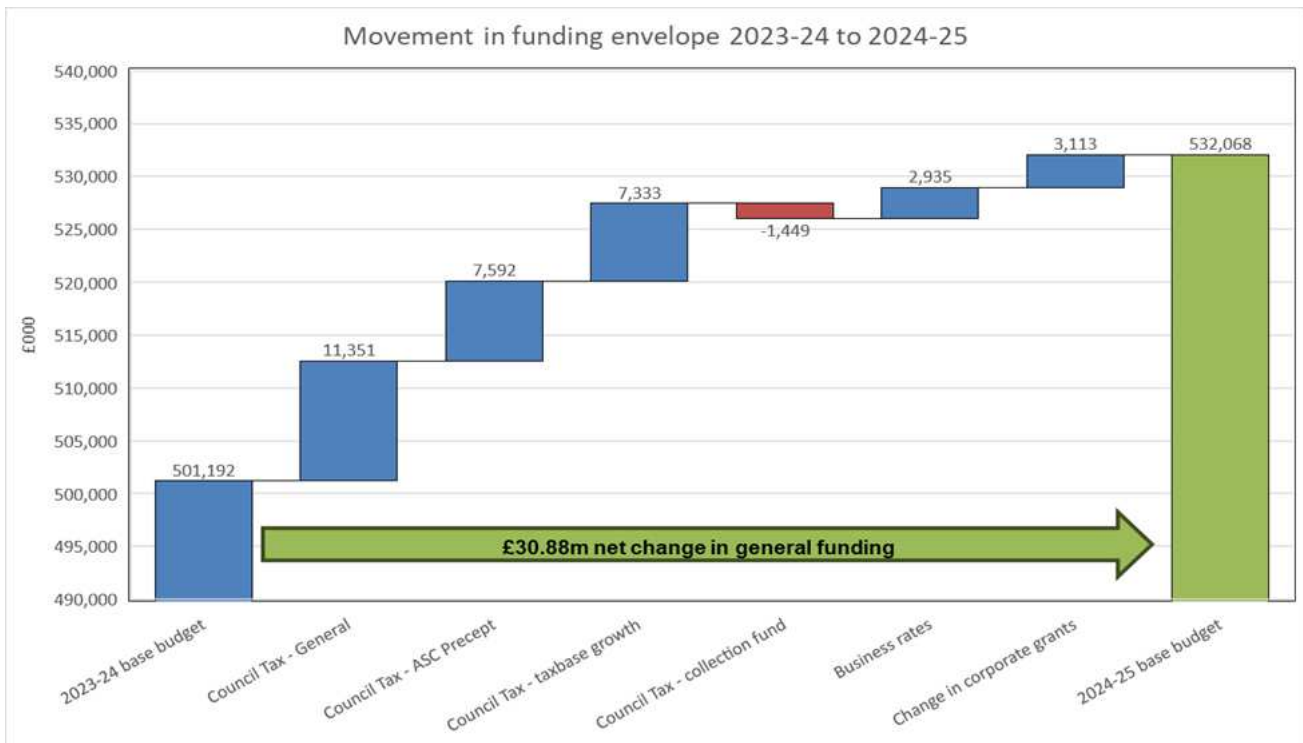


Chart 1: Movement in funding envelope 2023-24 to 2024-25

2.4 In total, the Council is facing gross pressures, alongside the prioritisation being proposed and costs of borrowing, of £74.2 million. That means that after accounting for the funding envelope noted above (£30.88 million as shown in Chart 1), there is a net financial gap to bridge of £43.3 million.

2.5 It is proposed that this financial gap is closed by £6.5 million of reserves to support the bottom-line position; £17.6 million of savings proposals identified to date and which are outlined at Section 9 and Appendix 1C of the Strategy, Resources and Procurement Committee agenda on 19 December 2023; plus, £17.2 million of other income through grants, fees and charges. That leaves a remaining gap of £2 million to still be addressed to achieve a balanced position. This is summarised in Chart 2:

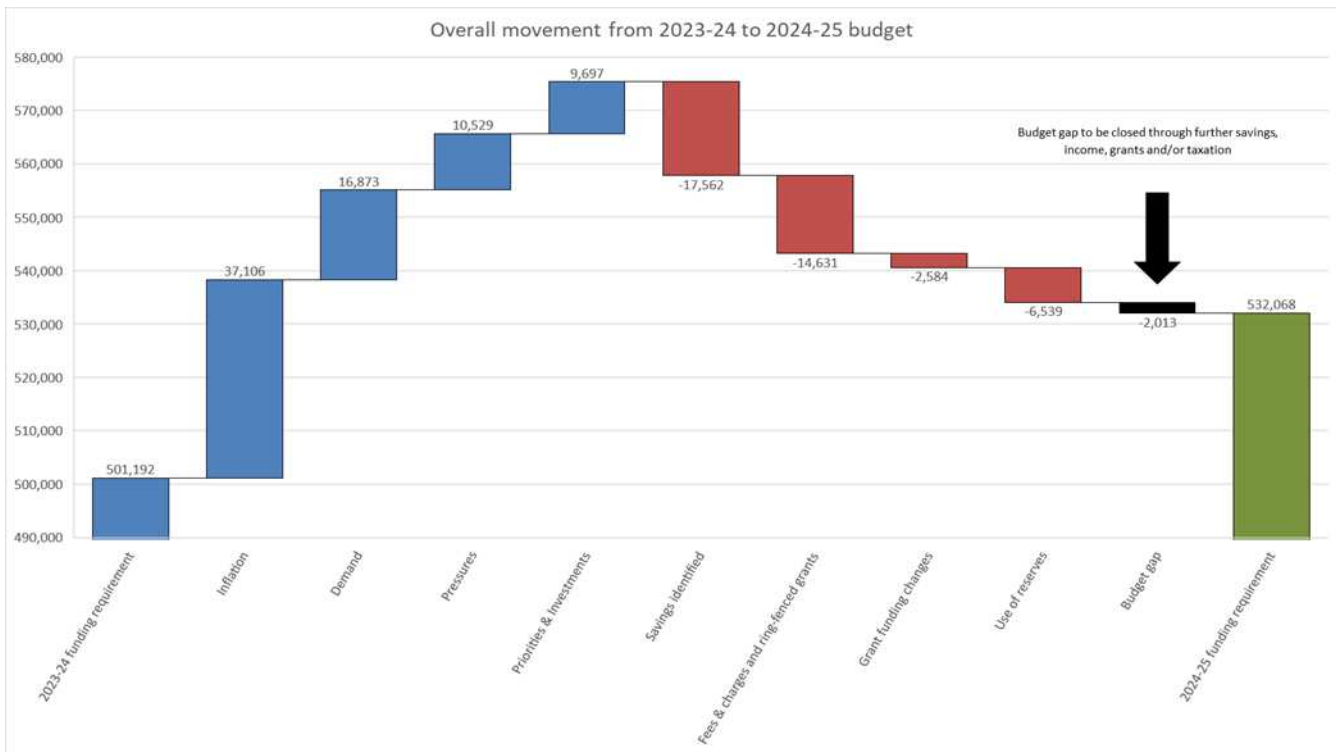


Chart 2 – Overall Movement from 2023/24 to 2024/25 Budget

2.6 Against this context, the report includes a further forecast for 2025/26 to 2028/29. This brings into focus key change programmes that have begun or will begin in 2024 to help determine the future shape and funding of the Council to achieve a balanced budget in each of the years remaining of the current Strategic Framework.

2.7 The Council is continuing to invest capital spend in the county’s infrastructure, such as schools, roads and social care facilities. The proposal is for a capital programme for 2024/25 of £213.4 million, and a further £375.2 million across the following years, giving a total programme of £587.5 million. The capital programme will be funded from grants, capital receipts and borrowing, with £101.5 million of borrowing forecast for 2024/25, at a revenue cost in 2024/25 of £42.0 million. The total capital programme is summarised in Table 1 below.

Directorate	2024/25 £,000	2025/26 £,000	2026/27 £,000	2027/28 £,000	2028/29 £,000	Later years £,000	Total 2024-2029 £,000
CEF	95,885	83,227	34,128	12,725	4,836	26,487	230,801
AHC	13,907	21,679	11,070	15,258	13,491	21,327	75,405
P&S	96,229	45,777	19,284	19,311	19,334	17,361	199,935
F&R	5,547	2,288	1,116	1,116	1,008	4,320	11,075
S&P	1,810	7	-	-	-	-	1,817
<b>Total</b>	<b>213,378</b>	<b>152,978</b>	<b>65,598</b>	<b>48,410</b>	<b>38,669</b>	<b>69,495</b>	<b>519,033</b>

Table 1: Capital Programme by Directorate 2024-29



- 2.8 The total programme for 2024/25 as it currently stands requires £213.4 million of funding which includes £101.5 million from borrowing. The cost of capital is expected to continue rising for the next two years with increases exceeding £2.5m in both 2025-26 and 2026-27. Although the capital programme has been prioritised to ensure that the expected cost of capital is within the prudential limit set by the capital strategy for 2024-25, and in the later years of the plan, it can be seen that in 2025-28 the budgeted cost is currently in excess of the prudential limit. Assuming costs of borrowing remain as currently projected, this will mean further prioritisation of investment may be necessary in future planning rounds.

### 3. Delivering the Council's Strategic Framework Ambitions and investing in its priorities

#### **Ambition 5 - Helping people out of poverty and income inequality.**

- 3.1 As the Quality-of-Life Survey showed, there is significant concern around the current cost of living crisis, with 86% of residents being concerned and 47% of those having made a change because of this (limiting heating, food or medicines). Delivering on this ambition has never been more key. In 2023/24 the Council has spent £9.4 million to deliver the following:

- The real living wage to be extended to more of the adult social care workforce, including personal assistants (PAs) - £1.3 million.
- £7 million in direct support to families who are struggling financially, including holiday food vouchers for more than 22,000 Cambridgeshire children.
- The operation of the council's Household Advice and Support Team (previously the Anti-Poverty Hub) which manages the processing and issue of the government's Household Support Fund, as well as providing income maximisation support through a network of partners, to enable people to be supported to access welfare and benefits support.

- 3.2 The Communities, Social Mobility and Inclusion Committee has a significant role in delivering on Ambition 5 – Helping people out of poverty and income inequality. This is why, in anticipation of the ending of the Household Support Fund on 31 March 2024, the Council locally plans to prioritise:

- £2.2 million into an Anti-Poverty Strategy and action plan in 2024/25 funded from reserves. This will be a collaborative piece of work with our public, voluntary and community sector partners. The Council will lead to the development of a place-based Cambridgeshire Anti-Poverty Strategy, rather than a strategy solely for the County Council. It will be informed by those who have experienced the impact of poverty on their lives. Through this work we will target investment where it can be most effective in helping people out of poverty. This will include ensuring people can take full advantage of the range of support that continues to be available to them, including income maximisation. Where we can, we will simplify processes and remove organisational barriers so people can access this support more easily. By understanding the needs of those in poverty we will better understand what we can do to make positive changes to the social, economic and environmental factors that affect the lives of people who are currently experiencing these social inequalities. The recommendations from the planned review and benchmarking of Adult Social Care charges will also be considered

in the context of the Anti-Poverty Strategy and we will link this work with the welfare benefits advice already provided to those seeking support through social care.

3.3 We will be delivering this anti-poverty work in partnership with the Children's and Young People Committee. That is why the Council plans to prioritise, through the Children's and Young People Committee:

- £3 million to continue to provide holiday food vouchers for those on free school meals, reprioritising £1.5 million into the base budget and £1.5 million for each of the next two years coming from reserves, and thereafter fully funding £3 million in the base budget. We will continue to lobby Government to recognise the benefits of this scheme to our young children's health, education and wellbeing.

### **Ambition 1 to 7 – Closer to our Communities**

3.4 The Communities, Social Mobility and Inclusion Committee has a critical role in supporting the Council, across all its Ambitions, to work in a way that is Closer to our Communities. Our libraries play a vital role in providing spaces for people to meet, to stay warm, to engage in activity, to access support from a range of services. This is why the Council plans to prioritise:

- £1.32 million to improve our libraries, funded from reserves rather than through capital funding, thereby reducing the pressure on prudential borrowing – paragraph 2.8. Working in partnership with the Assets and Procurement committee we propose to rationalise our office estate whilst investing in our libraries to create more suitable spaces in more libraries to deliver a broader range of services to meet the needs of our communities and to provide drop down work-places for employees.

## **4. Communities Social Mobility and Inclusion Committee: Revenue and Capital proposals**

4.1 The services that report into the Communities, Social Mobility and Inclusion Committee are wide ranging. They include the Coroners service, the Registration service, Trading Standards, Libraries, Archives and Cultural services, Cambridgeshire Skills, Domestic Abuse and Sexual Violence services and the Council's Communities service. One of the hallmarks of these services is that they touch the lives of many of our residents county-wide. This can be when life is at its most challenging, when a family member passes away or when individuals are subject to domestic abuse or sexual violence. It can also be at times of celebration with the arrival of a new baby or when participating in events such as the Libraries Presents cultural programme or the many opportunities for children, young people and families to take part in activities in library settings.

4.2 Over recent years, the committee has taken on a role in supporting asylum seekers and those seeking refuge in our county, characterised by the recent Libraries of Sanctuary award. The committee also has an important role in overseeing the implementation of key strategies such as the council's Equalities, Diversity and Inclusion strategy. The remainder of this paper sets out the proposed changes to the budget for this committee for the period 2024-25 to 2025-29.

4.3 The services within the remit of this committee are predominantly within the Strategy and Partnership’s Directorate. Other areas from this Directorate are covered under the remit of the Strategy, Resources and Performance Committee. The regulatory services within the remit of this committee sit within Place and Sustainability. As such, the following table extracts the key services from these Directorates to be considered by this committee.

	2024-25 Gross to Net		Net Budget				
	Spend	Income	2024-25	2025-26	2026-27	2027-28	2028-29
<b>Community Safety &amp; Regulatory Services</b>	5,460	-3,275	2,185	2,320	2,435	2,567	2,681
<b>Communities, Libraries &amp; Skills</b>	12,876	-5,309	7,567	7,810	8,064	8,631	8,859
<b>Local Assistance Scheme</b>	300	0	300	300	300	300	300
<b>Total</b>	<b>18,636</b>	<b>-8,584</b>	<b>10,052</b>	<b>10,430</b>	<b>10,799</b>	<b>11,498</b>	<b>11,840</b>

Table 2: Directorate draft proposed Medium Term Financial Plan 2024-29 (NB: these are the main budget lines that are the responsibility of this committee)

4.4 The services that sit within the three areas listed above are:

- Community Safety and Regulatory Services – Registration and Citizenship Services, Coroners and Trading Standards.
- Communities, Libraries and Skills – Strategic Management, Library, Archive and Cultural Services, Cambridgeshire Skills, Communities Service, Changing Futures and the Domestic Abuse and Sexual Violence service.
- Local Assistance Scheme – a commissioned contract that provides support to eligible people residing in Cambridgeshire who are facing financial hardship, through the provision of information and advice and access to low cost or refurbished household items, clothing and food vouchers.

4.5 A more detailed breakdown of the table above can be found in Table 1 of Appendix 1.

4.6 This section provides an overview of the pressures, the savings and the income proposals within the remit of this committee. The detailed business cases supporting the principal items in this section are annexed at Appendix 3. The figures shown in the narratives below are the impacts in the first year of the business plan (2024-25). Please refer to the detailed appendices for the impact across the full period. Overall there is a net increase in the budget from a combination of growth, savings and income of £0.51m. Within this is the proposed £3.5 million to support the prioritisation of work towards addressing poverty and the improvement of our libraries. This £3.5 million is funded, or offset, by using reserves. The comprehensive record of the information summarised in the table above can be found in the tables that follow.

- Revenue

## Inflation, Demand, Pressures and prioritisation

### Demography & Demand

Budget Table 3 Reference	Title	2024-25	2025-29	Description
C/R.3.001	Coroner Service - Pathologist demand referrals	45	200	Demand for Coroner Services is expected to continue to rise due to the increasing population size, and the number of referrals increasing into the service. As such it is expected that additional costs will be incurred in more hearings in 2024-25
		<b>45</b>	<b>200</b>	<b>Demography and Demand Total</b>

### Inflation

Budget Table 3 Reference	Title	2024-25	2025-29	Description
C/R.2.005	Additional inflation relating to Coroner contracts for body transportation	126	0	Coroner's transportation contract is procured every three years, this reflects a one-off adjustment for the new contract for increased inflation since the contract was last re-let.
C/R.2.006	Real Living Wage for staff in Place and Sustainability	30	0	Estimate of the impact of the Real Living Wage increase in Place and Sustainability.
E/R.2.001	General inflation Strategy and Partnerships	45	210	The total non-staffing expenditure inflation allocation is based on different inflation indicators for each budget type. For example, in relation to non-staff costs of running libraries and central postage.
E/R.2.002	Staff pay inflation	864	2,676	Staff inflation estimated as 5% in 2024-25 and 3.5% thereafter
E/R.2.003	Real Living Wage for staff in Strategy and Partnerships	15	0	Estimate of the impact of the Real Living Wage increase in Strategy and Partnerships.
		<b>1,080</b>	<b>2,886</b>	<b>Inflation Total</b>

### Priorities & Investments

Budget Table 3 Reference	Title	2024-25	2025-29	Description
C/R.5.044	Removal of temporary funding for Coroner staff to address the backlog	-60	0	Planned reversal of temporary funding in the 2022-27 business plan. This time-limited investment has enabled measures to be implemented which have prevented the backlog increasing as well as reducing it.
E/R.5.004	Communities - Migration Policy and Partnership role and Communities Service activity	150	-150	Temporary investment in Communities Service funded from reserves for a period of three years. This investment funds the Migration Policy and Partnership role and activity across the service that supports the council's Ambitions, including support to migrants, refugees and asylum seekers and work towards the council obtaining the nationally recognised Council of Sanctuary status. This work will be reviewed in the third year of funding and an exit plan developed.

Budget Table 3 Reference	Title	2024-25	2025-29	Description
E/R.5.005	Communities - Migration Policy and Partnership role and Communities Service investment from unapplied grant reserves	-150	150	Communities drawdown from unapplied grant reserves for the Migration Post. Links to E/R.5.004.
E/R.5.006	Anti-poverty strategy and action plan	2,191	-2,191	In the light of the expected ending of the Household Support Fund by Government this investment will be used to develop an Anti-Poverty Strategy and action plan. This will target investment where it can be most effective in helping people out of poverty including ensuring people can take full advantage of the range of support that continues to be available to them, simplifying processes and removing organisational barriers so people can access support more easily. Business Case in Appendix 3.
E/R.5.007	Anti-poverty strategy and action plan investment from reserves	-2,191	2,191	Drawdown from reserves for anti-poverty work. Links to E/R.5.006.
E/R.5.008	Libraries Plus investment	1,320	-1,320	Investing in creating suitable spaces to deliver a broader range of services from our libraries to meet the needs of our communities and employees: making them more accessible; creating trusted spaces that more services can use to further enhance engagement with local communities; improving health, well-being, literacy and access to skills, information and advice.
E/R.5.009	Libraries Plus investment from reserves (Just Transition Fund)	-1,320	1,320	Funding from reserves for investment E/R.5.008
		<b>-60</b>	<b>0</b>	<b>Net Priorities &amp; Investments Total</b>

### Pressures

Budget Table 3 Reference	Title	2024-25	2025-29	Description
E/R.4.002	Libraries - impact of new communities	0	55	Growth reflecting increased demand in South Cambridgeshire from new development in Waterbeach where a new library is estimated to open in 2026-27.
		<b>0</b>	<b>55</b>	<b>Pressures Total</b>

### Savings

Budget Table 3 Reference	Title	2024-25	2025-29	Description
E/R.6.003	Time Credits contract	-34	0	Ending the council's investment in the Time Credit scheme which provided access to a scheme that provided opportunities to exchange time credits for activities to reward volunteers. This is the conclusion of a decision from the 2023/24 budget setting process.

E/R.6.005	Review of service delivery aligned to grant income	0	-277	The Domestic Abuse and Sexual Violence Partnership currently receives grant funding for just under a quarter of the service from the Ministry of Justice and Office of the Police and Crime Commissioner. The grant is due to end in March 2025, if alternative funding cannot be identified the service will need to consult and restructure to account for a reduction in funding.
E/R.6.006	Use of unapplied grant reserve - libraries	-350	350	Contribution from unapplied grant reserves to cover the cost of three years funding to provide continued support to communities through the Communities Service and Libraries.
E/R.6.007	Strategy & Partnerships Assistant Director budget	-10	0	Reduction in management costs by removal of budget not required following the wider service restructure and removal of Head of Service and Assistant Director posts previously shared with Peterborough City Council.
E/R.6.010	Service Director: Policy & Communities post	-154	0	Removal of the vacant Service Director of Policy & Communities post.
		<b>-548</b>	<b>73</b>	<b>Savings Total</b>

### Fees & Charges

Budget Table 3 Reference	Title	2024-25	2025-29	Description
C/R.7.140	Recharge for shared regulatory services with Peterborough City Council	-68	-104	A recharge is made to Peterborough City Council for the cost of these services, which is increased in line with inflation.
C/R.7.141	Registration - Ceremony Refunds	25	-5	We continue to expect to need to provide some refunds for ceremony bookings, this may increase due to the financial climate remaining a challenging one with couples having to make difficult choices regarding their expenditure.
C/R.7.143	Increased income from registration services	-125	0	Increased income resulting from strategically locating additional ceremonial capacity in a new venue, attracting back custom lost to out of county providers for ceremonies.
C/R.7.205	Registrars	200	0	Reduction in income due to statutory fees not being uplifted for several years, resulting in fees no longer covering costs, less demand for ceremonies due to the financial climate, and limitations in terms of the use of our venues for ceremonies, reducing revenue potential.
E/R.7.006	Domestic Abuse and Sexual Violence Service grant ending	0	277	The Domestic Abuse and Sexual Violence Partnership currently receives grant funding for just under a quarter of the service from the Ministry of Justice and Office of the Police and Crime Commissioner. The grant is due to end in March 2025, if alternative funding cannot be identified the service will need to consult and restructure to account for a reduction in funding in 25/26. This reduction is offset by saving E/R.6.005 above.
E/R.7.002	Fees & Charges inflation (S&P)	-35	-51	Increase in external charges to reflect inflationary increases.
		<b>-3</b>	<b>-160</b>	<b>Changes to income budgets – Total</b>

4.7 In accordance with the Council's scheme of financial management, Executive Directors are responsible for reviewing annually the levels of fees and charges, in consultation with the section 151 officer, and presenting a schedule of fees and charges to the relevant service committee. The detailed, planned fees and charges within the remit of this committee are included at Appendix 2.

- Capital

Funding	Total funding £000	Previous Years £000	2024-25 £000	2025-26 £000	2026-27 £000	2027-28 £000	2028-29 £000	Later Years £000
<b>Government Approved Funding</b>								
Specific Grants	373	193	173	7	-	-	-	-
<b>Total – Government Approved Funding</b>	<b>373</b>	<b>193</b>	<b>173</b>	<b>7</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Locally Generated Funding</b>								
Agreed Developer Contributions	292	85	207	-	-	-	-	-
Anticipated Developer Contributions	582	61	521	-	-	-	-	-
Ring-Fenced Capital Receipts	-	-	-	-	-	-	-	-
Other Contributions	16	16	-	-	-	-	-	-
<b>Total – Locally Generated Funding</b>	<b>890</b>	<b>162</b>	<b>728</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL FUNDING</b>	<b>1,263</b>	<b>355</b>	<b>901</b>	<b>7</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

4.8 The capital programme for this committee comprises £0.9m of expenditure in 2024-25. Full details are provided in tables 4 and 5 of the appendix 1 to this report and relates to refurbishment and/or expansion of existing libraries, and a new library.

## 5. Significant Implications

### Resource Implications

- 5.1 The proposals set out the response to the financial context and the need to review our service offer and model to maintain a sustainable budget. The full detail of the financial proposals and impact on budget will be described in the financial tables of the business plan. Proposals will seek to ensure that we make the most effective use of available resources and are delivering the best possible services with the money allocated.
- 5.2 Procurement/Contractual/Council Contract Procedure Rules Implications  
There are no significant implications for the proposals set out in this report. Details for specific proposals will be set out in the business cases. All required procurement activity will be fully compliant with the Council's Contract Procedure Rules.

- 5.3 Statutory, Legal and Risk Implications  
The proposals set out in this report respond to the statutory duty on the Local Authority to deliver a balanced budget. Cambridgeshire County Council will continue to meet the range of statutory duties for supporting our residents.
- 5.4 Equality and Diversity Implications  
Each of the proposals will be developed alongside an Equality Impact Assessment, where required, to ensure we have discharged our duties in line with the Equality Act 2010, including the Public Sector Equality Duty, as well as met our commitment to implementing the Socio-economic Inequalities Duty.
- 5.5 Engagement and Communications Implications  
Our Business Planning proposals are informed by the council's public consultation and will be discussed with a wide range of partners throughout the process. The feedback from consultation will continue to inform the refinement of proposals. Where this leads to significant amendments to the recommendations a report would be provided to Strategy and Resources Committee.
- 5.6 Localism and Local Member Involvement  
As the proposals develop, we will have detailed conversations with Members about the impact of the proposals on their localities. We are working with members on materials which will help them have conversations with Parish Councils, local residents, the voluntary sector and other groups about where they can make an impact and support us to mitigate the impact of budget reductions.
- 5.7 Public Health Implications  
Any public health implications will vary depending on the detail of each of the proposals. Any positive or negative impacts will have been considered for each proposal as part of its development. The Quality-of-Life Survey provides some useful information on physical and mental health outcomes that could usefully inform ongoing business planning.
- 5.8 Climate Change and Environment Implications on Priority Areas  
n/a

Have the resource implications been cleared by Finance? Yes  
Name of Financial Officer: Stephen Howarth

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the Head of Procurement and Commercial? Yes  
Name of Officer: Clare Ellis

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or Pathfinder Legal? Yes  
Name of Legal Officer: Emma Duncan

Have the equality and diversity implications been cleared by your EqIA Super User? Yes  
Name of Officer: Faye McCarthy

Have any engagement and communication implications been cleared by Communications? Yes  
Name of Officer: Christine Birchall



Have any localism and Local Member involvement issues been cleared by your Service Contact? Yes

Name of Officer: Joe Lacey-Holland

Have any Public Health implications been cleared by Public Health? Yes

Name of Officer: Jyoti Atri

If a Key decision, have any Climate Change and Environment implications been cleared by the Climate Change Officer? Yes

Name of Officer: Emily Bolton

## 6. Source Documents

- 6.1 [Strategy, Resources and Performance Committee - Item 6: Business and Financial Plan 2024-29](#)



**Table 1: Revenue - Summary of Net Budget by Operational Division [CSMI Committee Indicative]**

Budget Period: 2024-25 to 2028-29

Net Revised Opening Budget 2023-24 £000	Policy Line	Gross Budget 2024-25 £000	Fees, Charges & Ring-fenced Grants 2024-25 £000	Net Budget 2024-25 £000	Net Budget 2025-26 £000	Net Budget 2026-27 £000	Net Budget 2027-28 £000	Net Budget 2028-29 £000
	Community Safety and Regulatory Service							
-807	Registration & Citizenship Services	1,203	-1,964	-761	-739	-738	-755	-752
2,080	Coroners	3,517	-1,284	2,233	2,289	2,404	2,552	2,664
715	Trading Standards	739	-27	713	770	770	770	770
<b>1,988</b>	<b>Subtotal Community Safety and Regulatory Service</b>	<b>5,460</b>	<b>-3,275</b>	<b>2,185</b>	<b>2,320</b>	<b>2,435</b>	<b>2,567</b>	<b>2,681</b>
300	Local Assistance Scheme	300	-	300	300	300	300	300
	Communities Employment & Skills							
32	Strategic management - Communities and Partnerships	-280	-	-280	-246	-210	177	216
3,841	Public Library Services	4,769	-784	3,986	4,095	4,259	4,367	4,483
-	- Cambridgeshire Skills	2,300	-2,300	-	-	-	-	-
400	Archives	447	-52	396	394	393	406	420
118	Cultural Services	357	-233	123	127	131	135	139
1,238	Communities Service	1,259	-55	1,204	1,204	1,204	1,204	1,204
68	Changing Futures	799	-722	77	83	89	96	103
2,003	Domestic Abuse and Sexual Violence Service	3,224	-1,163	2,061	2,152	2,198	2,245	2,294
<b>7,700</b>	<b>Subtotal Communities Employment &amp; Skills</b>	<b>12,876</b>	<b>-5,309</b>	<b>7,567</b>	<b>7,810</b>	<b>8,064</b>	<b>8,631</b>	<b>8,859</b>
<b>9,988</b>	<b>Total</b>	<b>18,635</b>	<b>-8,584</b>	<b>10,052</b>	<b>10,429</b>	<b>10,800</b>	<b>11,498</b>	<b>11,841</b>

**Table 2: Revenue - Net Budget Changes by Operational Division [CSMI Committ**  
**Budget Period: 2024-25**

Policy Line	Net Revised Opening Budget £000	Net Inflation £000	Demography & Demand £000	Pressures £000	Priorities & Investments £000	Savings £000	Income Adjustments £000	Net Budget £000
<b>Community Safety and Regulatory Service</b>								
Registration & Citizenship Services	-807	-54	-	-	-	-	100	-761
Coroners	2,080	236	45	-	-60	-	-68	2,233
Trading Standards	715	-	-	-	-	-	-3	713
<b>Subtotal Community Safety and Regulatory Service</b>	<b>1,988</b>	<b>183</b>	<b>45</b>	<b>-</b>	<b>-60</b>	<b>-</b>	<b>29</b>	<b>2,185</b>
Local Assistance Scheme	300	-	-	-	-	-	-	300
<b>Communities Employment &amp; Skills</b>								
Strategic management - Communities and Partnerships	32	48	-	-	-	-360	-	-280
Public Library Services	3,841	145	-	-	-	-	-	3,986
Cambridgeshire Skills	-	-	-	-	-	-	-	-
Archives	400	16	-	-	-	-	-20	396
Cultural Services	118	5	-	-	-	-	-	123
Communities Service	1,238	-0	-	-	-	-34	-	1,204
Changing Futures	68	9	-	-	-	-	-	77
Domestic Abuse and Sexual Violence Service	2,003	60	-	-	-	-	-2	2,061
<b>Subtotal Communities Employment &amp; Skills</b>	<b>7,700</b>	<b>282</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-394</b>	<b>-22</b>	<b>7,567</b>
<b>Total</b>	<b>9,988</b>	<b>465</b>	<b>45</b>	<b>-</b>	<b>-60</b>	<b>-394</b>	<b>7</b>	<b>10,052</b>

**Table 3: Revenue - Overview [CSMI Committee Indicative]**  
**Budget Period: 2024-25 to 2028-29**

Ref	Title	2024-25 £000	2025-26 £000	2026-27 £000	2027-28 £000	2028-29 £000	Description
<b>2</b>	<b>INFLATION</b>						
C/R.2.004	Staff pay inflation	707	531	549	567	587	Assumed 5% increase for 2024-25 and 3.5% thereafter
E/R.2.001	General inflation S&P	45	44	49	55	62	The total non staffing expenditure inflation allocation is based on different inflation indicators for each budget type.
E/R.2.002	Staff pay inflation	968	728	752	778	804	Staff inflation estimated as 5% in 2024-25 and 3.5% thereafter
<b>3</b>	<b>DEMOGRAPHY AND DEMAND</b>						
C/R.3.001	Coroner Service - Pathologist demand referrals	45	47	51	51	51	Demand for Coroner Services is expected to continue to rise due to the increasing population size, and the number of referrals increasing into the service.
<b>4</b>	<b>PRESSURES</b>						
E/R.4.002	Libraries - Impact of new communities	-	-	55	-	-	Growth reflecting increased demand in South Cambs from new development in Waterbeach where a new library is estimated to open in 2026-27.
<b>5</b>	<b>PRIORITIES &amp; INVESTMENTS</b>						
C/R.5.044	Removal of temporary funding for Coroner staff to address the backlog	-60	-	-	-	-	Planned reversal of temporary funding in the 2022-27 business plan.
E/R.5.004	Communities - Migration post and Communities	150	-	-	-150	-	Temporary investment in Communities team funded from reserves. Links to E/R.5.005
E/R.5.005	Communities investments funding from reserves.	-150	-	-	150	-	Communities drawdown from Ukraine grant reserve. Links to E/R.5.004
E/R.5.006	Anti poverty investment	2,191	-2,191	-	-	-	In the light of the expected ending of the Household Support Fund by Government this investment will be used to develop an Anti-Poverty Strategy and action plan. This will target investment where it can be most effective in helping people out of poverty including ensuring people can take full advantage of the range of support that continues to be available to them, simplifying processes and removing organisational barriers so people can access support more easily
E/R.5.007	Anti poverty draw down from reserves	-2,191	2,191	-	-	-	Drawdown from reserves for anti-poverty work. Links to E/R.5.006

Ref	Title	2024-25 £000	2025-26 £000	2026-27 £000	2027-28 £000	2028-29 £000	Description
E/R.5.008	Libraries Plus	1,320	-1,320	-	-	-	To invest in creating suitable spaces to deliver a broader range of services from our libraries to meet the needs of our communities and employees: making them more accessible; creating trusted spaces that wider services can utilise to further enhance engagement with local communities; improving health, well-being, literacy and access to skills, information and advice.
E/R.5.009	Just Transition Funding - Libraries Plus	-1,320	1,320	-	-	-	Funding from reserves for investment E/R.5.008
<b>7</b>	<b>FEES, CHARGES &amp; RING-FENCED GRANTS</b>						
C/R.7.140	Recharge for shared regulatory services with Peterborough City Council	-68	-46	-58	-	-	A recharge is made to Peterborough City Council for the cost of these services, which is increased in line with inflation.
C/R.7.141	Registration - Ceremony Refunds	25	-3	-2	-	-	We expect to need to provide some refunds for ceremony bookings.
C/R.7.143	Increased income from registration services	-125	-	-	-	-	Increased income resulting from higher capacity for ceremonies.
C/R.7.205	Registrars	200	-	-	-	-	Reduction in income due to statutory fees not being uplifted for several years, reduction in customers due to the financial climate and suitability of venues.
E/R.6.003	Time Credits contract	-34	-	-	-	-	Completing the ending of the Council's support for this scheme
E/R.6.005	Review of service delivery aligned to grant income	-	-277	-	-	-	Restructuring to account for significant reduction in grant funding
E/R.6.006	Use of grant reserve	-350	-	-	350	-	Contribution from Ukraine grant reserve to the costs faced by this directorate in managing the Homes for Ukraine scheme locally and providing additional support. Totals £1.05m over three years.
E/R.7.002	Fees & Charges inflation (S&P)	-35	-5	-13	-19	-14	Increase in external charges to reflect inflationary increases.
E/R.7.006	Victim services grant ending	-	277	-	-	-	Victim Service grant is due to cease.

**Table 4: Capital Programme [CSMI Committee Indicative]**  
**Budget Period: 2024-25 to 2033-34**

Ref	Scheme	Description	Linked Revenue Proposal	Scheme Start	Total Cost £000	Previous Years £000	2024-25 £000	2025-26 £000	2026-27 £000	2027-28 £000	2028-29 £000	Later Years £000
E/C.1.009	Library Improvement Fund	Refurbishment work		Committed	389	209	173	7	-	-	-	-
E/C.1.010	New Library	Provision for library in new development		Committed	152	52	100	-	-	-	-	-
E/C.1.011	Sackville House Library Expansion	This capital scheme will help to provide an efficient and excellent library service to the people of Cambourne that reflects the growing size of the community and the varied uses libraries play. Enhancing the use of Sackville house and adapting to meet the needs of the current workforce.		Committed	582	61	521	-	-	-	-	-
E/C.1.012	Cherry Hinton Library	Improvements to Cherry Hinton Library.		Committed	55	10	45	-	-	-	-	-
E/C.1.013	Library Minor Works	Minor upgrade works needed to existing libraries across the county.		Committed	85	23	62	-	-	-	-	-
		<b>Total</b>			<b>1,263</b>							

**Table 5: Capital Programme - Funding [CSMI Committee Indicative]**

**Budget Period: 2024-25 to 2033-34**

Ref	Scheme	Linked Revenue Proposal	Net Revenue Impact	Scheme Start	Total Funding £000	Grants £000	Develop. Contr. £000	Other Contr. £000	Capital Receipts £000	Prud. Borr. £000
E/C.1.009	Library Improvement Fund			Committed	389	373	-	16	-	-
E/C.1.010	New Library			Committed	152	-	152	-	-	-
E/C.1.011	Sackville House Library Expansion			Committed	582	-	582	-	-	-
E/C.1.012	Cherry Hinton Library			Committed	55	-	55	-	-	-
E/C.1.013	Library Minor Works			Committed	85	-	85	-	-	-
	<b>Total</b>				<b>1,263</b>	<b>373</b>	<b>874</b>	<b>16</b>	-	-



## Schedule of Fees &amp; Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information	
Strategy & Partnerships	Communities, Social Mobility & Inclusion, Social	Public Library Services	Libraries	<b>Borrowing Charges</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Books	Statutory	Free	Free	N/A		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	eBooks	Non-statutory	Free	Free	N/A		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Magazines	Non-statutory	Free	Free	N/A		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	eMagazines/eNewspapers	Non-statutory	Free	Free	N/A		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Audio book or language course- junior/ young adult	Non-statutory	Free	Free	N/A		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Audio book or language course - adult	Non-statutory	£1.10	£1.10		Maintained as reduced expense purchasing items	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	eAudio book	Non-statutory	Free	Free	N/A		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	DVD	Non-statutory	£1.00	£1		Collection being phased out, no expenditure and simply getting what we can off dying collection.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Music CD	Non-statutory	£1.00	£1		Collection being phased out, no expenditure and simply getting what we can off dying collection.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Overdue Charges</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Books and magazines- Junior	Non-statutory	Free	Free	N/A		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Books and magazines- Adult	Non-statutory	25p per day (maximum charge £5)	25p per day (max charge £5)		Higher than nearest neighbours	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	eBooks/eMagazines/eNews papers	Non-statutory	Free	Free	N/A		

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Audio book or language course- Junior	Non-statutory	Free	Free	N/A		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Audio book or language course- Adult	Non-statutory	25p per day (maximum charge £13)	25p per day (max charge £13)		Higher than nearest neighbours	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	eAudio book	Non-statutory	Free	Free	N/A		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	DVD	Non-statutory	25p per day (maximum fine £5)	25p per day (maximum fine £5)		Collection being phased out, no expenditure and simply getting what we can off dying collection.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Music CD	Non-statutory	25p per day (maximum charge £5)	25p per day (maximum charge £5)		Collection being phased out, no expenditure and simply getting what we can off dying collection.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Membership</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Membership Card	Statutory	Free	Free			
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Replacement card-adult/junior	Non-statutory	£2.50 / £1.50	£2.50 / £1.50	Full cost recovery	Current contract prices have maintained full cost recovery plus some extra already built in.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Lost/damaged loan items	Non-statutory	Variable dependent on item value.	Variable dependent on item value.	Full cost recovery	Includes £194 for lost British Library Item which is fee charged to the service.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Reading Groups	Non-statutory	£35	£35		Work due to roll out and promote this offer to increase income.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Requests</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Vocal scores	Non-statutory	Under 25 copies £15 internal, £30 external	Under 25 copies £15 internal, £30 external	Full cost recovery for externally borrowed material	Updated last year after extensive work not looking to increase this year.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Vocal scores	Non-statutory	25-50 copies £25 internal, £55 external	25-50 copies £25 internal, £55 external	Full cost recovery for externally borrowed material	Updated last year after extensive work not looking to increase this year.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Vocal scores	Non-statutory	51 - 99 copies £35 internal, £80 external	51 - 99 copies £35 internal, £80 external	Full cost recovery for externally borrowed material	Updated last year after extensive work not looking to increase this year.	

# Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Vocal scores	Non-statutory	Over 100 copies, £50 Internal £100 external	Over 100 copies, £50 Internal £100 external	Full cost recovery for externally borrowed material	Updated last year after extensive work not looking to increase this year.		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Items not in Cambridgeshire stock	Non-statutory	£8.50	£8.50				
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	British Library Loan	Non-statutory	£18.70	£20.60	Full cost recovery	Including University lending where the same fees are levelled against us i.e. full cost recovery		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	British Library Renewal	Non-Statutory	£6.00	£6.25	Full cost recovery	Full cost recovery fee set by BL		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Reservation of Cambridgeshire adult stock	Non-statutory	50p	50p		Evidence of increased use since we reduced fee to help ensure similar income is achieved		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Reservation of SPINE stock	Non-statutory	£2.00	£2.00		SPINE regional agreement across service. Next due for renegotiation in 2025 when contract up for discussion.		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Printing and Copying</b>							
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	A4 black and white	Non-statutory	20p	30p		Implement change when new MFD and payment solution in place if after April 2024. Cost recovery to cover contactless payment costs and		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	A4 colour	Non-statutory	75p	80p		Implement change when new MFD and payment solution in place if after April 2024. Cost recovery to cover contactless payment costs and		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	A3 black and white (copying only)	Non-statutory	40p	60p		Implement change when new MFD and payment solution in place if after April 2024. Cost recovery to cover contactless payment costs and		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	A3 colour (copying only)	Non-statutory	£1.25	£1.50		Implement change when new MFD and payment solution in place if after April 2024. Cost recovery to cover contactless payment costs and		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	A4/A3 microfilm	Non-statutory	£1/£1.50	£1/£1.50		Implement change when new MFD and payment solution in place if after April 2024. Cost recovery to cover contactless payment costs and		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Fax</b>							
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	UK first page/ extra page	Non-statutory	£1.30 / 70p	Not Applicable		Last devices to be phased out by April 2024 as phone lines come to an end.		

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Europe first page/ extra page	Non-statutory	£2.40/£1/10	Not Applicable		Last devices to be phased out by April 2024 as phone lines come to an end.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	World first page/ extra page	Non-statutory	£3/£1.20	Not Applicable		Last devices to be phased out by April 2024 as phone lines come to an end.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Receiving first page/ extra page	Non-statutory	70p/30p	Not Applicable		Last devices to be phased out by April 2024 as phone lines come to an end.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Internet and Email</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Online reference resources	Statutory	Free	Free			
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Internet and email access	Non-statutory	Free	Free			
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Wi-Fi access	Non-statutory	Free	Free			
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Events</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Adult	Non-statutory	£0-£30	£0-£30		Dependant on event type greater emphasis on events over last year to generate more income	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Children	Non-statutory	£0-£10	£0-£10		Dependant on event type greater emphasis on events over last year to generate more income	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Central Library - Cambridge Room Hire Charges</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 1	Non-statutory	Price Range between £12.25-£30 ph	Price Range between £13-£32 ph		We have introduced a range of hire prices related to the local market and the flexibility reflects local conditions and varied types of	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 2	Non-statutory	Price Range between £12.25-£30 ph	Price Range between £13-£32ph		As above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 3	Non-statutory	Price Range between £21.00 - £50 ph	Price Range between £22-£53 ph		As above	

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Conference room	Non-statutory	Price Range between £24-£55 ph	Price Range between £26-£60ph		As above		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Foyer Space	Non-statutory	Price range between £58.70 - £150 per day Price range between £173 - £380 per week	Price Range between £62-£160 per day Price range between £183-£400 per week		As above		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Exhibition space	Non-statutory	Price Range between £96 - £220 pw	Price range between £100-£230 pw		As above		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Chatteris Library Room Hire Charges</b>							
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 1	Non-statutory	Price Range between £7-£50ph	Price range between £7.50-£53 ph		as above		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Cherry Hinton Library Room Hire Charges</b>							
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Community Space	Non-statutory	Price Range between £7-£50 ph	N/A Community will be running venue offer when new library reopens		as above		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Ely Library Room Hire Charges</b>							
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 1	Non-statutory	Price Range between £7-£50 ph	Price Range between £7.50-£53 ph		as above		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Interview room 1	Non-statutory	Price Range between £6-£20ph	Price range between £6.50-£21.50 ph		as above		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Huntingdon Library Room Hire Charges</b>							
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 1	Non-statutory	Price Range between £7-£50 ph	Price range between £7.50-£53 ph		as above		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 2	Non-statutory	Price Range between £7-£50 ph	Price range between £7.50-£53 ph		as above		

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 1 and 2	Non-statutory	Price Range between £7-£50 ph	Price range between £7.50-£53 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Interview Rooms & Pods	Non-statutory	Price Range between £6-£20 ph	Price range between £6.50-£21.50 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Exhibition space	Non-statutory	Price Range between £25-£75 pw	Price range between £26.50-£79.50 pw		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>March Library Room Hire Charges</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 1	Non-statutory	Price Range between £7-£50ph	Price range between £7.50-£53 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Interview room	Non-statutory	Price Range Between £6-£20 ph	Price range between £6.50-£21.50 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Milton Road Library Room Hire Charges</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting Room 1&2	Non-statutory	Price Range between £7-£50 ph	Price range between £7.50-£53 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting Room 3	Non-statutory	Price Range between £7-£50ph	Price range between £7.50-£53 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Kitchen	Non-statutory	£10 ph (commercial) £5 ph (Council Partner) Free (Community)	£10.50 ph (commercial) £5.25 ph (Council Partner) Free (Community)			
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Whole Lib	Non-statutory	Price Range between £7-£50 ph	Price range between £7.50-£53 ph			
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Ramsey Library Room Hire Charges</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 1	Non-statutory	Price Range between £7-£50 ph	Price range between £7.50-£53 ph		As above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Interview room	Non-statutory	Price range between £6-£20 ph	Price range between £6.50-£21.50 ph		As above	

# Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	<b>Rock Road Library Room Hire Charges</b>					
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	Community Space	Non-statutory	Price Range between £7-£50 ph	Price range between £7.50-£53 ph		As above
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	<b>Soham Library Room Hire Charges</b>					
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	Meeting room 1	Non-statutory	Price range between £7-£50 ph	Price Range between £7.50-£53 ph		as above
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	<b>St Ives Library Room Hire Charges</b>					
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	Meeting room 1	Non-statutory	Price range between £7-£50 ph	Price range between £7.50-£53 ph		as above
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	Meeting room 2	Non-statutory	Price range between £7-£50 ph	Price range between £7.50-£53 ph		as above
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	Foyer Space	Non-statutory	Price range between £25-£75 pw	price range between £26.50-£79.50 pw		as above
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	<b>St Neots Library Room Hire Charges</b>					
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	Meeting room 1	Non-statutory	Price range between £7-£50 ph	Price range between £7.50-£53 ph		as above
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	Meeting room 2	Non-statutory	Price range between £7-£50 ph	Price range between £7.50-£53 ph		as above
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	Community space 1	Non-statutory	Price range between £7-£50 ph	Price range between £7.50-£53 ph		as above
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	Community space 2	Non-statutory	Price range between £7-£50 ph	Price range between £7.50-£53 ph		as above
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	Exhibition space	Non-statutory	Price range between £25-£75 pw	Price range between £26.50-£79.50 pw		as above
<b>Strategy &amp; Partnerships</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Public Library Services</b>	<b>Libraries</b>	Foyer space	Non-statutory	Price range between £25-£75 pw	Price range between £26.50-£79.50 pw		as above

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Whittlesey Library Room Hire Charges</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 1	Non-statutory	Price Range between £7 to £50 ph	Price range between £7.50-£53 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Wisbech Library Room Hire Charges</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 1	non-statutory	Price Range between £7 to £50 ph	Price range between £7.50-£53 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 2	non-statutory	Price range between £7 to £50 ph	Price range between £7.50-£53 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 1 and 2	non-statutory	Price Range between £7 to £50 ph	Price range between £7.50-£53 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Interview room	non-statutory	Price Range between £6 to £20 ph	Price range between £6.50 - £21.50 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Yaxley Library Room hire charges</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Meeting room 1	non-statutory	Price Range between £7 to £20 ph	Price range between £7.50-£21.50 ph		as above	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Commercial Poster Display	Non-statutory	A3 poster £10 per month A4 poster £6 per month A5 poster £4 per month	A3 poster £10.50 A4 poster £6.50 A5 poster £4.25		Fees are per month	
	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Commercial Poster Display	Non-statutory	A5 leaflets £5 per 50 leaflets  Multiple Leaflets / fliers 10% discount	A5 leaflets £5.25 per 50 leaflets  Multiple Leaflets / fliers 10% discount			
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	<b>Local Studies Research Services charges</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	30 mins	Non-statutory	Free	Free			



## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	1 hour	Non-statutory	£38	£40	Full cost recovery	Match Archives
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	1.5 hours	Non-statutory	£56	£60	Full cost recovery	Match Archives
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	2 hours	Non-statutory	£76	£80	Full cost recovery	Match Archives
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Each Additional 30 min	Non-statutory	£18	£20	Full cost recovery	Match Archives
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Advertising on Mobile Library Vans	Non-statutory	From £200 per month	From £200 per month	Full cost recovery	New drive to increase use planned
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Public Library Services	Libraries	Adopt a Book Scheme	Non-statutory	£25 per annum	£25 per annum	Full cost recovery	Donation towards material
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	<b>Archives Services charges</b>					
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	1 hour	Non-statutory	£38	£40	Full cost recovery	Inflation rise
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	2 hours	Non-statutory	£76	£80	Full cost recovery	Inflation rise
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Specialist research for business or professional clients	Non-statutory	£90	£95	Full cost recovery	Inflation rise
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Other checks of records or indexes up to 15 minutes	Non-statutory	£16	£17	Full cost recovery	Inflation rise
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Vehicle registration, electoral register and magistrates' court register	Non-statutory	£22	£23	Full cost recovery	Inflation rise
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Replacement of lost CARN ticket	Non-statutory	£5	£5.50	Full cost recovery	Inflation rise
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	<b>Reproduction Fees</b>					

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Local, limited distribution publications (1-10 pictures)	Non-statutory	£10 per image	£10.50	Full cost recovery	Reproduction online: £20 for 1-5 images, £30 for 6-10 images. Negotiable over 10 images.	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Other commercial publications	Non-statutory	£25 per image	£26.50	Full cost recovery	Negotiable	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	TV, film: world wide use 5 year licence	Non-statutory	£260	£275	Inflation rise	Negotiable	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	<b>Outreach fees</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Group Visits to Archives	Non-statutory	£70	£74	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Talks to groups outside the office	Non-statutory	£85	£90	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	<b>Archives and Local Studies: Digitisation</b>						
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Document up to A3	Non-statutory	£8.40	£8.90	Full cost recovery	Inflation rise	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Document between A3 and A1	Non-statutory	£13.50	£15.00	Full cost recovery	Inflation rise	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Document larger than A1	Non-statutory	£32.50	£35.00	Full cost recovery	Requires two scans	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	35mm transparency	Non-statutory	£8.40	£8.90	Full cost recovery	At a specific DPI	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	C19 lantern slide	Non-statutory	£8.40	£8.90	Full cost recovery	At a specific DPI	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	C19 glass plate	Non-statutory	£8.40	£8.90	Full cost recovery	At a specific DPI	
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Pre-digitised A4-A2	Non-statutory	£5.80	£6.15	Full cost recovery	Inflation rise	

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Pre-digitised A1-A0	Non-statutory	£11.50	£12.20	Full cost recovery	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Inclosure / tithe / estate maps	Non-statutory	£26.00	£28.00	Full cost recovery	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Bulk scanning / large projects	Non-statutory	£26.50	£28.10	Full cost recovery	Hourly rate		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Image retouching	Non-statutory	£50.00	£53.00	Full cost recovery	Per image		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Libraries	<b>Local Studies: Non-digitised images (from negatives)</b>							
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Libraries	6 x 4 BW	non-statutory	£5.00	£5.00	Full cost recovery	service under review		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Libraries	7 x 5 BW	non-statutory	£6.00	£6.00	Full cost recovery	service under review		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Libraries	8 x 6 BW	non-statutory	£7.00	£7.00	Full cost recovery	service under review		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Libraries	10 x 8 BW	non-statutory	£8.00	£8.00	Full cost recovery	service under review		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Libraries	12 x 9 BW	non-statutory	£10.00	£10.00	Full cost recovery	service under review		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Libraries	35 mm slides	non-statutory	£2	£9	Full cost recovery			
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Libraries	Negatives of privately owned images	non-statutory	£7	£9	Full cost recovery			
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Libraries	Conservation work	non-statutory	£35 per hour, plus materials	£40	Full cost recovery	Plus materials		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	<b>Photocopies and print outs in the search room</b>							
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	A4 photocopy archive	Non-statutory	£1.50	£1.60	Full cost recovery	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	A3 photocopy archive	Non-statutory	£2.00	£2.10	Full cost recovery	Inflation rise		

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	A4 photocopy library item	Non-statutory	£0.50	£0.55	Full cost recovery	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	A3 photocopy library item	Non-statutory	£0.75	£0.80	Full cost recovery	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	A4 Microform print self service	Non-statutory	£1.00	£1.10	Full cost recovery	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	A3 Microform print self service	Non-statutory	£1.50	£1.60	Full cost recovery	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	IT printout black and white	Non-statutory	£0.20	£0.25	Full cost recovery	Matched with Libraries		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	IT printout colour	Non-statutory	£0.50	£0.55	Full cost recovery	Matched with Libraries		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	<b>Photocopies and print outs by post</b>							
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Photocopies or printouts	non-statutory	Minimum Charge of £10 (including postage) for up to 5 pages then £1 for each additional page	Minimum Charge of £10.50 (including postage) for up to 5 pages then £1 for each additional page	Inflation rise			
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Certified Copies	non-statutory	£25 including cost of copy and postage	£26	Full cost recovery	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Photo permit - use of own camera in the search room	non-statutory	£10	£10.50	Inflation rise			
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	<b>Digital Photography by post</b>							
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	A4 Colour print	non-statutory	£6.50	£7.00	Full cost recovery	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	A3 Colour print	non-statutory	£10.50	£11.50	Full cost recovery	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Plus Handling Charge	non-statutory	UK: £4.00 Rest of the world: £10.00 or actual postage if in excess	UK: £4.50 Rest of the world: £11.00 or actual postage if in excess	Full cost recovery	Inflation rise		
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	<b>Digital Photography by email</b>							

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Per Photograph	non-statutory	£6.50	£7.00	Full cost recovery	Inflation rise
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Per email (max. 5jpegs per email)	non-statutory	£3.00	£3.50	Full cost recovery	Inflation rise
Strategy & Partnerships	Communities, Social Mobility & Inclusion	Cultural & Community Services	Archives	Specialist photography by FSB Scanning Bureau	non-statutory	Prices available on application	Prices available on application	Full cost recovery	Prints larger than A3 have to be done by an external company and are quoted for on spec.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	<b>Ceremonies - Marriage, Civil Partnership, Naming, Celebration of Life and Renewal of Vows</b>					
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Venue marriage or CP Mon-Sat	non-statutory	£650	£715	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Venue marriage or CP Sun & current B/H	non-statutory	£755	£815	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Council Ceremony room Mon to Thurs all day	non-statutory	£275	£315	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Council Ceremony room Friday to Sun all day	non-statutory	£410	£450	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Non statutory, non-approved venues Mon-Thu	non-statutory	£345	£365	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Non statutory, non-approved venues Fri- Sun	non-statutory	£475	£500	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Two Stage Bespoke Ceremony (includes Statutory ceremony and celebration ceremony)	non-statutory	£725	£765	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	<b>Ceremonies - Private Citizenship</b>					
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Council Ceremony room Mon to Fri all day	non-statutory	£120	£130	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Council Ceremony room Sat all day	non-statutory	£205	£220	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	<b>Approved Premise Approvals</b>					

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Approval fee	non-statutory	£1,900	£2,015	Full cost recovery	for a three year approval initially, but all thereafter (if Terms & Conditions are met) are 5 years.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	<b>General Search</b>					
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	A general search in indexes in his/her office not exceeding 6 successive hours	Statutory	£18	£18	Statutory limit	Search in registration index books (free search available on-line via CAMDEX)
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	<b>Certificates - Superintendent Registrar/ Registrar</b>					
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Production of certificate of birth, death or marriage issued at time of registration, or if requested later then processed within 15 working days	Statutory	£11	£11	Statutory limit	Certificate
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Priority issue of certificate of birth, death or marriage, on or before next working day (orders up to 3pm).	Statutory	£35	£35	Statutory limit	Certificate
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	<b>Marriages and Civil Partnerships</b>					
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Attending outside his/her office to be given notice of marriage of a house-bound or detained person	Statutory	£47 (housebound) £68 (detained)	£47 (housebound) £68 (detained)	Statutory limit	Attending to take notice away from office
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Entering a notice of marriage/ CP where both parties exempt within meaning of Section 49 of the Immigration Act 2014	Statutory	£35	£35	Statutory limit	Giving legal notice. Additional £12 per person if not exempt
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Entering a notice of marriage by Registrar General's Licence	Statutory	£3	£3	Statutory limit	Giving legal notice.

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Attending a marriage/ CP at the residence of a housebound or detained person	Statutory	£84 (housebound), £94 (detained)	£84 (housebound), £94 (detained)	Statutory limit	Attending to take notice away from office
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Registrar attending a marriage/ CP by Registrar General's licence	Statutory	£2	£2	Statutory limit	Exceptional circumstances marriage (one person with very limited life expectancy)
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Attending a marriage/ civil partnership at the register office	Statutory	£46	£46	Statutory limit	Marriage registration - statutory ceremony
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Attending a marriage/ civil partnership at a registered building or the residence of a housebound or detained person	Statutory	£88 (Detained person) £81 Housebound £86 (Registered building)	£88 (Detained person) £81 Housebound £86 (Registered building)	Statutory limit	Marriage registration - church / chapel / housebound / detained (prison / secure health unit)
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Certification of a place of meeting for religious worship	Statutory	£29	£29	Statutory limit	Legal notification of a church / chapel being registered for worship.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Registration of a building for the solemnization of marriages/ CPs	Statutory	£123	£123	Statutory limit	Legal notification of a church / chapel being registered for such ceremonies.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Registration of a building for the solemnization of marriages/ CPs. Building previously registered.	Statutory	£64	£64	Statutory limit	Legal notification of a church / chapel being registered for such ceremonies.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Joint application for the registration of a building for the marriage of a man and woman and same sex couples	Statutory	£123	£123	Statutory limit	Legal notification of a church / chapel being registered for such ceremonies
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Application to shorten the waiting period for a marriage/ CP	Statutory	£60	£60	Statutory limit	Application to reduce the normal 28 day period - exceptional reasons only.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Issue of Registrar-General's licence for marriage to be solemnized on the authority of that licence.	Statutory	£15	£15	Statutory limit	Exceptional circumstances marriage (one person with very limited life expectancy).
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Consideration by a Superintendent Registrar of a divorce/ dissolution obtained outside of the British Isles	Statutory	£50	£50	Statutory limit	All decree absolutes in this category require checking process.

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Consideration by the Registrar General of a divorce/ dissolution obtained outside of the British Isles	Statutory	£75	£75	Statutory limit	All decree absolutes in this category require checking process.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Change of forename added within 12 months of birth registration (Space 17)	Statutory	£40	£40	Statutory limit	Where a child's name is changed by 'Space 17' amendment.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Consideration by Registrar / Superintendent Registrar of a correction application	Statutory	£75	£75	Statutory limit	All formal corrections in this category require additional process.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Consideration by the Registrar General of a correction application	Statutory	£90	£90	Statutory limit	All formal corrections in this category require additional process.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Letter provided by the Registrar General confirming that, on the basis of information provided, no record of a marriage or civil partnership in England and Wales has been found within a 10 year search period (for example: if required when getting married or forming a civil partnership outside England or Wales)	Statutory	£50	£50	Statutory limit	Fees set by national legislation.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Conversion of CP in accordance with the special procedure	Statutory	£15	£15	Statutory limit	Fees set by national legislation.
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	The first stage of the procedure for conversion of CP, for conversion on secular premises	Statutory	£27	£27	Statutory limit	Fees set by national legislation.



## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Conversion of CP in accordance with the two stage procedure for conversion on religious premises: a) for the first stage of the procedure b) for the second stage of the procedure	Statutory	a) £27 b) £91.00	a) £27 b) £91.00	Statutory limit	Fees set by national legislation.	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	<b>Other Fees (inc. VAT where applicable)</b>						
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Post & handling (standard, UK)	non-statutory	£5.50	£5.85	Full cost recovery		
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Signed for post & handling (UK)	non-statutory	£6.50	£6.90	Full cost recovery		
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Signed for post & handling (Non-UK)	non-statutory	£13.50	£14.35	Full cost recovery		
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Media use of ceremony room	non-statutory	£145	£155	Full cost recovery		
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Ceremony amendment fee	non-statutory	£50	£50	Full cost recovery	Suggest we do not add additional cost. benchmarking indicates we are already charging at the upper limit of acceptability.	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Ceremony cancellation fee - More than six months before the ceremony date	non-statutory	You will receive a full refund of the fees paid (subject to the inclusion of an administration fee).	You will receive a full refund of the fees paid (subject to the inclusion of an administration fee).	N/A		
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Ceremony cancellation fee - Between six months and 3 months before the ceremony date	non-statutory	You will receive a 75% refund of the fees paid (subject to the inclusion of an administration fee).	You will receive a 75% refund of the fees paid (subject to the inclusion of an administration fee).	N/A		
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Ceremony cancellation fee - Between three months and 30 day before the ceremony date	non-statutory	You will receive a 50% refund of the fees paid (subject to the inclusion of an administration fee).	You will receive a 50% refund of the fees paid (subject to the inclusion of an administration fee).	N/A		

# Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Ceremony cancellation fee - Less than 30 days before the ceremony or failure to cancel in writing before the ceremony date	non-statutory	no refund will be made on any fees paid.	no refund will be made on any fees paid. The fee for a statutory ceremony will be retained as an administrative fee.	N/A		
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Request from Approved Premise to review / amend numbers / rooms (inc VAT)	non-statutory	£155	£165	Full cost recovery		
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Request from Approved Premise to issue duplicate documentation (inc VAT)	non-statutory	£50	£55	Full cost recovery	Plus postage & handling if by post instead of e-mail	
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Passport PD2 form	non-statutory	£50	£55	Full cost recovery		
Place & Sustainability	Communities, Social Mobility & Inclusion	Registration & Citizenship Services	Registrations	Duplicate schedule per schedule	non-statutory	£45	£50	Full cost recovery	Plus postage & handling	
Place & Sustainability	Communities, Social Mobility & Inclusion	Coroners	Coroners	Recording of Inquest provided to PIP on CD	Statutory	£5	£5	Statutory limit	Fees set by national legislation. 2023-24 rates are under review so may be subject to increase	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Primary Authority Fees</b>						
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee of 4 hours; to include 3 hours of bespoke business advice, with the balance contributing to the overall management of the scheme.	Non - Statutory	£320.00	£380	Full cost recovery		
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Work undertaken under the formal Primary Authority Agreement	Non - Statutory	£80.00	£95/hr charged at 15 minutes intervals	Full cost recovery		
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Out of county mileage to be charged on Primary Authority-related journeys	Non - Statutory	45p per mile	48 pence per mile	Full cost recovery		
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Business Advice Fees</b>						
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Business advice provided outside of a Primary Authority agreement	Non - Statutory	£80 p/h plus VAT charged at 15 minute intervals	£95/hr plus VAT charged at 15 minutes intervals	Full cost recovery		

# Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	<b>Testing &amp; Verification Fees</b>					
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	All equipment and other weights and measures services, including Public Weighbridge Operators	Statutory	£80 per hour (minimum charge £40)	£95/hr (minimum charge £45)	Full cost recovery	
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	If site visit required	Statutory	Additional charge of £80	Additional charge of £95	Full cost recovery	
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	Certificate of accuracy when requested following routine testing	Statutory	£40.00	£47	Full cost recovery	
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	<b>Licensing Fees - Explosives</b>					
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	New application where a minimum separation distance is prescribed (1 year duration)	Statutory	£193	£193	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	New application where a minimum separation distance is prescribed (2 year duration)	Statutory	£253	£253	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	New application where a minimum separation distance is prescribed (3 year duration)	Statutory	£317	£317	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	New application where a minimum separation distance is prescribed (4 year duration)	Statutory	£390	£390	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	New application where a minimum separation distance is prescribed (5	Statutory	£441	£441	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	New application where <b>NO</b> minimum separation distance is prescribed (1 year duration)	Statutory	£113	£113	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	New application where <b>NO</b> minimum separation distance is prescribed (2 year duration)	Statutory	£147	£147	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
<b>Place &amp; Sustainability</b>	<b>Communities, Social Mobility &amp; Inclusion</b>	<b>Trading Standards</b>	<b>Trading Standards</b>	New application where <b>NO</b> minimum separation distance is prescribed (3 year duration)	Statutory	£181	£181	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	New application where <b>NO</b> minimum separation distance is prescribed (4 year duration)	Statutory	£215	£215	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	New application where <b>NO</b> minimum separation distance is prescribed (5 year duration)	Statutory	£248	£248	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Renewal</b> of licence where a minimum separation distance is prescribed (1 year duration)	Statutory	£90	£90	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Renewal</b> of licence where a minimum separation distance is prescribed (2 year duration)	Statutory	£153	£153	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Renewal</b> of licence where a minimum separation distance is prescribed (3 year duration)	Statutory	£215	£215	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Renewal</b> of licence where a minimum separation distance is prescribed (4 year duration)	Statutory	£277	£277	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Renewal</b> of licence where a minimum separation distance is prescribed (5 year duration)	Statutory	£340	£340	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Renewal</b> of licence where <b>NO</b> minimum separation distance is prescribed (1 year duration)	Statutory	£56	£56	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Renewal</b> of licence where <b>NO</b> minimum separation distance is prescribed (2 year duration)	Statutory	£90	£90	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

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Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Renewal of licence where <b>NO</b> minimum separation distance is prescribed (3 year duration)	Statutory	£125	£125	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Renewal of licence where <b>NO</b> minimum separation distance is prescribed (4 year duration)	Statutory	£158	£158	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Renewal of licence where <b>NO</b> minimum separation distance is prescribed (5 year duration)	Statutory	£193	£193	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Varying name of licensee or address of site	Statutory	£38	£38	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Any other kind of variation	Statutory	Charged at a reasonable cost to the authority of having the work carried out	£95/hr min 30min	Full cost recovery		
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Transfer of licence or registration	Statutory	£38	£38	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Replacement of licence or registration referred to above if lost	Statutory	£38	£38	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Extended Fireworks Licence - Annual licence to sell fireworks outside the permitted periods as stated	Statutory	£500	£500	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Annual Fee - Certificate to store Petroleum</b>						
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity not exceeding <b>2,500 litres (1 year duration)</b>	Statutory	£45	£45	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity not exceeding <b>2,500 litres (2 year duration)</b>	Statutory	£90	£90	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity not exceeding <b>2,500 litres (3 year duration)</b>	Statutory	£135	£135	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity not exceeding <b>2,500 litres (4 year duration)</b>	Statutory	£180	£180	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity not exceeding <b>2,500 litres (5 year duration)</b>	Statutory	£225	£225	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity not exceeding <b>2,500 litres (6 year duration)</b>	Statutory	£270	£270	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity not exceeding <b>2,500 litres (7 year duration)</b>	Statutory	£315	£315	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity not exceeding <b>2,500 litres (8 year duration)</b>	Statutory	£360	£360	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity not exceeding <b>2,500 litres (9 year duration)</b>	Statutory	£405	£405	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity not exceeding <b>2,500 litres (10 year duration)</b>	Statutory	£450	£450	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding 2,500 litres but <b>not exceeding 50,000 litres (1 year duration)</b>	Statutory	£61	£61	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding 2,500 litres but <b>not exceeding 50,000 litres (2 year duration)</b>	Statutory	£122	£122	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding 2,500 litres but <b>not exceeding 50,000 litres (3 year duration)</b>	Statutory	£183	£183	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding 2,500 litres but <b>not exceeding 50,000 litres (4 year duration)</b>	Statutory	£244	£244	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding 2,500 litres but <b>not exceeding 50,000 litres (5 year duration)</b>	Statutory	£305	£305	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding 2,500 litres but <b>not exceeding 50,000 litres (6 year duration)</b>	Statutory	£366	£366	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding 2,500 litres but <b>not exceeding 50,000 litres (7 year duration)</b>	Statutory	£427	£427	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding 2,500 litres but <b>not exceeding 50,000 litres (8 year duration)</b>	Statutory	£488	£488	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding 2,500 litres but <b>not exceeding 50,000 litres (9 year duration)</b>	Statutory	£549	£549	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding 2,500 litres but <b>not exceeding 50,000 litres (10 year duration)</b>	Statutory	£610	£610	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021

## Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding <b>50,000 litres (1 year duration)</b>	Statutory	£128	£128	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding <b>50,000 litres (2 year duration)</b>	Statutory	£256	£256	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding <b>50,000 litres (3 year duration)</b>	Statutory	£384	£384	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding <b>50,000 litres (4 year duration)</b>	Statutory	£512	£512	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding <b>50,000 litres (5 year duration)</b>	Statutory	£640	£640	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding <b>50,000 litres (6 year duration)</b>	Statutory	£768	£768	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding <b>50,000 litres (7 year duration)</b>	Statutory	£896	£896	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding <b>50,000 litres (8 year duration)</b>	Statutory	£1,024	£1,024	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding <b>50,000 litres (9 year duration)</b>	Statutory	£1,152	£1,152	Set in Statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Annual fee to keep petroleum spirit of a quantity exceeding <b>50,000 litres (10 year duration)</b>	Statutory	£1,280	£1,280	Set in statute	Fees set by The Health and Safety and Nuclear (Fees) Regulations 2021	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Environmental Searches</b>						



# Schedule of Fees & Charges: Proposed rates for 2024-25 relating to Communities, Social Mobility and Inclusion Committee

Unless otherwise specified, prices for 2024-25 start from 1st April 2024

Directorate	Reporting Committee	Policy Line	Service	Description of charge	Stat / non stat	Current charge for 2023-24	Proposed Charge for 2024-25 6% increase recommended for non-stat rates	Full Cost Recovery, Agreed Discount or Statutory Limit	Additional information
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Fees charged in respect of environmental searches carried out on request will include for up to two hours officer time	Statutory	£80 p/h (minimum charge £40)	£95 p/h (minimum charge £47)	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Where environmental search requests are made that incur officer's time in excess of two hours, an additional charge of £33 per hour per officer, or part there of will be charged	Statutory	£40p/h	£47	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Fees Payable for Approval</b>					
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Manufacture only, or manufacture and placing on the market, of feed additives referred to in Article 10(1)(a) of Regulation 183/2005 other than those specified in Regulation 2(3), or of premixtures of such additives (Approvals)	Statutory	£451 one off	£451 one off	Set in statute	Fee set in Animal Feed (Hygiene, Sampling etc and Enforcement)(England) Regulations 2015
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Placing on the market of feed additives referred to in Article 10(1)(a) of Regulation 183/2005 other than those specified in Regulation 2(3), or of premixtures of such (Approvals).	Statutory	£226 one off	£226 one off	Set in statute	Fee set in Animal Feed (Hygiene, Sampling etc and Enforcement)(England) Regulations 2015
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	<b>Investigation fees</b>					
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Hourly rate chargeable for Trading Standards Officer	Statutory	£80 p/h, rounded to the nearest hour	£95 p/h, rounded to the nearest hour	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Hourly rate chargeable for Administrative Officer	Statutory	£48 p/h, rounded to the nearest hour	£57 p/h rounded to the nearest hour	Full cost recovery	
Place & Sustainability	Communities, Social Mobility & Inclusion	Trading Standards	Trading Standards	Hourly rate chargeable for Accredited Financial Investigator	Statutory	£80 per officer per hour, rounded to the nearest hour	£95 per officer per hour, rounded to the nearest hour	Full cost recovery	



## Draft Business Cases for Communities, Social Mobility and Inclusion Committee

This appendix includes the outline business cases for the two proposed investments for this committee that are over £500k.

Business Case Title	Category	Amount £000
Anti-poverty Plan	Investment	£2,191
Libraries Plus	Investment	£1,320

## Anti-poverty plan

<b>Proposal Title (Business Plan Description):</b>	Anti-poverty plan		
<b><u>Relevant Ambition(s)</u></b>	Ambitions 3, 5		
<b>Directorate:</b>	Strategy and Partnerships		
<b>Service:</b>	Policy and Communities		
<b>Type:</b>	Investment		
<b>Recurrent or One Off:</b>	One off		
<b>BP Reference No:</b>	E/R.5.006 E/R.5.007		
<b>Date:</b>	05/09/2023	<b>Version</b>	1

## Proposal Summary

### Summary / details of Proposal:

The Household Support Fund is a £7million time-limited government fund that has been used to

- support households eligible for free school meals (approx. £4m), so that they can access food vouchers during the school holidays and,
- support wider communities via direct payments of £110 up to twice a year, alongside offering support to ensure recipients are able to maximise their income through drawing down all available benefits (financial and non-financial).

This income maximisation work is delivered by the county council's Household Advice and Support Team working with a network of over 100 public, voluntary and community sector partners.

It is assumed that the Household Support Fund will end on 31 March 2024.

This budget proposal is to request investment of £2.19 million, to be taken from reserves, to support the development of an anti-poverty strategy. What we will retain from the wider Household Support Fund process is the way we have worked with partners to ensure residents understand all the on-going sources of support they are able to access. This income maximisation work will link across to the work in the Adults, Health and Commissioning Directorate who have a particular focus, through their welfare benefits team, on those who may need to contribute something towards their social care but who fall into the group that are 'just about managing' with the pressures of the cost of living.

The council's Strategic Framework has an Ambition to help people out of poverty and income inequality. Therefore, we need to develop a clear strategy for our role in tackling poverty, defining the county council's role alongside the offer from our partners in city and district councils and the Voluntary and Community Sector organisations.

Has an EqIA been completed?	This will be completed as part of the strategy development and against the suggested proposals.
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<b>Proposed Start Date:</b>	Commenced October 2023
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Summary Business Plan Revenue Financial Information (Business Plan Format £000):

Type	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
Investment		2,191	-2,191			
<b>Total</b>		<b>2,191</b>	<b>-2,191</b>			

Capital link

<b>Is there a linked capital proposal?</b>	No
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## Proposal benefits and impacts

<b>Benefit</b> <i>&lt; List the benefits that will be realised as a result of this Business Case. Include financial, non-financial and dis-benefits.&gt;</i>	<i>Which ambition does it contribute towards?                      Select which ambition this contributes towards or if it is enabling, put 'enabler' e.g Ambition 4</i>	<b>Measurement &amp; Evaluation</b> <i>&lt;How will you measure the benefits? Will there be internal or external evaluation – by who and when&gt;</i>
An exit strategy is developed, linked to the anti-poverty work, that mitigates the risks associated with Household Support Fund ending.	Ambitions 3, 5	Evaluation with partners on the consequences of the Household Support Fund ending with the management of impact via the anti-poverty work.
A partnership strategy is developed that coordinates the countywide efforts to respond to the growing challenges of poverty.	Ambitions 3, 5	Performance measures will be agreed in the development of the Strategy to monitor progress on recommendations made.

<b>Type of impact</b>	<b>Details</b> <i>Summarise any positive or negative impacts anticipated</i>
Environmental Impact	Positive - It is recognised that people experiencing poverty are more susceptible to the impacts of climate change, but also less likely to have the resources to adapt their lifestyles e.g., home improvements, transport. The strategy can also ensure opportunities to link residents into existing environmental schemes are identified e.g., Action on Energy Cambridgeshire. Therefore, the strategy development will have an indirect positive impact on the net zero agenda.
Social Impact	Positive - An agreed set of costed policies, actions and interventions for implementation are developed to address the causes and consequences of poverty. The current response is based on crisis and immediate need for those in financial help. Therefore, this proposal will shift to more sustainable and long-term change.
Health Impact	Positive - An estimated 40-50% of socio-economic factors impact on the health and wellbeing of an individual. Therefore, an agreed set of costed policies, actions and interventions to address the causes and consequences of poverty will impact on the overall health of the county.

## Libraries Plus

<b>Proposal Title (Business Plan Description):</b>	Libraries Plus		
<b><u>Relevant Ambition(s)</u></b>	Ambitions 1, 2, 3, 4, 5, 6, 7		
<b>Directorate:</b>	Strategy and Partnerships		
<b>Service:</b>	Libraries		
<b>Type:</b>	Investment		
<b>Recurrent or One Off:</b>	One off		
<b>BP Reference No:</b>	E/R.5.008		
<b>Date:</b>	22 November 2023	<b>Version</b>	1

## Proposal Summary

<p><b>Summary / details of Proposal:</b></p> <p>One of the budget proposals being considered by the Assets and Procurement committee is to look across the council's properties to see how and where our office estate can be rationalised. As part of this work we propose to review what more our library service can offer to communities in the county, as well as how libraries can become touch down places for our staff to work from, or places where they can meet with partners and residents.</p> <p>This request for investment is to help improve our libraries' facilities and equipment, to create greater flexibility and more opportunities for these spaces to be used by a wider range of council and partner services. Work may include cosmetic improvements such as painting and redecoration, building adaptations, new furniture or equipment.</p> <p>We are proposing to use the £1.32million, to be taken from reserves, to invest in Libraries 'Plus' to help us to redesign what we deliver through our libraries. This investment replaces any previous capital funding commitment for libraries. This will help to relieve the pressure on the council's capital programme. The proposed investment will enable the library service to deliver against the council's commitment to be closer to our communities in how we deliver all the 7 Ambitions set out in council's Strategic Framework.</p> <p>Investing in our libraries, brings both financial and non-financial benefits, including:</p> <ul style="list-style-type: none"> <li>• Services being closer to communities, making them more accessible to our residents, reducing travel time and potentially reducing carbon emissions.</li> <li>• Welcoming spaces that help to increase the uptake of services offered through our libraries, this in turn improving health, well-being, literacy and access to skills, information and advice.</li> <li>• Providing trusted spaces that other council and partner services can use to further enhance engagement with local communities.</li> </ul>
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Has an EqIA been completed?	Not at this stage.
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<b>Proposed Start Date:</b>	01/04/2024
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Summary Business Plan Revenue Financial Information (Business Plan Format £000):

Type	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
Investment		1320	-1320			
<b>Total</b>		<b>1320</b>	<b>-1320</b>			

**Capital link**

<b>Is there a linked capital proposal?</b>	No
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## Proposal benefits and impacts

<b>Benefit</b> <i>&lt; List the benefits that will be realised as a result of this Business Case. Include financial, non-financial and dis-benefits.&gt;</i>	<i>Which ambition does it contribute towards?                      Select which ambition this contributes towards or if it is enabling, put 'enabler'                      e.g Ambition 4</i>	<b>Measurement &amp; Evaluation</b> <i>&lt;How will you measure the benefits?                      Will there be internal or external evaluation – by who and when&gt;</i>
The work done should deliver cashable savings in property services as part of the rationalisation of the office estate.		Costs of the Cambridgeshire County Council office estate reduced.
The work done should deliver non cashable savings in other teams as they are enabled to work closer to communities.	All Strategic Framework Ambitions.	Increased delivery from libraries. Increased use of libraries as touch down working spaces.

<b>Type of impact</b>	<b>Details</b> <i>Summarise any positive or negative impacts anticipated</i>
Environmental Impact	Positive – investment may allow improvements to be made that help us to achieve net zero. We anticipate that travel will also reduce as communities are able to access more services locally.
Social Impact	Positive – investment allows delivery of more services closer to the communities they support.
Health Impact	Positive – investment and improved library facilities may result in more services being delivered from libraries that have a positive impact upon health.



## Glossary of terms

<b>SFA</b>	<b>Settlement Funding Assessment</b>	The Settlement Funding Assessment consists of the local share of business rates, and Revenue Support Grant and is part of the Council's funding.
<b>RSG</b>	<b>Revenue Support Grant</b>	Revenue Support Grant is a central government grant given to local authorities which can be used to finance revenue expenditure on any service. For Cambridgeshire County Council this grant was reduced to zero from 2021/22.
<b>DSG</b>	<b>Dedicated Schools Grant</b>	<p>The grant is paid in support of the local authority's schools budget. It is the main source of income for the schools budget.</p> <p>Local authorities are responsible for determining the split of the grant between central expenditure and the individual schools budget (ISB) in conjunction with local schools forums. Local authorities are responsible for allocating the ISB to individual schools in accordance with the local schools' funding formula.</p>
<b>NNDR</b>	<b>National Non-Domestic Rates</b>	Also referred to as business rates. In Cambridgeshire, NNDR is collected by District Councils and 50% of this money is retained by the County Council, District Councils and the Hereford and Worcester Fire and Rescue Authority as part of their funding. The remaining 50% is returned to Central Government for redistribution elsewhere across local government.
<b>MTFS</b>	<b>Medium Term Financial Strategy</b>	The Strategy that sets out the future ways in which the Council will manage its finances, considering pressures, funding and available resources.
<b>MTFP</b>	<b>Medium Term Financial Plan</b>	The Financial Model covering the next three years based on assumptions within the MTFS

## Glossary of terms, continued

<b>GFR</b>	<b>General Fund Reserve</b>	Reserves held for non-specific purposes, to manage risks as / if they arise during the year.
<b>EMR</b>	<b>Earmarked Reserve</b>	Reserves held for specific purposes.
<b>CPI</b>	<b>Consumer Price Index</b>	Measures changes in the price level of market basket of consumer goods and services purchased by households.
<b>RPI</b>	<b>Retail Price Index</b>	A measure of inflation published monthly by the Office for National Statistics. It measures the changes in the cost of a representative sample of retail goods and services.
<b>SEND</b>	<b>Special Educational Needs &amp; Disabilities</b>	A focused service on helping a child or young person in learning where that individual has a disability or special educational needs, for example dyslexia or physical ability, that requires additional support.
<b>ILS</b>	<b>Independent Living Support</b>	A focus to help young adults with learning disabilities and autism to live independently in their own homes / accommodation.
<b>AHC</b>	<b>Directorate of Adult, Health and Commissioning Services</b>	Directorate of the Council providing services such as care for the elderly, adults with disabilities, mental health and integration with health partners
<b>CEF</b>	<b>Children, Education &amp; Families Directorate</b>	Directorate of the Council providing services such as care placements, education, SEND, libraries and arts.
<b>P&amp;S</b>	<b>Place &amp; Sustainability Directorate</b>	Directorate of the Council providing services such as highways, waste and transport.
<b>S&amp;P</b>	<b>Strategy &amp; Partnerships Directorate</b>	Directorate of the Council providing services such as human resources, legal and communications.
<b>F&amp;R</b>	<b>Finance &amp; Resources</b>	Directorate of the Council responsible for Finance (Insurance, Accounting, Procurement

	<b>Directorate</b>	& Financial Transactions); IT and Customer Services and Property.
<b>BCF and iBCF</b>	<b>Better Care Fund and Improved Better Care Fund</b>	A programme spanning both the NHS and local government which seeks to join up health and care services, so that people can manage their own health and well-being and live independently in their communities for as long as possible and avoid delayed transfers of care (DTOCs).
<b>HSF</b>	<b>Household Support Fund</b>	Independent living is a service designed to help people with a wide range of support needs retain their independence by being supported in their own home. People in independent living have their own tenancy and are responsible for their own bills and cost of living.
<b>PFI</b>	<b>Private Finance Initiative</b>	A way of creating 'public – private partnerships where private firms are contracted to fund, complete and manage public projects, predominantly building related.
<b>DLUHC</b>	<b>Department for Levelling Up, Housing &amp; Communities</b>	Government Funding Departments
<b>DfE</b>	<b>Department for Education</b>	
<b>DfT</b>	<b>Department for Transport</b>	
<b>DWP</b>	<b>Department for Work &amp; Pensions</b>	
<b>HO</b>	<b>Home Office</b>	



## Cambridgeshire and Peterborough Trading Standards Annual Report

To: Communities, Social Mobility, and Inclusion Committee

Meeting Date: 11 January 2024

From: Executive Director of Place and Sustainability

Electoral division(s): All

Key decision: No

Outcome: To provide members with an update on the Trading Standards service, and to provide assurance that the service continues to meet its statutory duties.

Recommendation: The Committee is asked to:

Note the contents of the report.

Officer contact:

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# 1. Background

- 1.1 On 1 April 2017, Cambridgeshire County Council's (CCC) Trading Standards service entered a collaboration with Peterborough City Council's (PCC) service to become 'Cambridgeshire and Peterborough Trading Standards', whereby CCC effectively contracted out the delivery of the Trading Standards function to PCC.
- 1.2 The Communities, Social Mobility and Inclusion Committee agreed to the extension of this collaboration arrangement in December 2021, and for it to be moved to a rolling term with an option for either party to terminate should they chose to, having given the requisite notice.
- 1.3 It was agreed that the Trading Standards service would present an annual report to the Committee to keep Members informed of activities undertaken by the service, seek assurance regarding the delivery of statutory duties and to provide an update on the future priorities for the service within Cambridgeshire.
- 1.4 Given the broad and diverse range of legislative responsibilities held by Trading Standards, a brief overview of service functions is attached at Appendix 1.

# 2. Main Issues

## Annual Report – Part 1: Looking back 2022-2023

### 2.1 Primary Authority compliance advice for businesses

- 2.1.1 Primary Authority enables businesses to form a legal partnership with one local authority, which then provides assured and tailored advice on how to be compliant with trading standards, environmental health, or fire safety regulations that other local regulators must respect. Trading Standards leads this work for Cambridgeshire.
- 2.1.2 Primary Authority work has increased over the 2022/23 year. The service now has over 129 partnerships. Large national companies of note include Aldi, Hotel Chocolate, British Frozen Food Federation, Hambleton Bakery, Decathlon, Subway and B&M. This is in addition to many local Cambridgeshire led businesses. The service therefore has a key role in supporting the local and national economy and growth.
- 2.1.3 In the last year, a significant part of the team's time has been involved looking at vape production and sales, as well as working with national and international producers within Primary Authority Agreements to remain complaint. In the last year, the team has worked closely with the National Vape Group and the Medicines and Healthcare products Regulatory Agency (MHRA) with a focus on preloading/preloaded cartridge sizes and took a lead in this national conversation which is hoped to be concluded in 2023/24.

### 2.2 Tackling crime and clawing back the proceeds of crime

- 2.2.1 The service recognises that the investigation of criminal offences and the utilisation of the powers given within the Proceeds of Crime Act 2002 (POCA) to tackle money laundering



and recover criminal assets can make a significant contribution to the disruption of criminal enterprises.

2.2.2 The service has two accredited Financial Investigators. In considering the need for utilising the powers under POCA, the below is taken account of:

- its contribution to local crime and disorder strategies and other corporate priorities
- the need to consider pre-conviction orders as part of the prosecution process in connection with money laundering investigations and the need to consider post-conviction orders as part of confiscation investigations.
- its role in tackling 'lifestyle criminals' such as those who commit fraud, counterfeiters, persistent rogue traders, and those who have benefitted financially from their crimes.
- its potential to raise the profile of the service.
- the need to ensure that crime does not pay and is seen not to pay.
- helping to meet the expectations of legitimate businesses and consumers.

2.2.3 Financial investigations are often an integral part of criminal investigations supporting partnership regulatory activity, as well as that undertaken by the Council alone. Confiscation orders resulting from financial investigations remove the benefit of that crime from the criminals.

2.2.4 Looking back at 2022/23, the Financial Investigators continue to investigate several matters linked to counterfeit goods, rogue home improvements, and cosmetic counterfeit products. There has been one confiscation of £28,312, with several more expected later in 2023/24. They also undertook POCA work for South Cambridgeshire District Council, which is ongoing.

## 2.3 Product safety

2.3.1 Since the exit from the European Union, the service has continued to see increased referrals from the ports and points of entry of consumer goods into the country when local businesses are identified as the importer. These importers, who may be operating on a small scale from their home address, can often be unaware of the requirements the goods they are purchasing must meet and how compliance with the law needs to be demonstrated. In these situations, officers will monitor the response by local businesses to requests from port authorities to provide evidence to confirm the product meets legal requirements and is safe. Unsafe products are prevented from being placed on the market.

2.3.2 An example of such a product imported by a Cambridgeshire business concerned foldable camping chairs designed to be used by children. These had been imported without the required safety related documentation and had been assessed as dangerous. As these goods had been released to the importer, a business that had previously been advised by Trading Standards, a notice suspending supply of the goods was issued and a recall of the product that had already been placed onto the market was undertaken by the business, the products subsequently being destroyed.

## 2.4 Food Safety and Standards/Allergen

2.4.1 Officers undertaking the enforcement of laws that regulate the composition and labelling of the food supplied to local consumers have continued to focus their efforts at businesses deemed likely to present the greatest risk with regards to their scale and activities, in

particular visiting those undertaking the manufacturer of food on a significant scale, businesses where food is being packed and importers. Inspection activity is supported with product sampling, which involves the food being sent to the Public Analyst to determine whether its composition and labelling is compliant. Where continued non-compliance is observed following advice and guidance, officers will use a range of enforcement tools.

- 2.4.2 This year, officers issued a Food Information Improvement Notice (FIRIN) to a Duxford-based manufacturer of potato crisps. These snacks, which were marketed as a premium product, were labelled as containing ingredients which were found not to be present. Failure to comply with a FIRIN is an offence. However, the business was brought into compliance and temporarily stopped placing the flavours concerned on the market whilst product labelling was amended.
- 2.4.3 Complaints regarding the presence of non-declared allergens in food or the inability of a business to provide accurate allergen information remain a priority, and officers consider the allergen management systems in place when inspecting any business where there is a need to control allergens or advise customers of theirs. A sampling programme looking at allergens is continuing, having first been introduced in 2021. Unsatisfactory results remain significant at 44% of samples in 2022/23, having fallen from 59% in 2021/22.
- 2.4.4 Officers consider the requirements of Natasha's Law when carrying out interventions for Food Standards to support businesses achieve and maintain compliance with the need to list ingredients on the packaging of food.

## 2.5 Petrol forecourt safety

- 2.5.1 A significant proportion of sites certified to store petroleum spirit continue to be visited annually, to ensure that they are adequately maintained, that operators can demonstrate that staff are trained, and that all other requirements to ensure sites are operating safely are met. Compliance levels have been found to be generally good, with any necessary action to be taken where issues were observed being confirmed via revisit or receipt of documentation, such as current electrical test certificates, as appropriate.
- 2.5.2 This work also includes sites undergoing refurbishment or re-development, including the installation of Electric Vehicle (EV) charging points. Officers visit at various stages of development to ensure work is being carried out correctly.

## 2.6 Illicit tobacco/Vaping /Underage Sales

- 2.6.1 Trading Standards, with support from the Public Health team, has participated in the HM Revenue and Customs (HMRC) led Operation CeCe, aimed at disrupting the activities of sellers of illicit tobacco. HMRC has an interest in terms of the unpaid duty on such goods. Trading Standards takes an interest in the labelling of the items, which do not comply with the labelling requirements for the sale of such tobacco products in the UK.
- 2.6.2 During 2022/23, Trading Standards Officers seized illicit tobacco products totalling 28,040 cigarettes and 1.4kg of illicit hand rolling tobacco from premises in the county. However, the issue of illicit nicotine containing e-cigarettes (commonly referred to as "vapes") has become a more prominent concern during the period. During the same inspections, 5,288

non-compliant vapes were also seized under tobacco labelling regulations for failing to meet the capacity limits and labelling requirements.

- 2.6.3 Further illicit tobacco and e-cigarette inspections are planned for this year, with support from Public Health, HMRC, police and district councils. The main objective remains the disruption of the trade in illegal tobacco at a local level. Operation CeCe in Cambridgeshire this year has had substantial seizures in Huntingdonshire and Fenland, especially Wisbech, which is a particularly problematic area for illicit tobacco and vapes.
- 2.6.4 In a joint operation in Wisbech, 5,288 vapes were seized from six premises along with 28,040 cigarettes (1402 packs), and 1.9kg of Hand Rolling Tobacco. This was considerable disruptive work and is an example of many other cases with significant seizures. Concealments were found in staircases and a stud wall.

## 2.7 Animal welfare and Animal Feed Safety

- 2.7.1 Trading Standards enforces legislation designed to protect farmed livestock and maintain the integrity of the human food chain, which is undertaken by inspecting premises producing, storing, transporting, supplying, and using animal feed.
- 2.7.2 The service's responsibilities include monitoring and influencing the standards of animal health and welfare on farms, in transport, at markets and other animal gatherings. This ensures that animals are protected from cruelty and avoidable pain or distress. In addition, work is undertaken to prevent the spread of disease by ensuring animal by-products, such as the carcasses of deadstock, are not accessible to other animals present and that animals are sufficiently identified and their whereabouts and movements can be established.
- 2.7.3 The service's most notable conviction this year was in relation to extreme animal cruelty. The keeper concerned was jailed for five years for fraud offences committed in Suffolk, animal welfare offences committed in Cambridgeshire and for absconding following conviction. The individual, who on the first day of trial pleaded guilty to 19 animal welfare offences, some of which resulted in animal deaths, evaded sentencing for seven months until he was arrested in Hampshire, during which time he had worked for animal feed businesses.
- 2.7.4 Prosecutors said the business was deliberately fraudulent from its inception, and its creditors included landlords, veterinary services and businesses selling cattle and animal feed.
- 2.7.5 Officers began their investigation into the animal welfare offences in Cambridgeshire in 2020, which included the individual having taken actions that resulted in the deaths of sheep and a cow, as well as failures to properly dispose of carcasses. Prosecuting Counsel cited experts who said no "competent or humane farmer" would treat animals in such a way.

## 2.8 Safety at Sports Grounds

- 2.8.1 The county has one designated league football ground, namely the Abbey Stadium home of Cambridge United. This is designated under The Safety of Sports Grounds Act 1975. The stadium has a safety certificate for the whole venue, which was reissued in July 2023.

Safety certificates are only reissued when changes are made, and are not annual certificates.

- 2.8.2 The work undertaken by the authority on the designated football ground is overseen by the Sports Grounds Safety Authority (SGSA), and local authorities are audited by this Government agency. The most recent audit in September 2023 resulted in the authority receiving a 97% rating.
- 2.8.3 Four Safety Advisory Group (SAG) meetings take place annually for the Abbey Stadium, and an additional meeting was held to look at plans for the redevelopment of the ground. Further meetings will take place as the plans become more formalised.
- 2.8.4 Cambridge United remained in League One after a relegation battle at the end of the last season (2022/23). League One status has resulted in larger crowds at games. Attendance this current season is higher so far, and as a result of larger crowds, safety systems have had to be improved. To ensure that the ground can have a full attendance, the CCTV has been upgraded, a new radio system brought in, and first aid equipment upgraded. The club has also opened a new fan zone and improved other areas for spectator customer experience. All the improvements must be approved, and the safety systems and certification are required to be in place before use. A multi-agency Tabletop Exercise (TTx) was recently run at the club to test club and agency plans.
- 2.8.5 There are also sporting venues which have regulated stands under the Fire Safety and Safety of Places of Sport Act 1987. The regulated stands are at Newmarket July Racecourse, Huntingdon Racecourse, and the University Rugby Club in Cambridge. The new main stand at Cambridge City Football Ground will be designated when completed next year. The criterion for a regulated stand is that it holds 500 or more undercover.
- 2.8.6 The venues with regulated stands all have SAG meetings and safety certificates issued for the regulated stands. Huntingdon Racecourse has also undertaken a TTx. Newmarket racecourse had additional meetings for highway matters, as the venue annually has a Temporary Traffic Order to put in a one-way system on a road owned by the county.
- 2.8.7 All venues are inspected annually before the start of the events season and inspections take place at the events. The minimum number of inspections is determined by risk assessment. The minimum number for Cambridge United is four per season.

## 2.9 Performance

- 2.9.1 Table 1 shows the percentage of requests responded to within the required timescales.

Type	Target/Response	2022/23
Service Requests	First response within 5 business days	97.1%
Complaints about businesses	First response within 5 business days where a response is required	98.38%
Statutory returns	All statutory returns to meet statutory deadlines	100%

Freedom of Information Act requests	Within statutory time frame.	100%
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Table 1: Response times

2.9.2 Table 2 highlights feedback from businesses who have entered a Primary Authority Partnership with the service.

Primary Authority client survey feedback	February 2022
% Primary Authority clients who agreed/strongly agreed with the statement "My questions/queries were resolved/answered fully"	100%
% Primary Authority clients who agreed/strongly agreed with the statement "Information provided and/or advice given is clear and practical"	100%
% Primary Authority clients who agreed/strongly agreed with the statement "The officer I dealt with is competent and helpful"	100%
% Primary Authority clients who agreed/strongly agreed with the statement "Primary Authority has given us greater confidence in commercial decision making"	75%

Table 2: Primary Authority feedback

2.9.3 Feedback from Primary Authority Partners included:

- "Our Primary Authority partnership allows us to understand and manage the risks and opportunities in a robust, efficient way" (Head of Technical, Hain Daniels).
- "The Primary Authority relationship meant that I could access genuine good advice and support for our business when I didn't know where else to turn" (The Aqua Park Group Ltd).

2.9.4 Several companies also wanted their feedback to remain anonymous externally, but their feedback is included below.

- "Our Primary Authority arrangement provides clarity on a variety of regulatory issues quickly, when needed. It saves us a lot of time. Having advice from our Primary Authority advisors helps us in discussions with our customers and increases the confidence that we have done all due diligence before making decisions."
- "The support we receive from our Primary Authority helps us to remain compliant and allows us to make onward decisions confidently. It also helps us to implement new processes or products confidently."

## 2.10 Regulatory impact

2.10.1 Table 3 shows the compliance figures for each method used to reach compliance.

Method used to bring about compliance:	2022/23
Business advice given	629
Products removed from the market for being unsafe	64,700
Food written warning	97
Feed written warning	24
Fair Trading written warning	28
Animal Health Improvement Notice	7
Cautions	6
Conviction within Court system	10-month custodial sentence (CCC)  Total sentence with Suffolk County Council - 5 Years  Guilty plea to 19 counts on Animal Health & Welfare legislation.
Financial awards as a result of Proceeds of Crime cases	£45,424

Table 3: Compliance Figures

## 2.11 Finance

2.11.1 The annual charge to CCC for the 2022/23 year was £774,550, representing 70% of the service's costs. There were underspends in year, due in part to a three-week crown court trial being averted by a guilty plea, salary underspends, and some grant funding received, resulting in the return of £88,968 to CCC.

### Annual report Part 2: Looking ahead

## 2.12 Business advice and new legislation

2.12.1 The service has a strong focus on supporting local businesses with compliance and offers an extensive advice service, including several guides on the website to help businesses understand what is required of them.

2.12.2 Single use plastics regulations came into force in October 2023, which ban and restrict a range of polluting single-use plastic items. No business, whether retailer, takeaway, food vendor or part of the hospitality industry, will be able to sell single-use plastic cutlery,

balloon sticks nor polystyrene cups and food containers in England. The supply of single-use plastic plates, trays and bowls has also been restricted. The new regulations were announced in January 2023 and extensive work has taken place throughout the year to provide further guidance on the ban for businesses.

2.12.3 Local authorities will have the power to impose civil sanctions in the form of £200 fixed monetary penalties, to issue a compliance notice known as a 'stop' notice', or to prosecute for breaches. Officers can order a non-compliant business to cover the cost of an investigation. Where a local authority intends to impose a fixed monetary penalty, it must first serve notice on a business informing them of this intention. The business can then lodge an appeal within 28 days if it disagrees with the penalty and has grounds to appeal.

## 2.13 Protecting the health of young people

2.13.1 Officers will work closely with colleagues in Public Health to reduce the harm from smoking, and with enforcement partners to disrupt criminality in communities. This will relate to collaboratively working to stamp out and disrupt matters relating to illicit tobacco, underage sales, and vaping as outlined in section 2.6 of this report.

2.13.2 HMRC is currently consulting on the Tobacco Products (Traceability & Security Features) (Amendment) Regulations 2023. Members of the Operation CeCe group have collaborated with HMRC to develop the process by which Trading Standards make referrals to HMRC to access these enhanced sanctions. These are divided into bands depending on the size of seizure and offending detected.

2.13.3 The Finance Act 2022 legislated for tougher sanctions to be introduced to tackle the sale of illicit tobacco, which is any tobacco product sold in the UK without the payment of excise duty.

2.13.4 A Tobacco Track and Trace (TT&T) system introduced in 2019 tracks legitimate tobacco products through the supply chain. New sanctions have been introduced based on detection of non-compliance with the system. Failure to meet the requirements can result in:

- A penalty of up to £10,000 for holding products that do not meet the rules
- The seizure and potential destruction of tobacco products
- The deactivation of a business's economic operator ID, temporarily or permanently, where they persistently break the rules
- Restricting or removing the ability to purchase or sell tobacco in the UK

2.13.5 Currently, in 2023 and across 2024/25, the service will focus on disruption activities to close repeat offender premises and to ensure better outcomes for the younger community.

2.13.5 Officers will work closely with Public Health on its smoking cessations programmes to enhance greater health outcomes for all smokers but particularly new vapers, who in the main have moved straight to vaping and not from tobacco in its traditional forms which is high risk.

## 2.14 Upholding spectator/public safety in the construction of the new stadium

2.14.1 Work will continue to support the build of new Cambridge United Football Club stands. The owners have announced their intention to relocate the supporters club and redevelop two sides of the ground. This is a complex area, and ensuring public safety of the sports ground will involve several regulators to make sure compliance and safe operation when in use.

## 2.15 Introduction of Martyn's Law

2.15.1 The UK's resilience to terrorism is to be increased, as the Government announced details for the Protect Duty, now to be known as 'Martyn's Law' in tribute of Martyn Hett, who was killed alongside 21 others in the Manchester Arena terrorist attack in 2017.

2.15.2 The new duty will require venues to take steps to improve public safety, with measures dependent on the size of the venue and the activity taking place. The law will follow a tiered model linked to activity that takes place at a location and its capacity aimed to prevent an undue burden on businesses.

2.15.3 A standard tier will apply to locations with a maximum capacity of over 100. The aim is to drive up use and engagement with existing resources that help teams undertake low-cost, simple yet effective activities to improve preparedness. This will include training, information sharing and completion of a preparedness plan to embed practices, such as locking doors to delay attackers' progress or knowledge on lifesaving treatments that can be administered by staff whilst awaiting emergency services.

2.15.4 An enhanced tier will focus on high-capacity locations in recognition of the potential consequences of a successful attack. Locations with a capacity of over 800 people at any time will additionally be required to undertake a risk assessment to inform the development and implementation of a security plan to assess the balance of risk reduction against the time, money and effort required to achieve a successful level of security preparedness - a recognised standard in other regulatory regimes (including Fire and Health and Safety).

2.15.5 The Government will establish an inspection and enforcement regime, promoting compliance and positive cultural change and issuing credible and fair sanctions for serious breaches. Dedicated statutory guidance and bespoke support will be provided by the Government to ensure those in scope can effectively discharge their responsibilities, with even small venues also able to benefit from this and take voluntary action.

## 2.16 Upholding food standards to protect the health and confidence of consumers

2.16.1 Officers will continue their work in relation to allergens and ensuring food is accurately described, so that consumers, particularly those with a food hypersensitivity, can make informed choices about food that is safe for them to eat. The presence of undeclared allergens in food will remain a focus for sampling, as will verifying allergen information provided by food businesses in the catering sector, there often being frequent changes of ownership in relation to these premises.

2.16.2 As food inflation and the cost of ingredients remains high, officers will also sample food to ensure it contains the amounts described on the labelling, as well as checking product information when visiting premises to ensure the food is accurately described on menus.



Local businesses producing food and selling will also continue to receive support and guidance to ensure they understand their legal responsibilities and how these can be met.

## 2.17 Ensuring trade measures are accurate

2.17.1 A particular focus will be on the sale of liquid fuel, both that purchased by consumers on the forecourt but also that which is delivered to those who need it to heat their homes and businesses. Officers will respond to allegations of short measure but also undertake inspection visits as part of a programme to ensure equipment in use has been verified and remains within the appropriate limits of accuracy.

2.17.2 Scales and similar equipment used in premises to sell or produce loose food, such as butchers and bakers, will continue to be inspected and tested as part of Food Standards inspections to ensure they are complete, being used correctly and are accurate.

## 2.18 Business as usual activities to meet statutory requirements

2.18.1 Food standards and feed hygiene interventions, including sampling, contribute to the returns required to be made to the Food Standards Agency, which monitors performance as an enforcing competent authority.

2.18.2 Data produced in connection with activities undertaken in relation to weights and measures are submitted to the Office of Product Safety and Standards, in accordance with the legal duty imposed upon Local Authorities by Section 70 of the Weights and Measures Act 1985.

## 3. Alignment with ambitions

3.1 Net zero carbon emissions for Cambridgeshire by 2045, and our communities and natural environment are supported to adapt and thrive as the climate changes

There are no significant implications for this ambition.

3.2 Travel across the county is safer and more environmentally sustainable

There are no significant implications for this ambition.

3.3 Health inequalities are reduced

The report above sets out the implications for this ambition in 2.6 and 2.14

3.4 People enjoy healthy, safe, and independent lives through timely support that is most suited to their needs

There are no significant implications for this ambition.

3.5 Helping people out of poverty and income inequality

There are no significant implications for this ambition.

- 3.6 Places and communities prosper because they have a resilient and inclusive economy, access to good quality public services and social justice is prioritised

The report above sets out the implications of this ambition in 2.2

- 3.7 Children and young people have opportunities to thrive

There are no significant implications for this ambition.

#### 4. Significant Implications

There are no significant implications, as this report is for information purposes only.

#### 5. Source Documents

None.

## Appendix 1 - Overview of Trading Standards Functions

### Supporting and maintaining confidence in the economy

- **Business Advice:**  
Comprehensive business advice services, helping businesses to understand what the law requires of them and how to put that into practice.
- **Farm to Fork:**  
We have an inspection regime that looks at every aspect of the food chain, from the feed being fed to livestock (composition, suitability, storage), their medicine records to ensure veterinary medicines won't enter the human food chain, checking only appropriately aged animals go through the abattoirs, and ensuring the meat that ultimately ends up on the shelves of supermarkets or in butchers' windows is accurately labelled (weight, composition, origin).
- **Food Standards:**  
In addition to the above, we carry out an annual inspection regime in relation to food premises (e.g. food producers, importers, retailers and catering establishments) looking at composition, labelling, claims, allergens and weight.
- **Weights & Measures:**  
Intelligence led weights and measures work to ensure the accuracy of scales and measures used in a commercial setting.
- **Animal disease:**  
Inspection regime to ensure owners of livestock are complying with all disease control measures to limit the impact of an animal disease outbreak such as Foot & Mouth. Animal disease contingency plans to enable us to lock down a disease rapidly.
- **Fair Trading:**  
Enforcement work in relation to Fair Trading matters – the remit is broad but includes rogue traders, money laundering, pressure selling, false claims/mis-descriptions, counterfeiting, car clocking and illicit tobacco. This work tackles the criminals or those deliberately flouting the rules to ensure a level playing field for legitimate businesses and that consumer confidence in UK businesses remains high.
- **Proceeds of Crime:**  
Linked to this is our Proceeds of Crime work which looks to claw back the proceeds of crime from those convicted of acquisitive crimes.

## Protecting Health & Wellbeing

- **Safety at Sports Grounds:**  
Responsible Authority in terms of issuing Safety Certificates at Sports Grounds. We carry out periodic inspections at each of the regulated grounds and convene Safety Advisory Groups with a range of partners – police (resilience and operational), fire service (resilience and operational), ambulance, building control, Environmental Health, Highways and venue representatives to discuss the necessary safety requirements.
- **Product Safety:**  
Lead enforcement body when it comes to safety issues with products sold to consumers. Our work is a combination of proactive, intelligence-led project work to identify product safety issues, and reactive work responding to product safety issues being reported to us by the public and other Authorities. This area of work is increasing.
- **Allergens:**  
In addition to the food standards work outlined above which is all intended to ensure the food we ultimately consume is safe, we have introduced an annual inspection regime to look at allergen compliance within those sectors that have the highest failure rates.
- **Rogue traders:**  
Although mentioned above under 'Fair Trading', it is worth highlighting our important role in tracking down rogue traders and bringing them to justice. The impacts of these crimes have a devastating impact on the lives of their elderly, vulnerable victims – not only do they frequently take their life savings, but they take away their sense of safety and security and home, with statistics suggesting many of them give up their independence having been the victim of rogue trading.
- **Explosives:**  
Responsible for licensing every premises in the county that stores and sells explosives. Before issuing a licence we inspect the storage to check the container is safe, check the fireworks are legal in the UK and check they have effective systems in place for age verification.
- **Petrol:**  
Responsible for licensing every petrol station in Cambridgeshire, Peterborough and Rutland. Again, this licensing regime was introduced because of the public safety risk from the large quantities of flammable fuel.
- **Illicit tobacco enforcement:**  
Illicit tobacco not only affects the revenue of legitimate trade, the tax paid to Government and the interests of trade mark owners, but it can also pose a risk to public safety as they don't self-extinguish, posing a risk of house fires. We look to address these issues in partnership with other key enforcement agencies as we frequently find broader issues than illicit tobacco.

- Animal welfare

Our obligations don't just apply to people. We are responsible for ensuring animal welfare is upheld by farmers across the county and we have an inspection programme that looks to identify breaches as well as having a rapid response protocol for welfare issues reported to us. Unfortunately, in recent years we have come across some appalling cases of neglect and have taken several prosecutions.

- Illegal Landings

In addition to the control of disease amongst livestock and hooved animals outlined above, we are also responsible for dealing with animals illegally entering the country without the relevant disease vaccinations, most frequently puppies imported from Eastern Europe. We are required to seize them and place them in quarantine until such time as they are safe to return to their owner or be re-homed. Rabies is of course the greatest concern.



## Cambridgeshire Registration Service Annual Report

To:	Communities, Social Mobility and Inclusion Committee
Meeting Date:	11 January 2024
From:	Executive Director of Place and Sustainability
Electoral division(s):	All
Key decision:	No
Outcome:	To provide the Committee with an annual report on the work of the Registration Service, highlighting the service's performance and developments over the past year.
Recommendation:	The Committee is asked to:  Note the contents of the report.

Officer contact:

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# 1. Background

- 1.1 The Cambridgeshire Registration Service provides statutory services for the official recording of key events (birth, death, and still-birth registrations; marriage and civil partnership ceremonies), legal preliminaries for marriages and civil partnerships and the provision of copy certificates. In addition, it delivers marriage, civil partnership, and citizenship ceremonies as well as non-statutory, income generating services such as naming and renewal of vows ceremonies.
- 1.2 There are detailed legislative requirements in respect of the statutory functions delivered by Registration Service, and these are supplemented with guidelines primarily issued by the General Register Office (GRO), which is part of the Home Office (within HM Passport Office). The GRO provides governance and scrutiny of local authority registration services through assessment of annual performance submissions and undertaking local authority audits. The service is assessed to ensure compliance with over seventy measures relating to public protection and counter fraud.
- 1.3 The service operates from full time registration offices in Cambridge, Ely, and Huntingdon. There are part-time registration offices in March and Wisbech. In addition, there are 79 approved venues across Cambridgeshire, these being independent venues licenced to hold ceremonies. The service provides the officers to conduct ceremonies at these venues. Details of the venues themselves can be found on the [Cambridgeshire Ceremonies website](#).
- 1.4 A recent engagement exercise undertaken with managers and staff across the service has been used to formulate a development plan to ensure service development and improvement opportunities are captured and explored. An important part of this exercise was to focus on workforce development and support. The Council-wide staff survey will also provide a helpful steer.

# 2. Main Issues

## 2.1 Ceremonies Update

- 2.1.1 Six new ceremony venues have been licensed this year, giving couples more choice across the county, including a brewery in Wisbech and a stunning country estate at the other end of the county near Sandy. This brings the total venues in Cambridgeshire to 79.
- 2.1.2 16 venues now include the wholly outside option, which allows couples to have a ceremony anywhere in the grounds of the venue. One venue offers a waterside option that allows couples to marry on a beach in Cambridgeshire.
- 2.1.3 Animals and pets are now allowed at ceremonies and 11 of the venues have registered for this option.
- 2.1.4 Customer surveys are sent to all couples following their ceremony. The service was rated 4.9 (out of 5) in response to “How were your registrars on the day?” and 4.6 for overall experience with Cambridgeshire Ceremonies.



- 2.1.5 In the last year, the service has performed 175 ceremonies in Council rooms and 1,965 ceremonies in approved venues.
- 2.1.6 Ceremonies for couples have been reviewed following customer feedback and couples now have a greater range of options. This includes what to say on the day associated with the 'I do' wording, acknowledgment of the 'escort' when entering the room, as well as a much wider range of ring exchange wording and personal vows. The service is also able to tailor make specific requests for couples.
- 2.1.7 For example, a couple wanted to include a ring-warming ceremony and a gin-blending ceremony on their wedding day at the South Farm venue. Alcohol is not allowed in a ceremony room, so the service contacted the GRO to gain clarification on what was allowed. Permission was granted to perform a ceremony if no alcohol was consumed. The service worked with the couple to produce wording for the ceremony that everyone was happy with. On the day, Ceremony Officers incorporated the gin-blending ceremony into the wedding, and the couple and guests were delighted.
- 2.1.8 Further examples of customer feedback is attached at Appendix 1.
- 2.1.9 Group citizenship ceremonies began in New Shire Hall in October 2023, and the Service has since welcomed 1,628 new citizens. Private citizenship ceremonies have been introduced in Cambridge, and the service has welcomed 78 citizens in this way.

## 2.2 Marketing

- 2.2.1 One of the themes Members previously identified as an area of focus for the Service was the business sector associated with the ceremony industry in Cambridgeshire, promoting Cambridgeshire as a destination of choice and thereby supporting the local economy.
- 2.2.2 The approach regarding engagement with the sector has evolved having taken feedback from businesses. Initially, it was envisaged that working groups with local businesses would meet several times a year to discuss and explore opportunities, however it quickly became apparent that this space is already saturated with business groups and organisations. The feedback received was that businesses in general could not commit the time to further groups, although several were happy to engage in other ways.
- 2.2.3 The service has, however, increased the level of engagement with the county's approved venues, over and above that already taking place in relation to ceremonies. Ceremony staff are now regularly supporting wedding fayres and open days, which has provided opportunities for engagement with a wide range of businesses linked to the ceremony industry. Supporting these events is not only helping attract business for approved venues but also Council ceremonies. This collaborative approach is something that the service is keen to build upon.
- 2.2.4 Further insight has been obtained following an online survey of all approved venues in addition to ten key suppliers that were identified. Interesting points to note were:
- The respondents identified the main challenges they face as local competition, the cost of living crisis / economic uncertainty, post-pandemic recovery.

- All respondents were aware of the differences between a ceremony conducted by local authority registrars as opposed to an independent celebrant.
- A mixed response regarding whether venues would consider paid-for promotion, such as sponsorship on the ceremony website, with some saying they would, while others would like a free listing.
- New Cambridgeshire Ceremonies social media is offering the service a new means of engaging with venues and associated local businesses.

2.2.5 The service has set up a Facebook page and an Instagram account, on which testimonials, news, case studies and photos are shared. This is proving valuable for engaging with local businesses, helping to promote them as well as connecting with customers.

2.2.6 The team has also produced leaflets that can be included in birth and death appointments to promote non-statutory services.

## 2.3 Supporting Communities

2.3.1 Recognising the challenging financial climate and the hardship being felt across communities in the county, the service reached out to 23 local charities and organisations to invite collaboration in relation to helping people access support. With office locations in the heart of communities, the service is well placed through daily customer interactions to provide details of support groups and/or assist in a referral if someone is in crisis.

2.3.2 At the Cambridge Registration Office, a variety of information resources and leaflets are now displayed on a dedicated stand in the waiting room, including Little Miracles, Stillbirth and Neonatal Death Charity (SANDS), Mind, Cruse Bereavement Support, Cambridgeshire Child and Family Centres, and Me, and You and Baby Too – Reducing Parental Conflict.

## 2.4 Appointments Update

2.4.1 The GRO is currently looking to transform the civil registration system, which will include upgrading the IT systems used, digitising the full set of records held and offering customers new digital products and services that meet their needs in a modern society.

2.4.2 The GRO is also trialling a new IT registration system, Digital Registration Service (DRS), to replace the current system in North Lincolnshire and Westminster, with a view to it being available to all by the spring of 2024. This will be in line with the introduction of all death paperwork from surgeries, hospitals and hospices being examined by a medical examiner, therefore eliminating the requirement for it to be checked by the registration staff before the appointment, creating more time for additional customer appointments.

2.4.3 The GRO performance data for 2022/23 shows that, on average, the Cambridgeshire Registration service completed 98% of birth registrations and 100% of stillbirth registrations within the required 42 days, while 60% of deaths were registered within the required 5 days, an improvement in all areas from the 2021/22 data. Within the region, Cambridgeshire Registration Service is grouped with 10 other counties and has maintained its place in the top three performers of that region.

2.4.4 Following a visit from the new GRO Compliance Officer, the service was commended on its management of the appointment system that ensured the availability of appointments at

short notice, enabling the service to achieve its death registration figures and to accommodate other appointments within 48 hours.

- 2.4.5 With the current population growth across the county, it is expected that more appointments will be required in the future.
- 2.4.6 As of 27 February 2023, the minimum age to enter a marriage or civil partnership was raised from 16 years old to 18 years old. Within Cambridgeshire, this mostly affected the Traveller community, which was kept informed through the Council's Traveller Liaison Officer. Due to this communication, the service received minimum enquires and there was no impact to the service.
- 2.4.7 As of 1 August 2023, it is now a requirement to give Notice of Marriage (NOM) and Notice of Civil Partnership (CP) for British Overseas Territories such as Anguilla, Bermuda, British Antarctic Territory, British Indian Ocean Territory, Cayman Islands and Falkland Islands etc. This may result in a requirement to provide additional Notice of Marriage, and Civil Partnership appointments.
- 2.4.8 The service liaises with the bereavement teams at the local hospitals to ensure that everyone is aware of changes or alerted to any potential problems related to doctors' strikes. The service speaks with them regularly when there are upcoming NHS strikes, to ensure the service is aware of the timescales. This allows the service to plan appointment times to ensure death registrations can take place where and when needed, and the bereaved families can be informed of any impact on the death registration process.

## 2.5 Faith Deaths

- 2.5.1 The service has worked closely with the Coroners Service to ensure, as far as possible, that the paperwork required to enable a faith death burial to take place according to the wishes of the family is available in a timely manner, even when the request is made outside of office hours. An example of this working in practice occurred when the service was alerted to the fact that a terminally ill child was being moved from Essex to a hospice in Cambridgeshire on the Friday of a bank holiday weekend. Sadly, it was expected that she would die sometime over the weekend and the family were very anxious that her burial could take place according to their faith. Following liaison with the Coroner, it was possible to ensure that everyone concerned had all the relevant information and telephone numbers, so that the appropriate arrangements were in hand when required.

## 2.6 Accommodation

- 2.6.1 The team has settled into the repurposed Roger Ascham building, the facilities within it being significantly better than those within the previous Castle Lodge building. The Roger Ascham building has been designed internally with the needs of the service in mind.
- 2.6.2 Initial concerns prior to relocation regarding parking issues have not materialised, and the service has integrated well in the local community.
- 2.6.3 The space provides a platform for local artists to display their artwork inside the building, which has been well received and has helped create a community feel.

2.6.4 The associated planning use consent for the site does limit the ability of the service to better utilise the outside area for customers, as well as limiting the ability to extend operating hours to meet demand. It is being explored whether it is possible to seek changes to some of the current conditions.

2.6.5 As a result of the significant pollution growth across Cambridgeshire, which is expected to increase, there is a need as part of the corporate asset review to consider the future needs of the service in the coming years, otherwise there will be insufficient capacity in terms of facilities at current venues outside of Cambridge to handle customer numbers. In addition, it is important for ceremony locations that the visual offer is considered.

## 2.7 Technology

2.7.1 The service uses the Zipporah operating system to assist in the management of ceremony bookings. Developments have enabled:

- new citizens to book a public ceremony using their computer or phone;
- relief staff to share their availability to work and to allocate them to forthcoming ceremonies; and
- couples to personalise their ceremonies from within their account.

2.7.2 Since October 2021, the corporate payment portal has dropped some payments, which has affected the reliability of booking and certificate ordering systems. The service has worked with the Council's IT team to replace the old portal to better meet payment card industry data security standards.

2.7.3 The service has been working with the IT team to develop a new build of laptop to better meet Registration Service needs, and the Council has been rolling out the new InTune machines since January 2023. Early adopters of the new laptops had a variable experience, although following the delivery of 'shared' surface laptops to staff, early indications are that they are a more suitable choice of machine.

## 2.8 Performance

2.8.1 Following scrutiny of the Council's annual performance return for 2022/23, the GRO has acknowledged the hard work of the service during challenging times as it and others recover from the pandemic and normalise practices once again. The Council was commended for maintaining its performance in respect of birth registrations, and meeting appointment waiting times across all statutory services.

2.8.2 Since the temporary national provision introduced during the pandemic to allow telephone death registrations to take place has been removed, these must be in person. The performance in respect of time taken to register deaths has increased, as it has nationally. The service does not, however, add to this delay, due to excellent appointment availability.

2.8.3 A high level of assurance was noted in respect of the Public Protection and Counter Fraud Framework assessment exercise which the Service undertook, and the full report is attached at Appendix 2.

2.8.5 Table 1 shows the level of service delivery over the last three financial years.

	2022/23	2021/22	2020/21
Births registered	7,454	7,760	7,135
Deaths registered	6,517	5,779	6,115
Stillbirths registered	32	41	25
Notices of marriage / civil partnership	5,288	5,417	2,737
Marriage / Civil Partnership Ceremonies	2,207	1,925	608
New British Citizens	1,424	2,322	874

Table 1: Service delivery 2020 – 2023

2.8.6 As part of the GRO's local authority audit programme, the authority received a stock audit with three auditors on site for several days. The purpose and scope of the audit included:

- A check of secure certificate stock issued to all principal officers for reconciliation against records held by the Registrar General.
- A review of procedures in relation to receipt, control and issue of certificate stock and associated record keeping.
- A review of wider security arrangements over locality and storage of certificate stock.
- A review of security and access to registration records and information.
- A review of data storage arrangements.

2.8.7 The audit concluded the ordering and receipt of certificate stock, including subsequent control and security of the stock, provided high assurance. Security of registration records and individual responsibility and accountability also provided high assurance.

2.8.8 In respect of the use of certificate stock, though audit trails were in place to account for certificate stock, the service has been advised to implement a process to ensure stock can only be used in sequential order.

2.8.9 It was also noted that a privacy statement was not on display in one of the offices.

2.8.10 The GRO asked for more frequent changes to building access codes and the development of a protocol outlining access arrangements for the building and the Registration-On-line database.

2.8.11 Opportunities for improvement during the audit have been actioned.

## 2.9 Finance

2.9.1 The net annual position, after service costs have been taken from the revenue generated through fees and charges, is a favourable position of approximately £750k, with some fluctuation depending on market conditions from year to year. The overall revenue generated is approximately £1.9m.

2.9.2 Having come through the pandemic, registration services continue to be impacted by global events. The high cost of living has been reflected in the number of ceremonies cancelled, with couples deciding to defer their ceremony while finances remain challenging or wait before booking. Though in general terms bookings remain healthy, they are below what otherwise would have been expected.

- 2.9.3 In order to provide added certainty to couples when booking ceremonies, fees have recently been set for three years. As couples often book a year or more before their ceremony, it is preferable to know what the cost is at the time of booking. Should inflation exceed predictions, then the terms and conditions do allow for the recovery of the shortfall.
- 2.9.4 Statutory fees for registration of births, marriages, deaths, and notice taking for ceremonies have not been increased since 2017, and consequently the revenue generated from these fees has not kept pace with service delivery cost rises. The GRO has recently advised that it is expecting fees to be increased in 2024/25, but is currently unable to advise when and by how much.
- 2.9.5 In order to meet demand in the locality and raise additional revenue, the service is progressing a proposal to add additional ceremony capacity in Ely through the Council's budget setting process. It is known that the service is increasingly losing customers and valuable income to neighbouring local authorities due to a combination of lack of capacity and ceremony rooms that are less appealing than those in neighbouring Norfolk. The right location would provide an opportunity to increase revenue into the service, that generated exceeding the costs associated with implementation. The proposal is to undertake a 12-month trial, which would then inform more permanent arrangements, subject to its success.
- 2.9.6 In line with the Council's approach to the use of property assets and the need for careful consideration before any new leases are considered, the Strategic Asset Property Board will be part of the scrutiny and approval process. This proposal does not meet the key decision criteria.

## 2.10 New Services Opportunities

- 2.10.1 Bespoke two stage ceremonies are launching in January 2024, offering couples the opportunity to use Ceremony Officer's skills and knowledge to develop a ceremony in a location other than an approved venue, when previously the only option would be to employ the services of an independent celebrant.
- 2.10.2 Naming and renewal of vows ceremonies are now being offered in locations other than approved venues and Council rooms. After completing a risk assessment, the service can perform these ceremonies in gardens, community centres and other locations.
- 2.10.3 Celebration of life ceremonies have been inspired by the rise in direct cremation that families are opting for. The service has introduced a new ceremony to allow families to celebrate the life of a loved one, including readings, music and individual memories and anecdotes. The hope is that this type of ceremony will be popular, particularly in winter months when the demand for weddings is lower.

## 3. Alignment with ambitions

- 3.1 Net zero carbon emissions for Cambridgeshire by 2045, and our communities and natural environment are supported to adapt and thrive as the climate changes

There are no significant implications for this ambition.

3.2 Travel across the county is safer and more environmentally sustainable

There are no significant implications for this ambition.

3.3 Health inequalities are reduced

There are no significant implications for this ambition.

3.4 People enjoy healthy, safe, and independent lives through timely support that is most suited to their needs

The report above sets out the implications for this ambition in 2.3 and 2.5

3.5 Helping people out of poverty and income inequality

The report above sets out the implications for this ambition in 2.3

3.6 Places and communities prosper because they have a resilient and inclusive economy, access to good quality public services and social justice is prioritised

The report above sets out the implications for this ambition in 1.3, 2.1, 2.4 and 2.5

3.7 Children and young people have opportunities to thrive

There are no significant implications for this ambition.

## 4. Significant Implications

There are no significant implications, as this report is for information purposes only.

## 5. Source Documents

5.1 None.





## Cambridgeshire Registration Service – Customer Testimonials

## Testimonial



**"The registrars on the day were fantastic. Calm, patient and informative and guided us through every part of the ceremony with ease. They were also warm and delivered the service with real meaning, humor and kindness. They were also patient with small delays whilst we managed our children. We were concerned a civil service may lack depth but it certainly didn't."**

**South Farm 13th July 2023**

## Cambridgeshire Registration Service – Customer Testimonials

“

She was absolutely wonderful. She put us both at ease before the ceremony and made the actual ceremony both memorable and also sprinkled with some light hearted humour. We could not have asked for more from her!.

**27th June 2023  
Rosewood Pavilion**

”

“

**21st May 2023  
Swynford Manor**

Both registrars were very friendly and put myself and my husband at ease. They gave a brilliant service, very happy, thank you!



”

“

Andrew and Elizabeth were fantastic - they immediately understood how we wanted our ceremony to run, joined in with our sense of humour, and contributed immeasurably to a really fun, heartfelt and memorable ceremony.

**19th May 2023  
Brooke Room, Cambridge**

”

## Testimonial



**Our registrars on the day were lovely, very friendly and calm, which helped us stay calm too, and reminded us of the importance of relaxing so that we could properly enjoy the day. The gentleman performing the ceremony did so very professionally, but also with warmth and a touch of humour, as well as taking the time to add comments on the lovely weather, and the joy of having live music performed by a string quartet, which all helped the ceremony to feel more personal."**

**South Farm 2nd June 2023**





**Local Authority Annual Performance Report 2022-23**

**Local Authority: Cambridgeshire**

**Introduction**

Proper Officers are required to provide annual assurance to the Registrar General in relation to service delivery, performance, public protection & counter fraud and the requirements set out in the Registration Acts.

In order to complete your Annual Performance Report you should refer to ‘The Proper Officers Guide to Registration Service Delivery’ (the PO Guide) and associated appendices.

For guidance log on to the [Registrar’s Website](#). For ease of reference, the relevant sections of the PO Guide have been listed within each element of this template (parts A-G).

The GRO Compliance & Performance Unit will use this report to identify future engagement requirements and will undertake local field checks to ensure that the information provided is accurate and appropriately reflects local authority performance.

If you have any problems in completing the report please contact your Compliance Officer Fria Qayyum.

**Part A: Key Performance Indicators and Key Performance Targets**

In this section you are required to report on your performance in terms of registration timeliness for 2022/23. In the “comments” section of the tables please explain the reasons for any under-performance, trends identified between the two years and where appropriate provide details of any proposed remedial action or good practice. To assist in the completion of this section, refer to PO Guide 6.2-6.5 and appendices B1: Good Practice Guide: Statutory Standards and B2: Good Practice Guide: Operational Service Delivery and Performance Standards.

<b>Part A (i). Key Performance Targets / Indicators</b>		
<b>Registration timeliness</b> (national target)	<b>2021-2022</b> (CPU to populate)	<b>2022-2023</b> (Please provide percentage attainment level)
Births - 98% registered within 42 days	97%	97%
Still births - 98% registered within 42 days	98%	97%
Deaths with MCCDs (no coronial involvement) - 90% registered within 5 days	73%	60%

<b>Part A (ii). Key Performance Targets</b>		
	<b>2022-2023</b>	<b>Monitoring Methodology</b>

Availability of appointments (national target 95%)	(Please provide percentage attainment level)	Electronic diary reports (tick)	Periodic diary checks (please state the frequency)	Other (please specify)	Comments (e.g. explanation of trend and remedial actions/ good practice undertaken and expected timescales for KPT attainment. If considered to be a long-term issue, record reasons and improvement planning approach).
Births & declarations within 5 days	100	✓	Each weekday		Zipporah booking system is used to provide details.  2 hours of capacity are reserved exclusively for death appointments in each of our rooms on every working day. This can be over-ridden by a manager if it is deemed necessary.
Still-births within 2 days	100	✓	Each weekday		
Deaths & declarations within 2 days	100	✓	Each weekday		
Notices for marriage and civil partnership within 10 days	100	✓	Each weekday		

## Part B: Customer Engagement Strategy

In this section you are required to provide a copy of your customer engagement strategy and record any measure of customer satisfaction. Refer to PO Guide 6.30-6.32 and appendix A4: Customer Engagement Strategy Framework.

Part B: Customer Engagement Strategy			
	Yes (tick)	No (tick)	Comments (if no)
i. Please provide a copy of your Customer Engagement Strategy	✓		The Customer Engagement Strategy is currently under review. There are however a number of customer engagement initiatives that will be captured within the strategy such as a Member/Officer Working Group, online questionnaires, 1-1 meetings and trade fairs with Approved Venues, enhancements to online platform to simplify bookings, engagement with and promotion of support services that customers can access.  Please see page 6 of Cambridgeshire Registration Service – Service Plan 2023-24
ii. If you measure Customer Satisfaction and you have numerical values, please provide the latest figures for 2022/23 in the comments box			No numerical values recorded, though feedback obtained from customers in the form of comments to help inform service delivery.

## Part C: Public Protection and Counter Fraud (PPCF) Framework

Before completing this section, you should self-assess against **all** elements of the PPCF Assurance Framework.

Your findings from the self-assessment should be provided in the table below. In the “comments” box below, please provide details of remedial action being taken for elements of the PPCF framework that are not currently being met.

**If a local authority has undertaken self-assessment against the PPCF framework and created its own assessment document and where the document provides sufficient information to meet the reporting requirement below you may simply attach a copy. There is no need to attach associated evidence.**

The GRO Compliance & Performance Unit will undertake local field checks to ensure that the information provided is accurate and appropriately reflects local authority performance.

To assist in the completion of this section, please refer to PO Guide 6.6-6.29 and appendix A3: Public Protection and Counter Fraud Assurance Framework.

Criteria	Monitoring in place for each element		Number of elements...	...of which	
	Yes	No Please detail, by number and title, elements not being monitored and proposed remedial action / work in progress (e.g. 7.3 Data protection: technical audits to be introduced )		Compliant	Not compliant Please detail, by number and title, non-compliant elements and proposed remedial action / work in progress (e.g. 1.1 Statutory deadlines: Training to be introduced to ensure earliest appointment offered)
1. Pre-Registration	✓		6	✓	
2. Point of Registration	✓		8	✓	
3. Post-Registration	✓		12	✓	
4. Certificates	✓		4	✓	
5. Service Models (where applicable)	✓		5	✓	
6. Sham Marriage	✓		4	✓	
7. Data Protection	✓		10	✓	
8. Registration Online (RON)	✓		5	✓	
9. Stock and Security	✓		8	✓	
10. Fraud	✓		4	✓	
11. Other	✓		3	✓	

## Part D: Statutory and Operational Service Delivery Standards

In this section you should be working to **all** statutory and operational service delivery standards. To assist in the completion of this section, refer to PO Guide 6.2-6.5 and appendices A1: Good Practice Guide: Statutory Standards and A2: Good Practice Guide: Operational Service Delivery and Performance Standards.

### D1. Statutory Delivery Standards

1.Registration Appointments, 2.Events Registered, 3.Declarations, 4.Requisitioning, 5.MCCD Scrutiny, 6.Statistics Collection, 7.Burial Certificates, 8.Corrections/Re-registrations, 9.Notices of Marriage/CP, 10.Ceremonies/ Formations, 11.CP Conversions, 12.Marriage/CP Registered, 13.Bi-lingual Notices/Registrations, 14.Approved Premises Applications, 15.Office Plans, 16. Custody of Records, 17.Index Availability, 18.Certificate Issue, 19.Quarterly Certified Copies, 20.Notifications (weekly returns), 21.Sham Marriage Reporting, 22.Citizenship Ceremonies, 23.Citizenship Certificates

	Yes (tick)	No (tick)
Have all standards as listed above been met?	✓	
If 'No' please provide comment below on any standards not achieved.		
The volume of death registrations completed within 5 days has worsened since 2021-22. In mitigation the volume of deaths registered has increased by 7%. In relation to the regional performance of 49% and national performance of 47% we are performing comparatively well.		

## D2. Operational Standards

1. Customer Service
2. Business Continuity and Resource
3. Leadership and Learning & Development

	Yes (tick)	No (tick)
Have all standards as listed above been met?	✓	
If 'No' please provide comment below on any standards not achieved.		

## Part E: Service Delivery Plans

Local Authorities are required to have a Service Delivery Plan established in respect of civil registration. To assist in the completion of this section, refer to PO Guide 5.1-5.5; 5.20.

### E1. Service Delivery Plan

	Yes (tick)	No (tick)
Is an updated Service Delivery Plan in place? Please attach as an appendix to this report.	✓	

### E2. Please confirm that the following information, which is required for registration scheme purposes, is included in your current Service Delivery Plan

	Tick
The number, names and boundaries of registration districts and sub-districts within the local authority	✓
The location of register offices, head offices and other service delivery points within each registration district (e.g. including hospitals and other outstations)	✓
Access and service availability times including emergency 'out of hours' arrangements; telephone numbers	✓
The number of principal officer posts appointed within each district and sub-district	✓
Please provide a full list of <u>Principal</u> Post Holders and associated designations:	
<ul style="list-style-type: none"> <li>• Claire Norman – Superintendent Registrar</li> <li>• Sue Williams – Additional Superintendent Registrar</li> <li>• Rachel Jones – Registrar (A and C)</li> <li>• Kelly Lambert – Registrar (B)</li> </ul>	
Please provide details of any formal partnership working arrangements established with other registration districts:	



There is a Service Level Agreement (SLA) in place for delegation of birth registrations for Suffolk County Council. An SLA for delegation of births registrations to Hertfordshire Registration Service will be in place shortly.

There is also a Service Level Agreement in place for Norfolk County Council to have delegation to register births on behalf of Cambridgeshire Registration Service.

## Part F: Business Continuity Plans

Local Authorities are required to have a Business Continuity Plan established in respect of civil registration. To assist in the completion of this section, refer to PO Guide 5.1-5.5; 5.20 and appendix F: Business Continuity Plan.

### F1. Business Continuity Plan

	Yes (tick)	No (tick)
Do you have a Business Continuity Plan in place?	✓	
If 'No' please provide comment:		

## Part G: Registration Scheme Issues

You are required, for registration scheme purposes, to confirm that the information in the tables below are included in your Service Delivery Plan. Please confirm that the following information is included and whether or not there were changes implemented during 2022-23 or if any are proposed in 2023-24. To assist in the completion of this section, refer to PO Guide 3.4-3.8 and appendix C: Code of Practice.

### G1. Changes to Registration Service Provision

	During 2022-2023		Planned 2023-2024		If Yes, please provide details below:
	Yes	No	Yes	No	
(i) Boundaries and districts		✓		✓	
(ii) Principal Officer Posts abolished and/ or created		✓	✓		SLA in place for delegation of births registrations to Hertfordshire Registration Service. We are in the process of creating Sub-District 1D for the new register.
(iii) Service point locations	✓			✓	Cambridgeshire Registration Office has been relocated from Shire Hall site to Roger Ascham site on Milton Road, Cambridge.  Citizenship ceremonies are being delivered from New Shire Hall in Alconbury.
(iv) Service opening times and telephone numbers	✓			✓	March and Wisbech opening times were reviewed.

### Acknowledgement

Document prepared by (name)	Steven Bending
Role in the registration service	Business Support Manager, Cambridgeshire Registration Service
Date	20/04/2023

### Declaration

I hereby confirm that this document provides an accurate reflection of civil registration performance of this local authority and declare that the local authority;

- continues to commit to meeting the national standards contained in the Good Practice Guide and the principles of the Code of Practice;
- is committed to maintaining or improving performance as appropriate in accordance with the local performance plan agreed with the GRO Regional Compliance Officer
- is committed to the local application of the Public Protection and Counter-Fraud framework in accordance with the Home Office agenda; and
- understands that GRO will make available statistical performance data amongst local authorities to support regional and national performance benchmarking and improvement.

Name: Peter Gell, Assistant Director Regulatory Services

Date: 24<sup>th</sup> April 2023

Signature:   
(Proper Officer for Registration Matters)

The completed report should be returned to [cpu@gro.gov.uk](mailto:cpu@gro.gov.uk) and copied into your Compliance Officer Fria Qayyum; email [fria.qayyum@hmpo.gov.uk](mailto:fria.qayyum@hmpo.gov.uk) by **2 May 2023**.

## Library Service Annual Report

To: Communities, Social Mobility and Inclusion Committee

Meeting Date: 11 January 2024

From: Executive Director of Strategy and Partnership

Electoral division(s): All

Key decision: No

Outcome: To provide Members of the Committee with an update on the performance of the Library Service in 2023, including its achievements and direction of travel.

Recommendation: The Committee is asked to:  
Note the contents of the report.

Officer contact:  
Name: Gary Porter  
Post: Head of Libraries, Archives and Culture  
Email: [Gary.Porter@cambridgeshire.gov.uk](mailto:Gary.Porter@cambridgeshire.gov.uk)  
Tel: 01223 706379

## 1. Background

- 1.1 This report provides the Committee with an annual update on the activities and performance of the Library Service in 2023, highlighting achievements and new initiatives, as well as providing a narrative on the direction of travel of the service and the ways in which libraries are supporting the wider priorities of the Council.
- 1.2 Organisational changes which situate the Library Service in a family of services (Cambridgeshire Skills and Communities) within the Council's Strategy and Partnerships directorate have proved beneficial, as evidenced by aligned and integrated working throughout 2023, and this will deepen and continue into 2024 and beyond to ensure services are delivered 'closer to communities'.
- 1.3 The Library Service continues its proven strong track record of innovation and success, as well as success in attracting external funding. Updates are provided on a number of projects and initiatives, including: EverySpace; Every Child A Member; Know Your Neighbourhood; Green Libraries; The National Databank Scheme; Libraries of Sanctuary; The Summer Reading Challenge; The Library Presents; and Business and Intellectual Property Service.

## 2. Main Issues

### 2.1 Performance

- 2.1.1 Library use continues to rise with active use (the number of unique people using their library card) up 14% last year to over 92,000, and 1.4 million visits over the last twelve months (September 2022 – August 2023). Regular users and those accessing local services have returned to pre-pandemic levels in most cases, while those in high street locations reflect the decline in retail footfall (for example, Cambridge Central matches the trend seen in Lion Yard, with visits around 70% of those recorded in 2019). Performance data for active users and library visits over the past year is shown in Appendix 1.
- 2.1.2 A change is being observed in how libraries are used, with fewer of the shorter but regular visits, (e.g. people briefly visiting each day to check emails), and more people staying longer but visiting less often, such as choosing to use the library as a work from home location or warm hub offer. Buildings therefore remain busy and well utilised, despite the metric of footfall being lower.
- 2.1.3 There is a move to interacting with the library online, and digital issues continue to grow. E-Books (and E-Audio) have exceeded 200,000 issues in the last twelve months, up from less than 20,000 in 2019/20, with over 500,000 newspapers and magazines viewed in the e-collections in the last year. This is a positive legacy from the pandemic era, when digital access to library services increased and physical access to libraries was greatly restricted. Social media interactions have decreased following the corporate takeover changes at Twitter/X, but other platforms continue to show strong growth. Performance data for E-Issues is detailed in Appendix 1.

## 2.2 Qualitative Performance - Customer Impact

- 2.2.1 To date, the Council's approach to assessing how well the Library Service is performing has been numbers-based, as evidenced by the service's key performance indicators (library visits, active users, digital engagements). Whilst this quantitative data is important, a qualitative approach to performance is also needed in order to understand the impact of the services and the difference they make to quality of life for people in Cambridgeshire. Frontline staff receive wonderful feedback all the time, but there has not previously been a systematic way of gathering and compiling this feedback to provide a richer performance narrative for the service.
- 2.2.2 To this end, a new customer impact survey has been developed and was launched for Libraries Week 2023, with a pilot period between 2 October 2023 and 30 November 2023. This short survey, attached at Appendix 2, could be completed in five minutes and was available through all digital channels, as well as in hard copy form. The survey provides intelligence on what people use their library for, visit frequency, what the library means for customers, and what benefits customers receive from using libraries, with a selection of customer comments attached at Appendix 3. This powerful feedback demonstrates the high value customers place on their library, and the multiple ways the service helps and enriches the lives of individuals and families. In all, 618 people completed the survey, and the learning from this pilot will be used to shape the service's ongoing approach to qualitative performance management. A priority in 2024 will be to use the findings from the separate Quality of Life survey to shape a service response.

## 2.3 Library Infrastructure Projects

- 2.3.1 In October 2023, the final three Open Plus pilot sites opened. There is now an Open Plus library in each district of the county to trial uptake in different types of libraries, with Rock Road, March and Soham joining St Ives and Histon. The latter have run for just over one year, and have seen 3,648 members sign up, with 7,356 visits in open plus mode. No serious incidents have been reported, and technical issues that affected some use early on have been resolved, although the requirement of live CCTV monitoring on the hour remains a financial and logistical challenge. Performance data on Open Plus visits to St Ives and Histon is detailed in Appendix 4.
- 2.3.2 Open Plus is one of the ways in which libraries align with work around being closer to communities, with the library acting as the front door for a range of services. This could see family contacts, with baby weigh and other services being offered in more locations across the county in communities and away from corporate offices.
- 2.3.3 The service continues to invest in the buildings, with significant works carried out at Warboys and Ramsey library, where it has worked with the Property team to redesign and redecorate the spaces. Similar projects are due to be completed at Yaxley, Rock Road, Barnwell and St Neots libraries, as condition survey work is linked with available developer funding.
- 2.3.4 Darwin Green is a new library due to open in Cambridge in summer 2024, while work is ongoing with Cambridge City Council to re-provision Cherry Hinton library in the new Community Hub that they are building on the site of the old library, which is also due in summer 2024. Cambourne Library is due to expand to accommodate its growing use and

the increasing local population, with a reworking of space in Sackville House adding 50% more floor space to the library. The project is due in late 2024.

2.3.5 Finally, the Council has been investing across the estate to update library spaces and create more warm hub opportunities, as well as enhanced meeting room spaces, to improve community access to its libraries. This has been made possible by public health Covid-19 recovery funding and transformation funding.

## 2.4 EverySpace

2.4.1 The EverySpace project, funded by the Art's Council, continues to progress, with the EverySpace at March library to be delivered in spring 2024, followed by Central Library Cambridge in summer 2024. Jan Kattein Architects (JKA) have completed their design for both sites, and the Property team has appointed Eddisons as the principal designer to oversee delivery of the project at March Library. A request for a quotation has gone out to the Council's framework to secure a main contractor to execute the mechanical and electrical elements of the March design, while fabrication of the flexible, bespoke furniture has been awarded to AM System. The Council's commitment to social value continues, with its four Design Mentees visiting JKA's London-based studio to participate in design work and visit the company's sustainable Paper Garden development.

## 2.5 Every Child a Member – Auto-enrolment

2.5.1 Libraries have launched the first year of their Every Child a Member (ECAM) pilot scheme (April 2023 to August 2025). Securing funding through the Council's Education department, the aim of the pilot is to improve child literacy levels through sustained active library membership and increased reading for pleasure.

2.5.2 The pilot will establish a partnership between Cambridgeshire Libraries and Cambridgeshire Primary Schools through automatic library membership for primary school children and a commitment to joint engagement and promotion of the Summer Reading Challenge (SRC). Year 1 is focussing on schools in Wisbech, while Year 2 will focus on the Huntingdon area. A baseline dataset has been created for the purposes of evaluation. Libraries are working in partnership with teachers, headteachers, literacy leads and governors to progress the pilot.

2.5.3 A programme of promotional visits and outreach events is being undertaken in Wisbech to engage children and their parents/carers on the benefits of library membership. The process of automatic membership will commence in early 2024, with a view to promoting the SRC in early summer 2024.

## 2.6 Summer Reading Challenge 2023 – Ready, Set Read!

2.6.1 The SRC incentivises primary-age children (4 –11-year-olds) to continue reading over the summer holidays by collecting six specially designed stickers to add to a collector's folder. This year was successful and saw the number of children taking part return to pre-pandemic levels of engagement, with Table 1 showing a 69% increase on 2021.

	Starters	Finishers	New Members
2019	7290	4315 (59%)	747
2021	4138	2263 (55%)	517
2022	6020	3331 (55%)	667
2023	6981	3990 (57%)	568

Table 1: Summer Reading Challenge statistics

2.6.2 Parents and carers value the SRC as a fun way to not only encourage their children to keep reading, but to develop and broaden what they read. Children remain as enthusiastic as ever about collecting the weekly stickers and receiving their medal and certificate for completing the challenge. Feedback received, such as the following, underlines the value of the SRC:

- Alex & Jack (4 & 6 years old) – written by their parent  
“We have had a lot of fun reading and the Challenge has helped us to keep coming to the library. We have really enjoyed it + told friends about it.”
- Parent  
“Maria (6yrs old) was reading more each day, so she can finish the challenge. She loved coming back and getting new books. She found it difficult talking to the volunteers about each book but by the end she was more confident!”

2.6.3 This year’s sport theme enabled libraries to create programming in partnership with their local sports clubs, as well as organisations commissioned to deliver programmes to keep families active. Libraries in East Cambridgeshire and Fenland worked with Living Sport and Active Fenland to acquire equipment and run sports activities in libraries during the holidays. They also designed a local Active Mile Challenge centred on each library within their district. Libraries are now using the equipment from this partnership to engage adults to combat loneliness and support adults with additional needs.

## 2.7 Libraries Week – Green Libraries and Net Zero

2.7.1 Libraries Week (2-8 October 2023) is an annual celebration and showcase of the best that libraries have to offer. This year’s Green Libraries theme enabled the promotion of Cambridgeshire Libraries’ role as green champions, supporting the Council’s Net Zero target. The service offers display space and event opportunities to highlight the Council’s actions on climate change. By sharing books, meeting spaces, computers, and resources it is already a key player in the circular economy. Through the book collections, public programming and partnerships, the service provides information and inspiration to help individuals and communities strengthen their own commitment to environmental sustainability. A talk during the programme on Greening Your Home by respected climate scientist Jonathan Gregory was broadcast live to venues across the country by the British Library on 7 October 2023.

2.7.2 Work has commenced working with colleagues from Communities and Cambridgeshire Skills to articulate the contribution these services can make to Net Zero and develop an action plan.

## 2.8 The National Databank

2.8.1 Promoting access to opportunities, bridging the digital divide, and promoting social inclusion is in the DNA of the library service. Digital and data poverty impacts people in many ways. People are cut off from contacting loved ones, from job interviews, from finding essential health or other information online, and cut off from digitised public services. The UK National Databank brings free mobile internet data connectivity to people who cannot afford it and who are often experiencing multiple inequalities.

2.8.2 The National Databank, provided by Good Things Foundation, is currently operating at four libraries, with Bar Hill, Cambridge Central, St Ives and Wisbech databanks launched in August 2023. These locations were chosen because of their proximity to hotels where new arrivals are guests, and the need was acute. At the time of this report's publication, 242 people have been supported with vouchers and SIM cards from O2, Three and Vodafone.

2.8.3 The service was be extended to Arbury Court, Barnwell Road, Cambourne, Ely, Huntingdon, March and St. Neots libraries in November 2023. Used in conjunction with the Council's LendIT laptop loan scheme, it can support people in data poverty to join or remain connected to the online community and experience the benefits it brings.

## 2.9 Libraries of Sanctuary

2.9.1 City of Sanctuary UK awarded Cambridgeshire Libraries 'Libraries of Sanctuary' status in August 2023. This national award recognises the service's work to demonstrate hospitality, solidarity and support to refugees and people seeking asylum. Libraries have taken positive action to ensure new arrivals are welcomed and included through library resources, events and learning opportunities. A particular focus has been given to those libraries nearest to hotels where new arrivals are guests, including Bar Hill, St Ives and Wisbech libraries.

2.9.2 Working in partnership with hotel operators and internal partners, special welcome sessions have been organised, where the Council's services are highlighted, including new offers such as LendIT (free loanable devices), the National Databank (free SIM cards with data) and ESOL resources. To mark the achievement of receiving the Libraries of Sanctuary award, a day of celebration was held at St Ives Library in October 2023. This provided an opportunity to celebrate Cambridgeshire's diverse migrant, refugee, and asylum-seeking communities and what it means to be a place of welcome.

## 2.10 Business and Intellectual Property Centre (BIPC)

2.10.1 As a result of funding from the Department for Digital, Culture, Media and Sport coming to an end in March 2023, the BIPC has been through a funding transition as of April 2023. The new key funding streams are as follows:

- BIPC Universal – Working with the Cambridgeshire Skills team to develop a model of support that will deliver sessions to residents across the Cambridgeshire and Peterborough Combined Authority region.
- BIPC Plus – Working with the economic development teams from three district councils (East Cambridgeshire, South Cambridgeshire, and Huntingdonshire) to



deliver on UK Shared Prosperity Fund (UKSPF) outcomes as determined by each district.

## BIPC Universal

2.10.2 The collaboration with Cambridgeshire Skills has allowed the service to:

- Provide a consistent and uninterrupted service across the region for BIPC customers;
- Safeguard the roles of three BIPC colleagues;
- Reintroduce BIPC Jumpstart, a grants and support initiative that has benefitted nearly 200 local businesses to date; and
- Access a Customer Relationship Management (CRM) system, that will lead to a better understanding of customers, more efficient reporting, and overall better customer experience.

## BIPC Plus

2.10.3 The BIPC successfully secured a total of £286,000 through East Cambridgeshire, South Cambridgeshire and Huntingdonshire District Councils. As a result, the BIPC Plus service will contribute towards the Levelling Up Agenda, specifically UKSPF's 'Supporting Local Business' investment priority, through the provision of extra business support. This support includes:

- The enhancement of BIPC Jumpstart, providing an extra £50,000 worth of grant funding and support for new start-up businesses within South Cambridgeshire and Huntingdonshire. This is three times the size of past programmes.
- The development of a new programme, Get Set and Grow, aimed at growing businesses within East Cambridgeshire, South Cambridgeshire, and Huntingdonshire. A new member of staff has been recruited to deliver this programme.

## 2.11 Care Together

2.11.1 Libraries are part of the Care Together roll-out countywide following the pilot in East Cambridgeshire. The Library Service has a great deal to offer older people which will help them remain 'Happy and Healthy at Home for Longer' including digital inclusion, social connection, timely and accessible signposting, and cultural opportunities.

2.11.2 The Council's key Care Together commitments are:

- A membership drive amongst older people to make sure they have knowledge of the services and facilities the Council offers.
- Continuing to improve the Council's social offer for older adults, following a successful model at March Library.
- Expanding the Library @ Home service by promoting volunteering to staff at the Council.
- Networking in districts to promote collaborations with other groups and agencies.
- Rolling out Dementia Support groups in all districts, following the model in Huntingdon District.

## 2.12 Know Your Neighbourhood Fund

2.12.1 The Library Service has secured £88k from the government's Know Your Neighbourhood (KYN) Fund for work in Fenland. The purpose of the fund is to boost volunteering and help people connect with others in disadvantaged areas. The project commenced in January 2024 through to March 2025.

2.12.2 The KYN project is happening in 27 deprived areas in the country, including Fenland. The aim is that libraries explore ways to promote social connectedness in these areas by experimenting with different approaches and assessing their impact. The end result will be a toolkit for all Library Services to use when planning activity to reach out to lonely people. All participating services are on a learning curve. Questions to be explored include what are the barriers that stop people being able to connect and participate, and can the Library Service help overcome barriers for those experiencing loneliness and isolation. The project will be delivered by a new Project Officer, the library management team and the volunteering team.

## 2.13 The Library Presents (TLP)

2.13.1 In April 2023, the service embarked upon a newly funded programme, enabling it to continue to bring great arts to local venues for another three years.  
<https://www.library.live/the-library-presents>

2.13.2 Participant comments have been extremely positive, such as the following:

- “Absolutely brilliant - Fantastic, funny, lovely, informative.”
- “It was fun and so good to be with a group of different ages.”
- “We socialized with other families, that was good for our wellbeing.”

2.13.3 The short Summer Season (July and August) comprised 28 events in 18 locations, 15 of which were in libraries across the county. 90% of available tickets were sold, with 910 attendees. Many of the events were selected as being family-friendly, to be part of the SRC.

2.13.4 Of the 144 public feedback samples for the summer:

- 100% said that the quality of the events was good or very good
- 100% said the staff welcome was good or very good
- 98% said they would recommend TLP

2.13.5 This year, there is a focus on increased accessibility to the events, with a minimum of 30% of TLP activity having increased accessibility measures. There are still further improvements to consider around accessibility barriers. Two comments mentioned lack of accessible toilets and problems with parking, but several people highlighted the ease of access in their comments:

- “One of us was a wheelchair user – no access issues. Thank you!”
- “The accessibility was brilliant and inclusive for us to attend.”

2.13.6 The five main motivations for attending were:

- to be entertained;
- to do something new/out of the ordinary;
- to spend time with friends/family;
- to entertain my children; and
- to educate/stimulate my children.

2.13.7 The Autumn Season was successful, with a much larger and more varied programme – 70% of tickets were sold with 18 events selling out.

### 3. Alignment with ambitions

3.1 Net zero carbon emissions for Cambridgeshire by 2045, and our communities and natural environment are supported to adapt and thrive as the climate changes.

There are no significant implications for this ambition. Please note 2.7 Green Libraries & Net Zero, activity to date.

3.2 Travel across the county is safer and more environmentally sustainable.

There are no significant implications for this ambition.

3.3 Health inequalities are reduced.

There are no significant implications for this ambition.

3.4 People enjoy healthy, safe, and independent lives through timely support that is most suited to their needs.

There are no significant implications for this ambition. Do note 2.11 and 2.12 for projects Care Together and Know Your Neighbourhood as activities supporting this ambition.

3.5 Helping people out of poverty and income inequality.

There are no significant implications for this ambition. Do note section 2.10 on BIPC offer as activity supporting this ambition.

3.6 Places and communities prosper because they have a resilient and inclusive economy, access to good quality public services and social justice is prioritised

There are no significant implications for this ambition.

3.7 Children and young people have opportunities to thrive.

There are no significant implications for this ambition. Do note 2.5 ECAM and 2.6 SRC as activities supporting this ambition.

## 4. Significant Implications

### 4.1 Resource Implications

There are no significant implications within this category.

### 4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications within this category.

### 4.3 Statutory, Legal and Risk Implications

There are no significant implications within this category.

### 4.4 Equality and Diversity Implications

There are no significant implications within this category.

### 4.5 Engagement and Communications Implications

There are no significant implications within this category.

### 4.6 Localism and Local Member Involvement

There are no significant implications within this category.

### 4.7 Public Health Implications

Access to libraries provides users with information about their health and wellbeing but also initiatives to offer support for skills development or warm hubs to address the wider determinants of health.

### 4.8 Climate Change and Environment Implications on Priority Areas

#### 4.8.1 Implication 1: Energy efficient, low carbon buildings.

Positive/neutral/negative Status: Neutral

Explanation: No Impact

#### 4.8.2 Implication 2: Low carbon transport.

Positive/neutral/negative Status: Neutral

Explanation: No Impact

#### 4.8.3 Implication 3: Green spaces, peatland, afforestation, habitats and land management.

Positive/neutral/negative Status: Neutral

Explanation: No Impact

#### 4.8.4 Implication 4: Waste Management and Tackling Plastic Pollution.

Positive/neutral/negative Status: Neutral

Explanation: No Impact

#### 4.8.5 Implication 5: Water use, availability and management:

Positive/neutral/negative Status: Neutral

Explanation: No Impact

#### 4.8.6 Implication 6: Air Pollution.

Positive/neutral/negative Status: Neutral

Explanation: No Impact

4.8.7 Implication 7: Resilience of our services and infrastructure, and supporting vulnerable people to cope with climate change.

Positive/neutral/negative Status: Positive

Explanation: See 2.7 for examples of information and support available.

Have the resource implications been cleared by Finance? No

Name of Financial Officer:

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the Head of Procurement and Commercial? Yes

Name of Officer: Clare Ellis

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or Pathfinder Legal? Yes

Name of Legal Officer: Emma Duncan

Have the equality and diversity implications been cleared by your EqIA Super User?

No

Name of Officer:

Have any engagement and communication implications been cleared by Communications?

No

Name of Officer:

Have any localism and Local Member involvement issues been cleared by your Service Contact? No

Name of Officer:

Have any Public Health implications been cleared by Public Health?

Yes

Name of Officer: Val Thomas

If a Key decision, have any Climate Change and Environment implications been cleared by the Climate Change Officer?

Yes

Name of Officer: Emily Bolton

## 5. Source Documents

5.1 None



# Cambridgeshire Libraries | Performance data | Active Borrowers



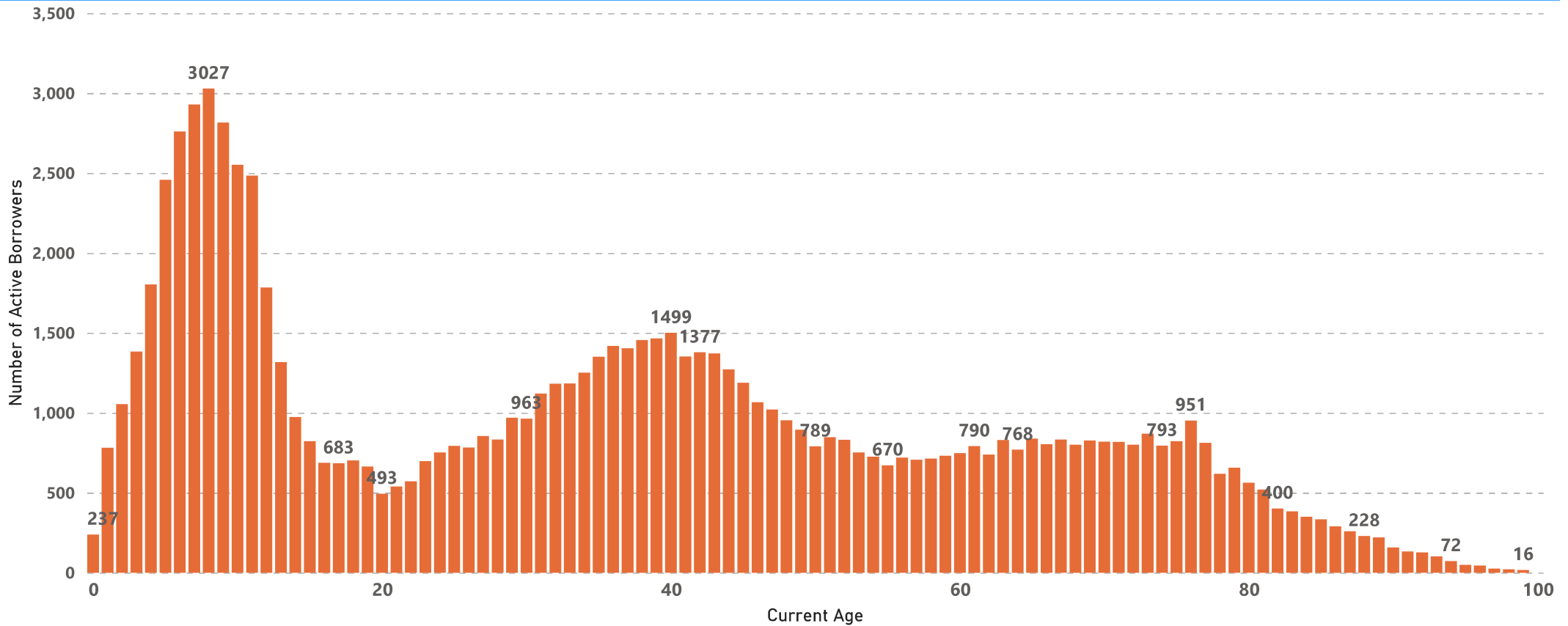
Active borrowers last 12 months

## 92100

Average age of Active borrowers

## 36

### Age profile of Active borrowers



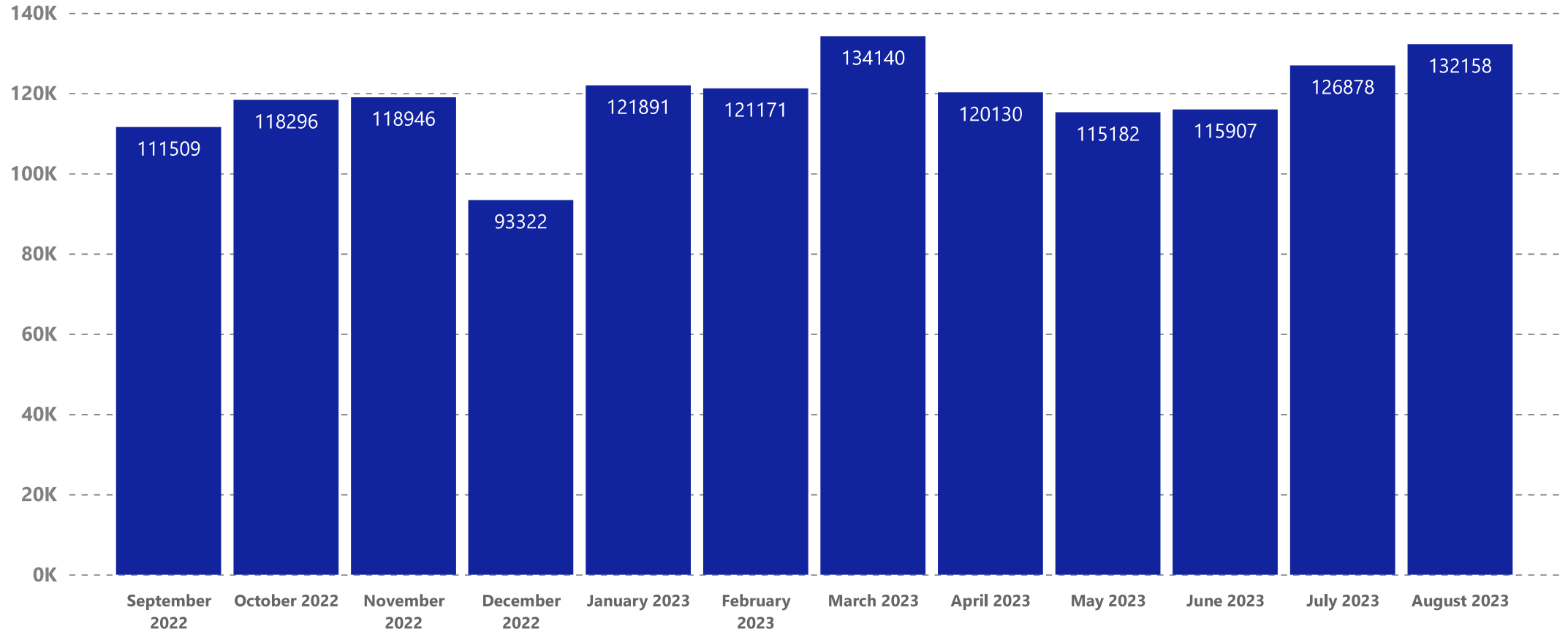
Library  
All

District Name  
All

Total Visitors in the last 12 months

1,429,530

## Visitors







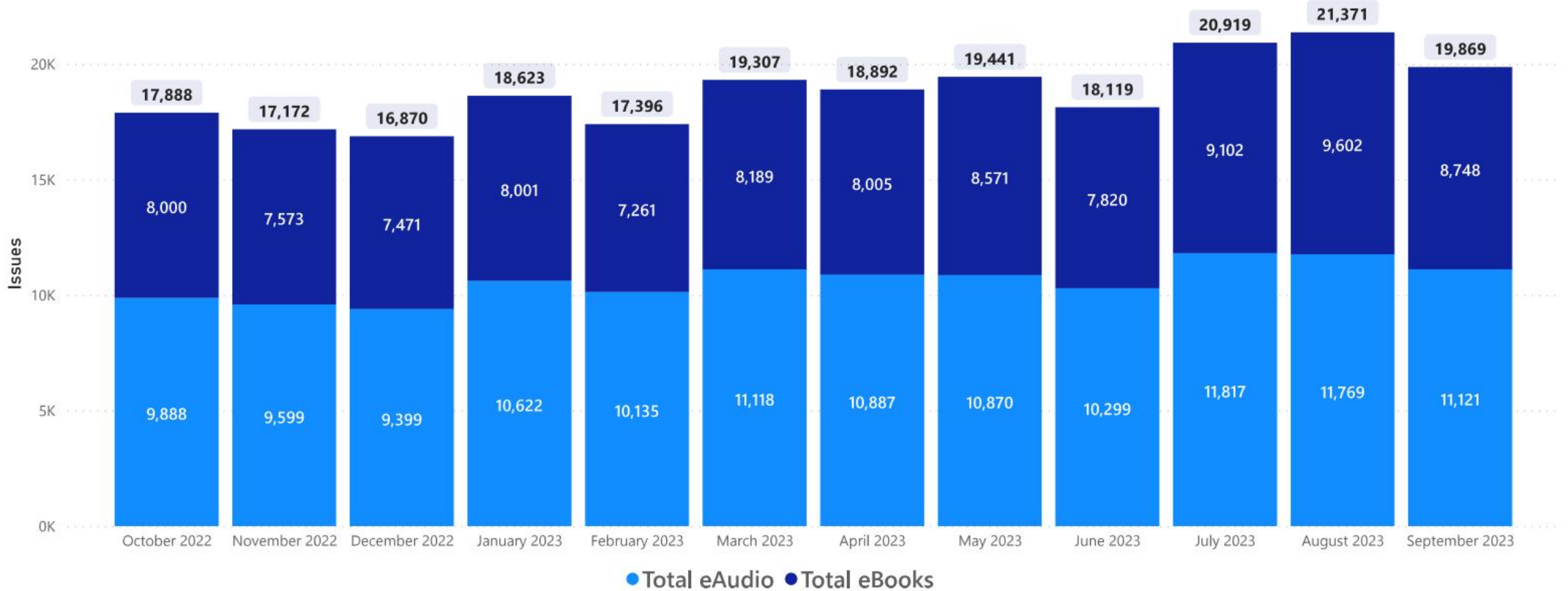
eAudio issues last 12 months

eBooks issues last 12 months

127,524

98,343

eAudio and eBook issues







## **Cambridgeshire Libraries feedback form 2023**

We would love to take the opportunity to hear and share some of your thoughts on what the library means to you. Tell us what you value most about your library service and help us to improve what we offer.

To find out about our services please visit our website <https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries> (<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries>).

**Please complete the following survey to let us know your views by 31st October**

This survey should take no more than 5 minutes to complete.

Please click "next" below to begin the survey.

Paper copies of the survey are available in our libraries

*The information you are providing will assist informing Cambridgeshire County Council in provision of services and will be held in accordance with data protection legislation. Further information about how we collect and use personal data, and your rights around this, can be found at [Privacy statement - Cambridgeshire County Council](https://www.cambridgeshire.gov.uk/council/data-protection-and-foi/information-and-data-sharing/privacy-statement) (<https://www.cambridgeshire.gov.uk/council/data-protection-and-foi/information-and-data-sharing/privacy-statement>).*

*By completing the survey you confirm you are happy for Cambridgeshire Libraries to use information you have provided in this survey to review and promote the library and our services. We may use your comments anonymously for promotional purposes.*

1. Are you a member of Cambridgeshire Libraries?

Yes

No

2. Which Cambridgeshire library/libraries do you use?

3. What do you use your library for? (tick all that apply)

Books

Storytime

eBooks

Engage Extra

eMagazines

Craft events

eNewsletters

The Library Presents arts programme

eAudiobooks

A quiet space

Information enquiry (general info, community info, local history info, business info, health info etc.)

A place to meet friends

A study space

Engage talks

A working space

Read A Little Aloud sessions

To volunteer

Computer use

Other (please specify):

Reading Groups

Rhymetime



4. How often do you visit the library? \*

- More than once a week       Once a fortnight       Less often
- Once a month
- Once a week

5. What benefit does visiting your library have for you / members of your household? Tick all that apply. \*

- |  |   |
|--|---|
| <input type="checkbox"/> Enjoying reading                                    | <input type="checkbox"/> Having a chance to be creative   |
| <input type="checkbox"/> Discovering new books and topic to enjoy            | <input type="checkbox"/> Having somewhere friendly and trusted to go, to get help to get online |
| <input type="checkbox"/> Learning to read                                    | <input type="checkbox"/> Using the computers  |
| <input type="checkbox"/> Learning a new language                             | <input type="checkbox"/> Using the WIFI   |
| <input type="checkbox"/> Having somewhere to go, to find out whatever I need | <input type="checkbox"/> Using online resources (eAudiobooks, encyclopaedias etc)               |
| <input type="checkbox"/> Enjoying a variety of events and workshops          | <input type="checkbox"/> Borrowing digital equipment (laptops and tablets)                      |
| <input type="checkbox"/> Learning about different cultures                   | <input type="checkbox"/> Bringing people together   |
| <input type="checkbox"/> Entertainment                                       | <input type="checkbox"/> Making friends, meeting people and social interactions                 |
| <input type="checkbox"/> Having fun  | <input type="checkbox"/> Saving money   |

- A space for children to explore the world around them
- Learning new things
- Developing new skills
- Discovering new personal interests
- Green and environmentally friendly
- Helps wellbeing
- An inclusive space to access resources

Comments:

6. What does your library mean to you?

7. Which other services and events would you like to see in your library?



**Finish Survey**

Powered by SmartSurvey (<https://www.smartsurvey.co.uk/>)





# CAMBRIDGESHIRE LIBRARIES

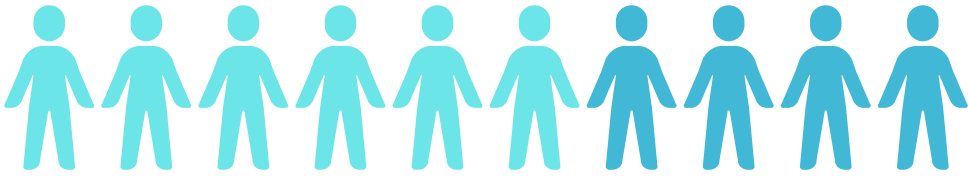
# IMPACT SURVEY

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INITIAL FEEDBACK AND QUOTES

## APPENDIX 3

# MEMBERSHIP & VISITORS



Of the 601 customers surveyed, **94%** are already active members of Cambridgeshire Libraries. The remaining 6%, although not members, have used the service in other ways.



All 33 libraries were referenced within the survey, including mobile libraries and some Community Managed Libraries.

Over **53%** of those asked visit a library at least once a week, if not more.



## INCREASED LITERACY

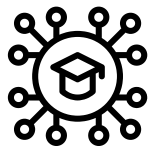
**81%** agreed visiting a library increased their literacy skills and love of life long reading.



*“To see (my son) learn to read and discover new topics and interests that motivate him to keep reading is magical.”*

*“Sharing a love of English, language & reading with my 8 year old son.”*

*“A massive resource of reading material which I couldn't afford if I had to buy it all.”*



## LIFELONG LEARNING

**31%** of those surveyed attended classes, workshops or events within our libraries, focusing on developing new skills or learning something new.

*“Fabulous facilities for the local community, whether it's for books, computers, advice, information, clubs and societies, learning new skills.”*

*“It is one of the few places you are welcome for free. You can sit and read, access vital technology resources, attend interesting events, learn new things - a vital place to study and relax.”*



# DIGITAL INCLUSION

Libraries continue to support our communities to become more resilient. The support our staff and volunteers provide to help upskill our communities to become digitally confident is vital.

*“(The Library) is an extremely important place. I use the computer on an almost daily visit and use the printer as well on each visit. The staff are very helpful and friendly. I would feel almost lost if the library was not there and did not have the staff's help.”*

*“A place I can work to help enrich my prospects for the future”*

*“I use the online services, E-books got me through lockdown. Don't think I would of survived without it. I've recently started to explore audiobooks - another fantastic service provided by the library .”*

## ACCESS TO INFORMATION

Libraries are a trusted, neutral source of information, with over **37%** of those surveyed using our libraries to access information.

*“The library is an invaluable third space, it is somewhere I can go as a family and enjoy time together. It is a place where i can explore new hobbies and access information.”*

*“A friendly, trusting space”.*

*“A place to work and study. Access to research papers. An oasis of calm.”*

# SOCIAL ISOLATION



**37%** of those surveyed, use libraries as a social space, to meet friends or make new ones, helping to tackle social isolation and loneliness.

***“I came into the library when I was homeless and wanted a safe space to go. I wasn’t sure if I’d be welcome but No-one told me to go away and I could sit and study or spend time.”***

***“It's my safe place.”***

***“The place where my children took their first steps, learned to read and made friends.”***

***“The library has been fantastic for me establishing myself in a new community, my life would be much less full without it.”***



# CULTURAL ENRICHMENT

Public libraries as welcoming places where children and adults can immerse themselves in every form of art: and learn about art and culture through books and reading.

***“Wonderful space , wonderful staff ! This Library is a absolute Hub of activity and is buzzing all day everyday . It is a wonderful asset to our towns and a really amazing service.”***

***“I would love to see different creative technologies be available. Such as podcast spaces or music spaces to encompass more cultural activities.”***



## HEALTH & WELLBEING

Libraries promote healthy living provide support and engagement opportunities for children and adults by welcoming spaces; effective signposting and information to reduce health, social and economic inequalities.

***“Familiar staff promotes well being and community connections and conversations.”***

**36%** of those surveyed said visiting a library helped their wellbeing.

***“I feel at home in libraries”***

## SUSTAINABLE & GREEN



Public libraries are hubs of sustainability. Reusing and recycling books and providing information to communities to underpin their own climate action, is at the core to what we do.

33% said visiting a library helps save money, with **22%** surveyed agreed libraries helped their household be more green.

***“A massive resource of reading material which I couldn't afford if I had to buy it all. Borrowing books is the best way to avoid waste whether that is actual physical books or ebooks.”***

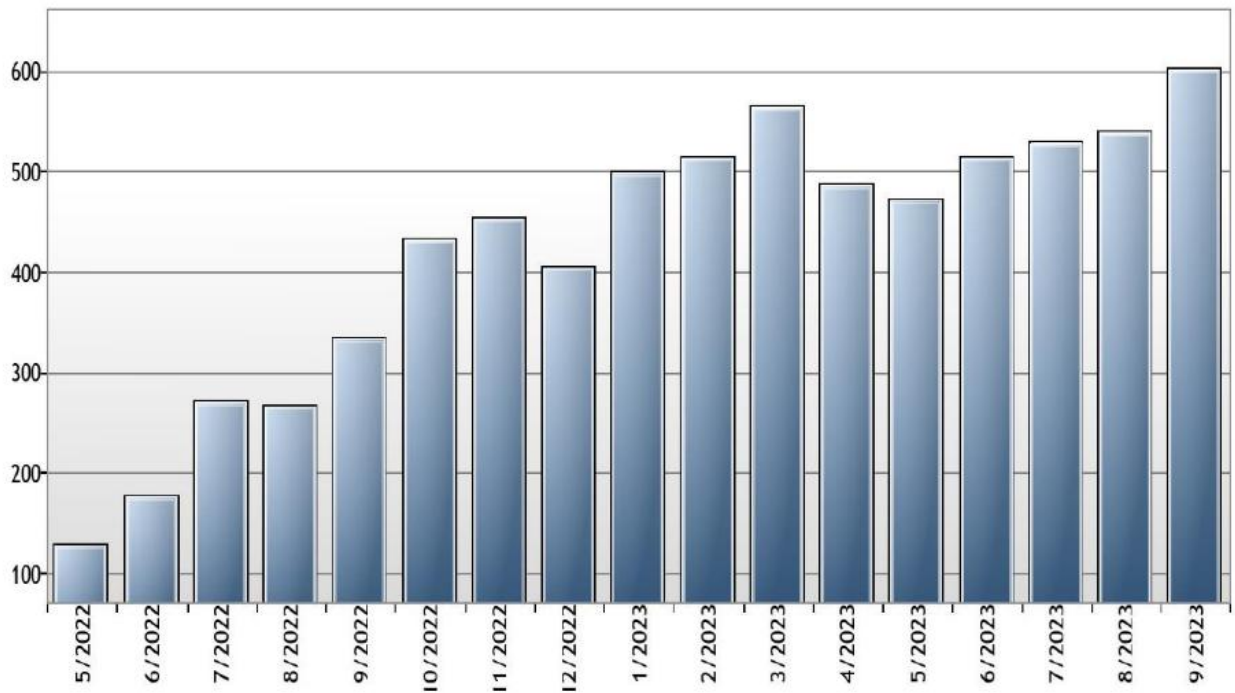
***“We love reading and use the library regularly to borrow children's books. Using the library helps us to reduce consumerism in our households by reducing the amount we buy, and encourages us to be more green and use the library stock.”***

***“My library means  
everything,  
I would be lost  
without it”***

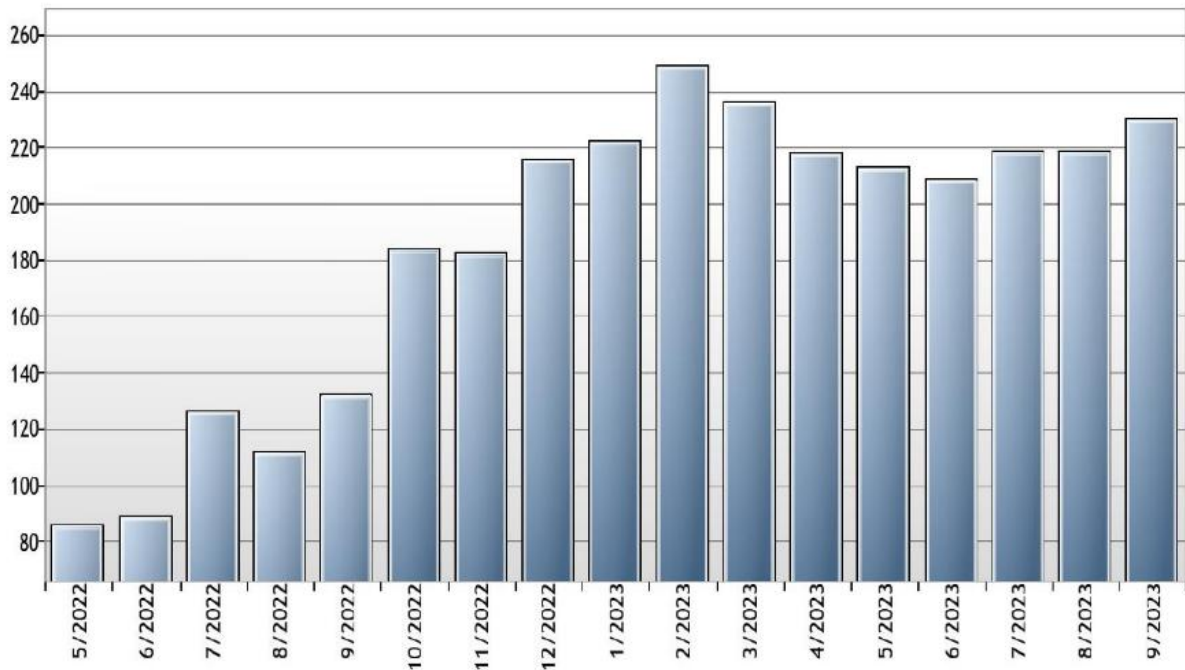




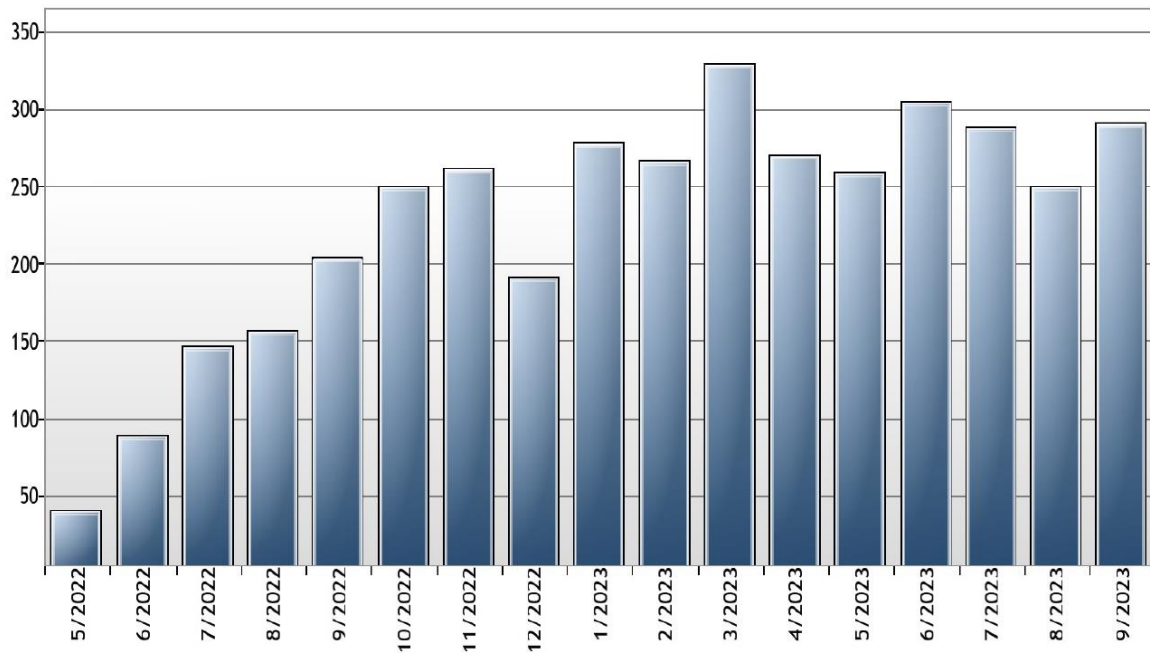
Open Plus Visits from 01/05/2022-30/09/2023 – All Sites Total 7,214



Open Plus Visits from 01/05/2022-30/09/2023 – St Ives Library Total 3,143



Open Plus Visits from 01/05/2022-30/09/2023 – Histon Library Total 3,879



## Equality, Diversity and Inclusion Strategy Action Plan

To: Communities, Social Mobility and Inclusion Committee

Meeting Date: 11 January 2024

From: Executive Director of Strategy and Partnerships

Electoral division(s): All

Key decision: No

Outcome: The Committee is asked to consider the content of the Equality, Diversity and Inclusion Strategy action plan, and to review and comment on the proposed plan in relation to its ability to deliver the Strategy.

Recommendation: The Committee is asked to:

Approve the Equality, Diversity and Inclusion Strategy action plan.

Officer contact:

Name: Janet Atkin  
Post: Service Director: HR Services  
Email: [janet.atkin@cambridgeshire.gov.uk](mailto:janet.atkin@cambridgeshire.gov.uk)  
Tel: 07775 024309

## 1. Background

- 1.1 The Equality, Diversity and Inclusion strategy (2023-2027) was approved by Full Council on 18 July 2023, following its recommendation from the Communities, Social Mobility and Inclusion Committee on 6 July 2023 and the Strategy and Resources Committee on 11 July 2023.
- 1.2 The Council's Strategic Framework outlines an ambitious agenda for the authority for the next 5 years. The Council's People Strategy sets out how it will align its workforce to achieve the 7 ambitions set in the Strategic Framework over the same period, and alongside the new People Strategy, the new Equality, Diversity and Inclusion (EDI) Strategy and associated action plan has been developed as an additional enabler.
- 1.3 The EDI Strategy is a key cross-cutting strategy which will enable the Council to achieve its vision and ambitions, so that Cambridgeshire can become greener, fairer, and more caring in the ways that are most suitable to the variety of people, and diverse communities it serves.
- 1.4 The Strategy sets out twelve equality objectives. Preparing and publishing the Council's equality objectives at least every four years is one of its specific duties under the Equality Act to comply with the public sector equality duty.
- 1.5 The comprehensive action plan details actions that underpin each of the twelve equality objectives and will enable the Council to measure progress against each objective.

## 2. Main Issues

- 2.1 The action plan, attached at Appendix 1, is split into three themes:-
  - a) Our workforce: Foster an inclusive, supportive and safe working environment that attracts and retains diverse people who feel valued, respected and empowered.
  - b) Our communities: Further understand and work with the diverse communities across Cambridgeshire, developing local solutions which address the needs of the communities.
  - c) Our services: Ensure people who use the Council's services and residents have good quality public services that meet the diverse needs of communities.
- 2.2 Underneath each theme are objectives, and the action plan identifies key actions for each objective, detailing the specific action, person/team responsible, start and end date, and success measure.
- 2.3 The content of the action plan has been informed by staff engagement exercises and feedback from employees through working groups and the employee EDI Network (IDEAL). Engagement exercises include a piece of work by an external consultancy (InDiverse), who conducted stakeholder engagement, background research and focus groups, and an EDI benchmarking survey by The Equal Group.

- 2.4 Engagement sessions have been held in the development of the action plan, including dedicated working groups for each theme, with colleagues from across the organisation and members of the IDEAL network, and input from the EDI Working Group and EDI Leadership Forum. Two dedicated workshops have also taken place, one with the Corporate Joint Panel (on 26 October 2023) and another with members of the Strategy, Resources and Performance Committee and the Communities, Social Mobility and Inclusion Committee (on 14 September 2023).
- 2.5 Action plan progress will be reviewed by the EDI Leadership Forum, which meets quarterly, reported to the Communities, Social Mobility and Inclusion Committee biannually and included in the annual workforce update to Staffing and Appeals Committee.

### 3. Alignment with ambitions

- 3.1 Net zero carbon emissions for Cambridgeshire by 2045, and our communities and natural environment are supported to adapt and thrive as the climate changes

There are no significant implications for this ambition.

- 3.2 Travel across the county is safer and more environmentally sustainable

There are no significant implications for this ambition.

- 3.3 Health inequalities are reduced

There are no significant implications for this ambition.

- 3.4 People enjoy healthy, safe, and independent lives through timely support that is most suited to their needs

There are no significant implications for this ambition.

- 3.5 Helping people out of poverty and income inequality

This strategy aligns with this ambition, ensuring that our services are inclusive and accessible to our community.

- 3.6 Places and communities prosper because they have a resilient and inclusive economy, access to good quality public services and social justice is prioritised

This strategy aligns with this ambition, ensuring that our services are inclusive and accessible to our community.

- 3.7 Children and young people have opportunities to thrive

This strategy aligns with this ambition, ensuring that our services are inclusive and accessible to our community.

## 4. Significant Implications

### 4.1 Resource Implications

There are no significant implications within this category. All work proposed will be managed within existing resources and approved budgets.

There are no significant implications within this category.

or

The following bullet points set out details of significant implications identified by officers:

or

The report above sets out details of significant implications in [ref paragraph]

### 4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications within this category.

### 4.3 Statutory, Legal and Risk Implications

There are no significant implications within this category, the strategy will align to existing HR and legislative requirements.

### 4.4 Equality and Diversity Implications

The action plan will consider and champion equality, diversity and inclusion within our existing workforce. No direct or adverse equality implications are expected. A full Equality Impact Assessment will be carried out for all projects and programmes of work proposed.

### 4.5 Engagement and Communications Implications

Whilst colleague feedback has been sought to develop the action plan, considerable colleague engagement and communication will take place once the action plan has been approved.

### 4.6 Localism and Local Member Involvement

There are no significant implications within this category.

### 4.7 Public Health Implications

The actions relating to reducing inequalities of access to CCC services are likely to support a reduction in health inequalities between different groups, particularly those actions relating to improving the quality of EqlAs, diversity monitoring in commissioned services, communications and engagement.

### 4.8 Climate Change and Environment Implications on Priority Areas:

There are no significant implications within this category.

#### 4.8.1 Implication 1: Energy efficient, low carbon buildings.

Positive/neutral/negative Status: neutral

Explanation:

- 4.8.2 Implication 2: Low carbon transport.  
Positive/neutral/negative Status: neutral  
Explanation:
- 4.8.3 Implication 3: Green spaces, peatland, afforestation, habitats and land management.  
Positive/neutral/negative Status: neutral  
Explanation:
- 4.8.4 Implication 4: Waste Management and Tackling Plastic Pollution.  
Positive/neutral/negative Status: neutral  
Explanation:
- 4.8.5 Implication 5: Water use, availability and management:  
Positive/neutral/negative Status: neutral  
Explanation:
- 4.8.6 Implication 6: Air Pollution.  
Positive/neutral/negative Status: neutral  
Explanation:
- 4.8.7 Implication 7: Resilience of our services and infrastructure, and supporting vulnerable people to cope with climate change.  
Positive/neutral/negative Status: neutral  
Explanation:

Have the resource implications been cleared by Finance? Yes  
Name of Financial Officer: Stephen Howarth

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the Head of Procurement and Commercial? Yes  
Name of Officer: Clare Ellis

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or Pathfinder Legal? Yes  
Name of Legal Officer: Emma Duncan

Have the equality and diversity implications been cleared by your EqIA Super User? Yes  
Name of Officer: Faye McCarthy

Have any engagement and communication implications been cleared by Communications? Yes  
Name of Officer: Lorraine Rollo

Have any localism and Local Member involvement issues been cleared by your Service Contact? No  
Name of Officer:

Have any Public Health implications been cleared by Public Health?

Yes

Name of Officer: Emily Smith

If a Key decision, have any Climate Change and Environment implications been cleared by the Climate Change Officer?

Yes

Name of Officer: Emily Bolton

## 5. Source Documents

5.1 None.



## **Appendix 1: Equality, Diversity and Inclusion Strategy Action Plan 2023-2027**

Our action plan details planned action against each of the equality objectives set out in the Equality, Diversity and Inclusion strategy. The actions are grouped into three themes:

1. Our workforce: Foster an inclusive, supportive and safe working environment that attracts and retains diverse people who feel valued, respected, and empowered.
2. Our communities: Further understand and work with our diverse communities across Cambridgeshire, developing local solutions which address the needs of our communities.
3. Our services: Ensure people who use our services and residents have good quality public services that meet the diverse needs of our communities.

This is an organic document which will be regularly updated and reviewed the EDI Team.

Action plan progress will be reviewed by the EDI Leadership Forum, reported to the Communities, Social Mobility and Inclusion Committee biannually and included in the annual workforce update to Staffing and Appeals Committee. Updates will be published quarterly on our internal and external webpages.

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
<b>A: Our workforce: Foster an inclusive, supportive and safe working environment that attracts and retains diverse people who feel valued, respected and empowered.</b>						
<b>1.1</b>	<b>Attract, retain, and develop a diverse workforce with different experiences, skills, and backgrounds, including a close reflection of the communities we serve.</b>	<p><b>Recruitment and selection</b>            Develop guidance to support hiring managers in writing job descriptions and person specifications.</p> <p>Provide guidance and examples of reasonable adjustments and support available during the recruitment process for neurodivergent applicants, disabled applicants and applicants with a long-term health condition.</p> <p>Review the existing recruitment training and provide updates related to inclusion.</p> <p>Develop an eLearning package for recruitment and ensure EDI is woven throughout.</p> <p>Consider how we can further support care experienced individuals during the recruitment process.</p> <p>Continue to publicise our roles on diversity jobs pages.</p>	Recruitment Team and EDI Team	June 2024	June 2026	<p>Improve diversity of applications and success rates for roles.</p> <p>See appendix for baseline data.</p>

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
		<p>Develop and include a revised positive action statement in our job descriptions.</p> <p>Review our external EDI webpage for applicants to include our support for staff.</p>				
1.2		<p><b>Diversity disclosure</b></p> <p>Continue to raise awareness of disclosing diversity data for employees and be clear why this information is required.</p> <p>Produce a briefing document to support managers to share with teams during key touch points e.g. Our Conversations</p> <p>Develop our ERP diversity data collection to include gender identity and sexual orientation (see appendix 2) to be more inclusive and care experience. Produce targeted communications and raise awareness of these fields when agreed.</p>	EDI Team, HR and Communications	Jan 2023	Review quarterly	<p>Increase in disclosure rates recorded:</p> <p>August 2023 baseline:</p> <p>Disability not completed: 78.9%</p> <p>Ethnicity not completed: 34%</p> <p>Sexual orientation not complete: 46.4%</p> <p>Religion: 46%</p> <p>Gender identity: not captured appropriately</p> <p>Care experience: not included at this time</p>

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
1.3		<p>Establish the most appropriate accreditation schemes for CCC</p> <p>Review the NGDP “Pride Checklist” (Appendix 2).</p>	EDI Team and Workforce Policy and Wellbeing Team	Jan 2025	Review annually	<p>CCC understands the existing accreditation schemes available related to EDI and wellbeing and has developed a plan to engage in the most appropriate ones which align with our Equality objectives, People strategy and strategic framework.</p> <p>Employee survey measure: ‘I trust this organisation to treat all employees with fairness’</p>
1.4		<p>Through the Care Experience Working Group, identify ways to ensure care experienced individuals are encouraged to apply, guided throughout the recruitment process and supported during their employment.</p> <p>Capture care experience in our recruitment system.</p>	EDI Team through Care Experience Working Group (monthly)	Dec 2023	Review every May	Care experience individuals can disclose this information during the recruitment process and managers are aware of how to support care experienced individuals.
1.5		Explore options for supported employment schemes to create	HR Services: Recruitment	January 2024	August 2024	Once options are explored, success will be

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
		opportunities to close the learning disability employment gap. Consider barriers to work, understanding learning profiles and ensuring that the individuals are supported at work in the long-term.	Team, HR team, Workforce Strategy, Policy and Wellbeing and EDI Team.			measured through understanding the profile of our workforce more and identifying next steps to close the learning disability employment gap.
1.6		Analyse and monitor nominations and awardees of our employee awards by protected characteristic and compare to our workforce data.	Workforce Policy and Wellbeing Team	March 2023	Every cycle	Nominations and awardees are representative of our workforce.
2.1	<b>Enhance the way we recruit, develop, and promote people, creating equitable processes by identifying and overcoming structural barriers to people from marginalised and under-represented groups.</b>	Embed the analysis of data by protected characteristics into all HR processes: Collect, analyse and report employee lifecycle data from recruitment to exit by protected characteristic. Where there is evidence of disproportionality, identify barriers and action to address, including: <ul style="list-style-type: none"> <li>- Recruitment data – including surveys Recruitment – explore recruitment survey responses to identify key barriers in the process by protected characteristic</li> </ul>	EDI Team with support from PIP and HR	June 2024	Annually	Each year, a full employee lifecycle data report is produced which identifies underrepresentation in recruitment, progression/recognition, leavers and disciplinaries'/Resolving Workplace Concerns

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
		<ul style="list-style-type: none"> <li>- Progression data: rewards, recognition, acting up</li> <li>- Analyse data on respect at work cases, discipline, grievance and capability procedures by protected characteristic and directorate</li> <li>- Exit data – including interviews</li> </ul>				
2.2		Analyse the full 2023 Employee survey by protected characteristic and intersectionally to identify staff views and perceptions in the workplace. Identify significant differences and explore actions to address. Reports discussed at EDI Working Group and EDI Leadership Forum	Employee survey provider reports with support from PIP (Engagement)	Dec/Feb 2023	Every Employee survey	Employee survey analysis by protected characteristic complete and reported to EDI Working group and EDI leadership forum for discussion.
2.3		<p><b>Career development</b> Evaluate the mutual mentoring pilot scheme and relaunch a revised mentoring scheme following feedback.</p> <p>Review the existing women of colour in leadership feedback and relaunch another cohort of the programme.</p>	Learning & Development	2024	2027	Employee survey measures: Q: 'I am often recognised when I do a good job' Q: 'I feel I am fairly rewarded considering my duties and responsibilities at the council' Q: 'The council provides opportunities for people

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
		<p>Publicise current career development offers including targeting underrepresented staff groups – monitor existing career development by protected characteristic. Make career development a regular part of the Our Conversations discussion.</p> <p>Apprenticeships – continue to monitor the diversity of our apprenticeships. Continue to publicise Apprenticeship opportunities. Showcase diverse profiles of completed apprenticeships.</p>				from diverse backgrounds to succeed and celebrates success'
2.4		Review the update the equality, diversity and inclusion policy to ensure it reflects our position on EDI.	EDI Team and Workforce Policy and Wellbeing Team	March 2023	Every 3 years	Revised EDI policy developed with engagement from IDEAL network and other groups/committees
2.5		Enhance our support for disabled colleagues, neurodivergent colleagues and colleagues with a long-term health condition by: Launch a revised SARA process (Health passport) to support neurodivergent, disabled employees	Workforce Policy and Wellbeing Team, L&D and EDI Team	2023	2024	A revised Health Passport process is created and launched. Managers and colleagues are aware of the new process and it is

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
		<p>and employees with a long-term health condition.</p> <p>Produce a guidance document for managers with examples of reasonable adjustments and support for disabled colleagues, neurodivergent colleagues and colleagues with health conditions.</p> <p>Review and revise the Reasonable Adjustment eLearning to incorporate changes.</p>				<p>incorporated into online learning.</p> <p>Increased knowledge and awareness of Access to Work.</p>
2.6		Revise the Access to Work document to provide clarity and consistency on the process across the organisation.	EDI Team and Health & Safety Team	Jan 2024	March 2024	
2.7		Continue to publish our gender pay gap and ethnicity pay gap. Review our approach to ethnicity pay gap reporting (2025).	Workforce Policy and Strategy Team and EDI Team	2023	Annually	Publication and monitoring of pay gaps.
3.1	<b>Build an inclusive workforce which fosters a culture of respect and ensure our people feel safe and that they belong.</b>	Alongside training (objective 5), publish a clear commitment to anti-racism which includes what it means at CCC to be anti-racist, examples of racism, how to report incidents and support available to all colleagues.	EDI Team in collaboration with IDEAL Network	2023	Ongoing	Commitment to anti-racism published internally.



No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
3.2		<p>Staff knowledge:</p> <ul style="list-style-type: none"> <li>• Develop and publish toolkits and guidance documents to help staff and managers discuss sensitive issues such as race, gender identity and religion. Inclusive language document, supporting trans and non-binary staff (see Appendix 2).</li> <li>• Publish educational resources and encourage personal responsibility for self-education to develop staff knowledge on race equality – in progress.</li> <li>• Embed inclusion throughout the Managers Hub toolkit that is being created</li> </ul>	EDI Team	2023	Ongoing	Improve managers confidence in managing diverse teams and having conversations related to EDI.
3.3		Develop a business case and options appraisal for a reporting system to support staff experiencing any form of unacceptable behaviour at work.	EDI Team & HR Advisory Team	2024	2024	Employee survey measure: 'If I raised a concern, I believe appropriate action would be taken'

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
3.4		Seek to increase the diversity profile of our Respect@ Work Contact role by working with IDEAL Network collaboratively.	EDI Team and HR Advisory	June 2024	Review every 2 years	More Respect@ Work contacts are recruited and trained. Diverse representation in applications and contacts.
3.5		Working with IDEAL and support groups: Develop a clear set of expectations for staff and managers that recognises the importance of staff networks, mentors and champions. This will include recognising the time commitments that come with these roles and that staff taking on these additional responsibilities should be supported by their line managers to do so.	EDI Team and IDEAL	Sept 2024	Dec 2024	Clear set of expectations developed to recognise the time commitment of contributing to IDEAL etc.
3.6		Continue our Accessibility audit of all our buildings (including toilet facilities) considering the protected characteristics, including disability, gender identity, sex and gender reassignment. This includes evacuations and a review of meeting rooms (see Appendix 2).	Property Team	2024	2024	Access Audit completed and report presented.

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
3.7		Similar to New Shire Hall, explore providing space for: reflection, quiet spaces, prayer, infant feeding etc at offices to support neurodivergent colleagues in particular.	Health and Safety Team, EDI Team and Policy and Wellbeing Team	2024	2027	Spaces considered throughout all our buildings.
3.8		Develop and publish a trans equality commitment statement in collaboration with our LGBTQIA+ Working Group (see Appendix 2).	EDI Team and LGBTQIA+ Working Group	Aug 2024	Dec 2024	Published commitment statement developed collaboratively.
3.9		Gather feedback on the existing mental health and racism page and identify next steps to improve our wellbeing hub resources and support about mental health and racism.	Wellbeing Group	2024	2027	Employee survey measures: 'I believe the council genuinely cares about my health and wellbeing' 'At the council, I am supported to balance my work and my personal life in a way that works for me' – analysis by ethnicity
3.10		Provide guidance for colleagues to explore how local Teams can consider inclusivity in their Team Charter e.g. Inclusive ways of working	EDI Team and Workforce Policy and Wellbeing Team	Jan 2025	June 2025	Guidance produced for colleagues.  Employee survey measure: 'any barriers to performing my role'

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
3.11		Increase awareness of Aggression and Violence Guidance	EDI Leadership Forum, ELT and Team	2024	Ongoing	Positive feedback received on the guidance and use of the template letters recorded. Employee survey measure: Q17 'If I raised a concern, I believe appropriate action would be taken
3.12		Introduce a name pronunciation tool for employees	EDI Team and IT	2024	Ongoing	Employee survey measure: belonging
3.13		Continue to use our EDI governance structure to work closely with the IDEAL staff Network and the associated peer support groups, seeking feedback on policies, strategies and initiatives and hearing about any challenges identified by the Network and/or Peer Support Group.	EDI Team and IDEAL Network Committee	2023	Ongoing, through EDI Governance meetings	Continued effective working relationship between corporate teams and IDEAL staff network. Colleagues feel their voices are heard.
3.14		Support Members to consider how to work to diversify the pool of councillors in the future through increasing visibility of role models, outreach and support structures.	EDI Team and Members	2023	Ongoing	Monitoring of the make-up of Members diversity profile and committee membership.
4.1		Equality Impact Assessments – see objective 12				

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
4.2	<b>Develop and empower our people to design and deliver inclusive and accessible services, removing internal and external institutional barriers.</b>	Staff knowledge: <ul style="list-style-type: none"> <li>Develop and publish toolkits and guidance documents to support colleagues who are providing services to our diverse communities e.g. Supporting trans and non-binary service users (see Appendix 2).</li> <li>Publish educational resources and encourage personal responsibility for self-education to develop staff knowledge on race equality – in progress.</li> </ul>	EDI Team	2023	2027	Increased engagement with EDI communications.  Employee survey measure: 'I trust this organisation to treat all employees with fairness'
4.3		Create a 'one-stop' shop of all EDI-related resources and education for colleagues to tap into whenever they would like.	EDI Team	2024	2024	Feedback collated about the 'one-stop shop'
5.1	<b>Empower all colleagues and services to use their influence to advance and promote equality, diversity, and inclusion across</b>	Produce an annual EDI communications plan which includes monthly EDI conversations and weekly blogs. Monitor the reach of these.	EDI Team			Increased uptake of EDI Conversations, specifically attracting those not usually desk based, by 15%

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
5.2	<b>CCC and work together to make organisation-wide impact to progress our equality objectives.</b>	EDI eLearning <ul style="list-style-type: none"> <li>- Monitor uptake of existing eLearning modules by directorate</li> <li>- Report uptake quarterly to directorates -</li> <li>- Review and update content of eLearning annually -</li> </ul> Consideration for e-learning units about EDI topics of socio-economic, care experience and unpaid carers (a protected characteristic by association under the Equality Act 2010).	EDI Team and Learning and Development			Increase completion percentage of EDI eLearning to 60%  % completion as of August 2023: 25.88%  Evidence of impact from training demonstrated.
5.3		Deliver 4 Ps of Inclusion modules and monitor uptake by directorate, review evaluation data every 6 months. Promote upcoming cohorts to increase uptake.	Learning and Development	2023	2027	Increase in completion: 300 colleagues to complete by 2026  96 colleagues have completed by March 2024.
5.4		Identify new and bespoke learning opportunities for colleagues, specifically: <ul style="list-style-type: none"> <li>- Provide anti-racism training</li> </ul>	EDI Team and Learning and Development	2023	Ongoing	Increased awareness of EDI-related topics as measured through uptake of training courses.

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
		<ul style="list-style-type: none"> <li>- Provide trans awareness training</li> <li>- Provide disability awareness training</li> <li>- Cultural awareness</li> <li>- Hate crime</li> <li>- Consideration for e-learning units about EDI topics of socio-economic, care experience and unpaid carers (a protected characteristic by association under the Equality Act 2010).</li> </ul>				
5.6		Write and publicise case studies from members of ELT who attended the compassionate and inclusive leadership programme to share learning to all managers.	EDI Team and Learning & Development	Jan 2024	Dec 2024	Case studies published by ELT members.
5.7		Re launch our EDI Contact role and increase the number of individuals signed up to the role across the organisation	EDI Team	July 2023	Review every 2 years	EDI Contact role redesigned and communicated to all colleagues. Monitor feedback on the role.
5.8		Develop an internal webpage for colleagues to find links and resources for self-education.	EDI Team	2025	2026	Resource created for self-education and feedback received.

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
5.9		Identify a way to weave EDI into the Our Conversations form and regular meetings. Publish guidance for managers to identify ways for embedding EDI into team work including in team meetings etc.	Workforce Policy and Wellbeing Team and EDI Team	Sept 2024	April 2025	Guidance created and Employee survey measured reflect changes.
<b>B: Our communities: Further understand and work with our diverse communities across Cambridgeshire, developing local solutions which address the needs of our communities</b>						
6.1	<b>Create greater connection with Cambridgeshire's communities, to ensure that our services are accessible and appropriate for all of our residents and visitors.</b>	Empower communities to help themselves, for example, by working with local organisations to support members of the community to become trustees, or become involved in the governance of community assets.	Communities Team	2024	2027	Quality of Life survey results to provide a baseline measure.
6.2		To embed an EDI Action plan across our Library services including: <ul style="list-style-type: none"> <li>- To reduce inequality of access to library services</li> <li>- To ensure that our Library stock reflects the requirements of all the communities we serve</li> <li>- To continue the Library Presents Programme</li> </ul>	Library services	2023	2027	Feedback from Libraries service.



No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
6.3		<p>Continue to use local data from EELGA, Home Office, ICS and <a href="#">Cambridgeshire Insight – Communities</a> to inform our work and develop a “Community Toolkit” to include quick links to the data local communities are most likely to find helpful.</p> <p>Share good practice examples of how this data has informed our work.</p>	<p>Communities Team Business Intelligence</p>	2023	2027	<p>Community Toolkit produces and data used to inform EqlAs and the design and development of services.</p>
7.1	<p><b>Promote participation within our communities, focusing on equality and equity of opportunity where underrepresentation occurs.</b></p>	<p>Ensure our Migrant policy and partnership worker works with stakeholders and partners to support access to core service provision for migrant and refugee communities and become a Council/County of Sanctuary.</p> <p>To continue to embed the principles of Libraries of Sanctuary into our offer, and to work towards renewal of our sanctuary award in 2026. We will proactively engage with local migrant, asylum-seeking and refugee communities by:- Hosting regular library inductions/welcome sessions where we work to reduce barriers to access, including language barriers;</p>	<p>Communities Team</p> <p>Cambridgeshire Library services</p>	2024	2027	<p>Increased support for migrant and refugee communities</p>

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
		<p>Promote how our resources and programming can support formal ESOL learning;- Continuing our outreach work with the hotels in Cambridgeshire housing people undergoing the asylum process and other relevant communities;- Continuing to build internal and external partnerships to ensure we're working closely with others who support these communities</p>				
7.2		Join up our existing work which supports the Gypsy, Roma and Traveller community.		2024	2024	
7.3		<p>Anti-poverty:</p> <ul style="list-style-type: none"> <li>- Develop an Anti-poverty strategy</li> <li>- Review of our operating model of grant funding ensuring we engage with residents and communities to ensure whatever is introduced does not disproportionately impact certain groups.</li> <li>- Continue to review our Trusted Partner Network to ensure is reflective of our</li> </ul>	Communities Team	<p>2024</p> <p>2024</p> <p>2023</p>	<p>2025</p> <p>April 2024</p> <p>Ongoing</p>	Anti-poverty strategy created to include engagement with residents and communities.

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
		communities, working collaboratively with District councils.				
8.1	<b>Enhance our communication and engagement to create opportunities for improved exposure, awareness, and understanding for all communities in Cambridgeshire to contribute to a culture of respect and cohesion across communities.</b>	Review how we communicate, consult and engage with communities, looking at how this may need to adapt for different localities, diversities, interests and needs. This will include the need to report back to communities on outcomes as well as listening to needs, vulnerabilities and aspirations.	Communication and engagement working group	2024	2027	
8.2		IT & Digital strategy (Inclusion): We will enhance our processes to ensure that the relevant accessibility guidance is incorporated in all IT and Digital procurements. Systems that we buy and introduce meet the necessary standards to ensure they are accessible to all.	ITDS and Health and Safety	2023	2024	Digital accessibility is considered in all that we do, and service users are able to access our information.
		We will ensure that there is a 'non-digital safety valve' which leads to face-to-face contact where required in digital service models.	Part of customer contract – Authority wide	2023	Ongoing	
<b>C: Our services – as a provider and a commissioner: Ensure people who use our services and residents have good quality public services that meet the diverse needs of our communities.</b>						

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
9.1	<b>Co-produce, commission, and provide inclusive and accessible services that improve outcomes for our diverse local population, particularly for marginalised and under-represented groups.</b>	Ensure all our internal and external communications consider accessibility and inclusive in messaging and imagery. Being mindful when generating, selecting and using imagery and literature. Seeking to ensure our examples, posters, etc are inclusive of our diverse communities.	Communications and All	2023	2027	Information across the county is produced and delivered in an accessible format.
9.2		Highlight the use of Accessible Information Standards.	ITDS	2023	2027	
9.3		Develop good practice guidance for colleagues to collect diversity monitoring data in their service areas data collection. This data should then inform the service.	EDI Team	August 2024	December 2024	Increased collection of diversity information where services do not currently record this data yet.
10.1	<b>Support and promote inclusive behaviour with residents and service users by setting and maintaining clear expectations ensuring that we role model this behaviour ourselves in all interactions with our community.</b>	Develop an external webpage to signpost information about how service users can raise a concern about a member of staff– signposting to the relevant policies and systems in different areas.	EDI Team and Communications	2024	2024	Webpage created and service users are aware of the mechanisms to report issues.
10.2		Continue to promote a shared set of mutual expectations amongst service users and employees, signposting to the Violence and aggression toolkit.	Communications	2024	2027	Monitor usage and feedback of the Violence and aggression toolkit.

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs	
		Publish our respectful behaviour posters in clear, visible spaces.					
11.1	<b>Collaborate with our partners to reduce inequality, promote inclusion and recognise and celebrate diversity for all our communities.</b>	Undertake a review of EDI guidance on procurement and contract monitoring.	EDI Team and Procurement Team	Jan 2025	April 2025	Procurement processes have EDI throughout.	
		Embed elements of our EDI strategy into our procurement processes in order to use our supply chain to become advocates of our EDI approach.					
11.2		Establish stronger partnership work with the ICS and other partners.	HR & ICS	2024	2027		Continued partnership with ICS and regional connections.
11.3		Continue to utilise our networks to share good practice e.g. Regional EDI Network, ICS EDI group.	EDI Team, ICS, regional EDI Network	2023	Ongoing		
11.4	Continue to work with partners to tackle racism and hate language, including tackling the root causes, as part of delivering our commitments made in the Anti-Racism Charter.	EDI Team & ICS	2023	Ongoing	Evidence of good practice sharing.		
12.1	<b>12. To assess, consult, and evaluate the equality impact of our</b>	Seek feedback on our existing EqIA processes.	EDI Team and Communities Team	2024	Review annually	Increased level of confidence in completing	

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
	<b>policies, processes and decisions and to make changes where reasonably possible if it creates inequality</b>	Continue to develop our EqIA guidance and resources, including providing good practice examples and tips on consulting with diverse communities.				EqIAs as measured by staff feedback.  Outputs: EqIA guidance reviewed and developed. EqIA training package launched for all colleagues, completion rated monitored. Increased number of trained super-users. Feedback collated on the role.
12.2		Develop and launch EqIA training package.	EDI Team	2024	2025	EqIA training package launched for all colleagues, completion rated monitored.
12.3		Produce guidance for colleagues to understand how to incorporate care experience into their EqIAs.	EDI Team and the Care Experience Working Group	2024	2024	
12.4		Publicise our EqIA Super Users and continue to provide continued professional development for the role.	EDI Team	2024	Annually	Increased number of trained super-users. Feedback collated on the role.
12.5		Produce a checklist document for colleagues creating or reviewing	EDI Team	2024	2024	Checklist created and feedback monitored.

No	Objective	Action	Team responsible	Start	End	Success measure and Key outputs
		<p>documents which do not need a full EqIA to identify equality considerations e.g. accessibility of documents, diverse imagery. Consider how the EDI Contact role could embed this process throughout their service.</p>				

## **Appendix 1: Recruitment baseline data**

Baseline data captured Nov 2022-June 2023 for ethnicity:

- Applications from White applicants were the largest ethnic group at each stage of the process and the percentage increased at each stage: from 67.4% of applications submitted, to 84.7% of those offered a role.
- Interview data: 77.6% (1,472) of applications that were interviewed were from applicants who identified as White. The next largest group were for applications from Black or Black British applicants with 9.2% (175).
- Offer data: 510 applications received an offer following interview, 7.5% of submitted applications. Applications from Mixed or multiple ethnic group applicants had the highest success rate from interview (22.2%) and the highest success rate from applications submitted (4.9%).

## **Appendix 2: LGBTQIA+ Working Group recommendations: Gender identity and trans equality**

Action 1.2 further details: CCC to take positive action to improve LGBTQIA+ data in ERP Gold and recruitment data in all databases holding personal information about staff or service users. Flexibility to be embedded in all databases to allow easy changing of personal information like titles, preferably by self-management.

Action 1.3: further detail: CCC to complete the “Pride checklist” from the NGDP and promote strategies to achieve “Advanced standard” details.

Action 3.2 further details: CCC to offer LGBTQIA+ awareness and trans awareness training in Our Development. LGBTQIA+ working group recommends that the EDI Team, IDEAL Committee, HR Team, and all public-facing staff and managers undergo in-depth training on trans awareness. The working group acknowledges the significance of prioritizing this training for the EDI Team, IDEAL members and committee, and managers who handle EDI matters. The working group requests approval of the provider's trainers after they have been verified by the EDI team, L&D team, or responsible team. Outcomes of this training will instil trainees with confident knowledge of the subject, good practice and inclusive behaviours and approaches to all interactions with staff and the public.

Action 3.2: CCC to promote the use of inclusive language in the workplace and in internal and external communication channels.



Action 3.6 further details: CCC to ensure that, where possible, all County Council/Local Authority owned and run premises provide clearly signposted, accessible and gender-neutral restrooms and, where applicable, accessible gender-neutral changing rooms, along with baby changing facilities. CCC to provide sanitary products in all toilets. CCC are to commit to installing gender-neutral toilets and facilities in all new buildings and refurbishments, and gradually refurbish existing buildings to include gender neutral toilets and facilities. Some priority to be given to public service buildings, especially those providing LGBTQIA+ services. CCC to role model to partners.

Action 3.8 further details: Work with the LGBTQIA+ Working Group to develop a public statement about trans equality and gender identity. Publicise internally and externally.

Action 4.2 further details: CCC to offer LGBTQIA+ awareness and trans awareness training in Our Development. LGBTQIA+ working group recommends that the EDI Team, IDEAL Committee, HR Team, and all public-facing staff and managers undergo in-depth training on trans awareness. The working group acknowledges the significance of prioritizing this training for the EDI Team, IDEAL members and committee, and managers who handle EDI matters. The working group requests approval of the provider's trainers after they have been verified by the EDI team, L&D team, or responsible team. Outcomes of this training will instil trainees with confident knowledge of the subject, good practice and inclusive behaviours and approaches to all interactions with staff and the public.



## Corporate Performance Report

To: Communities, Social Mobility and Inclusion Committee

Meeting Date: 11 January 2024

From: Executive Director of Strategy and Partnerships

Electoral division(s): All

Key decision: No

Outcome: To provide the Committee with a performance monitoring information update.

Recommendation: The Committee is asked to:

Note and comment on performance information and act, as necessary.

Officer contact:

Name: Richard Springbett

Post: Governance & Performance Manager

Email: [Richard.Springbett@cambridge.gov.uk](mailto:Richard.Springbett@cambridge.gov.uk)

# 1 Background

- 1.1 The Performance Management Framework sets out that Policy and Service Committees should:
- Set outcomes and strategy in the areas they oversee.
  - Select and approve the addition and removal of Key Performance Indicators (KPIs) for the committee performance report.
  - Track progress quarterly.
  - Consider whether performance is at an acceptable level.
  - Seek to understand the reasons behind the level of performance.
  - Identify remedial action.
- 1.2 This report, delivered quarterly, continues to support the committee with its performance management role. It provides an update on the status of the selected KPIs which track the performance of the services the committee oversees.
- 1.3 The report covers the period of Quarter Two 2023/24, up to the end of September 2023.
- 1.4 The most recent data for indicators for this committee can be found in the dashboard attached at Appendix 1, which includes the following information for each KPI:
- Current and previous performance and the projected linear trend.
  - Current and previous targets. Please note that not all KPIs have targets, this may be because they are being developed or the indicator is being monitored for context.
  - Red / Amber / Green / Blue (RAGB) status.
  - Direction for improvement to show whether an increase or decrease is good.
  - Change in performance which shows whether performance is improving (up) or deteriorating (down).
  - The performance of our statistical neighbours. This is only available, and therefore included, where there is a standard national definition of the indicator.
  - KPI description.
  - Commentary on the KPI.
- 1.5 The following RAGB criteria are being used:
- Red – current performance is 10% or more from target.
  - Amber – current performance is off target by less than 10%.
  - Green – current performance is on target or better by up to 5%.
  - Blue – current performance is better than target by 5% or more.
  - Baseline – indicates performance is currently being tracked in order to inform the target setting process.
  - Contextual – these KPIs track key activity being undertaken, to present a rounded view of information relevant to the service area, without a performance target.
  - In development - KPI has been agreed, but data collection and target setting are in development.

## 2. Main Issues

2.1 Current performance of KPIs monitored by the committee is as follows:

Status	Number of KPIs	Percentage of KPIs
Red	6	32%
Amber	3	16%
Green	1	5%
Blue	1	5%
Baseline	-	%
Contextual	7	37%
In Development	1	5%
Suspended	-	%

## 2.2 Libraries

2.2.1 Indicator 36: Number of active library users

A strong quarter reflects the work of the library service during the summer period, which is shown with a 16.67% increase from Q2 last year. The Summer Reading Challenge represents a large project that involves visits to school assemblies and active drives throughout the holiday season, This saw over 7,000 starters (up 16% on last year), 4,000 finishers (up 20% on last year) and 569 new members joining to complete the challenge.

Q3 will see the launch of Open plus pilots in Rock Road, Soham and March, as well as a refresh of the warm hub offer to engage more communities. The Library Presents will launch its autumn season with a larger program of events building on the success of the summer.

Q4 will see pilots of auto enrolment of school children in Wisbech, the Know Your Neighbourhood funded project looking at volunteering in Fenland and the EverySpace project launching in March.

2.2.2 Indicator 37: Number of visits made to library sites reported quarterly

Visitors continue to rise following increased confidence in the library programme post pandemic. The strong quarter reflects the hard work and excellent results seen in this year's Summer Reading Challenge, despite a key children's focused library in the city being closed for refurbishment (Cherry Hinton). Visitor numbers also benefitted from a near sold out summer season for The Library Presents (90% tickets sold).

Community and branch libraries have returned to pre-pandemic levels of use with notable successes, such as Histon and Sawston, exceeding earlier figures. Total visits sit below pre-pandemic figures with high street libraries mirroring the same lower footfall experienced in retail. There are notable changes in the use of Library IT facilities (for example fewer frequent visits to check emails as smart devices become more readily available), however the buildings continue to be well used.

Q3 will see a slight shift in focus as Open Plus is launched in three libraries, the warm hub offer is revitalised and National Libraries Week takes place, as well as a larger season for The Library Presents. However, it is also expected that temporary closures for essential maintenance works at Ramsey, St Neots, Barnwell, Rock Road and Yaxley, alongside the EverySpace project at March Library this financial year will impact visitor numbers in Q3 and Q4. It is now predicted that Cherry Hinton and Darwin Green Libraries will not launch until summer 2024, and will not impact visitor figures this year.

### 2.2.3 Indicator 38: Total digital engagements quarterly – Library Service

There is growth along targeted channels such as the families Facebook page. There is a continued downward trend in the engagement with X/Twitter, with figures unrecognisable from a year ago. However, there is increased active engagement from this platform (more people following links) so while visibility remains down as the platform renegotiates how it shares information with other partners, those who are using it are active and so it remains an important platform for the service.

The families page saw increased growth as a major avenue for promoting the popular Summer Reading Challenge and associated events. New training on creating video content to improve use of YouTube and Instagram Reels for libraries is being rolled out to staff.

## 2.3 Adult Skills and Learners – Indicators 136, 137 and 138

2.3.1 The Cambridgeshire Skills service moved over to a new information management system during Q2, resulting in a delay to the validation of the performance figures for the quarter. A full set of Q2 performance information will be provided alongside Q3 information within the next Performance Monitoring Report.

The RAG statuses for these three indicators are reflective of performance from Quarter 1.

## 2.4 Communities Service

2.4.1 Historically this measure captured the number of contacts in a reporting period rather than the number of unique providers. For example, if one provider attended a training event, and made contact for support with funding, and contacted regarding a query around governance, the same provider would have been counted three times in the same quarter. There are 120 youth providers operating in Cambridgeshire being supported by the Communities Service. All are in regular contact, and some more than others depending on need at a particular time.

Following the realignment of data in Q1, officers are looking into whether there are now more appropriate performance indicators for the Communities Service. This process will be taking place over the coming months, with the expectation recommendations will be proposed to the committee in the Q3/Q4 Performance Report.

## 2.5 Coroner Service

2.5.1 Indicator 175: Total number of cases opened.

There were fewer referrals into the service in Q2, resulting in fewer cases being open. This continues the trend seen in Q1 of this year. The Service has no influence over the number of cases referred.

If this trend continues, there would be fewer cases opened in 2023/24 than the previous year.

Total number of active open cases at the close of the quarter is 740, compared to 773 in Q1.

#### 2.5.2 Indicator 176: Total number of cases closed.

Lower number of cases closed reflects staff leave over the summer period. The Service is on-track to equal the number of cases closed in 2022/23.

The total number of live cases as of close of Q1 was 773. Total number of live cases at the close of Q2 is 740.

#### 2.5.3 Indicator 177: Total number of inquests opened.

Fewer referrals in Q2 resulted in fewer Inquests being opened, which is in line with cases opened.

At the close of Q2 there were 500 active open Inquests. This is an increase from 454 in Q1.

#### 2.5.4 Indicator 178: Total number of inquests closed.

Fewer Inquests closed in Q2 reflects staff leave during the summer, this is in line with cases closed.

At the close of Q2 there were 500 live Inquests.

#### 2.5.5 Indicator 179: Total number of inquests closed that are over 12 months old.

The final figure of cases older than 12 months reported to the Chief Coroner at the end of the year was 272 - a 6% improvement on the previous year, at a time when more cases were being referred. Based on Q1 and Q2 data, the service is on-track to exceed the 2022/23 figure, despite there being fewer (59) Inquests over 12 months old closed in Q2 - this, as with cases closed and inquests closed, reflects staff leaving during the summer months.

Increased figure to date in 2023/24 is a result of greater capacity to hear inquests, as well as more effective management of cases.

### 2.6 Domestic Abuse

#### 2.6.1 Indicator 197: Number of Self Referrals to Commissioned Domestic Abuse Outreach Services (Cambridgeshire and Peterborough)

Q2 2023/24 - 65 self-referrals (31 Cambridgeshire, 30 Peterborough and 4 unknown).

## 2.6.2 Indicator 198: The percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service

Q2 2023/24 - The changeover in database for the IDVA Service has meant it is not possible to report on this indicator for Q2. Q3 will produce a more accurate statistic.

The RAG status for this indicator is reflective of performance from Quarter 1.

## 2.6.3 Indicator 199: Number of Referrals to the Independent Domestic Violence Advocacy (IDVA) service

The number of referrals to the IDVA service continues to increase as the specialist client based IDVA service takes referrals from health and housing become embedded. The number of medium risk referrals from police has also increased.

## 2.7 Registrations

### 2.7.1 Indicator 219: Registrations - All births registered within 42 days of birth.

The Service dealt with 12% more appointments compared to Q1. The overall number of births for 2023/24 is now the same as for 2022/23. 1,977 births were registered, of which 1,953 were registered within 42 days. The service continues to exceed the national average on this KPI.

### 2.7.2 Indicator 220: Registrations - All deaths registered within 5 days.

Temporary dispensation allowing for telephone death registrations that commenced during the pandemic has now finished, therefore all appointments must be in person. The service has good appointment availability however performance is now in line with that prior to the dispensation and is heavily reliant on when people choose to register a death, therefore is outside the control of the service.

Locally, the trend from Q1 has continued. The service is performing significantly better than colleagues in the East Anglia region, who have achieved 42% during the same period. 889 deaths were registered, of which 570 were registered within 5 days.

## 2.8 Trading Standards

### 2.8.1 Indicator 221: Number of hours of business advice provided to businesses under primary authority.

There was a slight decrease in the number of hours provided in Q2 due to lower demand for services. Despite this, the service is still on-track to meet the 2023/24 target.

The service will continue to provide advice to those with a Primary Authority partnership with the authority, as well as ad-hoc 'pay as you go' advice to businesses. The team is recruiting to a further full-time post and support post to generate more capacity and enable further partnerships to be formed.



### 2.8.2 Indicator 222: Percentage of business brought into compliance in all priority areas following inspection/intervention.

39% of businesses were compliant at the time of visit with no further action required (in line with Q1 figure of 38%).

12% of businesses were non-compliant but were brought into compliance within the quarter (compared to 22% in Q1).

49% of business remained non-compliant at the end of Q2 - officers continue to work with these businesses to reach compliance (compared to 40% in Q1).

The service will continue to carry out programmed inspections alongside intelligence led visits, taking a graduated approach to enforcement by initially engaging and educating non-compliant businesses to bring them into compliance before taking enforcement action when necessary.

## 3. Alignment with ambitions

### 3.1 Net zero carbon emissions for Cambridgeshire by 2045, and our communities and natural environment are supported to adapt and thrive as the climate changes

There are no significant implications for this ambition.

### 3.2 Travel across the county is safer and more environmentally sustainable

There are no significant implications for this ambition.

### 3.3 Health inequalities are reduced

There are no significant implications for this ambition.

### 3.4 People enjoy healthy, safe, and independent lives through timely support that is most suited to their needs

There are no significant implications for this ambition.

### 3.5 Helping people out of poverty and income inequality

- The indicators included here provide an overview of performance in key priority areas, to enable appropriate oversight and management of performance.

### 3.6 Places and communities prosper because they have a resilient and inclusive economy, access to good quality public services and social justice is prioritised

- The indicators included here provide an overview of performance in key priority areas, to enable appropriate oversight and management of performance.

### 3.7 Children and young people have opportunities to thrive

There are no significant implications for this ambition.

## 4. Significant Implications

### 4.1 Resource Implications

There are no significant implications within this category.

### 4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications within this category.

### 4.3 Statutory, Legal and Risk Implications

There are no significant implications within this category.

### 4.4 Equality and Diversity Implications

There are no significant implications within this category.

### 4.5 Engagement and Communications Implications

There are no significant implications within this category.

### 4.6 Localism and Local Member Involvement

There are no significant implications within this category.

### 4.7 Public Health Implications

There are no significant implications within this category.

### 4.8 Climate Change and Environment Implications on Priority Areas

#### 4.8.1 Implication 1: Energy efficient, low carbon buildings.

Positive/neutral/negative Status: There are no significant implications within this category.

Explanation: There are no significant implications within this category.

#### 4.8.2 Implication 2: Low carbon transport.

Positive/neutral/negative Status: There are no significant implications within this category.

Explanation: There are no significant implications within this category.

#### 4.8.3 Implication 3: Green spaces, peatland, afforestation, habitats and land management.

Positive/neutral/negative Status: There are no significant implications within this category.

Explanation: There are no significant implications within this category.

#### 4.8.4 Implication 4: Waste Management and Tackling Plastic Pollution.

Positive/neutral/negative Status: There are no significant implications within this category.

Explanation: There are no significant implications within this category.

#### 4.8.5 Implication 5: Water use, availability and management:

Positive/neutral/negative Status: There are no significant implications within this category.

Explanation: There are no significant implications within this category.

#### 4.8.6 Implication 6: Air Pollution.

Positive/neutral/negative Status: There are no significant implications within this category.

Explanation: There are no significant implications within this category.

4.8.7 Implication 7: Resilience of our services and infrastructure and supporting vulnerable people to cope with climate change.  
Positive/neutral/negative Status: There are no significant implications within this category.  
Explanation: There are no significant implications within this category.

Have the resource implications been cleared by Finance? No

Name of Financial Officer: N/A

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the Head of Procurement and Commercial? No

Name of Officer: N/A

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or Pathfinder Legal? No

Name of Legal Officer: N/A

Have the equality and diversity implications been cleared by your EqIA Super User?

No

Name of Officer: N/A

Have any engagement and communication implications been cleared by Communications?

No

Name of Officer: N/A

Have any localism and Local Member involvement issues been cleared by your Service Contact? No

Name of Officer: N/A

Have any Public Health implications been cleared by Public Health?

No

Name of Officer: N/A

If a Key decision, have any Climate Change and Environment implications been cleared by the Climate Change Officer?

No

Name of Officer: N/A

## 5. Source Documents

### 5.1 [CCC Performance Management Framework](#)



**Produced on:**

12 December 2023



# Performance Report

## Quarter 2

### 2023/24 financial year

Communities, Social Mobility and Inclusion Committee

Governance & Performance  
Cambridgeshire County Council

## Key



Data Item	Explanation
<b>Target / Pro Rata Target</b>	The target that has been set for the indicator, relevant for the reporting period
<b>Current Month / Current Period</b>	The latest performance figure relevant to the reporting period
<b>Previous Month / previous period</b>	The previously reported performance figure
<b>Direction for Improvement</b>	Indicates whether 'good' performance is a higher or a lower figure
<b>Change in Performance</b>	Indicates whether performance is 'improving' or 'declining' by comparing the latest performance figure with that of the previous reporting period
<b>Statistical Neighbours Mean</b>	Provided as a point of comparison, based on the most recently available data from identified statistical neighbours.
<b>England Mean</b>	Provided as a point of comparison, based on the most recent nationally available data
<b>RAG Rating</b>	<ul style="list-style-type: none"> <li>• <b>Red</b> – current performance is off target by more than 10%</li> <li>• <b>Amber</b> – current performance is off target by 10% or less</li> <li>• <b>Green</b> – current performance is on target by up to 5% over target</li> <li>• <b>Blue</b> – current performance exceeds target by more than 5%</li> <li>• <b>Baseline</b> – indicates performance is currently being tracked in order to inform the target setting process</li> <li>• <b>Contextual</b> – these measures track key activity being undertaken, to present a rounded view of information relevant to the service area, without a performance target.</li> <li>• <b>In Development</b> - measure has been agreed, but data collection and target setting are in development</li> </ul>
<b>Indicator Description</b>	Provides an overview of how a measure is calculated. Where possible, this is based on a nationally agreed definition to assist benchmarking with statistically comparable authorities
<b>Commentary</b>	Provides a narrative to explain the changes in performance within the reporting period
<b>Actions</b>	Actions undertaken to address under-performance. Populated for 'red' indicators only
<b>Useful Links</b>	Provides links to relevant documentation, such as nationally available data and definitions

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
107,236	↑	96,326	90,157	Improving

**RAG Rating**

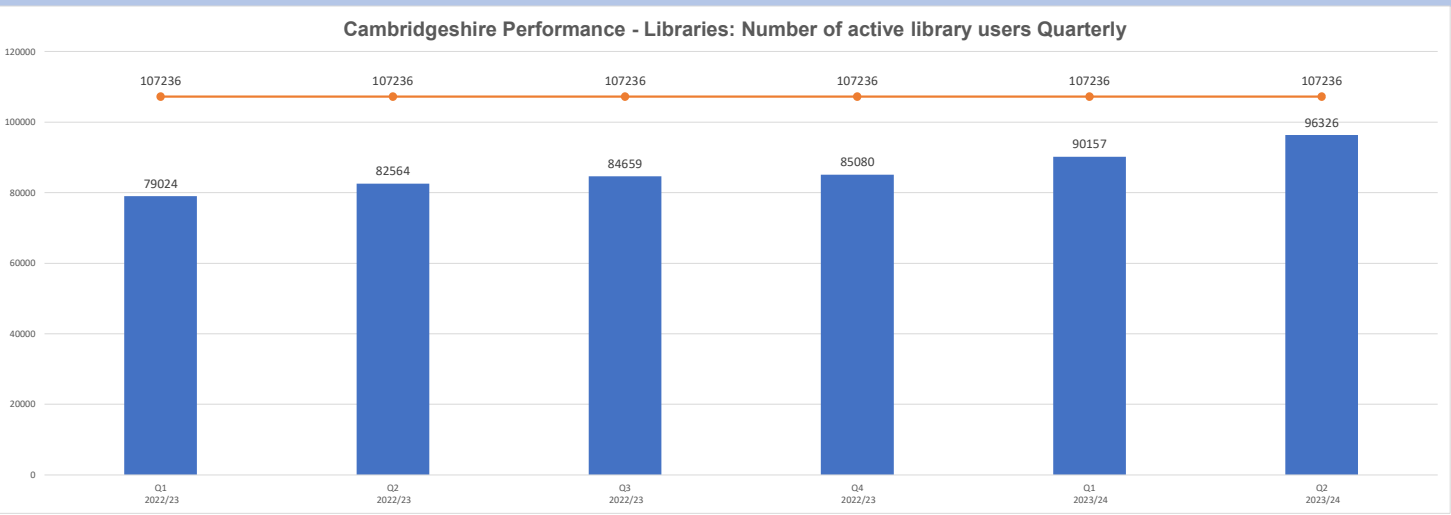
Red

**Indicator Description**

The Indicator is total number of unique people who have used their library card to access services in the last 12 months.

This is measured by our library management system, when someone interacts with it using their library card. This includes anyone who has borrowed a book, used our eBooks, borrowed a library pc or used Open Plus to access a staffless library. It does not include unique users who may simply visit library space and use services without making a transaction such as event attendance, wi-fi usage or studying.

This is important for defining how well used library services are and our engagement with the community. The target is based on our position in March 2020 before the pandemic and reflects the work to re-engage all portions of the community with the library service again after a lengthy break.



**Commentary**

A strong quarter reflects the work of the library service during the summer period, this is shown with a 16.67% increase from Q2 last year. The Summer Reading Challenge represents a large project that involves visits to school assemblies and active drives throughout the holiday season, this saw over 7,000 starters (up 16% on last year), 4,000 finishers (up 20% on last year) and 569 new members joining to complete the challenge. There were also opportunities to attend several summer events with both the book bike and mobile libraries visiting events such as Strawberry Fair in Cambridge and Wisbech Festival.

**Actions**

Q3 will see the launch of Open plus pilots in Rock Road, Soham and March, as well as a refresh of the warm hub offer to engage more communities. The Library Presents will launch their autumn season with a larger program of events building on the success of the summer.  
 Q4 will see pilots of auto enrolment of school children in Wisbech, Know Your Neighbourhood funded project looking at volunteering in Fenland and EverySpace project launching in March.

**Useful Links**

[The local area benchmarking tool from the Local Government Association](#)

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
475,381	↑	380,018	351,220	Improving

**RAG Rating**

**Red**

**Indicator Description**

The indicator represents the total number of visits made to libraries.

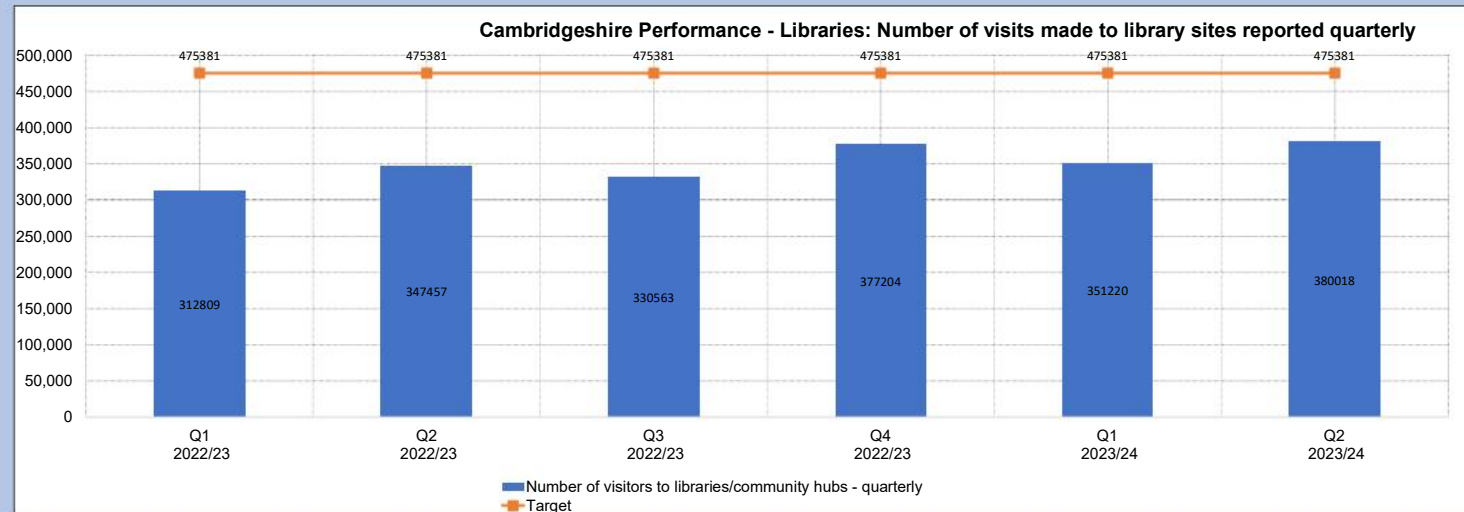
This is measured through electronic gate counters in libraries that record people entering the buildings. It represents attendance at library venues, but does not include engagement from outreach events or activities that take place outside or in other venues.

It is an important indicator for how well used library buildings are and ability to attract people into our services.

Targets are based on performance in pre-pandemic year as we look to recover the service or understand any fundamental changes in behavior that have occurred during this time.

**Useful Links**

[The local area benchmarking tool from the Local Government Association](#)



**Commentary**

Previously reported figures may have changed as estimated or missing data is replaced with actual data. Use of libraries remains seasonal with variations due to weather and bank holidays etc. so quarters should be reviewed against previous year rather than previous quarter.

Visitors continue to rise following increased confidence in the libraries programmes post pandemic. The strong quarter reflects the hard work and excellent results seen in this year's Summer Reading Challenge, despite a key children's focused library in the city being closed for refurbishment vs the same time last year (Cherry Hinton). Visitor numbers also benefitted from a near sold out summer season for The Library Presents (90% tickets sold).

Total visits still sit below pre-pandemic figures with High Street libraries mirroring the same lower footfall experienced in retail. Furthermore, the change in use of Libraries IT facilities being notable factors i.e. fewer frequent visits to check emails as smart devices become more readily available vs. fewer longer stays for working from home or studying in the library. The buildings remain well used but footfall is lower. Community and branch libraries have returned to pre-pandemic levels of use with notable successes, such as Histon and Sawston, exceeding this. It is unlikely that the target will be reached this year, with a series of library closures scheduled for minor building works due to impact quarter 3 and 4, but the general trend is improving and will put us in a strong position next year.

**Actions**

Q3 will see a slight shift in focus as Open Plus is launched in 3 libraries, Warm hub offer is revitalised and celebrate National libraries Week as well as a larger season for The Library Presents. However it is also expected that temporary closures for essential maintenance works at Ramsey, St Neots, Barnwell, Rock Road and Yaxley, alongside EverySpace project at March Library this financial year will impact visitor numbers in Q3 & Q4. It is now predicted that Cherry Hinton and Darwin Green Libraries will not launch until summer 2024 and will not impact visitor figures this year.



Indicator 38: Total digital engagements quarterly - Library Service

[Return to Index](#)

December 2023

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
361,311	↑	276,954	274,962	Improving

**RAG Rating**

Red

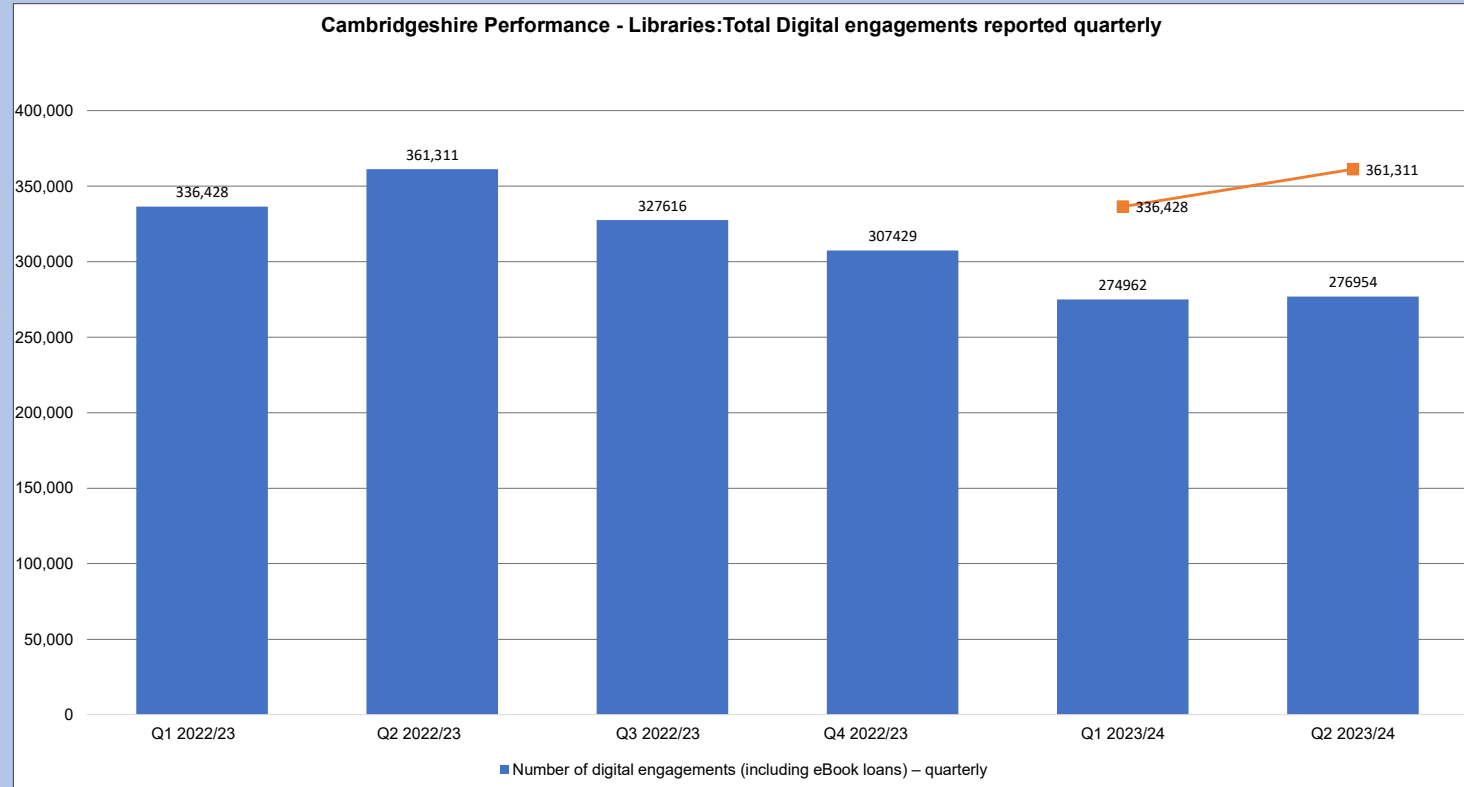
**Indicator Description**

This indicator represents total digital engagements with the library service. It does not include online use of library accounts or e-services.

It is a measure of engagements with social media channels and the e-newsletter.

It is an indicator of new ways of engaging as services move onto different channels and represents the additional reach libraries can have beyond their physical environments.

Targets are based on performance in previous year as we look to sustain the service that developed quickly over the last couple of years.



**Commentary**

There is growth along targeted channels such as the families Facebook page. X/Twitter remains a cause for concern with figure unrecognizable from a year ago as use of the platform plummets. However, there is increased active engagement from this platform (more people following links) so while visibility remains down as the platform renegotiates how it shares information with other partners, those who are using it are active and so it remains an important platform for the service.

The service is also seeing the impact of a full return of physical library offer and events, with less capacity to devote to creating bespoke digital content and greater use of the platforms to advertise the physical offer. The families page saw increased growth as a major avenue for promoting the popular Summer Reading Challenge and associated events.

**Useful Links**

[The local area benchmarking tool from the Local Government Association](#)

**Actions**

New training on creating video content to improve use of YouTube and Instagram Reels for libraries is being rolled out to staff. Libraries closed for maintenance work is also offering an opportunity to roll out further training.

Target	Direction for Improvement	Current Quarter	Quarter 2 22/23	Change in Performance
1128	↑	608	1107	Declining

RAG Rating

Red

**Indicator Description**

The actual figure includes learners engaged by direct delivery and our internal and external delivery partners. The target and actual figures are cumulative.

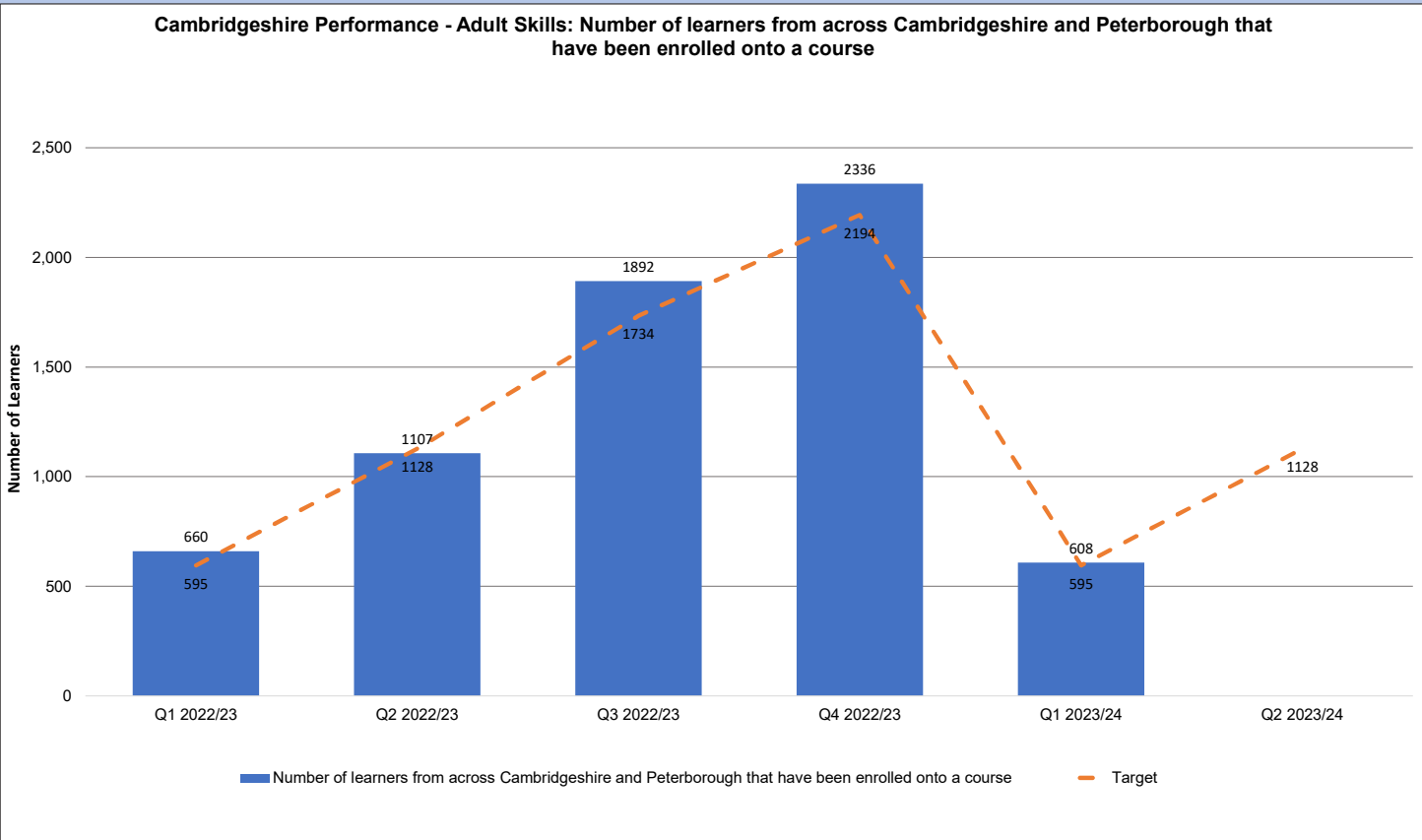
This indicator refers to the total number of learners engaged and recruited onto courses. This is because a single learner can have multiple enrolments.

The indicator does not refer to the total number of enrolments, as a single learner can have multiple enrolments and outcomes.

The target number of learners to engage and enrol onto skills provision has been aligned with the delivery plan that has been submitted to the CPCA against the Adult Education Budget Contract.

Numbers provided against this indicator is our learner target for our allocation of the Cambridgeshire and Peterborough devolved Adult Skills budget.

Learners can only be counted under this target if they are residents of Cambridgeshire and Peterborough.



**Commentary**

Following a new Information management system being implemented during Q2. This has resulted in a delay with validating the performance figures for Q2. A full set of Q2 performance information will be provided alongside Q3 information within the next Performance Monitoring Report.

**Useful Links**

**Actions**

Target	Direction for Improvement	Current Quarter	Quarter 2 22/23	Change in Performance
1466	↑	829	1676	Declining

RAG Rating



Indicator Description

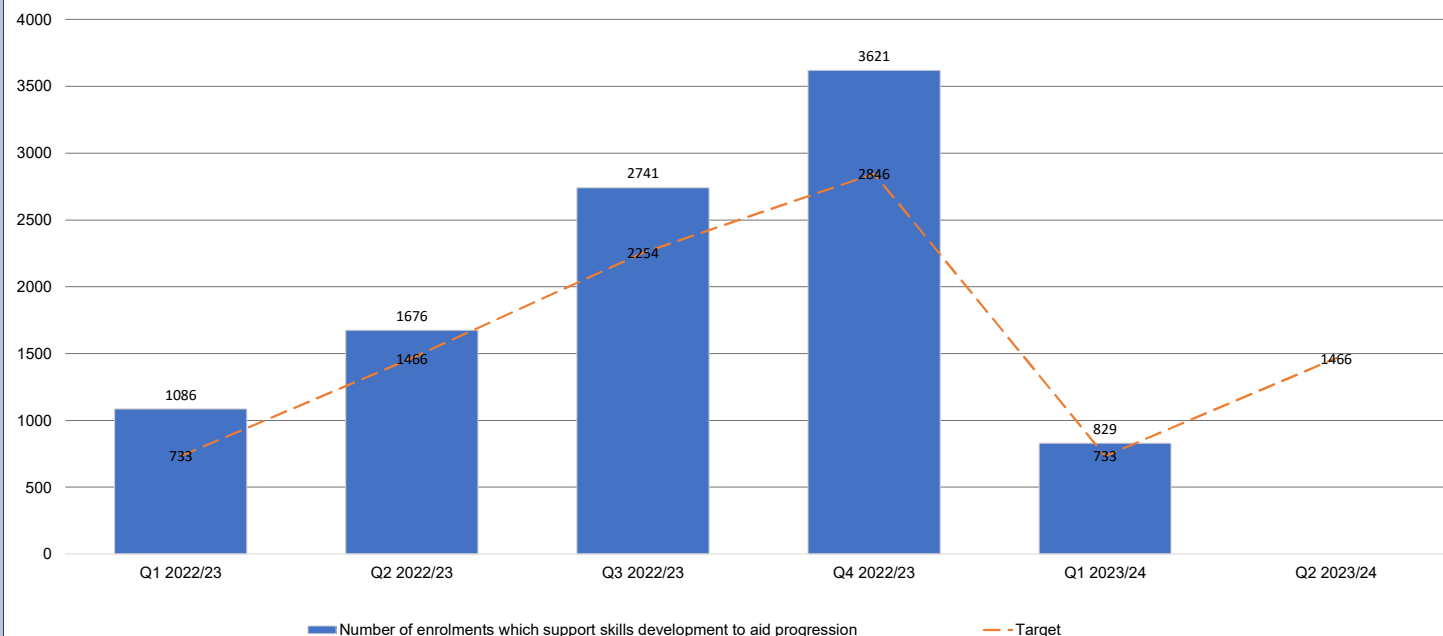
The enrolment figure used includes delivery from both our direct delivery and our internal and external partner delivery. The actual figure provided are the number of new enrolments from learners during April to June and validated via the ILR.

The target and actual figures are cumulative. This indicator links to the total number of enrolments completed by a learners. Learners can undertake a number of enrolments.

The target number of enrolments has been aligned with the delivery plan that has been submitted to the CPCA against the Adult Education Budget Contract.

Numbers provided against this indicator is for enrolments onto courses that support local priority sectors identified in the LSIP and the CPCA Skills Strategy.

Cambridgeshire Performance - Adult Skills: Number of enrolments which support skills development to aid progression



Commentary

Following a new Information management system being implemented during Q2. This has resulted in a delay with validating the performance figures for Q2. A full set of Q2 performance information will be provided alongside Q3 information within the next Performance Monitoring Report.

Useful Links

Actions

Target	Direction for Improvement	Current Quarter	Quarter 2 22/23	Change in Performance
94%	↑	93%	95%	Declining

RAG Rating



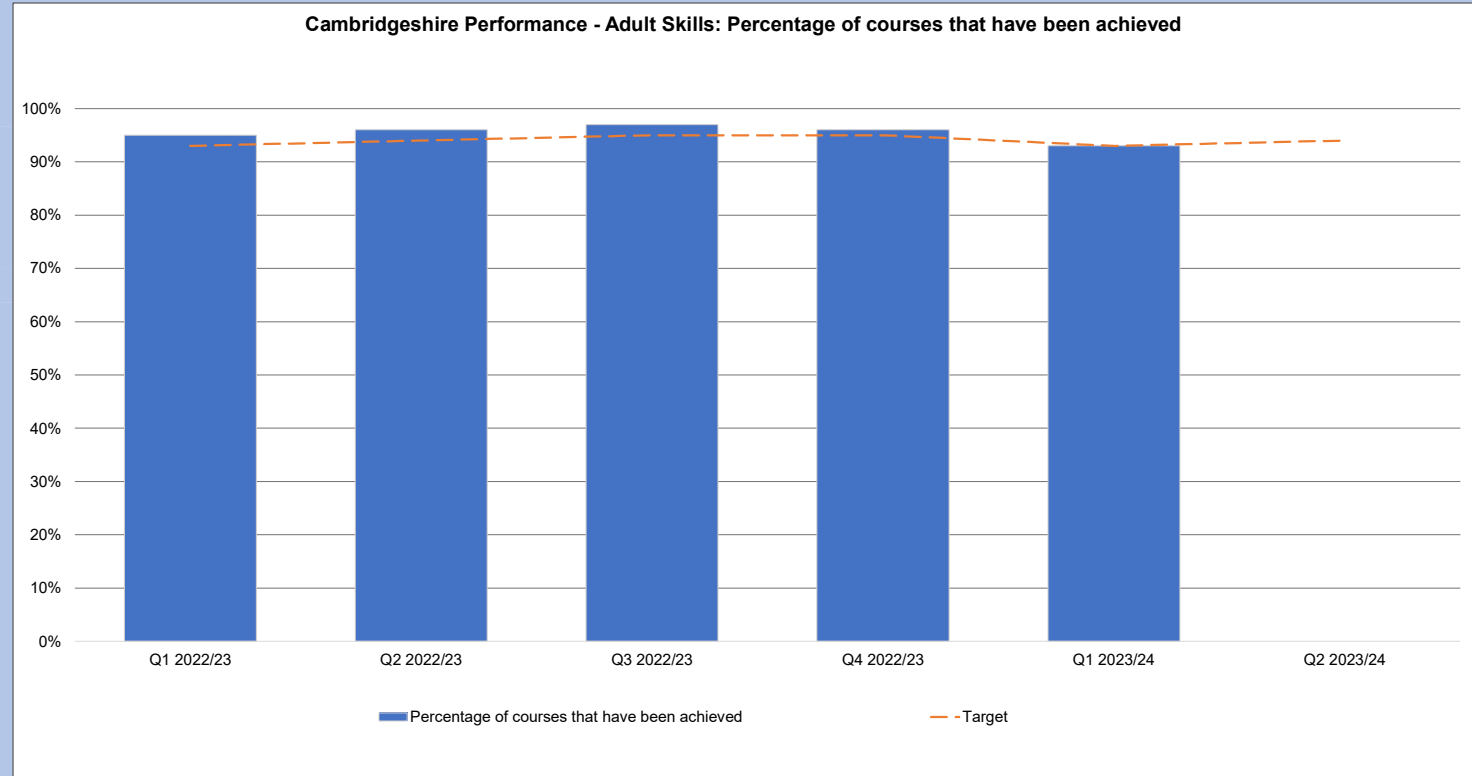
**Indicator Description**

The figure provided is the percentage of learners who completed the full length of the course (retained) and also achieved the required course outcome (set course aims/qualification)

The number includes those courses delivered by the whole service delivery.

The target and actual figures are cumulative. The retention figure in this indicator refers to the number of course enrolments where the course was fully attended, out of the total enrolments.

This target has been set to align to the national benchmark for Local Authority Adult Skills Services



**Commentary**

Following a new Information management system being implemented during Q2. This has resulted in a delay with validating the performance figures for Q2. A full set of Q2 performance information will be provided alongside Q3 information within the next Performance Monitoring Report.

**Useful Links**

**Actions**

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	120	120	Unchanged

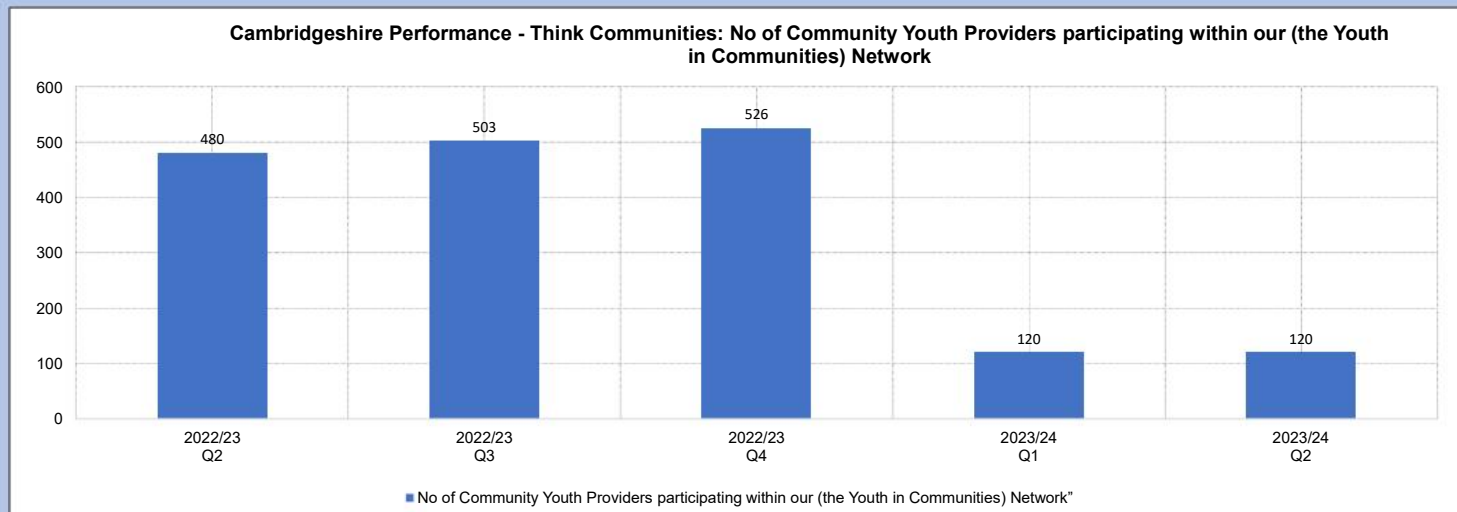
**RAG Rating**

In Development
----------------

**Indicator Description**

The Youth in Communities network works with community youth providers to build capacity in the system. This indicator is a count of the number of unique providers engaged within the network that the team has supported within each quarter.

**Useful Links**



**Commentary**

Historically this measure captured the number of contacts in a reporting period rather than the number of unique providers. For example, if one provider attended a training event, and made contact for support with funding, and contacted regarding a query around governance, the same provider would have been counted three times in the same quarter. There are 120 youth providers operating in Cambridgeshire being supported by the Communities Service. All are in regular contact, and some more than others depending on need at a particular time.

**Actions**

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
872	NA	789	944	N/A

RAG Rating

Contextual
------------

**Indicator Description**

A case related to a death referred to the service by partner agencies, such as the police or a doctor, in which the death is unexpected or unnatural, the deceased died while in custody or otherwise in state detention, or if any other statutory requirement is triggered (such as death due to suspected industrial disease). The Coroner will review cases and in circumstances where the cause of death is natural and the need to investigate further is not required, the case will be closed without the need for further investigation.

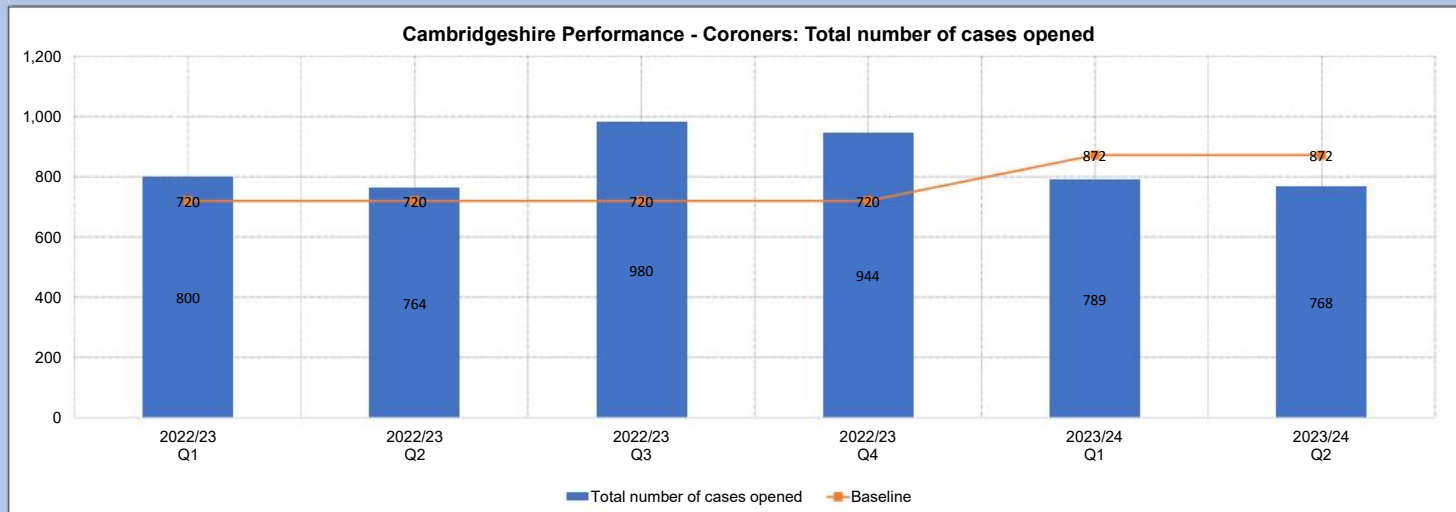
The KPI demonstrates the volume of cases opened, as well as providing data on trends when compared to previous Quarters / Years. The figure is all new cases opened within the quarter, not the number of active live cases, this can be seen in the commentary.

Each case is recorded on the Coroner Service Case Management System, with reports run each quarter.

Baseline is derived from 2022/23 annual figure and divided by 4 to give a quarterly baseline

**Useful Links**

There is no public facing data available for this KPI



**Commentary**

There were fewer referrals into the service in Q2 resulting in fewer cases being open. This continues the trend seen in Q1 of this year. The Service has no influence over the number of cases referred.

If this trend continues, there would be fewer cases opened in 2023/24 than the previous year.

Total number of active open cases at the close of the quarter is 740, compared to 773 in Q1.

**Actions**

T

**Indicator 176: Total number of cases closed**

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
880	N/A	810	941	N/A

**RAG Rating**

Contextual
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**Indicator Description**

A case related to a death referred to the service by partner agencies, such as the police or a doctor, in which the death is unexpected or unnatural, the deceased died while in custody or otherwise in state detention, or if any other statutory requirement is triggered (such as death due to suspected industrial disease). The Coroner will review cases and in circumstances where the cause of death is natural and the need to investigate further is not required, the case will be closed without the need for further investigation.

The KPI demonstrates how the service is managing cases referred in terms of volumes, as well as trends when compared to previous Quarters / Years.

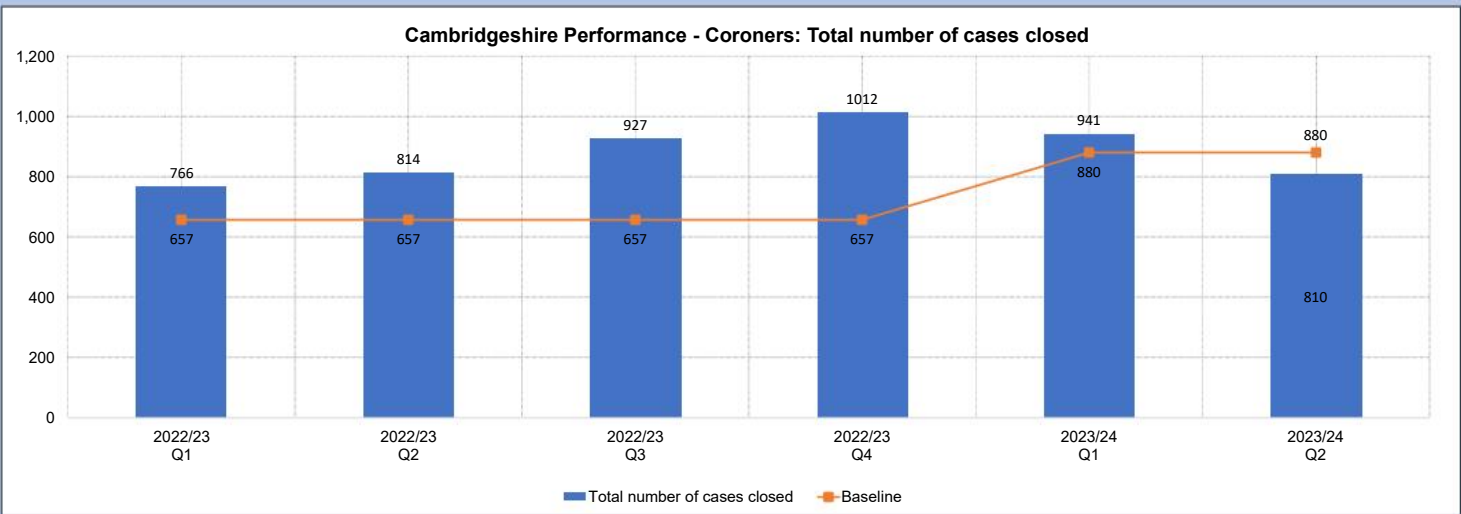
The figure shows the number of cases closed within the quarter, not the number of active live cases, this can be seen in the commentary.

Each case is recorded on the Coroner Service Case Management System, with reports run each quarter.

Baseline is derived from 2022/23 annual figure and divided by 4 to give a quarterly baseline

**Useful Links**

There is no public facing data for this KPI



**Commentary**

Lower number of cases closed reflects staff leave over the summer period. The Service are on-track to equal the number of cases closed in 2022/23.

The total number of live cases as of close of Q1 was 773. Total number of live cases at the close of Q2 is 740.

Q4 figures for 2022/23 were particularly high because there was a focus on closing off cases that could be resolved quickly. This reflecting positively on the national performance return. 2023/24 Q1 figures are an improvement on 2022/23 figure, demonstrating measures that have been implemented to increase effectiveness have been working.

**Actions**

Indicator 177: Total number of Inquests opened

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December 2023

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
148	NA	120	139	N/A

RAG Rating

Contextual

**Indicator Description**

A case becomes an Inquest where the death is unnatural, if the cause of death means that an Inquest is mandatory (such as deaths in state detention or at a workplace, for example), or if an Inquest is triggered by any other reason. All Inquests are heard in public at a Coroner's Court.

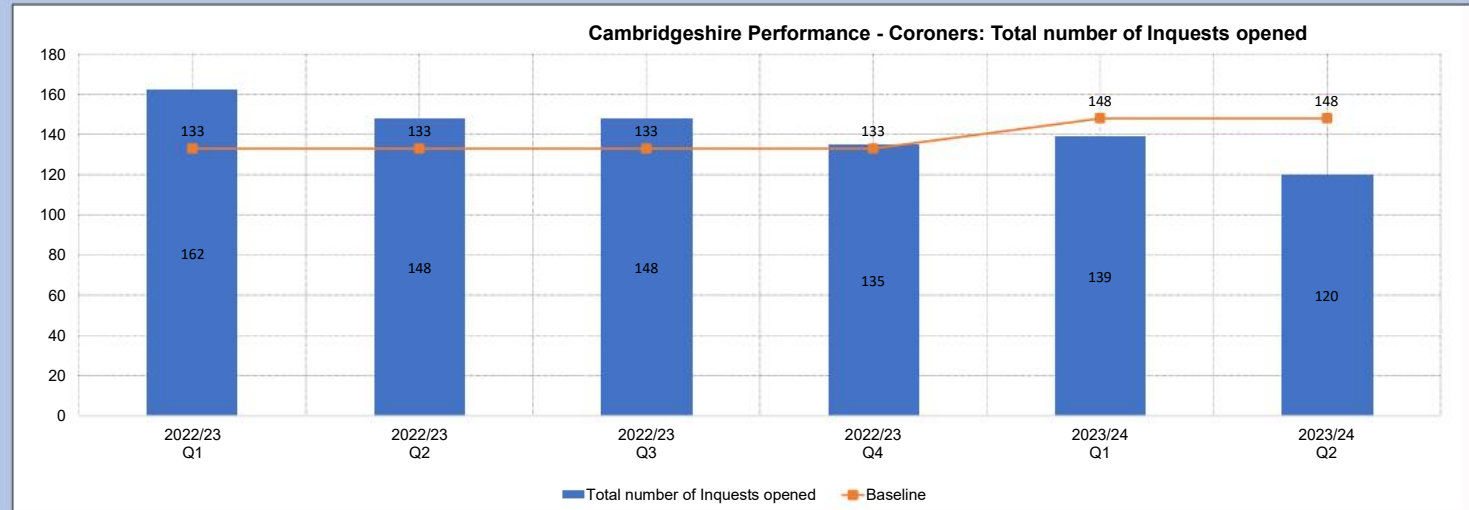
The KPI demonstrates the volume of Inquests opened, as well as providing data on trends when compared to previous Quarters / Years. The figure is all new Inquests opened within the quarter, not the number of active live Inquests, this can be seen in the commentary.

Each case is recorded on the Coroner Service Case Management System, with reports run each quarter.

Baseline is derived from 2022/23 annual figure and divided by 4 to give a quarterly baseline

**Useful Links**

There is no public facing data for this KPI



**Commentary**

Fewer referrals in Q2 resulting in fewer Inquests being opened, this is in line with cases opened.

At the close of Q2 there were 500 active open Inquests. This is an increase from 454 in Q1.

**Actions**



Indicator 178: Total number of Inquests closed

[Return to Index](#)

December 2023

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
160	NA	142	213	N/A

**RAG Rating**

Contextual

**Indicator Description**

A case becomes an Inquest where the death is unnatural, if the cause of death means that an Inquest is mandatory (such as deaths in state detention or at a workplace, for example), or if an Inquest is triggered by any other reason. All Inquests are heard in public at a Coroner's Court.

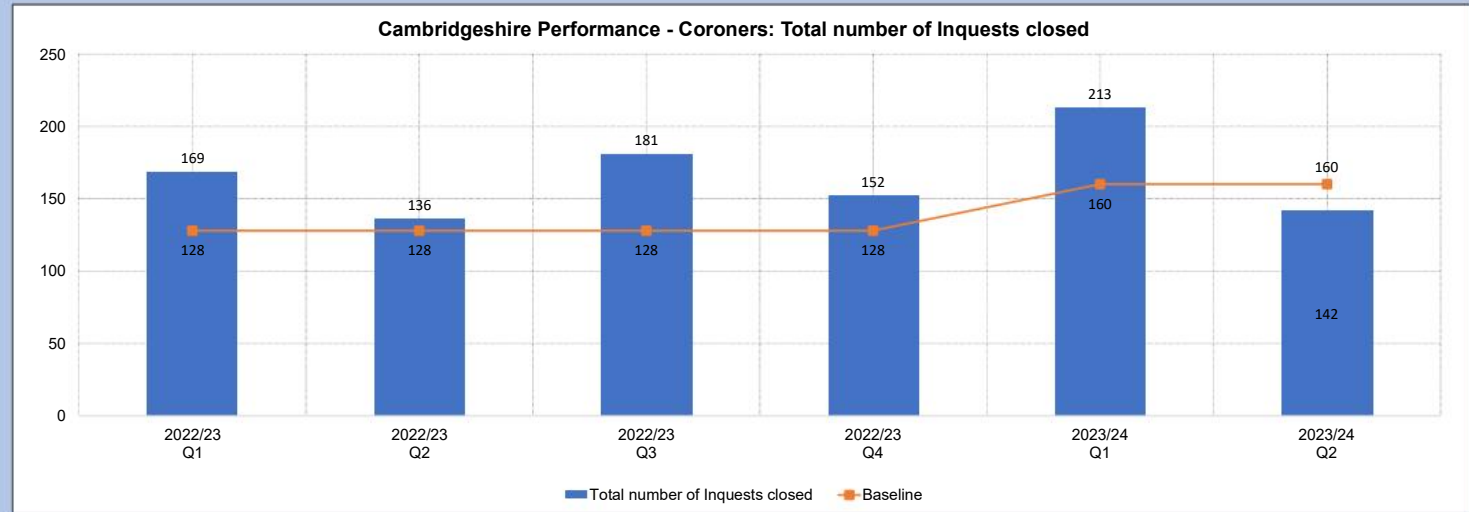
The KPI demonstrates the ability of the Service to manage the current demand, as well as providing data on trends when compared to previous Quarters / Years. The figure is all Inquests closed within the quarter, not the number of active live Inquests, this can be seen in the commentary.

Each Inquest is recorded on the Coroner Service Case Management System with reports run quarterly.

Baseline is derived from 2022/23 annual figure and divided by 4 to give a quarterly baseline

**Useful Links**

There is no public facing data for this KPI



**Commentary**

Fewer Inquests closed in Q2 reflects staff leave during the summer, this is in line with cases closed.

At the close of Q1 there were 500 live Inquests.

**Actions**

Indicator 179: Total number of Inquests closed that are over 12 months old

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December 2023

Baseline	Direction for Improvement	Current Quarter (cumulative)	Previous Quarter (cumulative)	Change in Performance
67	NA	147	88	NA

RAG Rating

Contextual
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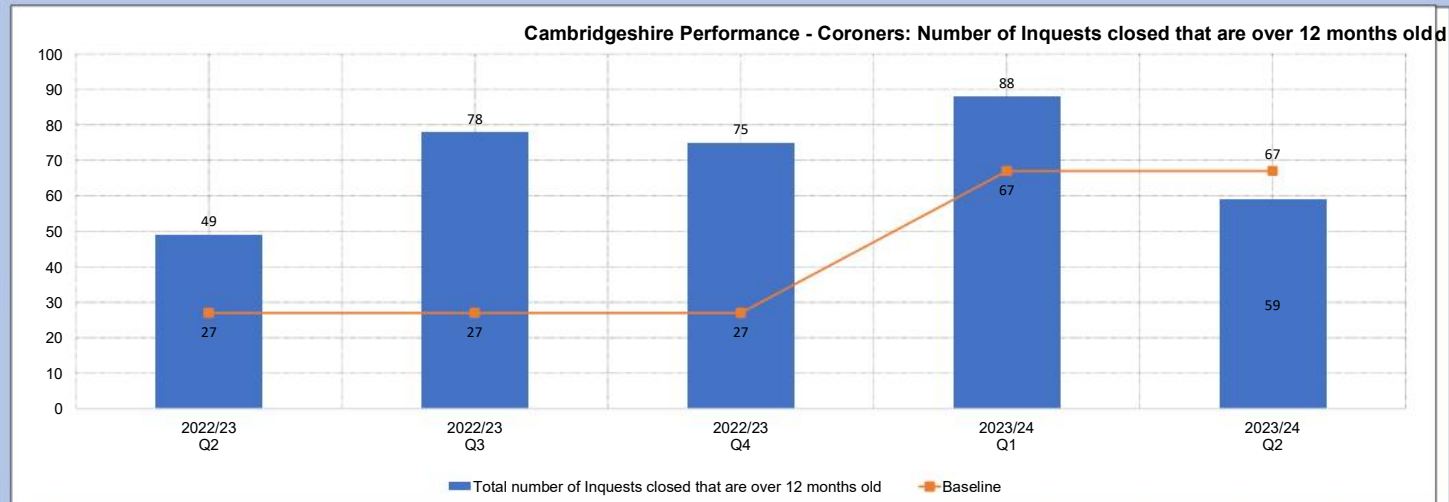
**Indicator Description**

Total number of Inquests closed that are over 12 months old.

Coronial Services are monitored nationally on the number of Inquests that remain open after 12 months, reporting this figure to the Committee along with the previous year's performance will indicate whether there is either a positive or negative direction of travel.

Each Inquest is recorded on the Coroner Service Case Management System with reports run quarterly.

Baseline is derived from 2022/23 annual figure and divided by 4 to give a quarterly baseline



**Commentary**

The final figure of cases older than 12 months reported to the Chief Coroner at the end of the year was 272 - a 6% improvement on the previous year, at a time when more cases were being referred. Based on Q1 and Q2 data, the Service is on-track to exceed the 2022/23 figure, despite there being fewer (59) Inquests over 12 months old closed in Q2 - this, as with cases closed and Inquests closed, reflects staff leaving during the summer months.

Increased figure to date in 2023/24 is a result of greater capacity to hear Inquests, as well as more effective management of cases.

Benchmark is amended to reflect 2022/23 figures.

**Actions**

**Useful Links**

<https://www.judiciary.uk/courts-and-tribunals/coroners-courts/annual-reports/>

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70	↑	65	77	Declining

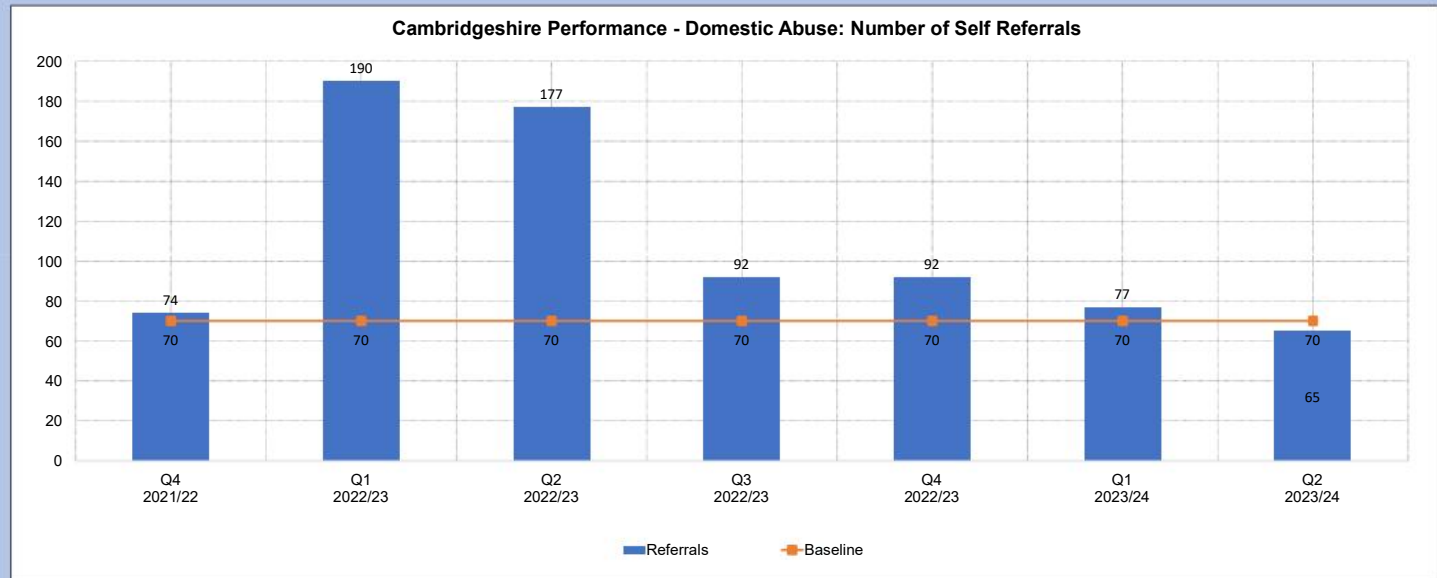
<b>Contextual</b>
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**Indicator Description**

This indicator refers to the number of people that self refer themselves to a commissioned domestic abuse outreach service. Victims are encouraged to come forward and refer themselves for support so an increase can be considered a positive. However each increase or decrease needs further contextual explanation and cannot be viewed in an entirely binary way. This is why there is no RAG rating attached and no target either.

The outreach services accept self-referrals from victims at any risk level requiring support. The number of self-referrals will be the third KPI with a baseline of 70 per quarter. Outreach services are able to promote themselves within the community to encourage referrals to service.

**Useful Links**



**Commentary**

Q2 2023/24 - 65 self-referrals (31 Cambridgeshire, 30 Peterborough and 4 unknown)

Q1 2023/24 - The breakdown of self-referral figures for Outreach is 25 Peterborough, 55 Cambridgeshire.

Q4 2022/23 - The new commissioned outreach service delivered by IMPAKT started in October 2022 and continues to build its presence and referral numbers. The breakdown of figures is 130 for Cambridge and 47 for Peterborough.

Q2 2022/23 - A new outreach service with a new provider has been commissioned and started in October 2022. This will be the Domestic Abuse Support Service delivered by IMPAKT. Q2 figures are based on the previous providers data.

Q1 2022/23 - A new outreach service with a new provider has been commissioned and will start in October 2022. This will be the Domestic Abuse Support Service delivered by IMPAKT. Q1 figures are based on the current providers data.

**Actions**

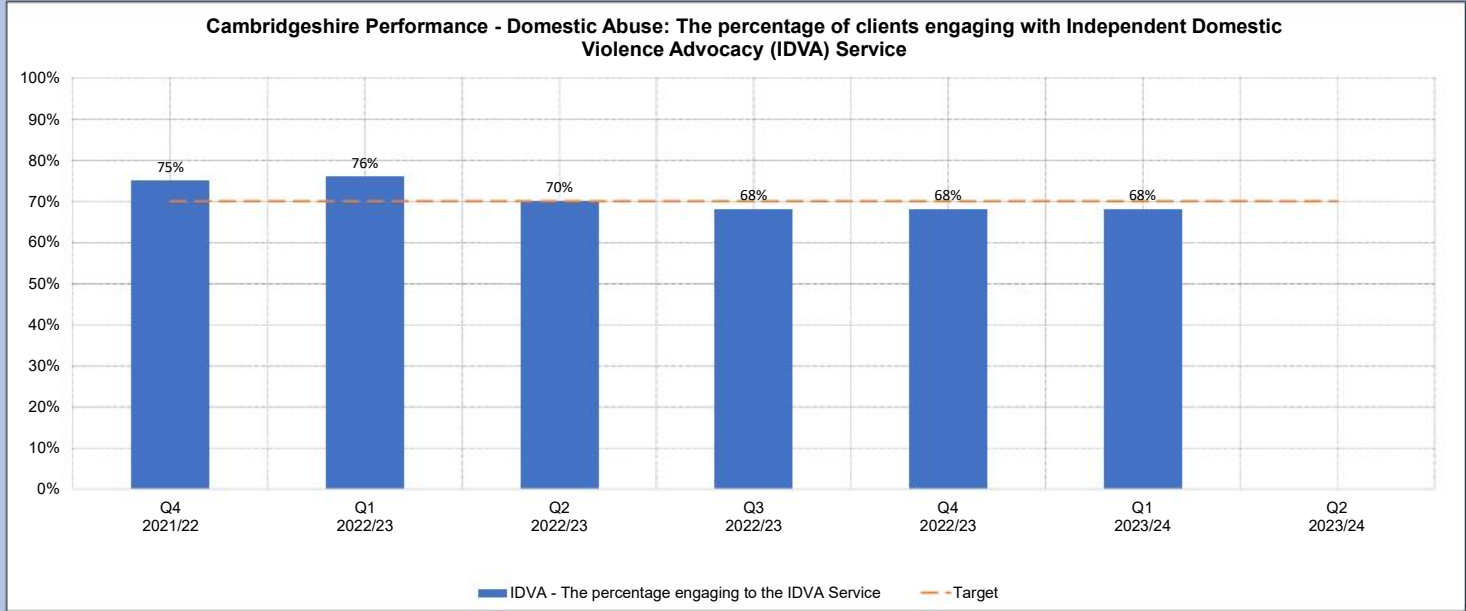
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70%	↑	68%	68%	Unchanged

RAG Rating

Amber

**Indicator Description**

The IDVA Service require the consent of a victim to work with them and a victim needs to be willing to engage and accept support. In some cases the service are not able to make contact with clients (four attempts are made) and in some cases the offer of support is declined.



**Commentary**

Q2 2023/24 - The changeover in database for the IDVA Service has meant we are unable to report on this indicator for Q2. Q3 will produce a much more accurate statistic.

**Actions**

**Useful Links**

**Indicator 199: Number of Referrals to the Independent Domestic Violence Advocacy (IDVA) Service**

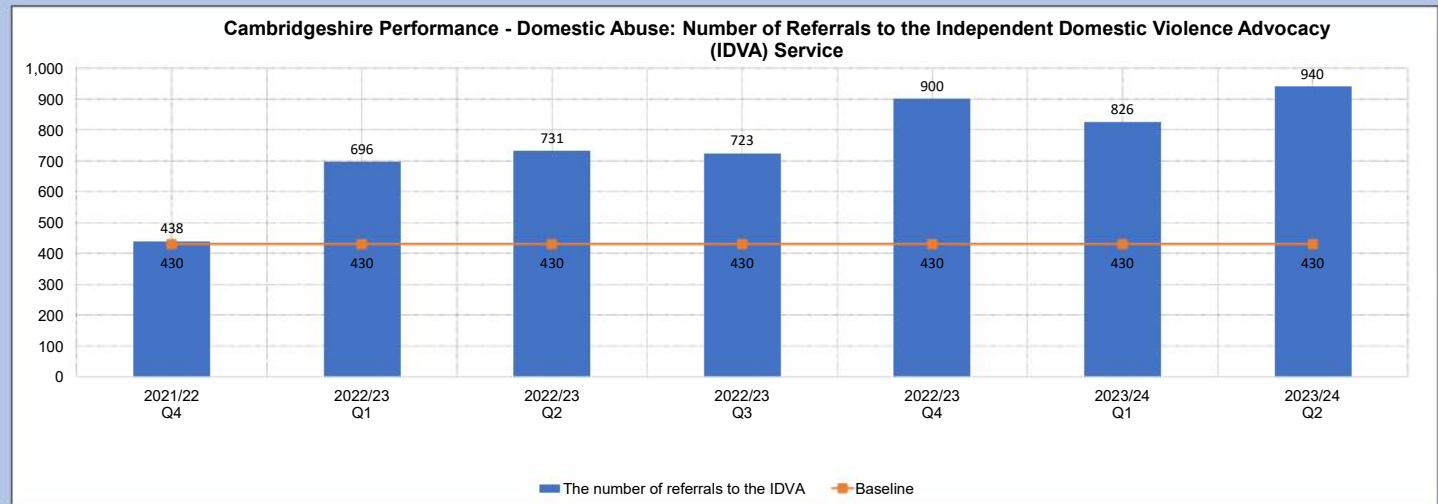
[Return to Index](#)

December 2023

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
430	↑	940	826	Improving

RAG Rating

Contextual



**Indicator Description**

The Independent Domestic Violence Adviser (IDVA) Service is part of the County Council and works with victims of domestic abuse at high risk of domestic abuse. They also employ a number of specialist client-based IDVAs who take specific referrals at all risk levels. The team has expanded greatly during 2021/22 and referrals are expected to increase in 2022/23. The number of referrals to the service will be the first KPI, with a baseline of 430 per quarter.

**Commentary**

The number of referrals to the IDVA service continues to increase as the specialist client based IDVAS taking referrals from health and housing become embedded. The number of medium risk referrals from police has also increased.

**Actions**

**Useful Links**

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
74%	↑	99%	98%	Improving

RAG Rating

Blue

**Indicator Description**

Legislation states that births must be registered within 42-days.

The KPI demonstrates the volumes and demand on the service, and the percentage of births registered within the 42-day requirement.

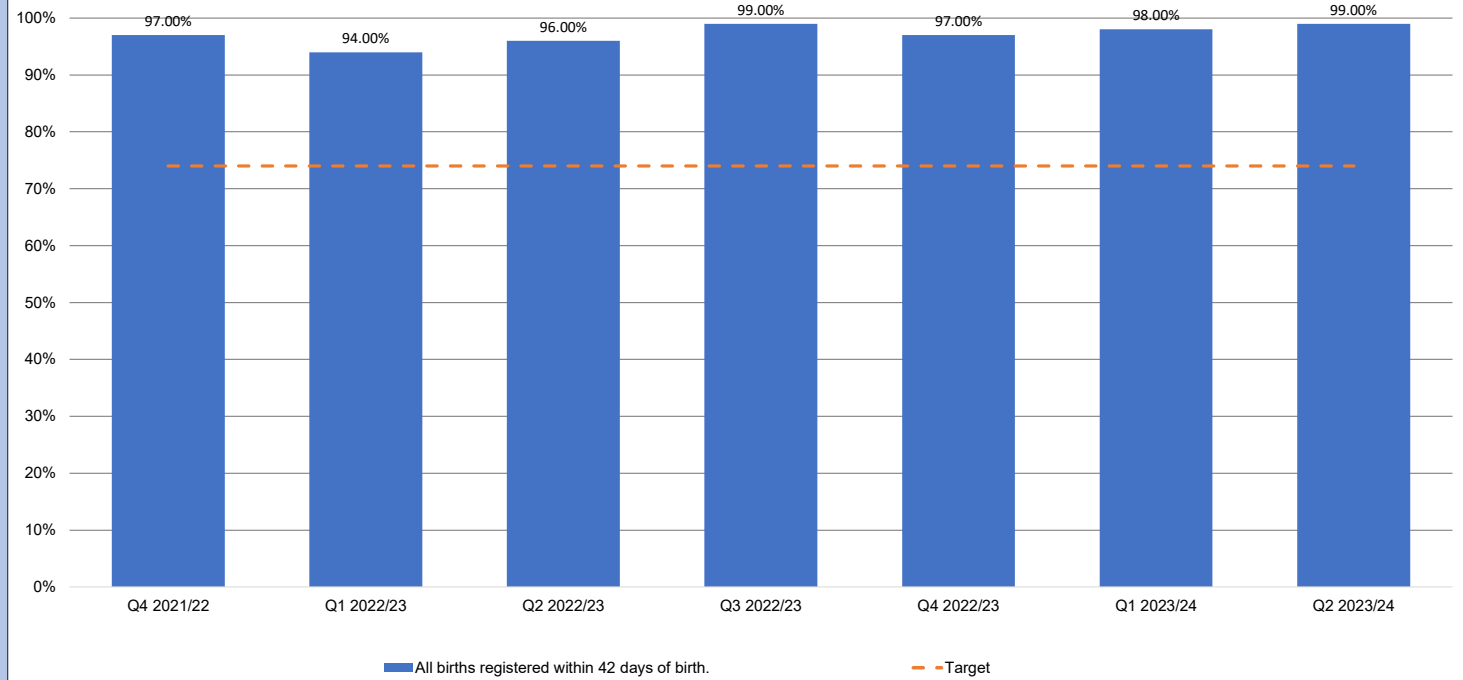
Population trends in the county are also demonstrated.

The target is the national average.

Births are recorded on a national database.

**Useful Links**

**Cambridgeshire Performance - Registrations - All births registered within 42 days of birth.**



**Commentary**

The Service dealt with 12% more appointments compared to Q1.

The overall number of births for 2023/24 is now the same as for 2022/23.

1,977 births were registered, of which 1,953 were registered within 42 days.

The service continues to exceed the national average on this KPI.

**Actions**

The Service continues to offer good appointment availability to ensure that births can be registered within a timely manner, as well as having offices located across the county.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
60%	↑	55%	48%	Improving

RAG Rating

Amber

**Indicator Description**

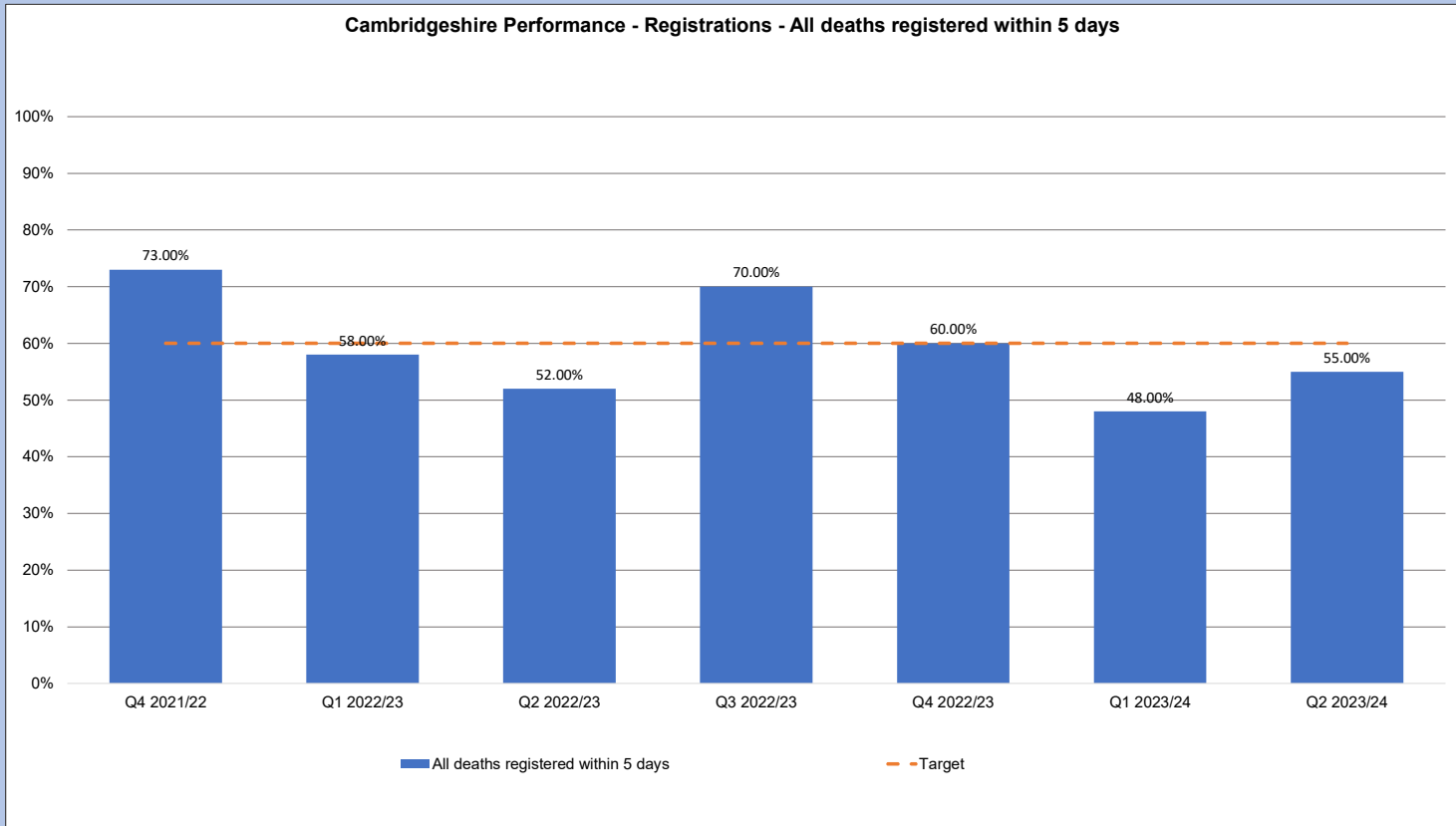
The percentage of all deaths registered within 5 calendar days as per the requirement set out in legislation.

The figure refers to non-coronial deaths.

The KPI demonstrates volumes and demand on the service, as well as showing population trends in the county.

The target is the national average.

**Useful Links**



**Commentary**

Temporary dispensation allowing for telephone death registrations that commenced during the pandemic has now finished, therefore all appointments must be in person.

The service has good appointment availability however performance is now in line with that prior to the dispensation and is heavily reliant on when people choose to register a death, therefore is outside the control of the service.

Locally, the trend from Q1 has continued. The Service are performing significantly better than colleagues in the East Anglia region who have achieved 42% during the same period.

889 deaths were registered, of which 570 were registered within 5 days.

**Actions**

The Service continues to offer good appointment availability and locations across the county to ensure non-coronial deaths can be recorded in a timely manner.

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
291	↑	296	313	Declining

RAG Rating

**Green**

**Indicator Description**

Primary Authority is a national scheme overseen by the Office for Product Safety and Standards whereby national businesses can pay for assured advice from a regulator of their choice. This helps reduce the regulatory burden on businesses by ensuring they receive the appropriate advice at the outset to help them supply legally complaint consumer goods and services both in the UK and abroad. Once assured advice has been given other regulators are obliged to accept the advice given. Providing businesses follow the assured advice, the business is deemed to be compliant with legislation.

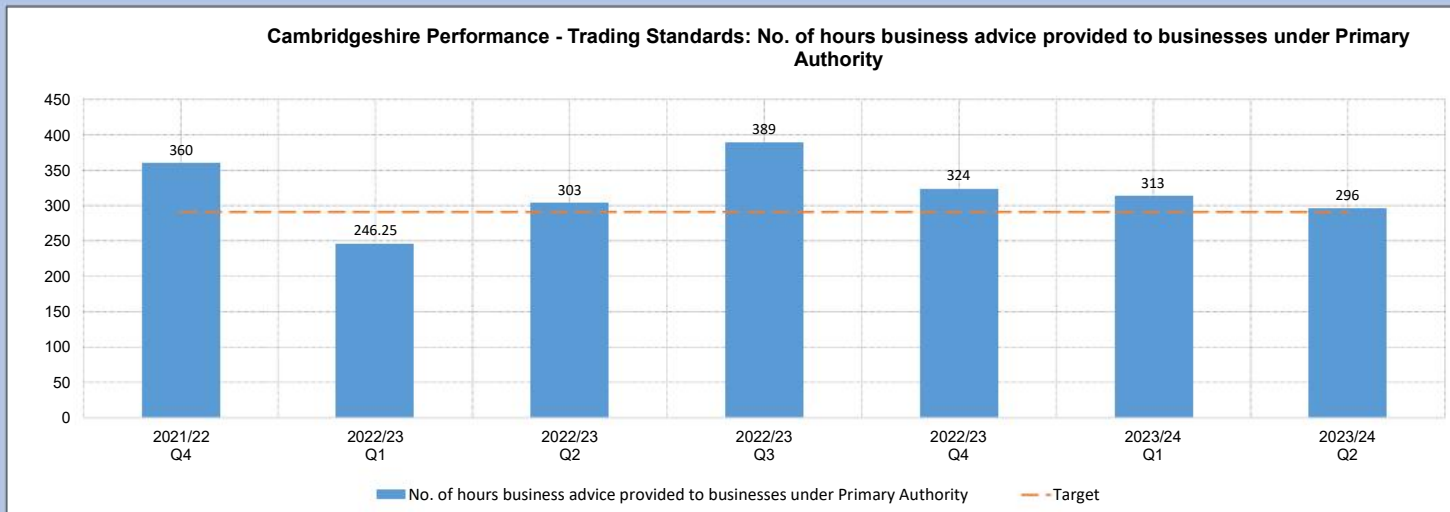
Cambridgeshire and Peterborough Trading Standards have over 100 Primary Authority Partnerships. All Primary Authority businesses are required to pay an annual fee, as well as an hourly rate for advice. This indicator demonstrates the demand for advice. The funding derived from the scheme offsets service costs.

Data is recorded on the case management system for the service and reports run quarterly.

The benchmark is based on quarterly figures from 2022/23

**Useful Links**

There is no public facing data for this KPI



**Commentary**

There was a slight decrease in the number of hours provided in Q2 due to lower demand for services. Despite this, the Service is still on-track to meet the 2023/24 target.

**Actions**

The Service will continue to provide advice to those with a Primary Authority partnership with the authority, as well as ad-hoc 'pay as you go' advice to businesses. The team is recruiting to a further full-time post and support to post in order to generate more capacity and enable further partnerships to be formed.



Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
65%	↑	51%	60%	Declining

RAG Rating

Red

**Indicator Description**

Percentage of business brought into compliance in all priority areas following inspection/intervention.

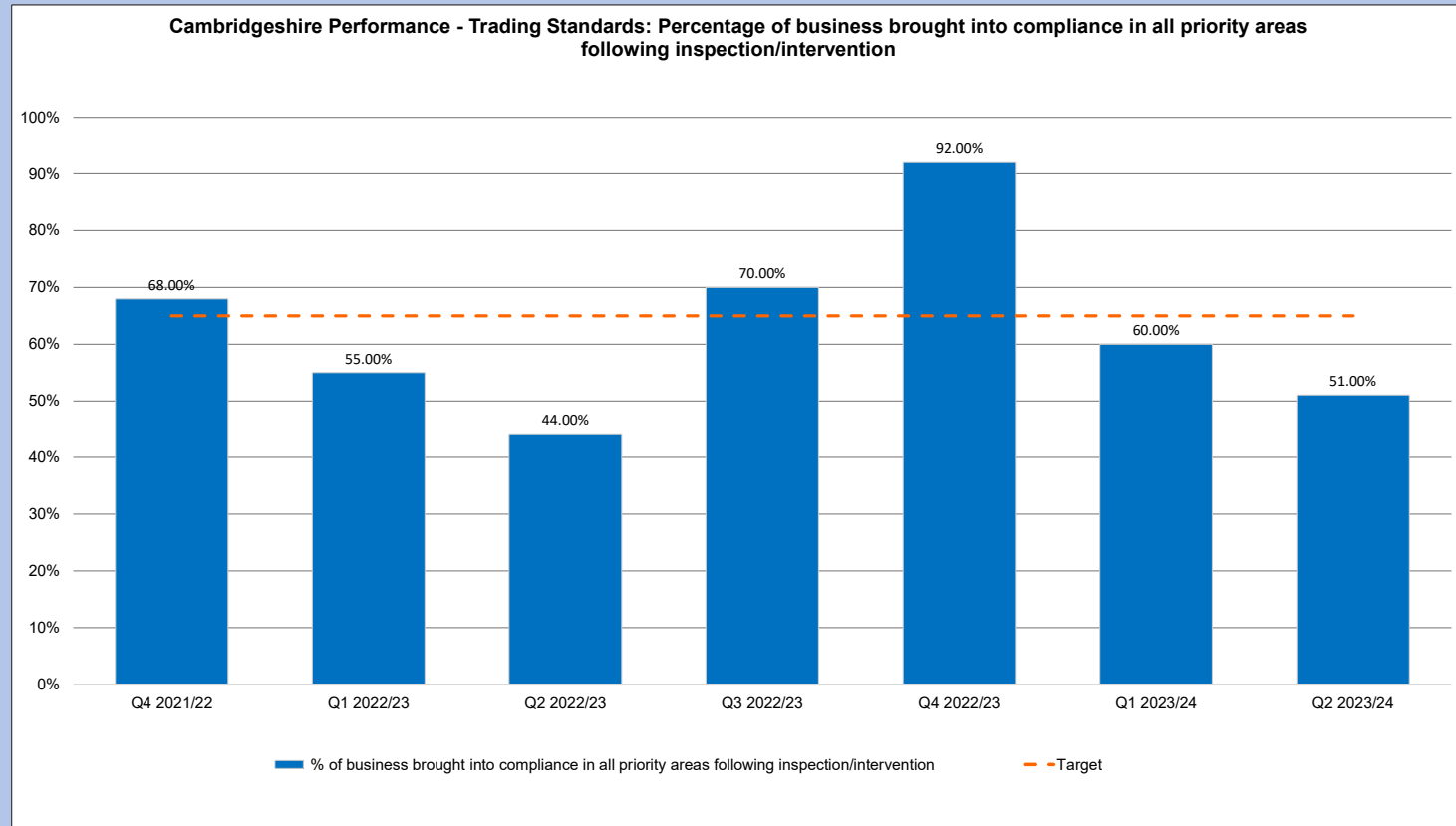
Priority areas are those that present the greatest risk to public safety, health and welfare, cause significant financial detriment like rogue trading or matters that present a risk to the local economy such as animal disease outbreaks.

Premises are visited following a complaint, or as part of an annual inspection, to check compliance with legislation. Where they are found to be non-compliant support is given to reach compliance. On occasion this can be achieved during the visit, or where this is not possible follow up visits will be made. If non-compliances can not be achieved through support and advice, appropriate enforcement action will be taken.

The target is derived from 2022/23 overall performance and divided by 4 to give the quarterly target.

**Useful Links**

There is no public facing data for this KPI



**Commentary**

39% of businesses were compliant at the time of visit with no further action required (in line with Q1 figure of 38%)  
 12% of businesses were non-compliant but were brought into compliance within the quarter (compared to 22% in Q1)  
 49% of business remained non-compliant at the end of Q2 - officers continue to work with these businesses to reach compliance (compared to 40% in Q1).

**Actions**

The Service will continue to carry out programmed inspections alongside intelligence led visits, taking a graduated approach to enforcement by initially engaging and educating non-compliant businesses in order to bring them into compliance before taking enforcement action when necessary.



## Committee Agenda Plan and Appointments

To: Communities, Social Mobility and Inclusion Committee

Meeting Date: 11 January 2024

From: Democratic Services Officer

Electoral division(s): All

Key decision: No

Outcome: To review the Committee's agenda plan and consider the removal of four internal advisory groups.

Recommendations: The Committee is recommended to:

- a) Review its agenda plan attached at Appendix 1;
- b) Agree to remove the following internal advisory groups:
  - (i) Cambridgeshire Registration Service Cross Party Working Group;
  - (ii) Registration Service Ceremonies Focus Group;
  - (iii) Registration Service Functions Focus Group; and
  - (iv) Cultivate Cambs Steering Group.

Officer contact:

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Tel: 01223 699763

## 1. Background

- 1.1 The Committee reviews its agenda plan at every meeting.
- 1.2 The Council's Constitution states that the Committee has the authority to nominate representatives to outside bodies other than the Combined Authority, Greater Cambridge Partnership, Cambridgeshire and Peterborough Fire Authority, the County Councils Network Council, and the Local Government Association.
- 1.3 Appointments to outside bodies, as well as internal advisory groups and panels, are agreed by the relevant Policy and Service Committee.
- 1.5 The appointment of representatives to any vacancies on outside bodies, groups, and panel within the remit of the Committee is delegated to the Executive Director of Strategy and Partnerships, in consultation with the Chair and Vice-Chair of the Committee.

## 2. Appointments

- 2.1 Following its consideration of the Centre for Governance and Scrutiny's review of the Council's committee system and governance processes, the Constitution and Ethics Committee asked the Spokes of each policy and service committee to review the advisory groups and panels relating to their area and recommend to the relevant committee whether they should continue.
- 2.2 There are currently ten such groups and panels that receive appointments from the Communities, Social Mobility and Inclusion Committee, and following discussion by the Spokes, it is proposed that the following groups are removed, with any work instead taken up by the Spokes when required:
  - (i) Cambridgeshire Registration Service Cross Party Working Group;
  - (ii) Registration Service Ceremonies Focus Group;
  - (iii) Registration Service Functions Focus Group; and
  - (iv) Cultivate Cambs Steering Group.
- 2.3 In the case of the Registration Service, the Service Director for Regulatory Services confirms that updates regarding service developments over the last twelve months, including the themes prioritised by the focus groups, have been included in the Annual Registration Service Committee update. The steer from Members has been helpful in identifying priorities, but with a significant program of development work planned over the coming twelve months, there is no requirement for the groups to continue at this time. Task and finish groups can instead be established in the future by this or any other service, if required. Outside of the focus groups, there has been positive engagement with Members on a range of matters over the year resulting from either the service or Member reaching out to discuss service opportunities, and this will continue to be welcomed and encouraged.
- 2.4 In the case of the Cultivate Cambs Steering Group, the fund is no longer active and therefore there is no need for a steering group.

### 3. Significant Implications

3.1 There are no significant implications within these categories

Resource Implications

Procurement/Contractual/Council Contract Procedure Rules Implications

Statutory, Legal and Risk Implications

Equality and Diversity Implications

Engagement and Communications Implications

Localism and Local Member Involvement

Public Health Implications

Environment and Climate Change Implications on Priority Areas

### 4. Source Documents

4.1 [Membership of Inside Bodies and Internal Advisory Groups and Panels](#)



## Communities, Social Mobility and Inclusion Committee Agenda Plan

### Notes

The definition of a key decision is set out in the Council's Constitution in Part 2, Article 12.

\* indicates items expected to be recommended for determination by full Council.

+ indicates items expected to be confidential, which would exclude the press and public.

The following are standing agenda items which are considered at every Committee meeting:

- Minutes of previous meeting and Minutes Action Log
- Agenda Plan, Training Plan and Appointments to Outside Bodies and Internal Advisory Groups and Panels

Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
11/01/24	Cambridgeshire Skills Procurement Plan	T Molloy	2024/009	29/12/23	03/01/24
	Business Planning – Scrutiny and Overview of the Communities, Social Mobility and Inclusion Committee's Proposals	S Grace	Not applicable		
	Cambridgeshire and Peterborough Trading Standards Annual Report	P Gell	Not applicable		
	Cambridgeshire Registration Service Annual Report	P Gell	Not applicable		
	Library Service Annual Report	G Porter	Not applicable		
	Equality, Diversity and Inclusion Strategy Action Plan	J Atkin	Not applicable		
	Performance Monitoring Report – Quarter 2 (2023-24)	R Springbett	Not applicable		

Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
21/03/24	Cambridgeshire Priorities Capital Fund – Endorsement of Recommendations	J Buckingham	2024/004	11/03/24	13/03/24
	Closer to Communities – Evaluation Report	J Kennedy	Not applicable		
	Safe Accommodation Strategy	V Crompton	Not applicable		
	Council of Sanctuary Membership	J Buckingham	Not applicable		
	Performance Monitoring Report – Quarter 3 (2023-24)	R Springbett	Not applicable		
	Finance Monitoring Report	C Andrews	Not applicable		
[09/05/24] Reserve date				26/04/24	30/04/24
11/07/24	Notification of Chair and Vice-Chair	N Mills	Not applicable	01/07/24	03/07/24
	Anti-Poverty Strategy	J Lacey-Holland	Not applicable		
	Archive Service Annual Report	G Porter / A Akeroyd	Not applicable		
	Performance Monitoring Report – Quarter 4 (2023-24)	R Springbett	Not applicable		
	Finance Monitoring Report - Outturn 2023-24	C Andrews	Not applicable		
	Finance Monitoring Report	C Andrews	Not applicable		
[12/09/24] Reserve date				02/09/24	04/09/24
17/10/24	Cambridgeshire Skills Annual Report	T Molloy	Not applicable	07/10/24	09/10/24



Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
	Cambridgeshire and Peterborough Coroner Service Annual Report	P Gell	Not applicable		
	Performance Monitoring Report – Quarter 1 (2024-25)	R Springbett	Not applicable		
	Finance Monitoring Report	C Andrews	Not applicable		
05/12/24	Performance Monitoring Report – Quarter 2 (2024-25)	R Springbett	Not applicable	25/11/24	27/11/24
	Finance Monitoring Report	C Andrews	Not applicable		
16/01/25	Business Planning – Scrutiny and Overview of the Communities, Social Mobility and Inclusion Committee’s Proposals	S Grace	Not applicable	06/01/25	08/01/25
	Cambridgeshire Registration Service Annual Report	P Gell	Not applicable		
	Cambridgeshire and Peterborough Trading Standards Annual Report	P Gell	Not applicable		
	Library Service Annual Report	G Porter	Not applicable		
	Finance Monitoring Report	C Andrews	Not applicable		
27/02/25	Performance Monitoring Report – Quarter 3 (2024-25)	R Springbett	Not applicable	17/02/25	19/02/25
	Finance Monitoring Report	C Andrews	Not applicable		
05/06/25	Notification of Chair and Vice-Chair	N Mills	Not applicable	23/05/25	28/05/25
	Performance Monitoring Report – Quarter 4 (2024-25)	R Springbett	Not applicable		
	Finance Monitoring Report - Outturn 2024-25	C Andrews	Not applicable		
	Finance Monitoring Report	C Andrews	Not applicable		

Please contact Democratic Services ([democraticservices@cambridgeshire.gov.uk](mailto:democraticservices@cambridgeshire.gov.uk)) if you require this information in a more accessible format.