

COMMUNITIES AND PARTNERSHIP COMMITTEE



Thursday, 06 August 2020

Democratic and Members' Services

Fiona McMillan
Monitoring Officer

10:00

Shire Hall
Castle Hill
Cambridge
CB3 0AP

COVID-19

During the Covid-19 pandemic Council and Committee meetings will be held virtually for Committee members and for members of the public who wish to participate. These meetings will be held via Zoom and Microsoft Teams (for confidential or exempt items). For more information please contact the clerk for the meeting (details provided below).

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/ccc-conduct-code>
- 2a Minutes of the Meeting Held on 2nd July 2020**
View minutes here: [Minutes - 2nd July 2020](#)
- 2b Communities and Partnership Committee Minutes Action Log** **3 - 8**
- 3 Petitions and Public Questions**

DECISIONS

4	Cambridgeshire County Council's Response to Covid-19 <i>Report to follow</i>	
5	Report of the Service Director for Communities and Partnerships	9 - 24
6	Communities Capital Fund - Endorsement of Recommendations (August 2020)	25 - 40
7	Cambridgeshire and Peterborough Trading Standards Shared Service Annual Report	41 - 72
8	Community Champions Oral Updates	
9	Communities & Partnership Committee Agenda Plan and Appointments	73 - 80

The Communities and Partnership Committee comprises the following members:

Councillor Steve Criswell (Chairman) Councillor Lina Nieto (Vice-Chairwoman)

Councillor Barbara Ashwood Councillor Henry Batchelor Councillor Adela Costello Councillor Lis Every Councillor Janet French Councillor Elisa Meschini Councillor Mandy Smith and Councillor Amanda Taylor

For more information about this meeting, including access arrangements please contact

Clerk Name: Nick Mills

Clerk Telephone: 01223 699763

Clerk Email: nicholas.mills@cambridgeshire.gov.uk

**COMMUNITIES AND
PARTNERSHIP COMMITTEE****Minutes Action Log****Agenda Item No: 2b**

This is the updated minutes action log as of 29th July and captures the actions arising from the most recent Communities and Partnership Committee meetings and updates Members on the progress of compliance in delivering the necessary actions.

Minute No.	Report Title	Action to be taken by	Action	Comments	Status
<u>ACTIONS FROM MINUTES OF THE COMMITTEE MEETING HELD ON 12TH MARCH 2020</u>					
245.	JOINT HEALTH AND WELLBEING STRATEGY CONSULTATION	Liz Robin	Members observed that the list of committees/boards that would host presentations or workshops on the Joint Health and Wellbeing Strategy (section 2.9 of the report) did not include information on when and where they would be held. Action: The Director of Public Health agreed to provide Members with the information.	The consultation on the Joint Health & Wellbeing Strategy was placed on “pause” during the latter half of March due to the current situation around the COVID-19 outbreak. When the consultation resumes, a full list of committees/ boards, with dates of meetings, will be provided to the Committee.	ACTION ONGOING
249.	DOMESTIC ABUSE AND SEXUAL ABUSE SERVICE REVIEW AND WHITE RIBBON CAMPAIGN	Julia Cullum	One Member suggested that the Council could sign up to the Employers’ Initiative on Domestic Abuse (EIDA). Action: The Domestic Abuse and Sexual Violence Partnership Manager undertook to investigate the possibility.	This has been raised with Human Resources and will be followed up when COVID-19 restrictions are lifted.	ACTION ONGOING

<u>ACTIONS FROM MINUTES OF THE COMMITTEE MEETING HELD ON 22ND APRIL 2020</u>					
260.	CAMBRIDGESHIRE COUNTY COUNCIL'S RESPONSE TO COVID- 19	Adrian Chapman	<p>It was suggested that town and village response coordinators could be connected to the County Council through the respective local Members.</p> <p>Action: The Service Director of Communities and Partnerships agreed that such networking should be organised.</p>	<p>The contact and other details of all the mutual aid and local support arrangements that have been set up during the pandemic continue to be captured and published via the Cambridgeshire Directory. Additionally, work has begun on the next phase of our Think Communities approach, which will seek to sustain as many of the positive features as possible of our current ways of working; a full report on this work will come to Committee in the coming months.</p>	ACTION ONGOING
<u>ACTIONS FROM MINUTES OF THE COMMITTEE MEETING HELD ON 20TH MAY 2020</u>					
268.	CAMBRIDGESHIRE COUNTY COUNCIL'S RESPONSE TO COVID- 19	Adrian Chapman	<p>Members requested an update on when citizenship ceremonies were expected to be resumed.</p> <p>Action: The Service Director of Communities and Partnerships undertook to provide an update.</p>	<p>The General Register Office announced citizenship ceremonies could commence on 14th July, with Covid-19 secure measures in place. As of 20th July, virtual ceremonies could take place, though these provisions are only a temporary relaxation of normal legislative arrangements.</p>	ACTION COMPLETE

ACTIONS FROM MINUTES OF THE COMMITTEE MEETING HELD ON 18TH JUNE 2020

275.	CAMBRIDGESHIRE COUNTY COUNCIL'S RESPONSE TO COVID-19	Rob Hill	<p>Expressed concerns over the level of support available for victims of hate crime, domestic abuse and sexual violence and sought further reassurances that sufficient provisions were in place.</p> <p>Action: the Assistant Director of Community Safety and Youth Services agreed to:</p> <p>(i) Request reassurance from the Domestic Abuse Partnership regarding the support available; and</p> <p>(ii) Seek an update from the county hate crime group on hate crime reporting and partnership provision for victims.</p>	Information is being collated and will be reported back to the Committee in a briefing note, as requested by the Chairman.	ACTION ONGOING
------	---	-----------------	---	--	-----------------------

ACTIONS FROM MINUTES OF THE COMMITTEE MEETING HELD ON 2ND JULY 2020

284.	REOPENING LIBRARY AND ARCHIVES SERVICES	Gary Porter	<p>Members requested details on the library service's Summer Reading Challenge.</p> <p>Action: the Head of Libraries and Cultural Services undertook to circulate information.</p>	Each year Cambridgeshire Libraries buys into The Reading Agency's 'Summer Reading Challenge' to encourage children to keep reading over the school summer holidays. Last year 7,500 children took part across the county's council and community run libraries. The challenge usually involves children reading 6 books, being rewarded for each book they read with stickers to add to a special collector's folder, and awarded a certificate and medal on completion. Activities are put on in libraries to encourage families to visit and take part in the	ACTION COMPLETE
------	--	--------------------	---	---	------------------------

				<p>challenge, many with supporting funding from local Town and Parish Councils.</p> <p>This year, because of lockdown, The Reading Agency took the decision to develop the challenge to be run online. Cambridgeshire, together with many other library authorities, had to make the decision to cancel our stationery order, as we could not be sure when or if we would have any buildings open to be able to physically hand it out to children.</p> <p>We are therefore promoting the challenge on our website and our social media pages, encouraging children to sign up for the challenge and take part online. The challenge this year is called 'Silly Squad'. It launched in June and will go on into September. There are book recommendations and children can get rewards, earn 'badges' and play games. https://summerreadingchallenge.org.uk/</p> <p>The Reading Agency will be able to let us know how many children have signed up for the challenge according to postcode.</p> <p>We have library staff creating weekly activities online for families to join in with. We have also invested more in e-resources for children, which we highlight on our website and on our social media pages each week.</p> <p>Now that some libraries have been able to reopen from July 6th, albeit with a limited offer, families have the opportunity to request children's books, either online or over the phone, to read to take part in the challenge.</p> <p>Our Summer Reading Challenge page has all the information families need to take part and make the</p>	
--	--	--	--	--	--

				<p>most of the libraries' resources: https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/library-news/summer-reading-challenge</p> <p>Understandably, many councils have not supported us with a grant this year. As soon as we are fully open and are able to, we intend to use any grants that have been awarded to us, to fund some special events and activities, to encourage customers back to their local library and remind them of all we have to offer.</p>	
286.	COMMUNITIES CAPITAL FUND – ENDORSEMENT OF RECOMMENDATIONS (JUNE 2020)	Ian Phillips	<p>Members requested that the next Communities Capital Fund report contain more in depth information on the overall number of grants that had been received and funding that had been allocated.</p> <p>Action: the Head of Communities and Partnerships Integration agreed to include the information in the subsequent report.</p>	<p>Information including the total number of applications received and approved, along with a map which demonstrated the geographical spread of the bids, was included in the subsequent version of the report.</p>	ACTION COMPLETE

REPORT OF THE SERVICE DIRECTOR FOR COMMUNITIES AND PARTNERSHIPS

To: **Communities and Partnership Committee**

Meeting Date: **6 August 2020**

From: **Adrian Chapman, Service Director: Communities and Partnerships**

Electoral division(s): **All**

Key decision: **No**

Outcome: **This Service Director report provides an overview of largely non-Covid-19 related strategic activity relevant to this Committee, and seeks to assure Members that the agreed direction of travel for the Committee's business is progressing at pace.**

Recommendation: **The Committee is asked to:**

- a) Note and comment on the progress made to date in relation to the various workstreams described in this report; and**
- b) Approve the provision of a similar Service Director report to all future Committee meetings.**

<i>Officer contact:</i>	<i>Member contacts:</i>
Name: Adrian Chapman Post: Service Director Email: adrian.chapman@peterborough.gov.uk Tel: 07920 160441	Name: Cllr Steve Criswell Post: Chairman Email: steve.criswell@cambridgeshire.gov.uk Tel: 01223 706385

1. BACKGROUND

- 1.1 During the COVID-19 pandemic, this Committee has received regular reports setting out the response and responsibilities of the service directorate which it oversees. However, there are a number of important workstreams that have continued to progress over the past few weeks that fall outside the immediate scope of the response to the pandemic. This Service Director report seeks to provide the Committee with an overview of those workstreams to both reassure Members that progress is being made, and to seek input into the overall direction of travel.
- 1.2 It is proposed that a Service Director report, which draws together a range of key workstreams, is presented to each subsequent Committee meeting as a way of describing the overall strategic direction of the service directorate, to ensure consistency of direction is maintained, to seek Political insight and direction, and to ensure all opportunities are exploited.

2. MAIN ISSUES

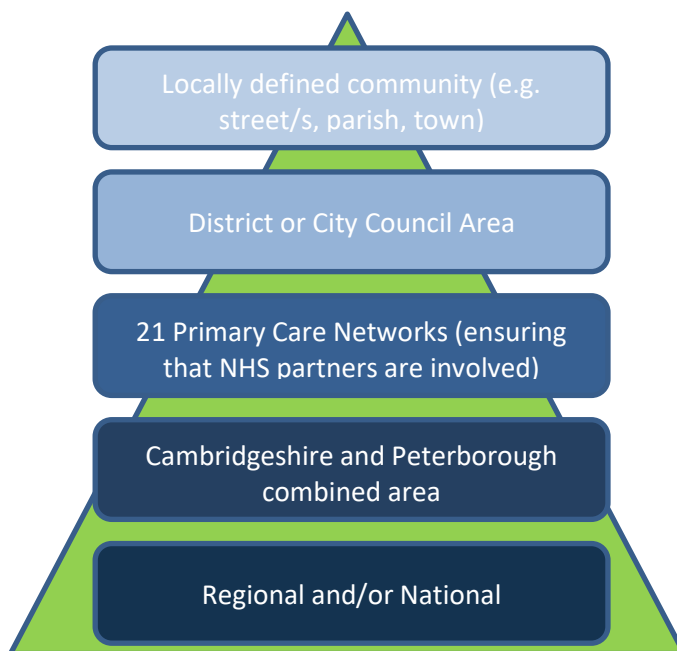
- 2.1 The work of the Communities and Partnership Committee is diverse and cross-cutting. The Committee combines responsibility for some services but also for leading the transformation of our approach to ensuring communities and residents are at the heart of our decision making, service design and delivery. Further, it has the responsibility of developing meaningful, productive partnerships across all sectors that make a lasting and positive difference to communities and achieves improved outcomes for all. This Service Director report – the first of its kind to come to this Committee – draws together a range of different but linked workstreams.

2.2 Think Communities

- 2.2.1 Since the beginning of the pandemic, the coordinated Hub response developed across Cambridgeshire has proven the concept of the Think Communities approach in real time supporting tens of thousands of residents to protect themselves from COVID-19, and as such not overload the NHS or other statutory services. This way of working together across all local councils, services and communities has resulted in positive outcomes for our residents, communities, the council and our partners. It hasn't relied on public sector reform, but instead a common-sense approach to working smarter together. This unified approach is something we want to build on, taking Thinking Communities as a concept into delivery across our county.
- 2.2.2 It is important that we now capitalise on the relationships, working arrangements and processes that have been shown to work well, as well as review where necessary, as we evolve our services into a new normal of outbreak management and coping with the social, health and economic challenges which our citizens will face in the future. We have a unique opportunity to work differently to support residents and communities in need, to provide opportunities for everyone, and to ensure our communities truly are at the centre of our organisation.
- 2.2.3 This step-change is perhaps best described as seeking to create a unified approach across our public sector system, using the now well-developed principles of Think Communities. Our aim is to ensure that communities are given the opportunities and access to information

and support where necessary at the most local level, in ways that make most sense to them. Our residents shouldn't be concerned about who delivers which service or provides what opportunity; instead, they should experience a unified public sector response that feels and is accessible, proportionate, timely and effective.

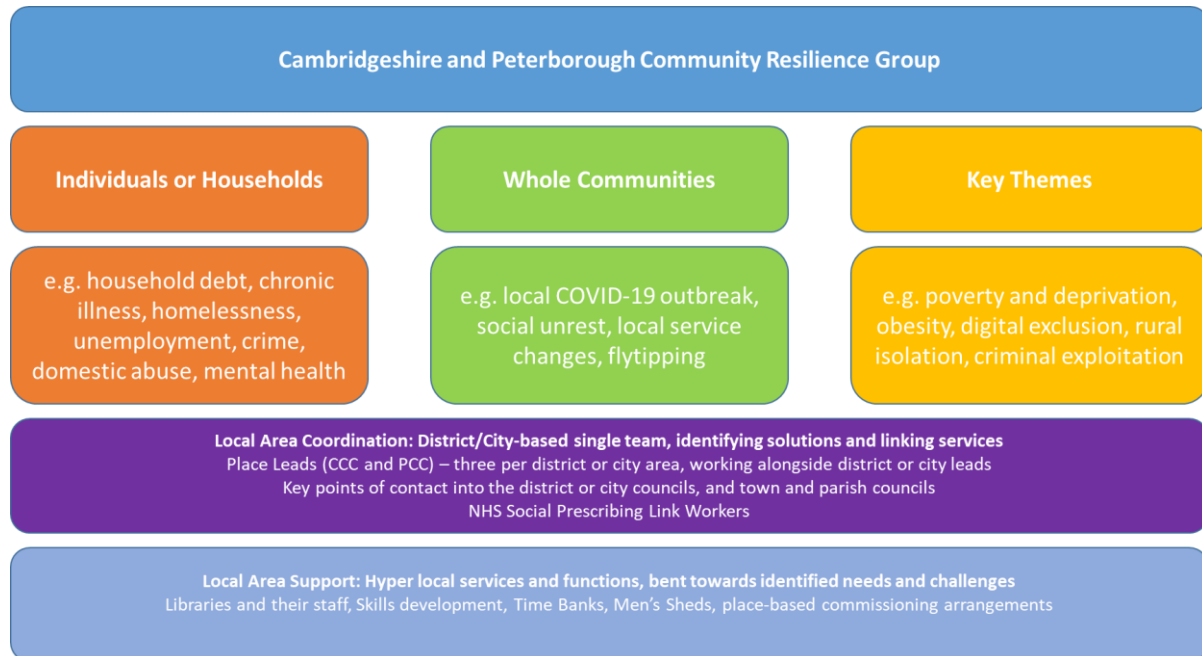
- 2.2.4 To ensure focussed leadership, the Communities and Partnerships Service Directorate will align its whole focus to the Think Communities Unified Approach – for example, libraries will lead or directly contribute to much of the place-based work (including place-based commissioning, community responses, befriending), our skills service will support the social mobility agenda, and our regulatory services functions will support economic and community recovery.
- 2.2.5 The Service Directorate will work with our partners to fully establish place-based approaches to collaborative public service delivery, in support of the council's strategic priorities. The Committee will recall a number of discussions relating to how these places are identified and agreed, and just how challenging it can sometimes feel to identify a geographical area that makes sense to everyone. Our work during the pandemic has shown that, in fact, the unified approach we are seeking to take needs to work at a number of different geographical levels, as required and defined by our communities – see the diagram below.



- 2.2.6 This more flexible approach to defining our places will help to ensure we provide the most appropriate focus where it is most needed, whilst also ensuring that all of our county benefits from some level of unified approach. There will be some communities where a localised and more intensive unified approach is necessary, whilst others will require a lighter touch approach where residents can be confident of who they need to contact should they need advice or support. Additionally, some services are likely to be best delivered across a wider geographical area, perhaps those that are more specialist in nature. In all cases it will be vital that we engage with residents, local groups, parish and town councils and local Members, as well as reviewing all available data and information, to make the

right decisions.

2.2.7 The experience of delivering a Think Communities approach in real time over the past few months has enabled a sharper focus to be determined for the things we should focus on, as illustrated in the diagram below:



2.2.8 The Cambridgeshire and Peterborough Community Resilience Group (shown at the top of the diagram) was established at the start of the pandemic as part of the formal Local Resilience Forum command structure. It has built a network of around 35 different organisations from across the public, voluntary, community and faith sectors to coordinate activity and take opportunities to collaborate. Such is its success, we are proposing that the Group continues into and beyond the COVID-19 recovery phase, becoming a key feature of our unified approach.

2.2.9 The diagram then describes three broad themes that the approach needs to focus on: (i) the often-complex needs of individuals or households; (ii) the issues affecting a whole community; (iii) the cross-cutting themes that affect large groups of people or even our whole population.

2.2.10 Teams of officers and partners will be built with a specific focus on delivering positive and lasting change as set out above, with a core team leading the cross-cutting work, drawing in the required expertise from across our organisation and beyond, and focussing on the priorities of each service committee. These teams will:

- understand the issues – hearing from the individuals, households and communities and understanding the data, as early as possible
- identify the solutions with the individuals, households and communities – thinking creatively and outside the box
- navigate the system to make the connections – keeping it simple for the individuals, households and communities
- see it through – making sure it gets sorted

- share the learning – so we can ensure we adapt and grow as an organisation

It is important to note that we are not proposing to introduce additional layers of governance or decision making; the current democratic and partnership approaches are appropriate and effective, but this approach enables the coming together of different officers and resources to make more joined-up and sustainable decisions.

2.2.11 To ensure rapid implementation of the unified approach, it is proposed that there are a number of initial, primary themes that we focus on. These don't preclude additional work from being delivered, but will ensure that everyone – the whole council, all of our partners, residents and communities – get behind some cross-cutting challenges and together, make a lasting difference. The proposed themes are as follows:

- i. **Supporting the COVID-19 Outbreak Control process** – we will need to mobilise individualised and community-wide support in the event of local outbreaks, and we have, through our hub network, established clear arrangements to enable this to happen. We will provide dynamic, timely coordination to this effort to ensure that the impact of outbreaks are minimised and that communities are kept as safe as possible
- ii. **Support for carers** – the countywide hub has been in regular contact with known family carers to offer them support, befriending and respite, serving to maintain their own wellbeing and to sustain their caring responsibilities. We will continue with this approach in order to ensure that both the carer and the person being cared for can remain independent from increased statutory support
- iii. **Buddying for older people** – we have recognised the value of befriending for older people who are isolated and lonely. Without this, we have seen that older people's health and wellbeing declines, leading to statutory care or hospitalisation which is then very difficult to come away from. Our community response service has provided some of this support during the pandemic, but so too has our large group of volunteers and parish councils. We will continue with this approach, but extend it to include input from our own staff including library staff, and develop inter-generational approaches which are shown to deliver better and lasting outcomes
- iv. **Increasing the take-up of Technology Enabled Care (TEC)** – we have established, and want to further strengthen, opportunities to promote the use of TEC as a means of maintaining independence for longer. Working with our own services – e.g. libraries – as well as with our place-based partners means we can take opportunities to promote TEC at a very local level
- v. **Support for Care Leavers and young people not in education, employment or training (NEET)** – our work alongside the district and city councils, both pre and during the pandemic, has suggested that we can support care leavers and NEET young people in richer ways by collaborating more effectively together. Combining our own statutory functions with theirs, including their homelessness duties, will deliver opportunities for young people that should lead to far better longer term life outcomes
- vi. **Tackling food poverty and security** – one of the big features from the pandemic has been the need to provide food and essential supplies to people affected by the virus. In some cases this is for people who are forced to self-isolate, but increasingly there

are growing numbers of people affected by the economic consequences of the pandemic. We will work with all of our partners to provide short term solutions to food poverty, but, more critically, develop longer term solutions that do not rely on us providing food but instead enable households to be able to afford their own supplies. This work is already underway – see section 2.3 of this report

- vii. **Social mobility** – through the work of the Committee, a cross-party working group has been set up to focus on improving social mobility. Again, this work is already underway – see section 2.4 of this report
- viii. **Implementing place-based commissioning** – we are establishing, across our system, a unified approach to place-based working which provides a coterminous view at all levels – street-level, parish and town councils, Primary Care Networks, district/city councils, Cambridgeshire and Peterborough. This provides new opportunities to better understand both the unique needs of our communities but also the potential for local delivery of key services. We will start with developing a different approach to the commissioning of domiciliary care, using evidence of need and demand to develop local solutions that are not reliant on traditional contracted provision, and which can add value through for example additional social action and genuine befriending

2.3 Tackling Food Poverty

- 2.3.1 As described above, access to food has been one of the key areas of need for many households during the pandemic. Some have been unable to access food safely (for example, if they are self-isolating or shielding), whilst others have been impacted financially and have been unable to afford to buy food and other essentials.
- 2.3.2 The response to these issues has been wholly unified across Cambridgeshire, with local volunteers, community groups, food banks, parish councils and churches working together to provide support, and the county and district/city councils collaborating to fill in any gaps and ensure the most vulnerable people are given the support they need.
- 2.3.3 However, despite lockdown measures slowly being eased, and the need for people to shield being paused, there is growing concern that many households may still struggle financially to access food and essential supplies, especially as the full economic impacts of the pandemic are realised.
- 2.3.4 Alongside our district and city council partners, we have initiated a project to address these concerns, building on the principles of creating a unified approach and the exceptional local offers that have arisen in recent months. The focus of the project is on food security, defined by the UK cross-government programme on food security research as follows: *‘Food security occurs when all people are able to access enough safe and nutritious food to meet their requirements for a healthy life, in ways the planet can sustain into the future’*.
- 2.3.5 Through discussion with district and city councils, as well as key groups such as the COVID-19 Vulnerable People and Economic Hardship group, three key principles are at the heart of the work which we are developing to ensure short term impact and long-term sustainability:

- **Local** – Access to food at the most local level as part of community or a service that makes sense to users
- **Sustainable** – Ensuring that any programmes or systems put in place link with environmental and economic sustainability
- **Healthy** – A food offer as part of a healthier lifestyles approach and which contributes to the reduction of health inequalities
- **Holistic** – Food security developed alongside other support such as skill building, access to work, volunteering, and wellbeing services

2.3.6 We are proposing two phases to our approach, with phase one taking immediate action to react in the short term (August – November 2020) as described below, and phase two being developed collaboratively in conjunction with overarching improving social mobility and tackling health inequalities strategies.

2.3.7 From the work that has already been undertaken to support vulnerable and shielding residents during the pandemic, a wide range of services including foodbanks, voucher schemes, mutual aid groups, lunch clubs, and hamper schemes have been set up or have been identified as having already been in existence. Using the already established county and district hub model, we will work collaboratively together to understand local food supply networks, and, where necessary, strengthen, secure and step these up to cope with surges in demand.

2.3.8 The aspiration in supporting individuals and families who need it will be that the food offer forms part of a wider enablement offer to those who need it, including skills development, re-training, volunteering, and other wellbeing support. This approach should be more preventative and sustainable than providing food support alone.

2.3.9 A range of communication channels have been identified which can help to address identified trends in data:

- Universal - signposting to food network information (e.g. via the hub network websites)
- Targeted Passive - families identified and assessed through contact with existing professionals/services/communities working with target groups or in key areas
- Targeted Active - reaching out to already identified groups using various data sets

2.3.10 Mapping of known existing food networks has been completed and will continue alongside our hub partners. Information about services will be collated and published on local council websites. Local hubs will continue to signpost individuals and families to community food networks.

2.3.11 Although we are looking to ensure that food security is universally embedded into communities we need to continue to be data and intelligence led to make best use of resources as well as ensure that support is focused in the right areas and at the right contact points.

2.3.12 The County Coordination Hub is committed to supporting local areas to meet both the short-term and long-term needs for food access and security. To this end we have made the decision to maintain a supply of food parcels for the foreseeable future to support emergency food to be delivered to local hubs when needed.

2.4 Social Mobility

2.4.1 As agreed at the July Committee meeting, the social mobility working group (formerly known as the tackling poverty and multiple deprivation working group) has been stood up to provide leadership of our collective approach to improving social mobility. The Group, which comprises Cllrs Costello, Criswell, French, Hoy, Meschini, Sanderson, and Amanda Taylor, met on 20 July, during which it:

- reviewed progress made on the council's existing 'Commitment to Tackling Poverty and Improving Social Mobility'
- discussed ways in which the pandemic has impacted generally on communities and their social mobility
- discussed the work described above on food poverty
- and discussed the ways in which people with black, Asian and minority ethnic backgrounds may be more adversely impacted by inequality and social immobility, as demonstrated in recent national reports on the ways they have been affected by COVID-19

2.4.2 The council's existing 'Commitment to Tackling Poverty and Improving Social Mobility' includes five priorities, and the key updates relating to each are as follows:

Priority 1: Boosting Incomes and Reducing Costs

- **Cambridgeshire Local Assistance Scheme:** 2019-20 summary - 787 awards made, 664 clients supported. Total value £135,053
- **Energy Switch:** 1,074 households signed up in October 2019 and February 2020. 70% made an average of £100 saving per annum without changing energy usage. In February, there were 117 accepted offers to switch for a more favourable option
- **Support for start-up businesses and small and medium sized enterprises (SMEs):** British Library Business and IP Centres have been launched and are being further developed in both Cambridge and Peterborough Central Libraries
- **Pilot a volunteer run Food Pantry in March:** Summer Holiday food poverty project was held in March during August 2019 with plans to repeat and extend in August 2020

Priority 2: Improving Early Literacy and Education Standards, and Raising Skills

- **Encourage take up of free school meals and early years Pupil Premium:** Take up of free school meals has increased steadily. Applications have doubled from March 2020 as more parents claim Universal Credit
- **Talking Together:** Initially delivered in Huntingdon, Wisbech, Chatteris, March, and North-East Cambridge, but now expanded across South Cambridgeshire with the support of the National Literacy Trust, boosting communication, language & literacy
- **Summer Reading Challenge and Bookstart:** The 2019 Challenge resulted in over 7,000 taking part and 4,450 children completing their challenge. The scheme has been moved online for summer 2020. Cambridgeshire libraries have distributed 3,872 Bookstart Baby Bags to Health settings for gifting to parents of new babies
- **Improving outcomes for disadvantaged pupils in schools:** Over 65 Schools have been visited since last March resulting in a one third overall improvement. Of these, one third have improved their results for disadvantaged pupils when comparing last year's combined outcome data with this year's (some of these were not visited until this academic year however, so in these cases it is hoped that impact will be seen in their next set of results)

- **The Essential Skills for Life Programme** led by the council's Youth and Community Service and funded by the DfE has engaged year 9 and year 10 pupils across Fenland and East Cambridgeshire in the year-long 'Aim Higher' programme of learning and positive activity. Focusing on the development of key skills essential to improving social mobility and achieving aspirations, young people in all of our secondary and SEND schools developed their social and inter-personal skills, team and group work skills and developed and led social action projects to increase their understanding of community and citizenship.

Priority 3: Strengthening Families and Communities

- **Targeted support for families:** delivery has been via 1:1 family work, through groups and activities across the county
- **Time Credits: increasing opportunities for organisations, people and families through volunteering:** The number of earn partners has increased to over 90, and there has so far been an estimated 100,000+ time credits earned in Cambridgeshire (1 credit = 1 hour of volunteering)
- **A group of actions focusing on support for vulnerable groups:** provision has been made through commissioning, partnership working and officer focus including a service for over 65's and people with a physical disability, support for ex-armed forces personnel, and Travelling communities
- **Enabling projects and community action in areas of high need:** supporting groups and organisations with access to information, advice, guidance, training and funding opportunities, including: the Wisbech Community Led Local Development European funding for projects which remove barriers for people getting into work; Public Health Healthy Fenland Fund; council-provided Innovate and Cultivate Funding; and the Community Reach Fund (CRF). For CRF, support is given to communities that have identified a need for children and young people and their families so that they can facilitate their own solutions through community projects and services. As a result, communities have begun to grow their own provision, offer youth work services, positive activities for children and young people and their families, and develop sound partnerships so they can overcome any barriers they face. Several groups across East Cambridgeshire and Fenland have gone on to access additional external national funding to further develop their initiatives and expand to meet emerging needs

Priority 4: Delivering an Effective Benefit System

- **Working with partners to share information and advice to benefit claimants:** In 2019/20 the welfare benefits team received 569 referrals, helped with 602 benefit claims and realised £1,634,249 in benefit arrears and annualised gains for residents
- **Commissioning appropriate finance focused support:** this now includes housing related support, a countywide floating support service, a new carers support service and Total Voice for people with a range of different needs

Priority 5: Promoting Long Term Economic Growth Benefitting Everyone

- **Get into and stay in work:** Volunteer opportunities have increased, and a number of projects have focused on addressing barriers into work
- **Address low aspirations, poor numeracy and poor literacy:** Cambridgeshire Skills provision has been delivered in identified key priority places and to address identified needs. A move to online support includes laptop/IT kit loan for those most in need

2.4.3 To supplement the actions in the current Commitment document, support for increasing social mobility and strengthening families and communities has included:

- **Voluntary and Community Sector Infrastructure Support:** Advice, training and support is provided through our Support Cambridgeshire grant agreement to new and established community groups and organisations who want to start up and/or strengthen and grow. This provision supports people and communities who want to come together to develop local action for issues that directly affect them. A new VCS infrastructure support agreement is due to start from 1 October 2021, and draft outcomes and priorities are being developed and will be brought to this Committee for debate and approval in September. They will build on the learning from the community and volunteer response during the pandemic, and reflect intended future ways of working set out in this report
- **National Citizens Service (NCS),** open to all 16 and 17-year-olds across the County. We have delivered a comprehensive youth development programme that supports skills development for work and life, whilst young people take on new challenges and meet new friends. Using our contract to target and support the inclusion of our vulnerable and marginalised young people we are able to ensure those who will benefit most and might not normally access an opportunity such as this thrive. NCS brings together young people from different backgrounds and helps them develop greater confidence, self-awareness and responsibility. It encourages personal and social development by working on skills such as leadership, teamwork and communication. Participants develop a social action project to deal with a local issue they're passionate about, and spend 30 hours putting the project into action in their community. Last year our Cambridgeshire communities benefitted from over 4,500 hours of social action
- **Fenland Holiday Hunger Group** has developed from the Food Pantry pilot briefly mentioned in 2.4.2 under Priority 1. Led by the council, this is now a partnership made up of representatives from March Foodbank (Trussel Trust Ely), 20 Twenty Productions, Living Sport, Fenland District Council's Healthy Fenland Team, Ely Diocese, CCORRN and Clarion Housing. This group is considering a two-stranded approach to holiday hunger for 2020 with pop-up picnics for young people in March and families in Wisbech, and food parcels with some activities delivered to the home of families
- **Social Mobility Young People Workers (SM YPWs):** 1-2-1 support interventions were offered by SM YPWs to young people referred to the council's Early Help services where social mobility and the associated skills were a barrier to progression and development. Through collaboration and effective partnership with our third sector partners a varied menu of youth work activities were offered to our minority groups across Fenland specifically where English is not a young person's first language or where they are new to their community. Projects to reach those in rural communities and those excluded from mainstream education and two engaging primary school programmes that supported inter-generational wordlessness, our Gypsy Romany Traveller Showmen communities and aspirations to higher and further education all featured. Over 5,000 children and young people accessed the project which has also led to sustainability and development of some of our smaller yet vital charities and voluntary organisations across East Cambridgeshire and Fenland.

2.4.4 The working group reviewed a wide range of information which sought to provide the latest context for Cambridgeshire, including some of the ways in which communities and households have been affected by the pandemic. The group was especially keen to

understand how people had been adversely impacted by COVID-19 because of their background or circumstances, with the aim of ensuring they are not disadvantaged locally when trying to access opportunities and services that will help to improve their social mobility.

- 2.4.5 In addition to reviewing the current Commitment document, the working group, which will now meet on a monthly basis, agreed the following four initial priorities to focus on:
- (i) Ensuring that people adversely impacted by COVID-19 are not disadvantaged or excluded from accessing information, services, support and opportunities in Cambridgeshire
 - (ii) Building a system-wide response to the issues associated with food poverty and food security
 - (iii) Ensuring, as part of our Think Communities unified approach with our partners, we develop targeted opportunities for community engagement in ways that make sense to our residents, focussing especially on those people who are the most excluded or disadvantaged
 - (iv) Ensuring we build our understanding of, and implement solutions to address, the specific impacts of (a) COVID-19 and (b) social immobility on older people and adults with a learning disability

2.5 Cambridgeshire Skills

- 2.5.1 The Committee has received regular reports on the Cambridgeshire Skills' service operational response to the pandemic. However, there is a need to also focus on the longer term impacts caused by COVID-19, to best ensure the service is able to meet its contractual obligations but also to position it well to support residents who may find themselves economically impacted.
- 2.5.2 Cambridgeshire Skills is a well-established adult learning service, currently funded by the Cambridgeshire and Peterborough Combined Authority (CPCA) and the Education and Skills Funding Agency (ESFA). The Adult Education Budget (AEB) grant allocation, via the CPCA, for 2019/20 was £2.25m to target c.4,500 adult learning enrolments in the County. The Committee oversaw during 2019 a fundamental transformation of its vision and values, programme offer, delivery model, and organisational framework to be appropriately placed to meet the challenges and opportunities for the academic year 2019/20.
- 2.5.3 Cambridgeshire Skills is now required to respond to the challenges and risks posed by the pandemic whilst maintaining an adult education presence in Cambridgeshire to sustain the level of grant supplied by our funders. Protecting the service vision and values whilst meeting the challenges head on, this will ensure long term sustainability and potential growth of the service.
- 2.5.4 Cambridgeshire Skills is pivotal to meeting the demands required to support social and economic recovery efforts in Cambridgeshire, whilst continuing to meet the strategic objectives within the Council's priorities and the CPCA Skills Strategy. The skills strategy sets out its commitment for funding to be focussed on the development of skills to gain a job, retraining/reskilling to change employment and upskilling those in work, much needed in the current context.

- 2.5.5 The service currently provides countywide adult education by offering community learning and accredited training programmes to those residents most in need, using thirteen sub-contracted partners, two hubs strategically placed in Fenland and East Cambridgeshire, and forty-one community venues. This community-based delivery is pivotal to our success and prior to Covid-19, ten additional venues were due to deliver learning to adult learners.
- 2.5.6 Despite creating an online offer during the pandemic, overall there has been a reduction in demand for our services of 95%. Classroom-based learning is generally the reason why the learners our service attracts come to us. Comprehensive, personalised support vital for learners below level 2 to enable them to be retained and achieved is not easily provided with online-only delivery.
- 2.5.7 Despite this reduction, to avoid financially destabilising the service the CPCA and ESFA have guaranteed they will not reconcile and clawback monies against unused aspects of the grants. This means we will continue to receive our full funding until the end of July 2020. This however will not continue into the 2020/21 academic year, where our delivery profile must be met to ensure future contracts are awarded.
- 2.5.8 In the short to medium term, this presents us with a range of risks that we need to consider:
- Just three of the fifty-one venues we had anticipated to use from September 2020 will be in a position to enable us to deliver from there. To mitigate this we do intend to make better use of our libraries, although this still only enables delivery from a total of eighteen venues
 - Although the service has been successful in rapidly developing a range of online provision, this is insufficient to meet the demand of the delivery plan and does not meet the needs of our majority target market
 - Social distancing measures mean that our direct delivery maximum class sizes may be just six or seven people, making classes unviable based on our current economic model
- 2.5.9 The Cambridgeshire Skills governing board has therefore recently agreed the need to remodel the service to manage these unique circumstances. The service will increase the maximum amount of sub-contracted delivery from the current 20% to up to 40%, enabling other providers, under our leadership and contract management, to deliver against our prospectus in other venues. Concurrently, we will continue to build our online offer to supplement classroom based learning for those where this is a suitable alternative or addition. The situation is likely to remain for at least the 2020/21 academic year, but the arrangements we put in place will be able to be easily reverted back to the current operating model as and when conditions change.

2.6 Domestic Abuse and Sexual Violence

- 2.6.1 The Domestic Abuse Bill has passed through the House of Commons and is now under consideration in the House of Lords. If passed, it is expected to go live in April 2021. The Domestic Abuse and Sexual Violence Partnership are working with the Ministry of Housing, Communities and Local Government (MHCLG) to prepare for this through a series of workshops, as the Act will place a statutory duty on local authorities regarding the provision of safe accommodation for victims of Domestic Violence.

2.6.2 Four new duties are proposed:

(i) Upper tier/unitary local authorities will be required to convene a multi-agency Local Partnership Board (LPB) to support them in performing certain specified functions. These will be to:

- assess the need and demand for accommodation-based support for all victims and their children, including those who require cross-border support
- develop and publish strategies for the provision of support to cover the locality and diverse groups of victims
- give effect to strategies by making commissioning / de-commissioning decisions
- meet the support needs of victims and their children
- monitor and evaluate local delivery
- report back to central government (annually)

(ii) A duty on MHCLG to produce the Statutory Guidance

(iii) A duty for local authorities to have regard to Statutory Guidance in exercising the above functions; and,

(iv) A duty on district, borough and city councils and London Boroughs to co-operate with Tier 1 authorities

2.6.3 It is envisaged that we will utilise the existing partnership board to oversee and implement the actions set out in the first duty above, negating the need for a standalone governance structure. MHCLG have confirmed they are supportive of this approach. Funding will be provided from Central Government to help with the administration and delivery of this work, though details are yet to be confirmed.

3. ALIGNMENT WITH CORPORATE PRIORITIES

3.1 A good quality of life for everyone

The Committee's focus is on leading positive change, in collaboration with partners, which benefits our residents and their communities, offers opportunity for all, and ensures no community is excluded or disadvantaged. By focussing on these objectives, which the various workstreams set out in this report seek to do, we can ensure that the quality of life outcomes for everyone are improved.

3.2 Thriving places for people to live

For citizens to be confident, healthy, safe and secure, they need to live in communities that mirror those attributes, and where there is a strong sense of local identity and cohesion. The workstreams set out in this report seek to support the development of a strong local identity, helping to create thriving places for people to live in.

3.3 The best start for Cambridgeshire's children

All of the workstreams set out in this report affect all residents, regardless of age. Moreover, building communities that are vibrant and have opportunity, and enhancing the social mobility of families, will directly and positively create the best possible start for our children.

3.4 Net zero carbon emissions for Cambridgeshire by 2050

All of our work is cognisant of the net zero carbon emissions target. The food security project in particular, set out in this report, is especially focussed on achieving a sustainable and local food supply network.

4. SIGNIFICANT IMPLICATIONS

4.1 Resource Implications

There are no significant implications within this category.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

Any purchases to support this project will be carried out in accordance with the Council's Contract Procedure Rules.

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 a number of communications and engagement aspects to this report that our Communications team are aware of, and they are working closely and proactively with relevant officers where appropriate.

4.6 Localism and Local Member Involvement

There are no significant implications within this category.

4.7 Public Health Implications

This paper clearly lays out the diverse contributions that are being made through the work of the Communities and Partnerships Directorate to health and wellbeing. It acknowledges that key to Public Health is the improvement of health and wellbeing which needs action across many determinants.

Implications	Officer Clearance
Have the resource implications been cleared by Finance?	Yes Name of Officer: Martin Wade
Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement?	Yes Name of Officer: Gus de Silva
Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or LGSS Law?	Yes Name of Officer: Fiona McMillan
Have the equality and diversity implications been cleared by your Service Contact?	Yes Name of Officer: Adrian Chapman
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: Adrian Chapman
Have any Public Health implications been cleared by Public Health	Yes Name of Officer: Val Thomas

Source Documents	Location
None	N/A

COMMUNITIES CAPITAL FUND – ENDORSEMENT OF RECOMMENDATIONS
(AUGUST 2020)

To: **Communities and Partnership Committee**

Meeting Date: **6 August 2020**

From: **Adrian Chapman, Service Director of Communities and Partnerships**

Electoral division(s): **All, with particular relevance to the following:**

- Bar Hill
- Bartlow
- Brampton and Buckden
- Hardwick
- Littleport
- March North and Waldersey
- March South and Rural
- Melbourn and Bassingbourn
- Roman Bank and Peckover
- Sawston and Shelford
- Soham North and Isleham
- Soham South and Haddenham
- The Hemingfords and Fenstanton
- Wisbech West

Forward Plan ref: **N/A**

Key decision: **No**

Outcome: **To consider the recommendation of the Member Panel to fund grant applications made under the Communities Capital Fund.**

Recommendation: **The Committee is recommended to:**

Approve the following applications for funding:

- (i) Viva - £498,317 for refurbishment of Spencer Mill, Soham;**
- (ii) Gorefield Parish Council - £198,00 for extension of the Community Hall;**
- (iii) Stretham Parish Council – £500,000 for the Stretham Village Centre;**
- (iv) Fenstanton Village Hall Trust - £500,000 for the Fenstanton Community Hub;**

- (v) **Hilton Village Hall – up to £10,000 for new audio/visual equipment;**
- (vi) **Eversden Parish Council - £20,000 for new playground equipment;**
- (vii) **Wisbech Town Council – up to £150,000 for Market Place Enhancements;**
- (viii) **Hauxton Parish Council - £88,855 for Hauxton Village Hall ;**
- (ix) **Brampton Parish Council - £50,000 for the Bampton’s Men’s Shed;**
- (x) **Stapleford and Shelford Youth Initiative - £12,000 for the Youth Centre Refurbishment;**
- (xi) **Christchurch Community Centre - £15,000 for Outdoor Equipment;**
- (xii) **Littleport Parish Council – up to £406,000 for a Youth and Community Centre;**
- (xiii) **St Mary’s Church, Bartlow - £81,000 for a stable block conversion;**
- (xiv) **Melbourn Parish Council - £65,000 for the Melbourn Village Hub;**
- (xv) **Girton Parish Council - £275,000 for the extension of the pavilion; and**
- (xvi) **Fenland District Council – up to £75,000 for improvements to West End Park, March.**

<i>Officer contact:</i>		<i>Member contacts:</i>	
Name:	Ian Phillips	Names:	Cllr Steve Criswell
Post:	Head of Communities and Partnerships Integration	Post:	Chairman
Email:	ian.phillips@peterborough.gov.uk	Email:	Steve.Criswell@cambridgeshire.gov.uk
Tel:	07415881802	Tel:	01223 706398 01487 740745

1. BACKGROUND

- 1.1 The Cambridgeshire Communities Capital Fund was launched on 1st April 2020, and sets aside up to £5m to help support community projects across the county. The fund is also to support community led projects to improve health, wellbeing, social and economic opportunities in our communities.
- 1.2 The fund may contribute up to £0.5m capital funding for community-based projects which can address issues which a specific priority for the local community, address inequality of access to services or activities, and implement community involvement in delivery or design of the project.
- 1.3 At its meeting of 12 March 2020, the Committee agreed the following eligibility criteria:
 - i. Funding will be awarded for eligible capital spend only, and must demonstrate how the purpose of the Fund, will be met
 - ii. Bids must be able to demonstrate additionality, including, for example, how communities will be improved or enhanced by capital investment in their community
 - iii. Bids will be encouraged for projects which fill gaps or where there is an under-representation in council presence or access to public services or other activities within communities, where there is an evidenced need, or known or emerging demand for service. For example, we want to ensure that our rural communities have the same opportunities to engage with services or activities as all other communities
 - iv. No bids will be successful without some level of match funding. Capital funding from the Fund should be awarded only where all other sources of funding have been exhausted, or where council funding would provide match funding alongside other sources of funding. Match funding may be intended rather than secured at application stage, and may include non-cash match funding (e.g. in-kind contributions, land transfer etc.)
 - v. Funding will not be awarded for repairs and maintenance on assets that haven't been subject previously to a regular repairs and maintenance regime. Even then, not all repairs and maintenance would be eligible to be funded through capital budgets, and so proposals that include this would need to be considered on their own merits
 - vi. Proposals for capital projects with a potential impact on carbon emissions will need to demonstrate how these will be minimised
 - vii. Funding will be awarded using the most appropriate financial model – for example, this may be in the form of a non-repayable grant, a loan to be repaid at agreed terms, or an equity-type investment in an organisation with a recurring return on that investment. All funding arrangements would need to comply with existing County Council policies, including for example the existing third party loans policy, which has specific requirements around security, interest rate, setup fees, and guarantees
 - viii. Funding will be awarded only where there is a guarantee of no revenue implications for the County Council (aside from debt charges as a

result of borrowing), except where an evidenced case can be made demonstrating how, in turn, an increased short-term revenue cost will lead to more substantial savings later

- ix. State Aid considerations will form part of the overall application and review process.
- x. Applications will need to be endorsed by, and submitted via, either the local County Councillor, or the County Council's Community Champion for the area

2. MAIN ISSUES

2.1 During June and July 2020, four member panels were convened to consider projects. The Panels considered how the projects met the funding criterion and recommended that the following are approved for funding:

2.2 **Viva (Spencer Mill, Soham) £498,317** – This project is seeking to redevelop the derelict Spencer Mill site into an arts and community hub for the town and has raised £1.9m in match funding. The building has been derelict for over 30 years and is often a magnet for anti-social behaviour, vandalism and drug related issues. The project will seek to restore and extend this building into a vibrant community asset which will host a range of arts and culture activities and provide a community space from which services and activities can be delivered. The project has already raised £1.9m in match funding from over 40 different funders and requires a further £498,317 to complete the project. The panel felt that the project has demonstrated strong evidence of local need and would make a significant impact to the Soham community, bringing a historic building back into community use.

Cambridgeshire County Council has previously approved loans of £450,000 to Viva through the General Purpose Committee, however just £300,000 of this amount has been taken up in accordance with third party loans policy requiring a minimum level of "loan to value" from underlying assets. These funds have been used towards the cost of the purchase of the building and the redevelopment works. The grant is for work that is in addition to the works which the council has loaned money for and will include fit out costs for the building.

The project will:

- Restore the existing mill building (including a new roof, windows, doors, insulation etc) and its grounds to its former glory, creating a main flexible auditorium area and an upstairs events, meeting and social space
- Build a new front extension encompassing a foyer, box office and toilets
- Build a new back extension encompassing stage, cinema system, dressing rooms and backstage areas
- Redevelop the site and enable parking for over 50-plus including disabled parking
- Redevelop the approach road to the site (a CCC asset) to make it fully accessible and safe, as well as enable full pedestrian access via a new footpath and cycle access too

- Install a lift and hearing loop to enable full Equalities Act compliance
- Install all necessary equipment, a new electrical substation for the area, all IT, WiFi and an environmentally friendly heating and air conditioning system to enable year-round use

Should funding be approved, the building is estimated to be completed in March 2021.

- 2.3 **Gorefield Parish Council - £198,000.** The village hall was originally built in 2013, but has rapidly outgrown the space available due to demand from community groups to use the building. The project will see an additional room created, which will allow for multiple community activities to take place at the same time.

The village hall helps to impact on skills, loneliness and obesity, as well as wider health and wellbeing outcomes.

In addition to the extra meeting space, the project will also provide a separate bar/lounge area that sports users can enjoy alongside community bookings such as weddings, christenings and parties.

One of the benefits to expanding the facilities will be the increased capacity for the local youth club. Currently, the club is restricted on numbers and storage meaning that it cannot meet demand from Gorefield and surrounding villages, which this extension will address. Match funding of £60,000 is available to support the build costs.

- 2.4 **Stretham Parish Council - £500,000.** The existing parish rooms are outdated, in poor repair and unable to meet the needs of the community. The building was last refurbished in the 1960's and is unable to be extended further. In consultation with the local community, there is demand for a community space from which increased community events and activities can take place. The parish council in response has developed this project to build a new community hub. Stretham has a higher than average older population, many of whom have limited mobility and therefore find it difficult to access services and activities outside of the village. By providing a new community hub in the village, it will increase the opportunities for all residents, but particularly for more vulnerable residents. Match funding of £1m will be provided from the parish council.

- 2.5 **Fenstanton Village Hall Trust - £500,000.** Fenstanton currently has no community meeting space, other than an oversubscribed church hall. The village has been without a village hall since 2005, when the previous building was closed due to poor repair. More recently, Fenstanton has expanded with 89 new homes built upon the site of the former Dairy Crest milk processing plant. Planning permission for the development included a provision for a new community centre where groups can meet and educational, leisure and sports activities can take place, alongside a new community café. With new families moving into the village, the building will also help to reduce loneliness and improve community cohesion.

The Trust has raised over £200k towards the cost of development, with a further £170k match funding from the parish council.

- 2.6 **Hilton Village Hall - £10,000.** The village hall is well used within the village, with over 500 bookings a year. A problem with the hall has been the poor natural acoustics of the building compounded by the lack of a PA system; this issue is especially acute when all the rooms are in use at the same time or when numbers of people using the hall are high. A comprehensive audio visual system, capable of linking with social media and mobile devices, would overcome these issues and also help to develop new business opportunities.
- 2.7 **Eversden Parish Council - £20,000.** The Eversden children's playground was built approximately 20 years ago and is a modest enclosed area with a variety of play pieces. There are other types of play equipment elsewhere on the recreation ground including some recent additions for older children and much older pieces in varying states of decay at the farthest end of the ground, including a roundabout that is currently partially removed. The children's playground is now at a stage where an overhaul of the equipment is required. This is particularly the case with the tiled flooring which needs repair alongside reconfiguring some of the equipment and installing a wheelchair friendly roundabout within this area. Match funding of £15k is available to support the project.
- 2.8 **Wisbech Town Council - £150,000.** This project seeks to both improve the appearance of Wisbech Market Place and introduce new and improved facilities which will enhance its use as both a trading area and a community space. One of the key aspects to this project is to develop a pedestrianised zone (operating between 7.00 am and 4.00 pm within the Market Place area and, secondly, to prohibit car parking on the Market Place and to undertake physical works such as new seating and waste bins, re-paving, decorative water features, plus a feature to attract the public to want to spend time in that space.
- By bringing people together, whether it be for retail activity or community activity, the Market Place plays an important role in improving community cohesion/integration and people's wellbeing and mental health. Making Wisbech Market Place a more inviting and welcoming place for people to spend time will bring many benefits to the community. Match funding of £50,000 is available from Wisbech Town Council.
- 2.9 **Hauxton Parish Council - £88,855.** Over the last few years, the village has doubled from 300 to 600 households. The village has no pub, shop or anywhere for people to come together and socialise other than an old and small village hall. Given the growth of the village and condition of the building, the hall was not able to meet the needs of its residents and was subsequently sold. The sale of the building has helped to part fund the development of a new building, which commenced in November 2019.

The new village centre will provide a café, lunch clubs, meeting space and a youth club for the village. Over £1m match funding has been committed from the parish council and fund raising, which should see the building complete and open in September 2020. Funding from the Communities Capital Fund will meet the final build costs and provide the kit out costs to allow the community to fully use the building upon opening.

- 2.10 **Brampton Parish Council - £50,000.** The parish council has determined that there is a gap in services and support for men within the village particularly for older males, who without a work identity can become socially isolated. A Men's Shed can not only provide valuable support to residents, but also provides a vital service locally helping to repair and refurbish household items that can be recycled within the village. Research indicates that most of the people involved in Men's Sheds are typically older males, without a current work-based identity, who have become socially isolated. They are usually in the process of one or more difficult transitions in terms of work or retirement, relationships with partner, health issues or financial status. Men's Sheds can attract socially isolated men in a way that most totally socially focused groups do not. This is borne out locally by the low proportions of men joining the various community groups currently available in Brampton. The parish council are providing £30,000 match funding towards this project, with a further £5,000 also being donated from the village hub.

- 2.11 **Stapleford and Shelford Youth initiative - £12,000.** Shelford and Stapleford Youth Initiative was established in 1997 to provide constructive activities, support and a safe environment for marginalised and disadvantaged young people between 10 and 18 years old. This involves engaging with young people to build relationships, encourage more positive behaviour, participating in the community and activities to promote informal education.

The project will involve work on flooring, walls and ceiling, as well as interior fittings, furniture, equipment and kitchen area. This builds on the initial superficial refurbishment undertaken since the charity has taken on the space full time in 2019 from Great Shelford Parish Council. An application to the Parish Council for £4,000 match funding has been made, but has not yet been confirmed at the time of writing.

- 2.12 **Christchurch Community Centre - £15,000.** This project seeks to install a covered patio area to the community centre. This will increase the capacity of the hall in the summer, by providing a waterproof seating area, making the building more attractive to summer bookings and improving the financial viability. The covering will allow for outdoor electrical items to be used, such as PA systems and will serve as an outdoor classroom for the local primary school. Match funding of £7,500 is available from the community centre to support the project.

- 2.13 **Littleport Parish Council - £406,000.** Littleport currently has no appropriate facilities within the village to locate the youth club. The club, currently

supports 150 children and is keen to expand and develop further. Within the village, there have been a number of problems with youth related anti-social behaviour and drug related issues. The development of a new community hub within the village will provide a base from which youth services can be delivered, including youth outreach work to help address some of the issues that the village has faced. In addition, the hub will also offer broader community services such as adult skills, community café, pop up library and meeting space for community events and activities. The parish council will be employing outreach workers to engage with young people, and will provide match funding of £58,500.

- 2.14 **St Mary's Church, Bartlow - £81,000.** Bartlow is a small, rural village with very limited community facilities. Currently, the church is used for community meetings and events (including acting as a polling station), but is restricted in its offer to the community due to the lack of toilet facilities or kitchen meaning that the attendees have to rely upon the goodwill of neighbours to use these facilities. Recently, the church has acquired some additional land containing disused stables, which can be converted into toilets and a kitchen area. The church also plans to remove some of its pews, thereby opening more space for community use and activities. Local residents have raised £15k towards the costs of the project.

- 2.15 **Melbourn Parish Council - £65,000.** This project looks to extend the current the community hub, which opened in 2014. The hub is open six days a week and provides a range of services and activities for the village, including a volunteer run library access point, a café, meeting rooms and a timebank. Over the last 18 months, the hub has seen its footfall double and can no longer meet the needs of local residents.

The extension will allow more services to be provided locally, particularly health services where the local GP is keen to provide outreach support for issues such as obesity, smoking and diabetes. The extension will double the number of meeting rooms in the building and improve disability access to public space. Match funding from the parish council of £93,600 is in place.

- 2.16 **Girton Parish Council £275,000.** The pavilion is the hub for the village, providing a wide range of sporting and leisure activities for local people. Whilst the building was completed in 2001, financial constraints at the time has limited the usable space, particularly on the first floor which has disabled access, poor insulation and general fit out. Additionally, the hall's small space often restricts the type and size of activity that can take place.

The project proposes to extend the building to provide a larger hall, relocate the parish office to the ground floor to improve disability access, relocate changing facilities and provide an additional external staircase directly to the sports fields. The enlarged hall will also feature a stage and additional seating allowing it to cater for conferences, public events and theatre productions. Match funding of £275,000 is being provided by the parish council.

2.17 **Fenland District Council - £75,000.** The project aims to improve four sections of West End Park, March through the following:

- I. Improve the route surface for March Park Run which currently has 100+ participants weekly, with a new junior run to follow. This will create a hard surface for low-lying parts of the route (wood edging, chippings/tarmac) to safeguard events in wet conditions, which has often led to cancellation in the past.
- II. Create a permanent tarmac path from the park entrance to the bandstand. This is a popular venue, but the current access (across grass) is a poor surface for people with mobility issues.
- III. Enhance the junior play area by increasing the number of pieces of play equipment from 9, to 20. The size of the current facilities cannot cater for a town the size of March.
- IV. Provide fencing to the skate park, which was upgraded in 2019 and has proved extremely popular with older children. However, there is no current fencing on site, presenting a safety concern to young children and dogs who can wander into the skate park.

West End Park is a community hub, popular throughout the town. The four projects will have wide community appeal and generate significant increased usage within the park. Match funding of £10,000 between Fenland District and March Town Councils is available.

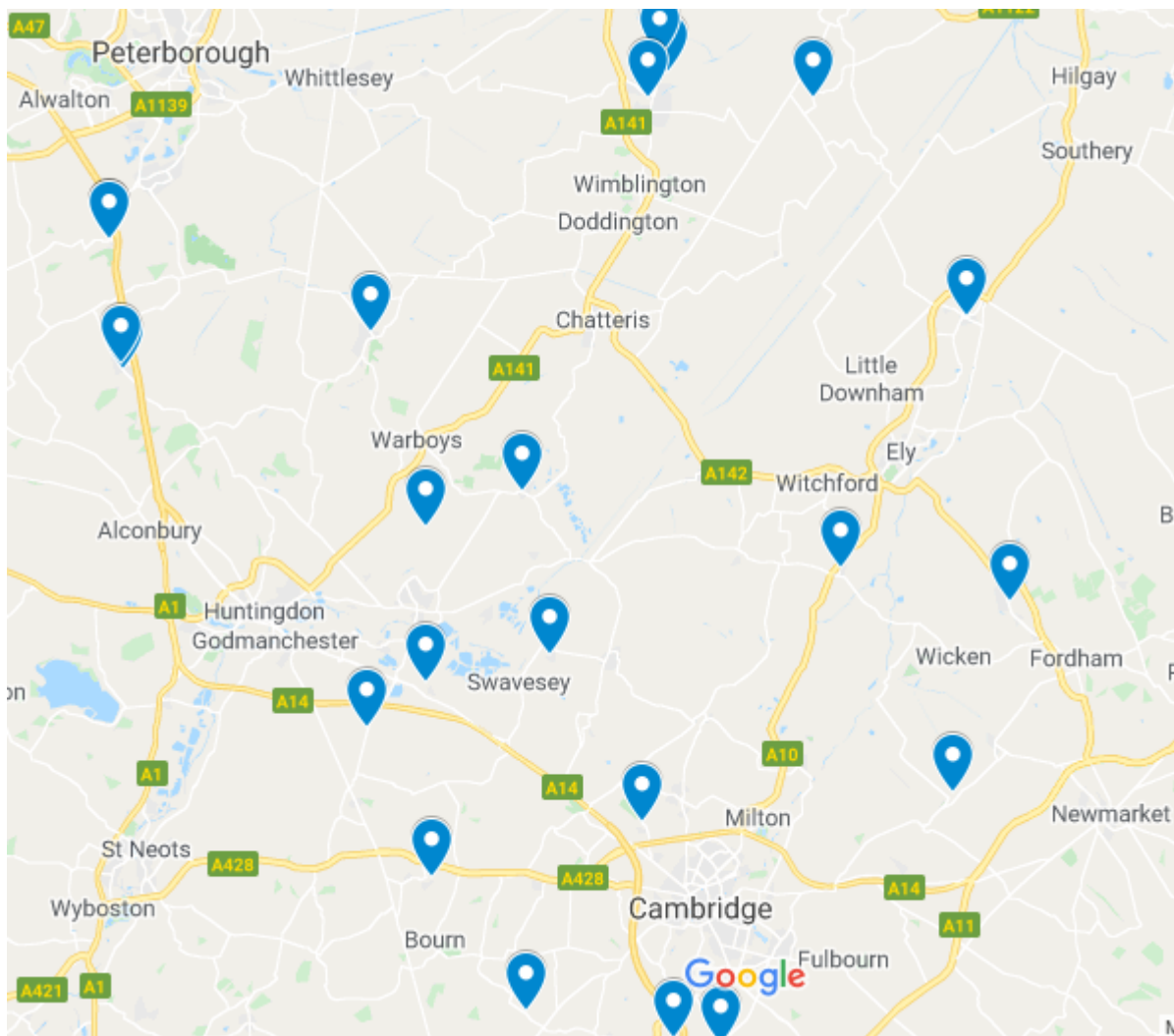
FINANCE

2.18 Since the fund launched, 63 applications have been received, requesting a total of £9.754m. To date, 29 projects have been approved/recommended for approval (inclusive of the projects within this report). Should the Committee approve the projects within this report, a total of £4,086,284 will have been allocated. It is expected that the remaining £913,716 will be allocated to recommended projects at the September 2020 Committee.

2.19 Projects funded to date are as follows:

- Sawtry Skate Park - £18,000
- Somersham Parish Council, outdoor play equipment - £32,561
- Over Parish Council, enhancements to Overcote - £25,597
- Estover Park - £35,000
- Tower Hall, Friday Bridge - £36,000
- Woodhurst Village Hall upgrade - £12,954
- Winwick Village Hall upgrade - £20,000
- Stilton Parish Council play equipment - £37,500
- Caresco, Sawtry Mancave - £41,500
- Swaffham Prior Village Hall refurbishment - £62,000
- Cambourne Town Council – £237,000
- Ramsey Neighbourhood Trust - £350,000
- March Rugby Club -£234,000

Total £1,142,112



Map showing projects approved and recommended for approval within this report

GOVERNANCE

- 2.20 The Committee report of 12 March 2020 outlined the governance arrangements for reviewing project applications (attached at **Appendix 1**). In summary, projects are assessed by an officer panel and then presented to a cross party Member panel for review and recommendation to the Committee. In addition to these arrangements, officers will conduct further scrutiny of successful applicants to minimise any financial risk to the County Council. Successful applicants are subject to the County Council's terms and conditions as set out within a grant agreement and in addition, are also asked to provide further information in support of their application as set out in **Appendix 2**.

3. ALIGNMENT WITH CORPORATE PRIORITIES

3.1 A good quality of life for everyone

The Fund seeks to improve the health, wellbeing, social and economic opportunities and outcomes in our communities, thereby helping to create or enhance a good quality of life for everyone.

3.2 Thriving places for people to live

Investment into community projects will provide or enhance capital assets or facilities within our communities, helping to create increased opportunities and therefore thriving places for people to live.

3.3 The best start for Cambridgeshire's children

Several of these projects will provide investment into activities for young people, improving physical and mental wellbeing, reducing isolation and promoting social inclusion.

3.4 Net zero carbon emissions for Cambridgeshire by 2050

Investment into community projects will help to improve local services and activities for residents, reducing the need to travel to towns/villages across Cambridgeshire.

4. SIGNIFICANT IMPLICATIONS

4.1 Resource Implications

The capital investment set out in this report was approved at Full Council in February 2020

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications for this category. However, any commercial opportunities will follow the Council's Contract Procedure Rules and contractual regulations as per existing policies.

4.3 Statutory, Legal and Risk Implications

Successful funding awards will be subject to the applicant accepting CCC grant agreement terms and conditions.

4.4 Equality and Diversity Implications

There are no significant implications for this category.

4.5 Engagement and Communications Implications

There are no significant implications for this category.

4.6 Localism and Local Member Involvement

Members have been closely involved in both the development of expressions of interest and in making recommendations

4.7 Public Health Implications

The Community Capital Fund will provide an opportunity for communities to secure funding that, combined with their own assets, will enable them to develop interventions that will improve the health and wellbeing of their community members. There is also the opportunity for the communities to, as part of the process, further strengthen their skills and assets.

Implications	Officer Clearance
Have the resource implications been cleared by Finance?	Yes Name of Financial Officer: Martin Wade
Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement?	Yes Name of Officer: Gus De Silva
Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or LGSS Law?	Yes Name of Legal Officer: Fiona McMillan
Have the equality and diversity implications been cleared by your Service Contact?	Yes Name of Officer: Adrian Chapman
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: Adrian Chapman
Have any Public Health implications been cleared by Public Health	Yes Name of Officer: Val Thomas

Source Documents	Location
None	N/A

Summary of Application Process

1. Expression of Interest submitted to the relevant Think Communities Area Co-ordinator, via the local County Councillor and/or relevant Community Champion

2. Officer panel, comprising senior representation from key services including Communities, Planning, Highways, Property, Finance and Legal, reviews the Expression of Interest to determine whether it meets the initial criteria, and to offer initial advice and guidance.

3. If the initial criteria are met, applicants will be invited to develop a full proposal and submit to the relevant Think Communities Area Co-ordinator, via their County Councillor and/or Community Champion.

4. Full proposals are presented to the Member Panel, who will make recommendations to the Communities and Partnership Committee. Committee will consider Panel recommendations at its next available meeting.

5. The relevant County Councillor and/or Community Champion, and the Think Communities Area Co-ordinator, will together ensure that approved projects progress in accordance with the approvals, with progress reported formally to Committee.

Questions for applicants:

Your application to the Community Capital Fund (CCF) is due for consideration at Community and Partnerships Committee on xx/xx/xxxx after being recommended for approval by the CCF Member panel. In advance of this can you please provide the following details by xx/xx/xxx as part of our due diligence procedures:

<p>Please confirm that your organisation is constituted body with a codified governance structure and</p> <ul style="list-style-type: none"> a) If you are a registered charity or company please provide your charity/company number so that we can undertake a credit check. b) If not, please provide a copy of your constitution 	
<p>Please provide references from two companies that you have dealt with in the last 12 months.</p>	
<p>Does your organisation have bank account in its name?</p>	
<p>What are your organisation's arrangements for preparing, publishing (where required) and reviewing/auditing periodic and annual accounts?</p>	
<p>Does your organisation have adequate insurance in place for this project? Please confirm with details.</p>	
<p>Has your organisation undertaken a project of this scale previously? If so, please provide details. If not, please outline any support/expertise you have in place to ensure a successful project.</p>	
<p>As a public body Cambridgeshire County Council have a duty ensure that best value is achieved with our funding. Please detail the arrangements you have in place to ensure that value for money will be achieved with any grant funding that is awarded.</p>	

<p>Please disclose any links that your organisation has with senior decision members at Cambridgeshire County Council (CCC).</p> <p>Senior decision maker in this situation refers to</p> <ul style="list-style-type: none"> • Any director of CCC • Any County Councillor of CCC <p>Please indicate whether they have had any involvement with the submission or assessment of this bid.</p>	
<p>Are there any other governance issues that CCC as funder should be aware of, including but not limited to,</p> <p>Any non-compliance, warning, caution, litigation or breach issued by a regulator, supplier, customer, professional advice against the bidder or its key decision makers?</p>	

CAMBRIDGESHIRE AND PETERBOROUGH TRADING STANDARDS SHARED SERVICE ANNUAL REPORT

To: **Communities and Partnership Committee**

Meeting Date: **6 August 2020**

From: **Catherine Pawson, Head of Operations, Trading Standards**

Electoral division(s): **All**

Forward Plan ref: **N/A** *Key decision:* **No**

Purpose: **To update the Committee in the form of an annual report on the work being delivered for the County Council by the Cambridgeshire and Peterborough Trading Standards Shared Service.**

Recommendation: **The Committee is invited to:**

Comment on any aspect of the service being delivered by the Cambridgeshire and Peterborough Trading Standards on behalf of Cambridgeshire County Council.

<i>Officer contact:</i>		<i>Member contacts:</i>	
Name:	Catherine Pawson	Names:	Cllr Steve Criswell
Post:	Head of Operations, Trading Standards	Post:	Chair
Email:	catherine.pawson@cambridgeshire.gov.uk	Email:	Steve.criswell@cambridgeshire.gov.uk
Tel:	07770 316544	Tel:	01223 706385

1. BACKGROUND

- 1.1** On 1st April 2017 Cambridgeshire County Council's Trading Standards Service merged with Peterborough City Council's Trading Standards Service to become 'Cambridgeshire and Peterborough Trading Standards', overseen by Peterborough City Council's Head of Regulatory Services. The Shared Service also provides the trading standards function for Rutland County Council.

It was agreed that trading standards would bring an annual update report to Committee to keep Members informed of activities and to provide the opportunity for Members to steer priorities and direction of the service within Cambridgeshire.

Regulatory Services is part of Communities and Partnerships which sits within the People and Communities Directorate. The Service consists of Coroner Service, Environmental Health, Licensing, Cambridgeshire Registration Service and Trading Standards. All but the Registration Service are shared services.

As the Service has moved from the Economy and Environment Committee to the Communities & Partnership Committee this year, **Appendix 1** provides Members with an overview of the functions of the Service by way of an introduction to the Service. **Appendix 2** provides the Annual Report. **Appendix 3** provides details of how constituents and local businesses can seek advice for future reference.

2. MAIN REPORT

2.1 Supporting and maintaining confidence in the economy

Primary Authority

The 'Primary Authority' initiative introduced by Government allows businesses to enter a formal partnership with a local authority to receive assured regulatory advice direct from that authority. Under this initiative businesses pay for the advice they receive.

Advice is sought early on before decisions are made, allowing the business to make major commercial investments in the knowledge that they will be fully compliant and protected from challenge by other authorities.

Trading standards have enhanced the offering to business further by partnering with Peterborough City Council's Environmental Health and Licensing to create a single point of regulatory advice and Primary Authority services. A brand has been developed for this collaboration – Regulatory Companion – to enable the Service to compete with other Authorities and continue to win business.

The Service has over 100 clients, including Aldi, B&M Home Stores, John West, Hotel Chocolat and British Sugar as well as small local businesses who recognise the benefits of getting up front advice.

Better Business For All (BBFA)

The Cambridgeshire 'Better Business for All' collaboration, incorporating trading standards, environmental health from all 5 Districts as well as Peterborough, Combined Authority Growth Hub and the fire service, strives to ensure our regulatory approach supports growth within the County, and has links with a number of leading business organisations including Chamber of Commerce, Federation of Small Businesses, Business & IP Centre and the Institute of Directors.

Early work streams have included a large networking event, enabling regulators and other business advice and support organisations to get a greater understanding of each other's services thereby enabling more holistic support to be provided through more effective signposting. Using BBFA funding 3 videos were produced to help businesses understand how regulation impacts on the business and how they can get support to comply with the regulation.

Protecting Legitimate businesses

The Service has had a number of successful prosecutions over the past 12 months, examples include;

- A major car dealer in Peterborough for selling clocked cars with the Director receiving a suspended prison sentence, a costs order of £6500, and the company receiving a fine of £4000 and costs order of £10,000.
- A counterfeiter was ordered by the Courts to pay back the proceeds of her crimes following a conviction for selling counterfeit fashion goods at Bourn market, this equated to £31,571.
- In a second counterfeit case courts ordered the defendant to pay £95,000 representing the proceeds of his crimes. He failed to do so, therefore received a 459 day prison sentence. After serving this sentence he is still required to pay the ordered sum.

There are also two large scale counterfeiting cases, one illicit tobacco case and five rogue trader/fraud/money laundering cases in the court system at present.

Animal Welfare and Disease Control

Trading standards are responsible for ensuring animal welfare is upheld by farmers across the county and have an inspection programme to check regulatory compliance.

Following a successful conviction in 2017 and a number of subsequent interventions, the Service successfully prosecuted a farmer in Cambridgeshire for a second time for animal welfare and animal by-products offences. Peterborough Magistrates Court issued a suspended prison sentence, disqualified him for keeping livestock for life and awarded the Service £5000 in costs. He has lodged an appeal which is waiting to be heard.

Trading standards is a primary responder for all notifiable animal diseases including Swine Fever, Foot & Mouth, Avian Influenza, Rabies and African Horse Sickness. The Service is responsible for delivering the local response in terms of containing the

disease and eradicating it.

The authority's animal disease contingency plan was updated to incorporate a shared decision making structure across Cambridgeshire and Peterborough, and the plan was tested in an animal disease exercise in November 2019, proving very effective.

The Service are also responsible for dealing with animals illegally entering the country without the relevant disease vaccinations. In November officers detained a French bulldog puppy from a property in Ramsey and placed it in quarantine. The puppy had been illegally imported into the UK from Poland under a false passport and presented a rabies risk due to invalid vaccinations.

2.2 Protecting Health and Wellbeing

Product Safety

Product safety complaints have been increasing at a steady rate over the last 18 months, with the ports referring matters of concern to us. Last year the majority related to unsafe electrical products.

With safety a priority for the Service a number of projects were carried out in 2019/20, including looking at electrical items being sold in charity shops to check they had been appropriately safety tested, a nursery and baby equipment safety project looking at items such as high chairs and booster seats, and a second hand tyre safety project.

Food Standards

Trading standards has regulatory responsibilities from farm to fork, ensuring that the food is safe to consume, each year the Service completes a comprehensive inspection regime to ensure standards are upheld. In May the Service prosecuted Arundel Hotel in Cambridge following a complaint from a customer who had ordered a meal described as 'nut free' but which was found to contain nuts. The Service subsequently carried out a sampling programme to test allergen compliance at other food establishments. It found that 26% of foods described as 'free from' certain allergens did in fact contain the specified allergens. A programme of work will address this.

Safety at Sports Grounds

The Authority is responsible for the issuing of Safety Certificates to the football league grounds and to any sports grounds with covered stands that hold 500 or more, without which the grounds cannot legally open. Safety at these grounds is assessed through a combination of periodic inspections at the sports grounds as well as the Charing of the multi-agency Safety Advisory Groups.

Increasingly sports grounds are diversifying with many now using the grounds as live music venues bringing with it additional challenges in terms of spectator safety.

Illicit tobacco and underage sales

Two multi-agency days of action were funded by Public Health where trading

standards, Her Majesty's Revenue and Customs, Fenland District Council, the fire service and the police simultaneously entered and searched a number of premises linked to these crimes, seizing 37,000 cigarettes and 7.5kg of hand rolling tobacco. Subsequently one warrant was executed resulting in a large seizure of illicit cigarettes, a license review was carried out resulting in a warning from the Licensing Committee, and 6 investigations commenced, one of which is currently awaiting trial.

Public Health also provided funding to carry out some underage test purchasing work in Cambridgeshire. Officers took underage volunteers to shops in Fenland, Huntingdonshire and Cambridgeshire, 24 in total, and unfortunately there was a 46% failure rate. These businesses received a formal letter advising them of the sale, the applicable offences and reminding them of their legal obligations. Their details have been added to our intelligence database for future monitoring. If further compliance issues are found it may be necessary to put the offenders before the courts.

2.3 Supporting and protecting vulnerable people

Rogue Traders

Rogue traders deliberately prey on the vulnerable, and once a victim has been scammed, they invariably visit them time and time again. Last year the Service successfully convicted a number of rogue traders.

In one case the defendant received two year suspended prison sentence, ordered to carry out 200 hours of unpaid work, and ordered to pay £35,000 in compensation and £10,000 costs to be paid within 2 years.

The second was a trader from Essex who was ordered to pay £21,993.61 compensation after pleading guilty to money laundering offences. Officers were alerted to the criminal activity after a Cambridgeshire victim came forward. A financial investigation followed which uncovered a series of rogue trader incidents across Cambridgeshire, Essex and North London with victims being almost £54,000 out of pocket after being approached on their doorsteps with offers of gardening or building work that were unnecessary, incomplete or grossly over-priced.

2.4 Service activity during Covid-19

Support to businesses

Enforcement powers for the business closure regulations were shared jointly between ourselves and Environmental Health departments at District level. It was agreed that trading standards would lead on advising businesses who were unsure if the regulations required them to close, and environmental health would be responsible for enforcement. There were a number of grey areas which caused confusion for businesses, the Service provided advice to 266 businesses free of charge during this time, clarifying for them whether they could continue to operate and if so, how to do so safely.

In addition the Service provided a wide range of advice to businesses who were facing new compliance challenges as a result of Covid-19 e.g. break-down in usual supply

chains affecting the labelling of their products, and also those who were looking to diversify as a result of Covid-19 for example importing face masks. Comprehensive FAQs were provided on our webpages to help businesses to address the many compliance challenges they were facing.

Digital information packs will be developed for new and diversifying food businesses, providing them with easy to follow advice on the Food Standards (trading standards) and Food Hygiene (environmental health) requirements for their business. Online self-assessment for food businesses will also be developed enabling them to check their own compliance, giving them that confidence that they are doing things right ahead of any call or inspection by a regulator.

As sports ground have begun to lift restrictions and allow limited numbers of people into the stands, officers have been working closely with them to ensure the safety of those entering the ground is still upheld and issuing new Safety Certificates to reflect the limited use of such stands.

Personal Protective Equipment (PPE)

Officers shut down the website of a sham business offering 'Covid home testing kits' in the first few weeks of the disease outbreak at a time when no approved kits were available to the public. Officer intervention also led to another website being shut down that had mirrored the genuine website of a PPE business in Cambridge.

Non-compliant PPE has become widespread during the pandemic, the Service have proactively been searching online for local companies selling products to check the compliance of their products, and providing them with advice and guidance or referring products of concern to the Health & Safety Executive for further investigation where appropriate.

To help care homes and businesses identify genuine, compliant PPE guidance was published on the council webpages, giving them step by step instructions on what to look for.

Trading standards has vetted PPE products procured for the councils ensuring staff who remained operational at the height of Covid-19 were given the expected level of protection from their PPE. At a time when non-compliant PPE was widespread, this role was vital.

Increase in Rogue Trading

Once lockdown was lifted there was a fairly steep increase in the number of rogue trader incidents being reported to ourselves and the police. As a result a communications campaign has commenced, comprising of a series of ongoing messages that will be pushed out through our media teams and the 'Friends Against Scams Partnership'. These crimes are hugely under-reported and residents must be provided with the information they need to be able to turn suspicious callers away at the door, as well as the confidence to report the matter if they have not been able to do this.

Redeployment

Three officers were redeployed to other roles to assist the authority in delivering services to the vulnerable. One officer was redeployed to Adult Social Care and provided care to a range of elderly and vulnerable people living in Cambridge; another was redeployed to work in one of two hotels set up in Peterborough to house the homeless; and the third was redeployed to work at the Countywide Coordination Hub, dealing with an enormous range of enquiries from members of the public. It is fair to say these experiences have had a tremendous impact on them, emotionally but also positively through having a sense of having helped people in their time of need.

2.5 Future Challenges

Covid-19 Impact

Covid-19 will continue to present ongoing challenges whether that be regulating Government restricted activity and business operations, supporting Test and Trace locally, managing the longer term financial impact or service delivery within a Covid secure operational environment.

Recruitment and Training

In 10 years the Service will have lost a quarter of the team to retirement. The issue is compounded by the increasing shortage of officers available to recruit which has made recruitment very difficult in the last couple of years. As a result the Service are in the process of designing a comprehensive succession planning strategy to upskill those within the team in readiness for them stepping up to these senior roles in the future. As well as looking to invest in apprentices funded through proceeds of crime awarded by the court.

Legal Budget

From a financial perspective the legal costs present the biggest challenge and risk with some cases lasting several weeks in Crown Court. To date the service has been able to fund such cases out of core budget or from additional national funding for specific investigations of a regional or national interest.

2.6 Performance

Awards

The Service is recognised nationally as a lead authority in the provision of Primary Authority advice and was a finalist in the Office of Product Safety and Standards (OPSS) 'Regulatory Excellence Awards' in 2019. In addition, staff within the Service were recognised for their excellent performance during 2019 by being awarded Peterborough City Council's Team of the Year, as well as a member of the team being shortlisted for Individual of the Year.

Value for Money

For a number of years the Service has been proactive in generating revenue to offset the cost of the Service. Initially this was through Primary Authority which last year generated £110,000 and offsets the cost of the business advisers, making the business advice services cost neutral. Proceeds of crime work also generates sufficient asset recovery that it is entirely self-financing. In addition Public Health provided £25,000 in 2019/20 to fund the work on illicit tobacco and underage sales. Each year funding in the region of £12,000 is secured from Department for Environment, Food & Rural Affairs to deliver a certain number of feed inspections, and additional funding is available this year from National Trading Standards to trial a new remote system of feed inspections which the Service will also be looking to participate in. The Service also secure funding from the OPSS to carry out product safety testing and apply for funding assistance on major prosecutions from the Tri-Regional Tasking Group. Furthermore successive grants from the OPSS via the Better Business For All collaboration have been secured, enabling the Service to drive forward innovation without cost to the authority.

Response Targets

A comparison of performance between 2018 and 2019 can be seen below:

Details	Target/Response	2018/19	2019/20
Service Requests from businesses and other external organisations	First response within 5 business days	96%	93%
Consumer complaints about businesses	First response within 5 business days	99%	97%
Safety complaints involving serious injury or damage	First response within 24hrs from notification received and acknowledged by PCC.	100%	100%
Ongoing Doorstep crime	First response within 24hrs from notification received and acknowledged by PCC.	100%	100%
Livestock welfare issue	First response within 24hrs from notification received and acknowledged by PCC.	100%	100%
Illegal landing	First response within 24hrs from notification received and acknowledged by PCC.	100%	100%
Statutory returns	All statutory returns to meet statutory time periods or arrangements as agreed	100%	100%
Food Standards inspections/interventions	Completion of 100% of inspections detailed for a planned inspection within the FSA Food Plan	100%	100%
Feed Standards	Completion of 100% of inspections detailed for a planned inspection with the FSA Feed Plan	100%	100%

3. ALIGNMENT WITH CORPORATE PRIORITIES

3.1 A good quality of life for everyone

There are no significant implications for this priority although undoubtedly the work of

the Service contributes to this priority.

3.2 **Thriving places for people to live**

See wording under 3.1 above

3.3 **The best start for Cambridgeshire's Children**

There are no significant implications for this priority.

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 although some aspects of our work do contribute to Public Health outcomes.

Implications	Officer Clearance
Have the resource implications been cleared by Finance?	Yes Name of Financial Officer: Theresa Tilley
Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement?	Yes Name of Officer: Gus De Silva
Has the impact on statutory, legal and risk implications been cleared by LGSS Law?	Yes Name of Legal Officer: Fiona McMillian
Have the equality and diversity implications been cleared by your Service Contact?	Yes Name of Officer: Adrian Chapman
Have any engagement and communication implications been cleared by Communications?	Yes Name of Officer: Matthew Hall
Have any localism and Local Member involvement issues been cleared by your Service Contact?	Yes Name of Officer: Adrian Chapman
Have any Public Health implications been cleared by Public Health	Yes Name of Officer: Tess Campbell

Source Documents	Location
Cambridgeshire and Peterborough Trading Standards Annual Report 2019-2020	https://cambridgeshire.cmis.uk.com/ccclive/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1050/Committee/5/Default.aspx



Trading Standards Overview of Functions August 2020

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), to their medicine records to ensure veterinary medicines won't enter the human food chain, from 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 (food producers, 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, fraud, money laundering, pressure selling, false claims/mis-descriptions, counterfeiters, car clockers 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 Fair Trading 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:**
We are the 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. The Regulations came about as a result of the Hillsborough disaster.

- **Product Safety:**

We are the 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 rogue traders frequently take their life savings, but they take away their sense of safety and security in their home, with statistics suggesting many of them give up their independence having been the victim of rogue trading.

- **Explosives:**

We are 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

- **Petroleum:**

We are also responsible for licensing every petrol station in Cambridgeshire. Again this licensing regime was introduced because of the public safety risk from the large quantities of flammable fuel. We check 50% of petrol stations a year, alternating year on year.

- **Illicit tobacco enforcement:**

We look to address these issues by raiding those stores for which we have Intelligence, in conjunction with Partners. This work was funded by Public Health last year.

- **Underage sales of alcohol:**

Public Health also provided funding for the Service to carry out a range of underage test purchasing operations last year to identify stores selling alcohol to underage children and deal with them accordingly.

- **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. 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.



Trading Standards Annual Report 2019-2020

1. Supporting and maintaining confidence in the economy

1.1 Primary Authority & Business Advice – helping businesses to get things right

The Service has always been a leader in positive regulation, recognising that in most cases businesses simply need advice to bring them into compliance – most do not willingly break the law. The law can be complex and for many years now the Service have offered a business advice service, helping businesses to interpret the law and offering advice on how to put this into practice.

The ‘Primary Authority’ initiative introduced by Government enhanced this approach, allowing businesses to enter a formal partnership with a local authority and thereafter seek regulatory advice direct from that Authority. This has marked a key change in regulation, aligning businesses and regulators as partners and working together to ensure ongoing compliance within the business. Advice is sought early on before decisions are made, allowing the business to make major commercial investments in the knowledge that they will be fully compliant and protected from challenge by other Authorities.

The Service is recognised by Government as a national lead in the provision of Primary Authority, with our team leader regularly being asked to speak at events held by the Office of Product and Safety Standards (OPSS) as well as our business advisers sitting on many of the national sector panels to assist the OPSS with policy development. In June last year the Service were a finalist in the national OPSS ‘Regulatory Excellence Awards’ for our leading work in this field and the Chief Executive of the OPSS wrote to our own Chief Executive and Council Leader to commend our work.

The Service have enhanced our offering to business further by partnering with Peterborough City Council’s environmental health and licensing teams to create a single point of regulatory advice and Primary Authority services. A brand has been developed for this collaboration – Regulatory Companion – to enable us to compete with other Authorities and continue to win business, giving a fresh, commercially minded image, breaking away from the more traditional perception of a regulator.

The Service has over 100 clients, including Aldi, B&M Home Stores, John West, Hotel Chocolat and British Sugar as well as small local businesses who recognise the benefits of getting up front advice. In 2019/20 the Service provided 1400 hours of Primary Authority advice.

It is worth noting this work is charged on a cost recovery basis and is fully self-funding.

Covid-19 – advising and supporting businesses through the unprecedented challenges

Enforcement powers for the business closure regulations were shared jointly between ourselves and environmental health departments at District level. It was agreed that Trading Standards would lead on advising businesses who were unsure

if the regulations required them to close, and environmental health would be responsible for enforcement. There were a number of grey areas which caused confusion for businesses. Advice was given to 266 businesses free of charge during this time, clarifying for them whether they could continue to operate and if so, how to do so safely.

In addition advice was provided to a wide range of businesses who were facing new compliance challenges as a result of Covid-19 e.g. break-down in usual supply chains affecting the labelling of their products, and also those who were looking to diversify as a result of Covid-19 for example importing face masks. Comprehensive FAQs were provided on our webpages to help businesses to address the many compliance challenges they were facing.

1.2 Better Business for All agenda

The Cambridgeshire 'Better Business for All' (BBFA) collaboration, incorporating trading standards, environmental health from all 5 district councils as well as Peterborough, Combined Authority Growth Hub and the fire service, strives to ensure our regulatory approach supports growth within the County, and has links with a number of leading business organisations including Chamber of Commerce, Federation of Small Businesses, Business & IP Centre and the Institute of Directors.

Early work streams have included a large networking event, enabling regulators and other business advice and support organisations to get a greater understanding of each other's services, thereby enabling us to provide more holistic support through more effective signposting. A series of short videos have been created aimed at start-up businesses, businesses looking to grow and large established businesses to make them aware of the array of support available to them. In addition 3 animations have been created; one for trading standards, one for environmental health and one for the fire service. These animations explain what is required of a business and where to go for further advice. The group are currently looking at the development of three projects, one of which falls within our remit as it looks to tackle allergens compliance issues through training provision. All of these work streams have been funded by the OPSS.

One of our own aspirations is that, through this group, we will be able to increase business awareness of our advice services, and over time change our image so that they see Cambridgeshire and Peterborough Trading Standards as an approachable regulator, there to help them get things right at the outset.

Covid-19 and our role in supporting businesses

Many food premises have struggled immensely during Covid-19 and this needs to be recognised in the way these premises are regulated in the forthcoming months. From August the Food Standards Agency are expecting our regulatory work to continue in this field, but in most cases the business will be initially assessed remotely, and only visited if those discussions give us cause for concern.

Over the next couple of months a digital information packs will be developed for new and diversifying food businesses, providing them with easy to follow advice on the Food Standards (Trading Standards) and Food Hygiene (environmental health) requirements for their business. An online self-assessment will also be developed for them so that they can check their own compliance, giving them that confidence that they are doing things right ahead of any call or inspection by a regulator. By providing them with information and tools up front together with the offer of ongoing advice and support this should assist them to grow their business in confidence.

1.3 Brexit – providing clarity and support for local businesses

The impact of Brexit is a concern for businesses nationwide, regulators have an important role in providing clarity for businesses on what it means for them in terms of their compliance.

In November, which felt like the peak of the turmoil and uncertainty for businesses, the Service participated in the Department for Business Energy and Industrial Strategy's (BEIS) "Get Ready for Brexit" day held in Cambridge. Officers from Trading Standards teamed up with colleagues from the Growth Hub, and worked alongside representatives from BEIS, to offer support and advice throughout the day. In addition supporting literature and links to online information were provided to allow delegates to research further and if necessary seek more bespoke advice from our Regulatory Companion team.

In terms of the area the Service regulates, for most elements there is a transition period giving businesses a lead in time for any changes. On those areas requiring immediate change on 1st January (generally related to products of animal origin and 'importer' details) the Service have already dealt with a number of enquiries from businesses and expect these enquiries to increase in number as the autumn approaches. The Service are expecting a raft of guidance to be issued in the forthcoming months and will be linking to this from our webpages.

1.4 Protecting legitimate businesses

The importance of a level playing field for business should not be underestimated, and where businesses are deliberately thwarting the rules, a hard line is taken.

In July the Service successfully prosecuted a major car dealer in Peterborough for selling clocked cars, with the Director receiving a suspended prison sentence and a costs order of £6500, and the company receiving a fine of £4000 and costs order of £10,000.

In December a counterfeiter was ordered by the Courts to pay back the proceeds of her crimes following her conviction for selling counterfeit fashion goods at the Bourn Bank holiday market in 2016. Being unable to satisfy the order at the time, Trading Standards Financial Investigators placed an order on a property she owned in the north west of England. This has now been sold, and, in line with the Court order, she has had to put the sale proceeds towards satisfying the court order, amounting to

£31,571. Trading Standards will receive one third of the order, which the Service is required to re-invest in further crime detection/prevention work.

In a similar counterfeiting case, an individual was convicted of possessing and selling counterfeit goods and, again, confiscation proceedings were commenced by Trading Standards Financial Investigators. The Courts ordered him to pay £95,000 representing the proceeds of his crimes. The equity value in the Peterborough property owned by the defendant should have been used to pay his order in full but he chose not to pay it. Following a series of enforcement hearings at the regional confiscation court the Magistrates activated the default term of imprisonment, handing down a 459 day term of imprisonment. After serving this sentence this individual will still owe the ordered sum of £95,000.

The Service also have two large scale counterfeiting cases, one illicit tobacco case and five rogue trader/fraud/money laundering cases in the court system at present, awaiting the lifting of the Coronavirus restrictions in order that the court process can proceed.

Covid -19: tackling the rogues taking advantage of the pandemic

Officers shut down the website of a sham business offering 'Covid home testing kits' in the first few weeks of the disease outbreak at a time when no approved kits were available to the public. Officer intervention also led to another website being shut down that had mirrored the genuine website of a Personal Protective Equipment (PPE) business in Cambridge.

1.5 Ensuring accuracy in the application of weights and measures

Weighbridges play an important role in many trades that buy or sell produce by weight. If incorrect, they can lead to significant financial losses over time. They are also used by the public, and by the police for road traffic enforcement purposes. In June Trading Standards tested all public weighbridges and 7 trade weighbridges across Cambridgeshire, Peterborough and Rutland to check that they were within permitted limits of error.

Over one fifth of the weighbridges were found to be outside permitted tolerances. Additional problems with markings and sightlines were also identified, as well as 3 disqualifications and 3 official notices, a further 4 weighbridges were subject to advisory notices for minor faults.

1.6 Animal disease control: protecting British farming and the reputation of British exports

Members will, without doubt, remember the devastating impact of Foot & Mouth disease in 2001 on our rural economies and the impact this had on the reputation of British meat exports at that time. Trading Standards is a primary responder for all notifiable animal diseases including Swine Fever, Foot & Mouth, Avian Influenza,

Rabies and African Horse Sickness. The Service is responsible for delivering the local response in terms of containing the disease and eradicating it. To this end the Service have a comprehensive Animal Disease Contingency Plan, based on the national template, covering Cambridgeshire, Peterborough and Rutland, with clear lines of communication between the senior management structures of each Local Authority as well as the respective Local Resilience Forums. The plan is tested every three years with a very successful multi-Authority exercise held in November last year based on Foot & Mouth disease.

1.7 Upholding animal welfare standards across Cambridgeshire's farms

Following a successful conviction in 2017 and a number of interventions subsequently, the Service successfully prosecuted a farmer in Cambridgeshire for a second time for animal welfare and animal by-products offences. His pigs were found to have no dry-laying areas nor sufficient drinking water, and he had failed to dispose of dead pigs as he should have done, carrying a risk of disease and jeopardising the health of the remaining stock. Peterborough Magistrates Court issued a suspended prison sentence, disqualified him for keeping livestock for life and awarded the Service £5000 in costs. He has lodged an appeal which is waiting to be heard.

2. Protecting health and wellbeing

Trading Standards has a statutory duty to enforce almost 200 pieces of legislation, and a large number of these statutes are there to protect the health and wellbeing of consumers. Below are a number of examples of work carried out last year that demonstrate the breadth of these interventions which help to keep residents safe on a daily basis.

Covid-19: cracking down on non-compliant PPE

Non-compliant PPE has become widespread during the pandemic and the Service have proactively been searching online for local companies selling products to check the compliance of their products, and providing them with advice and guidance or referring products of concern to the Health & Safety Executive for further investigation where appropriate.

To help care homes and businesses identify genuine, compliant PPE the Service also published guidance on our webpages, giving them step by step instructions on what to look for.

Covid-19: checking the compliance of PPE being sourced by CCC for staff

Although technically the Health & Safety Executive leads on the safety of PPE supplied for use in a business environment, Trading Standards was able to build on its existing product safety expertise and rapidly up-skill in the field of PPE. With this they were able to work alongside the County Council's PPE procurement team,

vetting all products before purchase as well as on delivery to check compliance with the standards, ensuring those staff who remained operational at the height of Covid-19 were given the expected level of protection from their PPE. At a time when non-compliant PPE was widespread, this role was vital.

2.1 Protecting consumers from unsafe products

Product safety complaints have been increasing at a steady rate over the last 18 months, with the ports increasingly referring matters of concern to us. Products are usually signed over to the Port for destruction and the business advised by us of their obligations as importers. Last year the majority related to unsafe electrical products and travel adapters, posing a risk of electrocution and fire. As an example of a more unusual case, officers were also notified of a local business selling slime which contained Borax – a chemical that can in the short term cause diarrhoea, vomiting and cramps and long term potentially infertility. 1275 products were seized but the business closed down, making further investigation impossible.

Safety continues to be a priority of the Service and a number of safety projects were carried out a number of safety projects in 2019/20 including looking at electrical items being sold in charity shops to check they had been appropriately safety tested; a nursery and baby equipment safety project looking at items such as high chairs and booster seats which is ongoing, and a second hand tyre safety project, further details of which are below.

The increase in safety complaints is mirrored nationally and is believed to link to the fact that more and more people are setting up businesses from home, importing goods from abroad and selling them directly from online platforms, unaware of the extensive safety legislation they must comply with.

Covid-19 – dealing with the increase in product safety issues

During Covid-19 there has been a steep increase in product safety complaints, which is likely due to the fact that more people are buying from online retailers and greater inspection levels at Ports. Unsafe products have included soft toys, trampolines, teepee tents and electric fires. It is anticipated these issues continuing long term as remote purchasing habits become engrained.

2.2 Protecting road users from unsafe tyres

Latest government figures show there were 17 people killed and 719 road casualties – nearly two a day – in reported accidents in the UK in 2017 where illegal, defective or under-inflated tyres were a contributory factor. With 5 million part worn tyres being sold in the UK each year, it is an industry that needs to be monitored carefully. With the use of regional funding, Trading Standards provided written guidance to all suppliers in Cambridgeshire, Peterborough and Rutland, and subsequently test purchased 8 tyres. It was found that 5 out of 8 were unfit for use on the road. 3 tyres had started to deteriorate due to age, one being 17 years old. Faults included deep cracks in the sidewall allowing a small part of the reinforcing cord to be exposed, a

patch used outside the repairable area of a tyre, and a screw in the shoulder area which had penetrated the tyre deep enough to expose the steel reinforcing. Warnings were issued where concerns were found and we will be looking to re-visit this project in the near future to ensure the issues have been addressed long term.

2.3 Protecting consumers from allergens in food

Trading Standards has regulatory responsibilities from farm to fork, ensuring that the food we ultimately consume is safe, and each year a comprehensive inspection regimes is undertaken to ensure the standards are upheld. In terms of our food work, Allergens have recently come to the fore, driven by successive tragedies. In May the Service successfully prosecuted Arundel Hotel in Cambridge following a complaint from a customer who had ordered a meal described as 'nut free' but which was found to contain nuts - an error which could have proved fatal. The Service subsequently carried out a sampling programme to test allergen compliance at other food establishments. It found that 26% of foods described as 'free from' certain allergens did in fact contain the specified allergens. Many businesses had good systems but some failed to have adequate controls to ensure they could give customers the information they required about allergens. Most failures were found with burgers, chicken nuggets and kebab meat.

Allergens remains a priority for the Service for this year and will be rolling out a more comprehensive programme of work to look at this in more depth, coupled with the dissemination of advice and guidance.

2.4 Protecting spectators at major sporting venues

After an internal appointment, Cambridgeshire and Peterborough Trading Standards have taken the lead role for public safety at sports grounds for Cambridgeshire County Council and Peterborough City Council, building on its many years of experience in an inspection/liaison role. Comprehensive safety requirements and inspection regimes were introduced following the Hillsborough tragedy. The Authority is responsible for the issuing of Safety Certificates to the football league grounds and to any sports grounds with covered stands that hold 500 or more, without which the grounds cannot legally open. Safety at these grounds is assessed through a combination of periodic inspections at the sports grounds as well as the Charing of the multi-agency Safety Advisory Groups where the police (resilience and operational), fire service (resilience and operational), ambulance, building control, environmental health, Highways and venue representatives come together to discuss the necessary safety requirements have been met and offer advice to the Authority on their specialist areas.

Of course, these days sports grounds are diversifying with many now using the grounds as live music venues bringing with it additional challenges in terms of spectator safety. For such events the Authority will need to issue a Special Safety Certificate, authorising the event to go ahead, after careful consideration of all the proposed safety measures. Thousands of people attend these events and the safety of those spectators is paramount.

Covid-19 – ensuring public safety is optimized in the modified use of sports grounds

As sports ground have begun to lift restrictions and allow limited numbers of people into the stands, officers have been working closely with them to ensure the safety of those entering the ground is still upheld and issuing new Safety Certificates to reflect the limited use of such stands. For instance, at horse racing tracks some of the interior of the stands have been converted into jockey changing rooms, and owners have more recently been able to attend for an allotted amount of time. At the time of writing, the football grounds remain closed to spectators, but all the usual 'back office' safety measures are being worked through with them, such as the electrical safety certification and gas safety certification. The first draft of the Government advice on the return of spectators has been issued. A new version of the Safety Certificate (once grounds are permitted to open to spectators again), will be issued and will be continually reviewed taking into account the latest Government advice.

2.5 Tackling Illicit and unsafe tobacco

Smoking, of course, has serious health implications for the consumer, but illicit cigarettes pose an additional safety risk to users and the wider public as many of them don't self-extinguish as is the requirement for legitimate cigarettes, leading to a risk of house fires. Aside from the health and public safety risks these crimes pose, annual national losses resulting from illicit tobacco are estimated to be in the region of £2.4bn so these crimes also have a significant impact on the countries fiscal revenue.

Two multi-agency days of action were funded by Public Health where trading standards, Her Majesty's Revenue and Customs (HMRC), Fenland District Council, the fire service and the police simultaneously entered and searched a number of premises linked to these crimes, seizing 37,000 cigarettes and 7.5kg of hand rolling tobacco. Subsequently one warrant was executed resulting in a large seizure of illicit cigarettes, a license review was carried out resulting in a warning from the Licensing Committee, and 6 investigations commenced, one of which is currently awaiting trial.

The crimes are invariably linked to organised crime gangs, and what is increasingly finding is that these suppliers are only keeping small amounts of stock at their premises with larger stocks stored elsewhere to minimise losses in the case of raids. It appears fines are low and are not acting as an effective deterrent. The Service are looking to develop a new approach to tackling these crimes, working more closely with a broader range of partners - the police, environmental health, housing, licensing, fire service, waste (trade waste) and HMRC – so that we can share Intelligence, target those premises posing the greatest risk, and have a greater impact through combined enforcement and disruption activities

2.6 Tackling the sale of tobacco and alcohol to young people

Public Health also provided funding to carry out some underage test purchasing work in Cambridgeshire. Officers took underage volunteers to shops in Fenland, Huntingdonshire and Cambridgeshire, 24 in total, and unfortunately there was a 46% failure rate. These businesses received a formal letter advising them of the sale, the applicable offences and reminding them of their legal obligations. Their details have been added to our intelligence database for future monitoring.

2.7 Keeping the UK Rabies-free

Trading Standards are responsible for enforcing animal disease prevention and control measures. One of these diseases is Rabies. Illegal importation of cats and dogs to the UK continues to be a significant threat to our 'Rabies-Free' status, and an issue that Trading Standards Authorities across the UK regularly have to tackle, both in terms of illegal importers who mislead the public into buying pets they think were bred in the UK, and also in terms of individuals who go to visit family elsewhere in Europe and bring a pet back with them.

Trading Standards has developed an effective alert mechanism whereby vets can alert officers of any illegal import suspicions. The animals in question are seized by Trading Standards Officers and quarantined until the presence of Rabies and other diseases can be ruled out.

In November officers detained a French bulldog puppy from a property in Ramsey and placed it in quarantine. The puppy had been illegally imported into the UK from Poland under a false passport and presented a rabies risk due to invalid vaccinations.

Puppies brought in from EU countries must be vaccinated against rabies and at least 15 weeks old. The practice of illegally importing animals not only increases the risk of spreading disease to the UK, but it also raises serious welfare concerns for the animals, and in many instances results in additional quarantine costs for the unsuspecting purchaser.

3. Supporting and protecting vulnerable people

3.1 Tackling rogue traders that prey on the elderly

This continues to be a high priority for the service. These gangs deliberately prey on the vulnerable, and once a victim has been scammed, the rogue trader invariably visits them time and time again, trying to illicit further money from them. They also share the details of victims with acquaintances who will also then target a victim. Tragically there are cases where victims have lost their life savings to these criminals, and the mental harm can be more damaging still.

Below are two examples of successful convictions of rogue traders last year;

The first came to the attention of Trading Standards following a complaint from an elderly, vulnerable client. Subsequent investigations uncovered many more victims, none of whom had had the confidence to challenge him or contact the Authorities. Their losses were extensive, as was the damage he had done to their mental wellbeing. After a complex investigation, Trading Standards successfully prosecuted him and at his sentencing on 3 February 2020 at Cambridge Crown Court, the Judge, HHJ Cooper, made the following statements:

“ You have to be sentenced for 3 offences all arising out of your work as a builder and decorator, especially for elderly people living alone. You knew full well that they were vulnerable people. As you admit by your basis, you accept relentless overcharging of a number of clients over a significant period, often providing good work and work of a high standard, but nevertheless work did not justify the amount that you were charging to your clients.

The culpability is at the highest level because of the abuse of power and the confusion that you could exploit. It took place over a sustained period, it amounted to a course of conduct, and there were a large number of them.

Fraudulent trading is something which affects the whole community, not just the individual victims. It has an impact on all traders and all consumers because it diminishes confidence that members of the public are entitled to have in those whom they contract with. I take an extremely serious view of your offending.

”

The defendant, who was from Chesterton, was sentenced to two years imprisonment, suspended for two years, ordered to carry out 200 hours of unpaid work, and ordered to pay £35,000 in compensation and £10,000 costs to be paid within 2 years.

The second was a trader from Essex was ordered to pay £21,993.61 compensation after pleading guilty to money laundering offences. Officers were alerted to the criminal activity after a Cambridgeshire victim came forward. A financial investigation followed which uncovered a series of rogue trader incidents across Cambridgeshire, Essex and North London with victims being almost £54,000 out of pocket after being approached on their doorsteps with offers of gardening or building work that were unnecessary, incomplete or grossly over-priced.

Covid-19 – addressing the increasing numbers of rogue trader cases

Once lockdown was lifted there was a fairly steep increase in the number of rogue trader incidents being reported to ourselves and the police. Rogue traders are notorious for be-friending elderly, lonely people to win their trust, and of course the lockdown had compounded the sense of loneliness for many elderly residents. Our best means of protecting our residents is through education around the tell-tale signs and who to report suspicious callers to, and reassurance that anything they share will be kept in the strictest confidence. As a result a communications campaign has commenced, this comprising of a series of ongoing messages that will be pushed out through our media teams and the Friends Against Scams Partnership. These crimes are hugely under-reported and residents must be given the information they

need to be able to turn suspicious callers away at the door, and the confidence to report the matter if they have not been able to do this.

3.2 Supporting the vulnerable through redeployment during Covid-19

Three officers were redeployed to other roles to assist the Authority in delivering services to the vulnerable. One officer was redeployed to Adult Social Care and provided care to a range of elderly and vulnerable people living in Cambridge; another was redeployed to work in one of two hotels set up in Peterborough to house the homeless; and the third was redeployed to work at the Countywide Coordination Hub, dealing with an enormous range of enquiries from members of the public. It is fair to say these experiences have had a tremendous impact on them, emotionally but also positively through having a sense of having helped people in their time of need.

4. Value for money

For a number of years the Service has been proactive in generating revenue to offset the cost of the Service. Initially this was through Primary Authority which last year generated £110,000 and offsets the cost of our business advisers, making our business advice services cost neutral. Our proceeds of crime work also generates sufficient asset recovery that it is entirely self-financing.

In addition the Service strives to secure grant money to subsidise the cost of our activities. Public Health provided £25,000 in 2019/20 to fund the work on illicit tobacco and underage sales. Each year funding in the region of £12,000 is secured from Department for Environment, Food & Rural Affairs to deliver a certain number of feed inspections, and additional funding is available this year from National Trading Standards to trial a new remote system of feed inspections which the Service will also be looking to participate in. Funding secured from the OPSS is used to carry out product safety testing. Funding assistance on major prosecutions can be applied for from the Tri-Regional Tasking Group. Furthermore the Service have managed to secure successive grants from the OPSS via the Better Business For All collaboration, enabling us to drive forward innovation without cost to the Authority.

5. Challenges for the forthcoming year

5.1 Recruitment and training

In 10 years the Service will have lost a quarter of our team to retirement. The issue is compounded by the increasing shortage of officers available to recruit which has made recruitment very difficult in the last couple of years. The picture is mirrored across the Trading Standards profession as a whole, as well as the environmental health profession. As a result the Service are in the process of designing a comprehensive succession planning strategy to upskill those within the team in readiness for them stepping up to these senior roles in the future. Last year one apprentice and one

trainee were recruited in place of people who had left the service, and the Service are also hoping to be able to recruit an additional apprentice this year with the money saved through merging a management post, with a view to 'growing our own' experts as opposed to relying on external recruitment.

5.2 Legal budget

Our legal budget continues to be a challenge as it has been for many years. It comes down to the unpredictability of cases, with some defendants pleading guilty early on making legal action relatively cheap, whilst others go to trial for weeks at a time. As mentioned above, for major cases of regional interest where the costs of trial may otherwise be prohibitive, contributory funding can be bid for from the Tri-Regional Tasking Group, but the majority of cases must be funded within the existing budget.

5.3 Reaching SME's with our business advice services

As explained above, the Service offer comprehensive advice services to businesses of all sizes, both Primary Authority (official, published advice which is difficult for other Authorities to challenge) and chargeable business advice charged on a cost recovery basis. The majority of the users of our business advice services are large companies, drawn by the protection afforded by Primary Authority. The Service are keen to reach small and medium sized enterprises (SMEs) with our advice services as early advice can help them get off on the right footing and from there grow confidence in their compliance. A recent example of the positive input the Service can have is the work one of our business advisers has done with a consultant surgeon who designed a product to prevent finger crush injuries from household doors. The design has won them several national awards including the Design Council Spark finalist and awardee for the Best British product invention of 2018. Trading Standards supported the commercialisation of the product with advice on relevant legislation, safety standards and marketing materials. Certainly one of our aspirations in terms our work with the BBFA is that it will really drive this forward and position us alongside other advice providers for that sector as a trusted, valuable source of advice

6. Performance

6.1 Performance against target response times

Details	Target/Response	2018/19	2019/20
Request for information under the Freedom of Information Act	20 business days	100%	100%
Service Requests from businesses and other external organisations	First response within 5 business days	96%	93%
Consumer complaints about businesses	First response within 5 business days	99%	97%
Safety complaints involving serious injury or damage	First response within 24hrs from notification received and acknowledged by PCC.	100%	100%

Ongoing Doorstep crime	First response within 24hrs from notification received and acknowledged by PCC.	100%	100%
Livestock welfare issue	First response within 24hrs from notification received and acknowledged by PCC.	100%	100%
Illegal landing	First response within 24hrs from notification received and acknowledged by PCC.	100%	100%
Statutory returns	All statutory returns to meet statutory time periods or arrangements as agreed	100%	100%
Food Standards inspections/interventions	Completion of 100% of inspections detailed for a planned inspection within the FSA Food Plan	100%	100%
Feed Standards	Completion of 100% of inspections detailed for a planned inspection with the FSA Feed Plan	100%	100%

6.2 Performance against benchmarks

6.2.1 Rogue trading

Number of rogue trader reports/enquiries received and responded to in Cambridgeshire, e.g. installation of memo cam, investigation, prosecution, referral, disruption of criminal activity:

	2016/17	2017/18	2018/19	2019/20
Consumer complaints/reports responded to	14	14	14	20
Business complaints/ requests for service responded to	37	33	20	24

Number of rogue trader interventions leading to a reduction in the amount of money lost by the consumer:

2016/17	2017/18	2018/19	2019/20
7 (£20,526)	12 (£56,670)	13 (£94,993)	10 (£117,702)*

*combination of early interventions which stopped the consumer paying in the first place, or the recovery of compensation for them during trial

6.2.2 Other interventions

The Service operates a graduated enforcement policy, and as a result, in most cases of non-compliance business advice is the preferred method of bringing a business back into compliance. In some cases, warnings or notices may be required, but in

general prosecution is a last resort, used mostly to address deliberate criminal conduct such as rogue trading and counterfeiting.

As a result, the table below sets out the full list of interventions made by the service in 2019/20 in addition to commencing an investigation/prosecution.

	2018/19	2019/20
Investigations	13	10
Business advice given	147	161
Food written warning	42	50
Feed written warning	6	6
Fair Trading written warning	8	9
Animal Health Improvement Notice	2	3

7. Conclusion

As highlighted throughout the report, Trading Standards has an impact at so many levels within the business sector – advising businesses on compliance to give them the confidence to grow; helping them adapt in times of turmoil such as Brexit and Coronavirus; and stamping out the rogues to ensure a level playing field for hard working, law abiding businesses. Trading Standards also plays an important role in protecting our vital rural economies, continually monitoring animal disease compliance measures and maintaining a disease contingency plan to help us to quickly suppress a disease if it were to arise.

Not only does the work of Trading Standards assist businesses and the economy there is also an impact at a consumer level, adopting a zero tolerance approach to the rogue traders who prey on our vulnerable residents, as well as ensuring our residents are protected from unsafe products coming on to the consumer market; addressing the allergens issues head on through enforcement and market surveillance ensuring those with food allergies are adequately protected when they consume food away from their homes; ensuring those that enter sports grounds in such large number to enjoy all the entertainment that offers are kept safe at all times; and that our younger residents don't suffer the life-long health impacts that can follow from underage smoking addiction and alcohol consumption through our work to enforce age restricted sales.

Across all of these functions Cambridgeshire and Peterborough Trading Standards are proactive in ensuring the Service deliver excellent value for money and high levels of performance and customer satisfaction.

Annex 1: Brand development for 'Regulatory Companion'





Trading Standards Contacts

Contact Details

Consumer Advice:

Constituents should contact our partner, the Citizens Advice Consumer Service, for all consumer advice matters. They are highly trained advisers, and share all Intelligence with us so that we can continue to monitor, and if necessary intervene in unsavoury trading practices. There is also extensive consumer advice on their website.

Tel: 0808 223 1133

Online form:

<https://ssl.datamotion.com/form.aspx?co=3438&frm=general&to=flare.fromforms>

www: <https://www.citizensadvice.org.uk/consumer>

Reporting an issue to us:

We encourage constituents to report any concerns about trading practices to the Citizens Advice Consumer Service who will in turn share the information with us. The benefit of reports being made to Citizens Advice Consumer Service is that the information gets added to a national database, searchable by every Trading Standards Authority in the country. It is an extremely effective tool in assessing the scale of an issue and tracing complainants all over the UK to build a case. Contact details as above.

Business advice

We actively invite businesses to contact us for advice. We recognise that it is far better to get things right from the start than incur expense in correcting things at a later date. Businesses can read more about our advice services at the web address below. There is also extensive business advice on [gov.uk](https://www.gov.uk) and the [Business Companion](#) website.

Tel: 0345 0455206

Email: regulatoryadvice@cambridgeshire.gov.uk

www: www.cambridgeshire.gov.uk/regulatorycompanion

COMMUNITIES AND PARTNERSHIP COMMITTEE AGENDA PLAN AND APPOINTMENTS

To: **Communities and Partnership Committee**

Meeting Date: **6 August 2020**

From: **Adrian Chapman, Service Director of Communities and Partnerships**

Electoral division(s): **All**

Forward Plan ref: **No** *Key decision:* **N/A**

Outcome: **To review the Committee's agenda plan and to consider appointments to an outside body.**

It is important that the Council is represented on a wide range of outside bodies to enable the Council to provide clear leadership to the community in partnership with citizens, businesses and other organisations.

Recommendation: **The Communities and Partnership Committee is recommended to:**

- a) Review its agenda plan attached at Appendix 1; and**
- b) Agree the outside body appointments as detailed in Appendix 2.**

<i>Officer contact:</i>		<i>Member contacts:</i>	
Name:	Nick Mills	Names:	Councillors Criswell & Goldsack
Post:	Democratic Services Officer	Post:	Chairman / Vice-Chairman
Email:	Nicholas.Mills@cambridgeshire.gov.uk	Email:	Steve.Criswell@cambridgeshire.gov.uk Mark.Goldsack@cambridgeshire.gov.uk
Tel:	01223 699763	Tel:	01223 70639

1. BACKGROUND

- 1.1 The Communities and Partnership Committee reviews its agenda plan at every meeting.
- 1.2 The County Council's Constitution states that the Communities and Partnership Committee has 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 are agreed by the relevant Policy and Service Committee.
- 1.4 On 26th October 2017, the Committee agreed to delegate, on a permanent basis between meetings, the appointment of representatives to any outstanding outside bodies, groups, panels and partnership liaison and advisory groups, within the remit of the Communities and Partnership Committee, to the Director of Communities and Partnerships (formerly the Director of Communities and Safety) in consultation with the Chairman/woman and Vice-Chairman/woman of the Communities and Partnership Committee.
- 1.5 It is important that the Council is represented on a wide range of outside bodies to enable the Council to provide clear leadership to the community in partnership with citizens, businesses and other organisations.

2. APPOINTMENTS

- 2.1 The outside body to which appointments are required is listed in **Appendix 2** to this report. The current representatives are indicated, and it is proposed that the Committee should review and agree the appointments to this body.

Source Documents	Location
None	N/A

COMMUNITIES AND PARTNERSHIP COMMITTEE AGENDA PLAN



Cambridgeshire
County Council

Appendix 1

Notes

Committee dates shown in bold are confirmed.

Committee dates shown in brackets and italics are reserve dates.

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.

Draft reports are due with the Democratic Services Officer by 10.00 a.m. eight clear working days before the meeting.

The agenda dispatch date is six clear working days before the meeting.

Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
06/08/20	Minutes of the Meeting held on 2nd July 2020	N Mills	N/A	27/07/20	29/07/20
	Cambridgeshire County Council's Response to Covid-19	A Chapman	N/A		
	Report of the Service Director for Communities and Partnerships	A Chapman	N/A		
	Community Capital Fund – Endorsement of Recommendations (August 2020)	I Phillips	N/A		
	Cambridgeshire and Peterborough Trading Standards Shared Service Annual Report	C Pawson	N/A		
	Agenda Plan and Appointments	A Chapman	N/A		
03/09/20	Minutes of the Meeting held on 6th August 2020	N Mills	N/A	21/08/20	25/08/20
	Voluntary and Community Sector (VCS) Infrastructure Tender	M Oliver	2020/007		
	Coroner Service Annual Report	P Gell	N/A		

Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
	Community Capital Fund – Endorsement of Recommendations (September 2020)	I Phillips	N/A		
	Outline of P&C Priorities 2020/21 / Budget	A Chapman	N/A		
	Performance Report – Quarter 1 2020/21	T Barden	N/A		
	Community Champions Oral Update	Community Champions	N/A		
	Agenda Plan and Appointments	A Chapman	N/A		
08/10/20	Minutes of the Meeting held on 3rd September 2020	N Mills	N/A	28/09/20	30/09/20
	Registration Service Annual Report	P Gell	N/A		
	Cambridgeshire Libraries – Implementation and Delivery of New Vision, and Open Access in Libraries	G Porter	N/A		
	Innovate & Cultivate Fund – Endorsement of Recommendations	E Matthews	N/A		
	Market Town Reports from Huntingdonshire and East Cambridgeshire	A Chapman	N/A		
	Community Champions Annual Report	E Matthews	N/A		
	Business Planning	A Chapman / E Jones	N/A		
	Agenda Plan and Appointments	A Chapman	N/A		
12/11/20	Minutes of the Meeting held on 8th October 2020	N Mills	N/A	02/11/20	04/11/20
	CUSPE – Growth Affecting Community-Led Solutions and Interventions	D McWherter	N/A		
	CUSPE – Tackling Climate Change Through Community-Based Networks and Resources	D McWherter	N/A		
	Local Council Development Plan – Annual Report	M Oliver	N/A		

Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
	Support Cambridgeshire Annual Report	M Oliver	N/A		
	Cambridgeshire Libraries, Including Civic Partnership Project	G Porter	N/A		
	Shared and Integrated Services	A Askham	N/A		
	Effect of CPCA Bus Review on Local Communities	A Chapman	N/A		
	Think Communities	M Oliver	N/A		
	Community Champions Oral Update	Community Champions	N/A		
	Agenda Plan and Appointments	A Chapman	N/A		
03/12/20	Minutes of the Meeting held on 12th November 2020	N Mills	N/A	23/11/20	25/11/20
	Innovate & Cultivate Fund – Endorsement of Recommendations	E Matthews	N/A		
	Cambridgeshire Skills – 6 Month Report	T Meadows	N/A		
	Performance Report – Quarter 2 2020/21	T Barden	N/A		
	Business Planning	A Chapman / E Jones	N/A		
	Finance Monitoring Report	E Jones	N/A		
	Community Champions Oral Update	Community Champions	N/A		
	Agenda Plan and Appointments	A Chapman	N/A		
21/01/21	Minutes of the Meeting held on 3rd December 2020	N Mills	N/A	11/01/21	13/01/21
	Think Communities	M Oliver	N/A		

Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
	Innovate & Cultivate Fund – Endorsement of Recommendations	E Matthews	N/A		
	Community Champions Oral Update	Community Champions	N/A		
	Agenda Plan and Appointments	A Chapman	N/A		
<i>[18/02/21] Provisional Meeting</i>					
04/03/21	Minutes of the Meeting held on 21st January 2021	N Mills	N/A	22/02/21	24/02/21
	Cambridgeshire Libraries, Including Civic Partnership Project	G Porter	N/A		
	Think Communities	M Oliver	N/A		
	Performance Report – Quarter 3 2020/21	T Barden	N/A		
	Finance Monitoring Report	E Jones	N/A		
	Community Champions Oral Update	Community Champions	N/A		
	Agenda Plan and Appointments	A Chapman	N/A		
<i>[01/04/21] Provisional Meeting</i>					

CAMBRIDGESHIRE COUNTY COUNCIL APPOINTMENTS TO OUTSIDE BODIES MADE BY COMMUNITIES AND PARTNERSHIP COMMITTEE

NAME OF BODY	MEETINGS PER ANNUM	REPS APPOINTED	REPRESENTATIVE(S)	CONTACT DETAILS	GUIDANCE CLASSIFICATION	COMMITTEE TO APPROVE
Ramsey Wind Farm Community Benefit Fund Advisory Group To provide a community benefit fund of £40,000 for community projects within the Parish boundaries of Ramsey, Bury, Upwood and the Raveleys.	1	2	Councillor A Costello (Con) Councillor T Rogers (Con)	Matt Young Matt.Young@grantscape.org.uk 01908 247630	Other Public Body representative	Communities and Partnership

