

# **Cabinet and Corporate Management Team**

## **Portfolio Holder Briefing Report**

**November 2015**

# Cabinet Members



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John Clark**  
Leader of the Council



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Ralph Butcher**  
Cabinet Member for  
Growth



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Communities



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Leisure & Young  
People



**Councillor  
Simon King**  
Cabinet Member for  
Equalities & Transport

## CORPORATE PLAN AREA: Communities

**Corporate Plan Priority:** Support vulnerable members of our community

**Corporate Plan Action:** Support residents to claim the benefits they are entitled to. Process applications promptly and accurately through our shared service with Anglia Revenues Partnership (ARP)

**Corporate Plan Action:** Respond to changing government policy regarding the processing of housing benefits applications and future Welfare Reform announcements

Description	Target 15/16	Achieved (in-month only) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>	A "-" in these columns means performance is not as good as target.			
LPI CS1 Average number of days taken to process new claims for benefit	16 days	16.0 days	17.4 days	-1.4 days
LPI CS2 Average number of days taken to process benefit changes	6 days	6.5 days	6.2 days	-0.2 days
LPI CS3 Average number of days taken to process benefits new claims and changes overall	7 days	7.5 days	7.4 days	-0.4 days
LPI CS4 Days taken to process Council Tax Support new claims and changes	12 days	7.6 days	7.4 days	+4.6 days
LPI CS5 Days taken to process Housing Benefit new claims and changes	12 days	7.5 days	7.4 days	+4.6 days
<p>Currently performance is better than the national average (23 days for new claims and 7 days for changes in circumstances) and is currently within upper quartile for new claims.</p> <p>New claims performance is currently higher (17.4 days) than target (16 days). This is a knock-on effect of a higher number of claims received at the start of the financial year. The in-month performance is improving each month as the year progresses which will see cumulative result continue to improve to meet our cumulative year-end target of 16 days.</p>				

Risk based verification (RBV) was implemented at the start of August. This is an automated process that changes tailors the level of evidence required to support new claims for benefit based upon the level of risk of fraud and error. RBV initially slowed claim processing as staff got used to it. It enables “low risk” claims to be processed more quickly; this percentage has increased from 22% of claims in August to 47% of claims in October. This will also assist improvements in processing times in the second half of the financial year.

Further improvement in benefit processing times will also take place in early 2016. Currently ARP uses two separate document imaging computer systems (these store images of all benefit application forms, letters from customers and other proof supporting Revenues and Benefits cases). Currently Fenland, Suffolk Coastal and Waveney Councils use a system called Anite; whereas Breckland, East Cambs and Forest Heath Councils use a system called Comino. All seven ARP partners will move to Comino at the start of 2016. This will allow greater resilience across the partnership and allow additional resources to be targeted as appropriate to ensure that processing performance targets are met.

Universal Credit (UC) is being rolled out in Fenland on 14/3/16. UC is a new benefit administered by the DWP that replaces several existing benefits including Housing Benefit. Initially, rollout will be for new claims only in respect of single 18-24 year olds; we expect to see a very small number of claims in the first few months. The DWP plans to phase in UC to other groups over the next four years. Regular updates regarding progress will be given.

**CORPORATE PLAN AREA: Communities**

**Corporate Plan Priority: Support vulnerable members of our community**

**Corporate Plan Action: Deliver the Homelessness Strategy and our statutory housing duties**

Description	Target 15/16	Achieved Oct 15	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Total number of privately rented sector homes where positive action has been taken	200	8	<b>128</b>	

At the end of October 15, The Council has inspected 60 separate Houses in Multiple Occupation (HMOs). All required actions to remedy identified health and safety related faults and failings (eg lack of smoke alarms, unsafe electrics, gas safety checks etc).

The Council has also investigated 68 complaints from tenants occupying privately

rented accommodation in the same period. Council Officers intervene to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>
Wisbech	58	25
March	2	20
Chatteris	0	5
Whittlesey	0	8
Other villages	0	10

### What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (October 15/16)	No of customers satisfied (October 15/16)	% 15/16	Variance
% satisfied with the information given by the Housing Options team	100%	90%	9	9	100%	

During October 9 Surveys were handed out at homeless interviews and 9 were returned highlighting the client was satisfied or very satisfied with the information and help they received. The cumulative satisfaction for the first 7 months of 15/16 is 100% from 62 forms returned.

## CORPORATE PLAN AREA: Communities

**Corporate Plan Priority:** Support vulnerable members of our community

**Corporate Plan Action:** *Work with partners to build community capacity and resilience to help residents support themselves and their community*

Description	Target 15/16	Achieved (October 15/16)	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Number of Department Work & Pensions (DWP) customers or eligible referrals within 2015/16	192 (A maximum of 48 people)	1	86	

supported at Community House	per quarter)			
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Referrals from DWP have reduced, 8 initial referral slots were available during the month and only 1 taken. The project team are working with DWP to understand how the pace of referrals can be increased to work towards the target. However DWP remain very pleased with the outcomes delivered with the project in relation to the investment given to the Council.

**Case Study:**

X came to us after having 3 strokes, which the last one had left him with facial palsy and his speech and memory very poor. We have been having conversations with x to help gain his speech back which in the few months that he has been with us, has improved greatly. We have also been playing some memory games with him which he has been enjoying and responding to well. In the past few weeks x has noticed his face is starting to go back to normal after having facial palsy, which his friends and family are noticing too. This confidence is helping with regard to taking steps back into employment.

The composting improvement project that the Council is working with RECAP on has linked in with Community House and its work in order to build community awareness of recycling in Waterlees Village. The level of interest with the DWP customers was significant to the extent that a trip is going to be made to the recycling facility in Waterbeach. There is also a possibility that there may be some employment opportunities within the organisation at Wisbech (Amey).

**CORPORATE PLAN AREA: Communities**

**Corporate Plan Priority: Support vulnerable members of our community**

**Corporate Plan Action: *Work with partners to develop a Multi-Disciplinary Team approach to deliver earlier interventions to those in need, through more integrated commissioning***

**Partnership Activity**

**Multi-Disciplinary Team – Wisbech pilot**

The Council is working with partners to improve hospital discharge processes to be more flexible using the voluntary sector. The current system is inflexible and can lead to residents who are able to leave an acute hospital bed, not being able to do so due to transport difficulties.

The Council are helping in the following ways:

- Helping to market the need for volunteers in Fenland to support the Care Networks Help at Home service which provides 3 week support service for residents with no support network locally to settle back into home life after a stay in hospital. The Care Network do not have enough volunteers in the Fenland area which makes it more difficult to deliver the service in Fenland than the rest of the County
- Bringing partners together to explore a pilot project at North Cambs Hospital and the Queen Elizabeth Hospital at Kings Lynn.

**CORPORATE PLAN AREA: Communities**

**Corporate Plan Priority: Support our ageing population and young people**

**Corporate Plan Action: *Deliver a programme of Golden Age events, encouraging a range of partners to support the programme and its development, to include the health and wellbeing agenda***

Description	Target 15/16	Achieved October 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Number of people who attend the Golden Age events	450	52	197	

The Council had 15 partner organisations attend the Golden Age event at Leverington Village Hall in October. This was full capacity for the venue.

The “Ferret” saw 4 people on the day and another 3 people to contact. From the assessments the Council can check that residents are receiving all benefit that they are entitled to.

24 Blood Pressure readings and 18 Health MOTs were given.

Fire service volunteers spoke to approx 30 people and 3 electric blankets exchanged.

In terms of next steps, the Golden Age team are developing an approach as to how the event network can be used by partner organisations to attract new volunteers that many organisations are needing e.g Care Networks Help at Home service. This will be alongside offering Information, Advice and Guidance to residents.

### What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (October 15/16)	No of customers satisfied (October 15/16)	% 15/16	Variance
Customer satisfaction with Golden Age events	100%	90%	18	15	96%	

A total of 78 feedback forms have been received since April 2015 with 75 satisfied with the service received. This is a satisfaction rate of 96%

### CORPORATE PLAN AREA: Communities

**Corporate Plan Priority:** Support our ageing population and young people

**Corporate Plan Action:** *Maintain our commitment to engaging with young people and raising their awareness of democratic processes, through the Youth District Council and events such as Democracy Day*

(Description)	Target 15/16	Achieved (October 15/16)	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Spend of YDC grant allocation	£7,500	£0	<b>£2578.99</b>	

Wisbech Lawn Tennis Club were awarded a grant of £480 to fund Tennis for Teenagers and the cost of an outdoor table tennis table. As a result 34 teenagers participated in the sessions which resulted in more young people becoming members of the club and participating more frequently. This has improved their skills and also encouraged other family members to join them at the club. One new member commented that 'he came with his friend and gained confidence and friendship and as a result now looks forward to coming'.



**CORPORATE PLAN AREA: Communities**

**Corporate Plan Priority:** Support our ageing population and young people

**Corporate Plan Action:** *Work in partnership with the Children’s Trust and Fenland & East Cambs Children’s and Young People Partnership to improve life chances for children and young people*

Partnership Activity
<b>East Cambs and Fenland Children and Young People Partnership</b>
<p>The Council is working with ARP to explore how the system can automatically batch new benefit claimants who agree through the declaration for the Council to share their details with the County Council so that the County Council can process the claim for Free School Meals. This will reduce the risk of residents who qualify for Free School Meals not signing up for the support. This also reduces the risk of schools losing pupil premium money that they are entitled to receive. There are some costs for the software changes. Once this is known the Council will liaise with the partnership to secure the funds required from either the County Council or the Schools.</p>

**CORPORATE PLAN AREA: Communities**

**Corporate Plan Priority:** Promote Health & Wellbeing

**Corporate Plan Action:** *Deliver the key priorities set out in the Leisure Strategy:*

- *Continue to provide an efficient service*
- *More people, more active, more often*
- *Support the development of community sport*
- *Explore alternative delivery options for leisure services*

Description	Target 15/16	Achieved October 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
LPI LS1 – Number of paid visits to our leisure centres	889,708	69,801 (target 69,677)	<b>488,771</b> (target 504,390)	
	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>
Monthly target	59231	75896	74956	72835
Chatteris	5512	5019	5307	4762
March	13931	13464	16331	15029
Wisbech	23458	30361	27236	24164
Whittlesey	19256	23040	23911	26033
<b>Total all centres</b>	<b>62157</b>	<b>71884</b>	<b>72787</b>	<b>69988</b>
	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	
	68565	72589	69801	

Monthly attendances in October were on target, but the service remains behind the target year to date.

In order to increase attendances a bulk email has been sent to potential gym members in the local area matching the characteristics of our current members.

Additionally the Hudson gym layout has been revised and the Council is currently refreshing our exercise class offer with new classes such as Clubbercise being launched. These have received a positive reception from customers with large numbers attending launch events.

Description	Target 15/16 October	Achieved October 15/16		Variance
<b>Performance Measure</b>				
MPI LOS11 – Number of Direct Debit members	2,638	2,622		

	Apr	May	Jun	Jul	Aug	Sep	Oct
Target number of Direct Debit members	2629	2632	2681	2717	2637	2587	2638
Total Daytime members	531	521	564	585	554	616	615
Total Anytime members	2062	2057	2089	2119	2101	2019	2007
Total Direct Debit members	2593	2578	2653	2704	2655	2635	2622

Direct debit numbers are stable

To further boost Hudson membership levels, the team have refreshed the Gym offer by optimising the layout within the gym, following customer feedback. This has considerably increased the size of the area for free weights. Use of free weights is becoming more popular in gyms.

### What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (April - October 15/16)	No of customers satisfied (April - October 15/16)	% 15/16	Variance
LPI LS2 - % of those asked, satisfied with Fenland's Leisure Centres	84%	84%	772	665	86%	

Customer satisfaction with the New Vision Fitness continues to remain above target. The George Campbell improvements are still influencing satisfaction levels with a dramatic change from last year.

The main areas of concern identified by customers continue to be the Manor centre changing facilities. The service has upgraded the showering areas in recent months following the feedback, but a wider improvement in both the ladies and men's changing facilities continues to be highlighted as necessary.

**CORPORATE PLAN AREA: Communities**

**Corporate Plan Priority: Promote health and wellbeing**

**Corporate Plan Action: Develop and implement an overarching Health & Wellbeing Strategy and set appropriate priorities**

Description	Action	Achieved
<b>Performance Measure</b>		
Develop a Fenland Health and Wellbeing Strategy and support Fenland's Health Partnership	Quarterly Health Partnership meetings	
	Action Plan delivered	

**Winter Warmth project**

This project is being delivered by a range of local organisations working in partnership including; Fenland District Council, Cambridgeshire County Council, Age UK, Care network, Cambs Fire and Rescue, Childrens services, social services, and the NHS. Throughout October and November flu packs are being delivered to all GP practices and Pharmacies in Fenland. Packs are available at one stop shops, community house and Golden Age fairs. Local Breath Easy Groups have also distributed packs to their members.

Two types of packs are available for elderly residents and families, they include; advice on keeping warm this winter, eating well, help in the home, fire safety, funding assistance and preventing falls. The packs also contain free thermometers and an emergency tea bag.

The partnership offers information and advice about money saving schemes and grants available to the most vulnerable of residents. Further information is available by calling 0345 650 0280.

Description	Action	Achieved
<b>Performance Measure</b>		
Action on Energy	Grant progress	
	Activity update	

	End of year final outputs	

Following Climate Energy entering into administration on 7 October the County wide officer group has been working to support residents who are at various stages of the scheme. For Fenland there are 133 jobs where work has not yet started the majority of which have paid deposits. 15 installations have been fully completed.

All residents have now received a letter advising them of their options which range from cancelling the grant application and work to signing up with another contactor at no additional cost. A number of contractors have come forward and registered to complete work at no additional cost and with no further deposit. These contractors are all registered as Green Deal installers with the Department for Energy and Climate Change.

If residents wish to cancel their grant application and have paid a deposit to Climate Energy they must register their request for a refund of the deposit with the company Administrators. Unfortunately due to administration processes they are not guaranteed to receive this money back.

At present 63 customers have confirmed that they wish to continue with their grant application and work to their property. 4 residents have cancelled their application. The remaining have been informed of their options in writing and will be supported with their preferred option.

Description	Action	Achieved
<b>Performance Measure</b>		
Better Care Fund	Support implementation of the better care fund	

**Centre of Excellence for Information Sharing: inaugural Health and Social Care Integration Month**

The Centre of Excellence for Information Sharing will be launching their inaugural Health & Social Care Integration Month in November. You'll be able to learn more about a range of information sharing initiatives and what is happening across a range of local places - there will be case studies on citizen engagement and integrated digital care records.

More information is available here - <http://informationsharing.org.uk/> and follow the Centre on twitter @InfoShareCo

**Ageing Healthily and Prevention**

One priority area for the Better Care Fund is called Ageing Healthily and Prevention. An County wide Officer Group met in October to explore where collaborative working

could be focussed on to improve this area of work. The group recognises it is a huge area and therefore to make a difference agreement is needed on 2 or 3 areas so that the project can make a real impact. It was agreed that the work needs to link in with the Well Being service that is currently being developed by Uniting Care as part of their delivery of the Older Peoples Healthcare Contract. The project scope is looking at the following areas of work:

- Falls
- Mental Health and Dementia
- Physical Activity and Nutrition
- Incontinence and Urinary Tract Infections
- Multimorbidity
- Social isolation and loneliness

Concern was raised that there are other areas already looking at these issues and it must ensure that any work developed is deliverable and adds value to a known gap.

The discussion therefore focussed on understanding work that is tackling falls prevention to explore where partnership activity could be focussed.

Golden Age programme activity may be an area that could add value to work developed and this will be considered as the project development and scope is refined.

Description	Action	Achieved
<b>Performance Measure</b>		
Estover Playing Field, March		

Legal services were able to provide necessary technical/drafting/legal support to enable the conclusion of a funding agreement with the newly formed Estover Playing Field 2015 (Community Interest Company). The conclusion of this arrangement (and a similar agreement with March Town Council) was a requirement of the County Council prior to the grant of a long lease of Estover Playing field to the same Community Interest Company. The £100,000 of funding provided by FDC (a sum matched by March Town Council) is to promote and enhance the continued use of the playing field by the community for years to come.

## CORPORATE PLAN AREA: Communities

**Corporate Plan Priority:** Promote health and wellbeing

**Corporate Plan Action:** *Work with local commission groups and others to develop a joint plan to deliver effective approaches to improve community health outcomes, focusing on alcohol misuse, smoking cessation, obesity, coronary heart disease and the needs of older people*

Description	Target 15/16	Achieved Oct 15	Cumulative for 15/16	Variance										
<b>Performance Measure</b>														
Number of homes adapted to assist vulnerable and disabled residents to remain in their home	100	3	63											
<p>Through this scheme The Council provides adaptation works for older and disabled home owners and tenants to remain safe, secure and protected in their own homes. At the end of October 2015, The Council has assisted 63 households with adaptation works.</p> <p>The geographical spread is as follows:</p> <table> <tr> <td>Wisbech</td> <td>16</td> </tr> <tr> <td>March</td> <td>8</td> </tr> <tr> <td>Chatteris</td> <td>9</td> </tr> <tr> <td>Whittlesey</td> <td>17</td> </tr> <tr> <td>Other villages</td> <td>13</td> </tr> </table>					Wisbech	16	March	8	Chatteris	9	Whittlesey	17	Other villages	13
Wisbech	16													
March	8													
Chatteris	9													
Whittlesey	17													
Other villages	13													

Description	Target 15/16	Achieved Oct 15	Cumulative for 15/16	Variance						
<b>Performance Measure</b>										
Number of households assisted through the Healthy Homes service	125	8	83							
<p>The Healthy Homes service through Age UK and funded through the Council help vulnerable persons with small scale works to make their home environment more comfortable. Typical works include improving security measures, plumbing and electrical repairs as well as work to prevent slips, trips and falls</p> <p>The geographical spread of completed cases to date is as follows:</p> <table> <tr> <td>Wisbech</td> <td>26</td> </tr> <tr> <td>March</td> <td>24</td> </tr> <tr> <td>Chatteris</td> <td>6</td> </tr> </table>					Wisbech	26	March	24	Chatteris	6
Wisbech	26									
March	24									
Chatteris	6									

Whittlesey	7
Other villages	20

### What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned Oct 15	No of customers satisfied (October 15/16)	% 15/16	Variance
Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt their property made their life easier ( 1 year on survey)	N/A	90%	2	2	100	

During October 2015, 2 customers were surveyed for this performance measure.

20 surveys have been completed so far for the current financial year and all of the customers surveyed have been wholly positive resulting in a cumulative score of 100%

Description	Baseline	Target 15/16	No of customers questioned Oct 15	No of customers satisfied Oct 15	% 15/16	Variance
Healthy Homes Scheme: % of residents who rate the improvement to their daily life and being "better or much better" as a result of health homes service / handyman scheme	97%	97%	13	13	100	

During October 2015, 13 customers rated their daily life as being "better" or "much better" following the service they had received. This scored 100% for the month.

94 surveys have been completed so far for the current financial year and all of the customers surveyed rate the change to their lives as being "better" or "much better" – resulting in a cumulative score of 100%

## CORPORATE PLAN AREA: Environment

**Corporate Plan Priority:** Deliver a high performing refuse, recycling and street cleansing service

**Corporate Plan Action:** Work with partners to divert at least 50% of household waste from landfill

Description	Target 15/16	Achieved Sept 15	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
LPI ES3 % of FDC's household waste diverted from landfill (recycled and composted)	51%	55%	<b>56%</b>	

	Apr	May	Jun	Jul	Aug	Sep	Overall
Residual Tonnage	1625	1512	1514	1612	1424	1637	9324
Dry Recycling Tonnage	716	680	691	773	658	723	4241
Compost Tonnage	1206	1377	1350	1212	1108	1314	7663
Overall	3548	3568	3555	3597	3190	3674	21424
Recycling %	<b>54%</b>	<b>58%</b>	<b>57%</b>	<b>55%</b>	<b>53%</b>	<b>55%</b>	<b>56%</b>

The latest data the Council has received is up to the end of September.

A number of projects are currently ongoing with partner authorities in Cambridgeshire, the aim being to reduce contamination and increase the quality of recycling.

In support of improving recycling, 370 properties received reminder cards in the post in October where they have had their brown or blue bin rejected more than once recently.

A combination of education and awareness material has also been developed and delivered to target areas to increase recycling quality and content in the blue recycling bins in order to reduce contamination and attract increased income and Recycling Credits.

Description	Target 15/16	Achieved October 15	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
MPI ES2 - % missed bins collected the next working day	92%	94%	<b>87%</b>	



<b>Missed Collections</b>	<b>Oct 2014</b>	<b>Oct 2015</b>
Requests received	294	206
How many met	268	193
Total outside of standard	26	13
<b>%</b>	<b>91%</b>	<b>94%</b>

Missed collections reported by our customers are an important measure of the quality of the work and our ability to respond to customer enquires in a timely fashion.

So far this year the numbers of missed collections has remained at a reasonable level, with an average of 11 each working day from the more than 12,000 collections made.

During October the performance represents 9 missed collections per working day. The performance of this indicator will be monitored carefully as the crews move to new rounds and adjust to winter working hours in mid-November.

<b>Description</b>	<b>Target 15/16</b>	<b>Achieved October 15</b>	<b>Cumulative for 15/16</b>	<b>Variance</b>
<b>Performance Measure</b>				
MPI ES40 % of waste collection rounds completed on allotted day	99.4%	100%	<b>99.9%</b>	

So far this year, the refuse and recycling team have completed their work the great majority of the time on the allocated day. On 5 occasions this has not been the case.

Development places the rounds at maximum capacity. A round review to be implemented in November 2015, including collection day changes for 74 properties, will allow the team to get through the winter months and reduce the likelihood of property growth affecting the quality of service delivered to customers.

The collection day changes are 24 properties in March, 32 properties in Wisbech and 18 in Elm and Oldham. These commence on November 16.

## CORPORATE PLAN AREA: Environment

**Corporate Plan Priority:** Deliver a high performing refuse, recycling and street cleansing service

**Corporate Plan Action:** Maximise the value of materials collected for recycling

Description	Target 15/16	Achieved September 15	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
MPI ES9 Income generated through recycling materials	£350,000	£29,000	<b>£173,000</b>	

The global markets for recycling materials remain relatively low as a result of low oil prices, steel values dropping and low paper prices; all of which are having an impact.

Fenland benefits from a Cambridgeshire-wide jointly procured contract for the sorting and onward sale of recycling that includes a profit/risk share with the contractor. As a result, for the past 6 months each tonne of recycling has cost just over £3 to transport, sort and process for onward recycling.

The income for recycling is therefore made up of Recycling Credits paid by the County Council as a result of the substantial savings achieved by the County through Fenland diverting this waste from landfill.

## CORPORATE PLAN AREA: Environment

**Corporate Plan Priority:** Deliver a high performing refuse, recycling and street cleansing service

**Corporate Plan Action:** Deliver clean streets and public spaces, as set out in the local code of practice

Description	Target 15/16	Achieved October 15	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
LPI ES1 – Rapid or Village Response requests actioned same or next day	90%	89%	<b>91%</b>	

Rapid Response	Oct 2015			Overall
	Reported	Achieved	%	
Chatteris Requests	6	5	83%	92%
March Requests	23	20	87%	92%
Villages Requests	28	26	93%	94%
Whittlesey Requests	7	6	86%	73%
Wisbech Request	63	56	89%	93%
<b>Overall</b>	<b>127</b>	<b>113</b>	<b>89%</b>	<b>91%</b>

The rapid response teams across Fenland continue to respond well to 7 days a week customers' request for cleansing, street sweeping, flytipping, needles, glass, dog fouling or other waste, and tackle this the same or next day the great majority of the time.

Description	Target 15/16	Achieved October 15	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
LPI ES2 - % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	90%	97%	<b>97%</b>	

Inspected Streets Meeting Cleansing Standards	Oct 2015		
	Inspections	Passed	%
Chatteris	22	21	95%
March	44	41	93%
Whittlesey	30	30	100%
Wisbech	30	30	100%
<b>Total</b>	<b>126</b>	<b>140</b>	<b>97%</b>

Inspections of the quality of cleansing services across Fenland are performed by Street Scene Officers and focus on a variety of land uses across the Fenland wards.

The performance during October reflects the focus that is made by the team on the areas where foot fall is highest and on keeping these up to the expected standard.

Description	Baseline	Target 15/16	No of customers questioned (April to Oct 15)	No of customers satisfied (April to Oct 15)	% 15/16	Variance
Community satisfaction with cleansing services	89%	80%	37	31	84%	

The feedback process undertaken in September achieved a commendable 25% response rate (37 returns from 150 requests). The result of 84% demonstrates how valued the cleansing service is with customers.

The main issues raised were concerning:

- Weeds – which have been forwarded to County Highways for response
- Issues with trees, ie. overhanging/require pruning – which have been passed to the Open Spaces team.

Some of the comments included:

'We think a good job is done by all. Keep up the good work, thanks.'

'I am quite happy with the street cleansing service.'

'Since moving to Whittlesey 9 months ago I am pleased with how well kept this lovely town is and the cleanliness of the streets in and out of the centre.'

## CORPORATE PLAN AREA: Environment

**Corporate Plan Priority:** Work with partners and the community on projects to improve the environment and our streetscene

**Corporate Plan Action:** Deliver the Streets Ahead Action Plan to improve the appearance of the Fenland streetscene, including dilapidated buildings, via working with property owners, funders and local partner groups

Description	Action	Achieved
<b>Performance Measure</b>		
Street Scene Enforcement Project	Number of identified properties repaired / refurbished / breaches remedied	

### Streets Ahead progress

Following a comprehensive member update this month on the work to tackle dilapidation in Fenland regular updates will now be included within the Town Council newsletters circulated each month. These newsletters will be forwarded to Ward members.

In October a successful Heritage Crime workshop was delivered by Historic England. Heritage Crime is something that harms the value of a heritage asset such as a building, monument or special site. The type of crime may be graffiti, metal (lead) theft or even neglect.

The workshop, which was attended by staff, police, fire and rescue partners and community representatives, raised awareness of what heritage crime was and explained how many heritage assets are present across Fenland and what actions can be taken to protect them. The workshop will help staff and the community work together to report and tackle these issues. The streets ahead work so far has assisted to protect many heritage assets across Fenland.

There are a high number of registered heritage assets in Fenland. English Heritage offer a search facility on their website, by using the search link below it is possible to see the location of these assets:

<https://historicengland.org.uk/listing/the-list/map-search?clearresults=true>

### Constantine House, Wisbech

Work started again on 30 November on Constantine House in Wisbech – just two days before the owners were due in court over their failure to comply with a Section 215

Notice ordering them to complete the necessary repairs by October 26.

The owners have said that work contained in the order should be finished by Christmas. As a result, Fenland District Council has agreed that the case be adjourned for four weeks.

When it was announced earlier this month that the Council was going ahead with its prosecution, it was still hoped the owners would comply with the order before the matter went to court.

Now they are finally taking steps to do that. They have confirmed that funds are in place to complete the remedial works required by the Section 215 Notice and that those works should be finished by Christmas.

Our enforcement team will carry out weekly compliance visits to check that work is progressing as planned.

Fenland District Council has now written to the court (King's Lynn Magistrates) and the case has been adjourned until the 13th January 2016, should work not progress as scheduled.

## **CORPORATE PLAN AREA: Environment**

**Corporate Plan Priority:** **Work with partners and the community on projects to improve the environment and our streetscene**

**Corporate Plan Action:** **Deliver the Street Scene Officer service and a fair approach to enforcement of environmental standards across the district through education, guidance and the appropriate use of the Council's powers**

Description	Target 15/16	Achieved (October) 15/16	Total memorials inspected 2015/16
Performance Measure			
MPI ES16 – Memorial inspections completed	5,000	239	2355

Inspections this month were carried out in Whittlesey and 30 memorials were made safe.

Inspection programmes are behind schedule by approximately 1 month however recent training has meant one additional streetscene officer may undertake the inspections and the inspection programme will catch up over the coming months.

Description	Target 15/16	Achieved (October) 15/16	Cumulative for 15/16	Variance
Performance Measure				
MPI ES39 – Hours spent on active town patrol	4,000	373	2568	

Hours on patrol by town

Chatteris 68  
 March 83  
 Whittlesey 104  
 Wisbech 84  
 Rural 34

This month in brief the team have investigated;

- 20 abandoned vehicles of which 5 were removed by our contractor, 14 required no further action. Our investigation is ongoing with the remaining vehicle located on private land and a 15 day notice has been issued.
- 7 nuisance vehicles ranging from untaxed vehicles, vehicle for sale, obstructions and cars parked on the verge.
- 8 reports to assets relating to broken street furniture and street name plates.
- An additional 46 service requests have been sent to cleansing ranging from additional litter picks, broken glass, road sweeping and overflowing bins.
- Fly posters have been removed from 65 streets around Fenland.
- 1 instance of offensive graffiti has been painted over.
- 13 reports have been sent to Highways, ranging from weeds, overhanging vegetation, potholes and damaged bollards.
- 29 reports have been sent to open spaces and the Grounds Maintenance Contractors in relation to works required ranging from overgrown hedges, damage to play equipment and weeds in shrub beds.
- 8 Refuse matters have been resolved from missing bins to bins being left on the public footpath.
- 2 reports have been sent to Circle Housing Roddons for fly tipping on their land, 2 reports have been sent relating to excess litter and 6 reports of tree works required, garage areas unsecure and fences damaged.

The team have also been focusing this month on grounds maintenance issues in order to support the new contractors who started work in November.

Description	Action	Achieved
Performance Measure		
Progress against planned enforcement campaigns	Fly Tipping and Responsible Waste	

targeting dog fouling, litter and parking	Disposal campaign  Dog Fouling Awareness Campaign	
<p>Enforcement actions this month: Fixed Penalty Notices (FPN)</p> <p>FPN Littering: 2  FPN Dog Control:1  Parking:1  Waste Containment: 1 notice was issued requiring provision of waste receptacles</p> <p>Other issues include the use of public bins for disposing of domestic waste - 6 people received warnings and advice about this activity which has an impact on cleansing schedules standards.</p> <p><u>Fly Tipping</u></p> <p>The total number of Fly tipping instances recorded for October is 86. This broken down into areas is as follows:</p> <ul style="list-style-type: none"> <li>• Chatteris - 4</li> <li>• March - 7</li> <li>• Whittlesey - 6</li> <li>• Wisbech - 29</li> <li>• Villages – 40</li> <li>• Total – 86</li> </ul> <p>Items fly tipped this month were household waste, furniture items, white goods, tyres and commercial waste which were deposited in the main on the highway verges.</p> <p>Our latest RIPA application has been approved by the Magistrates Court. Cameras have been installed at the chosen location.</p> <p>Evidence has identified 2 people alleged to have fly tipped in Cross Drove, Gorefield. They have been invited to attend an interview under caution during November at our council offices.</p> <p>Business compliance visits continue as part of our core work. We have issued 1 section 34 notice to a business that had no evidence of adequate trade waste provisions. Failure to provide sufficient evidence upon our re visit will result in a fixed penalty notice being issued.</p> <p>We have also issued a Section 47 notice to a business where commercial waste was not contained in the correct receptacle. The business has to comply for 28 days from the date of the notice and failure to comply will result in a fixed penalty notice being issued.</p>		



### **Dog Fouling Foot & Paw Print Campaign**

Due to the success of the spraying events in our open spaces, the same approach will be introduced across Fenland, in locations officers have identified as areas of concern. Cambridgeshire County Council has approved this work to be carried out on Highways land.

As we always see a rise in the amount of dog fouling complaints during the winter months, we are keen to be as proactive as possible. Footprints and paw prints have been sprayed leading to bins in our open spaces. Officers have been completing dog surveys to gain information on possible offenders and signing people up to be community 'eyes and ears' for our campaign; this will assist us to target our patrols

## **CORPORATE PLAN AREA: Environment**

**Corporate Plan Priority:** **Work with partners and the community on projects to improve the environment and our street scene**

**Corporate Plan Action:** **Ensure properly maintained open spaces, in partnership with The Landscape Group and community groups such as Street Pride, In Bloom and 'Friends Of' groups, including maintaining existing Green Flag awards for Fenland parks**

Description	Target 15/16	Achieved (October) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
LPI EH1 – Number of Street Pride and Friends Of community environmental events supported	204	14	<b>139</b>	

14 events were held this month by community groups to improve the environment.

As well as regular work parties, one key event took place:

March Street Pride / In Bloom held a promotional stand at Tesco's in early October. The group have been working in partnership with the Community Champion from Tesco who has helped out with planting up the troughs for winter and assisting with litter picking.

At this particular event as well as the group raising money, they also engaged with many residents and members of the public who were complimentary towards the work that the group does as street pride and through the in bloom competition.

Description	Action	Achieved
<b>Performance Measure</b>		
Progress against Street Pride Plan	Percentage of pledges and actions delivered.	
<p>The Street Pride plan is being updated where necessary to revise any highlighted aims. The plan focuses on 5 key steps as to how the Council will support groups going forward and many actions have been completed under each of these areas.</p> <p>Step 1 focuses on helping groups to work together on projects and funding available through the Street Pride grant scheme to assist.  Step 2 is around the Council assisting to coordinate necessary expertise  Step 3 focuses on encouraging groups to work with partners  Step 4 centres around involving more young people in volunteer activities.  Step 5 is how the Council will work with volunteers to help make resilient and self-sustaining groups</p> <p>This month one volunteer group's activities were recognised under step 3 – working with partners.</p> <p>On 16<sup>th</sup> October, the annual Abellio Greater Anglia Station Adopter awards were held. The Friends of March Railway Station were the winners in the Best Station Adoption Group category (2<sup>nd</sup> year running) and were highly commended for their 130<sup>th</sup> anniversary event in the Community Involvement category. The group were also shortlisted in 4 other categories – a massive congratulation to the volunteers.</p>		

Description	Action	Achieved
<b>Performance Measure</b>		
In Bloom Awards Street Pride Celebration evening	Support community groups with In Bloom projects	
<p>On 8<sup>th</sup> October, nearly 90 volunteers and local partners attended the annual Street Pride Celebration Evening. The Council appreciates and values the ongoing work of all its volunteers and this event is our way of saying 'thanks'. This year was a double celebration as we were celebrating 10 years of Street Pride and also representatives from In Bloom and friends groups attended which reflects the increasing co-operation between them all.</p> <p>Each group received a certificate of thanks in appreciation of their continuing efforts over the past year to improve their local street scene and open spaces. Special certificates were also awarded for a number of projects to the following groups: Wisbech General Cemetery (Best Nature), Norwood Road Nature Reserve (Best</p>		

Partnership), March Street Pride / In Bloom (Best Street Scene), Chatteris Street Pride / In Bloom (Best Youth), Waterlees in Bloom (Best Community) and Leverington Street Pride (Best Clean Up).

Two individuals were also awarded special certificates for their distinguished long service. Mike Thomas, an original member from FDC's group in 2005 is still volunteering with March Street Pride 10 years later. Alan Moore a supervisor from the Community Payback scheme has also been involved with Street Pride for around 10 years, providing extra resources to groups for their environmental impact projects.

Description	Action	Achieved
<b>Performance Measure</b>		
Grounds maintenance contract		
<p>The handover from TLG to ISS World has taken place, with ISS now running the contract from 1 November. The handover took place smoothly, and following several training days, ISS are now commencing horticulture operations.</p> <p>November and December are both quiet months in terms of grounds maintenance, so a handover timetabled for these months reduces the risk of issues arising.</p> <p>The Council is looking forward to working with ISS, particularly the aspect of the contract that uses new technology to monitor the works being carried out. The Street Scene team will be supporting the Horticulture team with contract monitoring once training on the new systems has been embedded.</p>		

## **CORPORATE PLAN AREA: Environment**

**Corporate Plan Priority:** **Work with partners and the community on projects to improve the environment and our street scene**

**Corporate Plan Action:** **Work with businesses to inform and promote innovative environmental practices through the Green Business Club**

Description	Action	Achieved
<b>Performance Measure</b>		
Whitemill Coldham/ Glassmoor and Ransonmoor updates	Support community groups to access grant funding	
Doddington and Wimblington residents volunteered to work with the Council this		

month in forming a community committee for the Ransonmoor Wind Turbine Fund. 6 residents have committed to promoting the fund, which will provide financial support to local groups wishing to undertake a project with environmental benefit. The group will meet quarterly and judge bids from organisations from both villages. The first bidding round will open in January 2016. The committee will welcome ideas that encompass initiatives involving energy efficiency, enhancing wildlife, recycling or reusing materials.

## **CORPORATE PLAN AREA: Environment**

**Corporate Plan Priority:** **Work with partners and the community on projects to improve the environment and our street scene**

**Corporate Plan Action:** **Work with town councils and the community to provide market town events, local markets and activities to improve the viability of our town centres, through the Four Seasons events**

Description	Action	Achieved
<b>Performance Measure</b>		
Community events delivered successfully across Fenland	Deliver four seasons events across Fenland	

### **Safety Advisory Group Training event**

The first Fenland Safety Advisory Group (SAG) Training Event took place at The Boat House, Wisbech on 21st October 2015 where key partners supported the Council in providing event organisers with a programme of advice and guidance to support a culture of event safety and promote good practice in safety and welfare planning for future events taking place within the district.

The event was well attended by community and event organisers including a representative who has the responsibility for organising Remembrance Parades within our area, March, Wisbech & Whittlesey Town Council representatives who organise some of the largest events in our district and other neighbouring authority SAG members Peterborough City Council who also chairs the Cambridge & Peterborough Local Resilience Forum (CPLRF County SAG).

Starting in February 2016 the Fenland SAG will be providing training workshops to event organisers to assist with the various applications and legal hurdles they will encounter during the course of event planning. A programme of training workshops will be available from January 2016.

### **Christmas Markets**

The Council has been working with March Events Committee in organising March

Christmas Market, which will take place on Sunday 6<sup>th</sup> December 2015. From 10am - 3pm.

Broad Street and High Street will be filled with a bustling market containing delicious food, handmade crafts and gifts. The market place will host an extravagant Santa's grotto and free children's rides sponsored by local businesses and March Town Council, accompanied by musical performances from local community organisations. Live music will also take place at March Fountain and at Georges pub. The official opening will take place at 10am by the Mayor followed by a charity Santa run.

Sunday 13<sup>th</sup> December will mark the 12th anniversary for the Wisbech Christmas Fayre, which is a Four Seasons Event and attracts thousands of visitors each year. This year it is taking place on a Sunday for more people to enjoy; over 100 attractions have now been confirmed.

In particular, visitors can look forward to indulging their senses in all things festive from roasted chestnuts to hot chocolate baileys liquor to gingerbread. There will be live entertainment throughout the day including children's rides, real live reindeer, dancing and for the first time an ice skating rink! We are very excited to welcome the acclaimed Rock Choir and many other excellent groups too from 10am-3pm.

Great effort has been made this year to work with organisations within Wisbech. The Horsefair, Wisbech Town Council, Peckover House, Wisbech Castle and Wisbech lions to name a few will all be contributing to the event, as will many other businesses who will be opening especially. The Fayre will also complement the Chairman's annual carol concert, which is taking place from 3pm at St Peter's Church.

### **Markets Action Plan Update**

All markets remain busy. Two new traders have expressed an interest in pitches at March market.

A trader's forum is taking place on 25 November at 3.30pm.

Charity stalls continue to be well used and Camquit took a place at Chatteris Market on 30 October.

**CORPORATE PLAN AREA: Environment**

**Corporate Plan Priority:** Work with partners to keep people safe in their neighbourhood by reducing crime and anti social behaviour and promoting social cohesion

**Corporate Plan Action:** Work with our partner organisations to reduce crime and anti social behaviour in Fenland through the Community Safety Partnership action plan

Description	Target 15/16	Achieved (October) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Number of incidents recorded by CCTV	2,000	207	<b>1,535</b>	
<p>During October 2015 the Council were able to respond and detect 207 incidents of crime and disorder, including anti social behaviour, compared to 149 incidents during October 2014, highlighting an increase of CCTV recorded incidents in Fenland. This also included incidents relating to vulnerability to members of our community including missing persons and persons at risk of harm.</p> <p>A breakdown of incidents by town;</p> <p>Chatteris = 8            March = 27            Whittlesey = 5            Wisbech = 167</p>				

Description	Target 15/16	Achieved (October) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Number of positive outcomes as a result of CCTV intervention	360	21	<b>202</b>	
<p>During October 2015 the Council were able to achieve 21 positive enforcement outcomes from incidents responded to or detected by use of CCTV.</p> <p>This included arrests for drunk in charge, theft shoplifting and alcohol related violence.</p> <p>Here is a breakdown of the positive outcomes achieved and an example of one of the incidents;</p> <p>Arrests (CCTV led) = 10</p>				

Assisted arrests = 6  
 Assisted FPNs / warnings = 5

The Council team observes a female who has been ejected from licensed premises in the town centre. The Council team observes the female walking towards a local car park and proceeds to enter a vehicle and drive; the operator believes the female to be under the influence of alcohol.

Police Control is informed and provided with live updates of the vehicle as it leaves the car park and proceeds through the town centre area.  
 As a result one female was arrested for excess alcohol after failing a roadside breath test, thereby helping to make Fenlands roads safer.

Description	Target 15/16	Achieved (October) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Number of evidential exhibits provided to support prosecutions	180	15	<b>127</b>	

The Council provided 15 exhibits of CCTV data during October 2015 to support Cambridgeshire Police and internal enforcement teams in investigating crime and to help secure prosecutions against identified offenders and parking offences.

Description	Target 15/16	Achieved (October) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Number of FDC ASB cases where positive action is taken	75%	100% (4 cases)	<b>98%</b>	

4 new cases in October all cases dealt within the relevant timescales with positive interaction with relevant parties.

In total - 39 Cases since April 15 have been addressed. 38 have had positive actions in line with the complaint; although 5 cases have work on going with further action needed.

1 Case wasn't actioned due to no further contact with the complainant.  
 Case Study:

Older residents of Morton court in March were being harassed and intimidated by a guest of a tenant in the block of flats. It was identified that the guest was causing the issues and threatening civilian contractors as well as tenants. After contact with the

landlord and joint reassurance patrols with local police, the landlord evicted his tenant of the grounds of ASB. Since this intervention there have been no further calls for service from this location.

## Partnership Activity

### Community Safety Partnership

#### October CSP meeting

The partnership received an update for the district on domestic abuse and healthy relationships

Recommendations for partnership actions in response to the evidence presented included:

- Work closely with the Health and Wellbeing to tackle an overlapping priority.
- Improving reporting pathways for Domestic Abuse, particularly with health agencies.
- Take part in a "Safe Places" pilot which is designed to improve coordinated work with Domestic abuse in the district.
- Work with agencies to improve level of referrals to the Multi-Agency Risk Assessment Conference (MARAC).
- Work with partners to help shape services that will support familial abuse.
- Continue to challenge unhealthy relationships by tackling teenage domestic abuse.
- Improve awareness within communities of what is familial abuse.
- Agree who will be responsible for maintaining a shared list of training

The partnership will start their work towards these recommendations with a week of action for raising awareness in December. The focus this time is to look at the hidden abuse e.g. same sex relationships, familial abuse, and financial, emotional and controlling abuse.

We'll then follow this with engagement of businesses in January to launch a pilot project to make safe and secure location for members of the public to report domestic abuse without their partners being suspicious.



**CORPORATE PLAN AREA: Environment**

**Corporate Plan Priority:** Work with partners to keep people safe in their neighbourhood by reducing crime and anti social behaviour and promoting social cohesion

**Corporate Plan Action:** Support the Fenland Businesses Against Crime (FENBAC) group to tackle crime against them, including theft, arson and damage to premises

Description	Target 15/16	Achieved (October) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Number of new SIRCS members trained [ <i>Secure Incident Reporting and Community Engagement System – provides a secure and effective online means for businesses, including retail and licensed trade to share information amongst members and partners on offenders and local incidents and concerns</i> ]	36	5	<b>23</b>	

The local business against crime schemes and local trade continue to be supported with the use SIRCS and with attendance being made during October at the local PubWatch groups.

As part of the Wisbech Alcohol Project, IBA (Alcohol Identification and Brief Advice) was delivered to the PubWatch group during their October meeting. This was delivered by both FDC and Cambridgeshire County Council officers and will help to raise awareness through our local licensed trade of the risks of alcohol harm and the challenges we face in Fenland around this key health risk. It also provided businesses with signposting information to help support the local referral process to alcohol treatment services. Through the use of SIRCS, information from this training brief is available for download by all users for later reference at any time.

Local training champions continue to provide support in delivering training and first point advice to other business members on SIRCS to help maintain and ensure continued increase in service users.

SIRCS members are supporting local partners in identifying offenders and suspects in relation to theft offences which is vital during a time where theft shoplifting is on the increase in Fenland.

**CORPORATE PLAN AREA: Environment**

**Corporate Plan Priority:** Work with partners to keep people safe in their neighbourhood by reducing crime and anti social behaviour and promoting social cohesion

**Corporate Plan Action:** Support the Fenland Diverse Communities Forum (DCF) to deliver the Fenland Community Cohesion Strategy

**Partnership Activity**

**Fenland Diverse Communities Forum**

**Diverse Communities Forum**

PREVENT is an integral part of CONTEST, the Government's Counter Terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism.

The PREVENT strategy has three objectives;

- Respond to the ideological challenge of terrorism and the threat society faces from those who promote it.
- Prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- Work with sectors and institutions where there are risks of radicalisation which we need to address.

To ensure that staff and local partners who have little knowledge of the PREVENT agenda and their role within it, the Diverse Communities Forum arranged a training session for people to attend to better inform them.

This session was attended by 60 people representing statutory, third sector and faith groups in Fenland.

Feedback from those who attended was positive in that they felt they had a working knowledge of the issues and challenges faced.

To ensure that work to address these issues goes forward the Tension Monitoring Group, a sub- group of the Diverse Communities forum, will include this issue in future meetings.

**CORPORATE PLAN AREA: Environment**

**Corporate Plan Priority:** Work with partners to keep people safe in their neighbourhood by reducing crime and anti social behaviour and promoting social cohesion

**Corporate Plan Action:** Provide information and guidance to new arrivals to raise their awareness of their rights, responsibilities and how to access local services

**Partnership Activity**

**Information & advice to new arrivals**

All partners providing Information Advice & Guidance to Central/ Eastern Europeans advise that enquires were down this month, but this seems to be the normal profile for this time of the year.

The Migrant Population Advisors (MPA) in Wisbech had 134 enquires, mainly for Housing Benefit Advice, Housing issues and Council tax. In the majority of the cases the MPA was able to translate and therefore interpretation costs were kept to a minimum.

The Rosmini Centre in Wisbech has recently reviewed its data base of clients. Ensuring that those who have moved are no longer on their "books". They now have over 4,000 clients. In the last year they had 1700 new clients. The majority of these clients coming from Lithuania, showing that there is still a "turn over" of people coming to and moving on in the district. These clients all had needs, some ongoing, and help was provided. These needs encompassed some simple basics about the rights and responsibilities of being a UK citizen to some complex intense issues.

Kings Lynn Area Resettlement Service (KLARS) continues to deliver a very well attended "drop in sessions" in Wisbech. The Council attended one session to provide details of the Councils on-line New Arrivals Pack. With the aid of a community translator an Officer was able to speak to people there and impart this information. This information was well received and those chatted to spoke very highly of the work, attitude and friendly approach of KLARS project workers they'd just spoken to.

**CORPORATE PLAN AREA: Economy**

**Corporate Plan Priority:** Attract new businesses and jobs and support existing businesses in Fenland

**Corporate Plan Action:** Raise the economic profile of Fenland

**Corporate Plan Action:** Deliver outcomes related to the adopted Economic Development Strategy, including targeting new investment in key growth sectors of agri-tech, engineering and port and marine

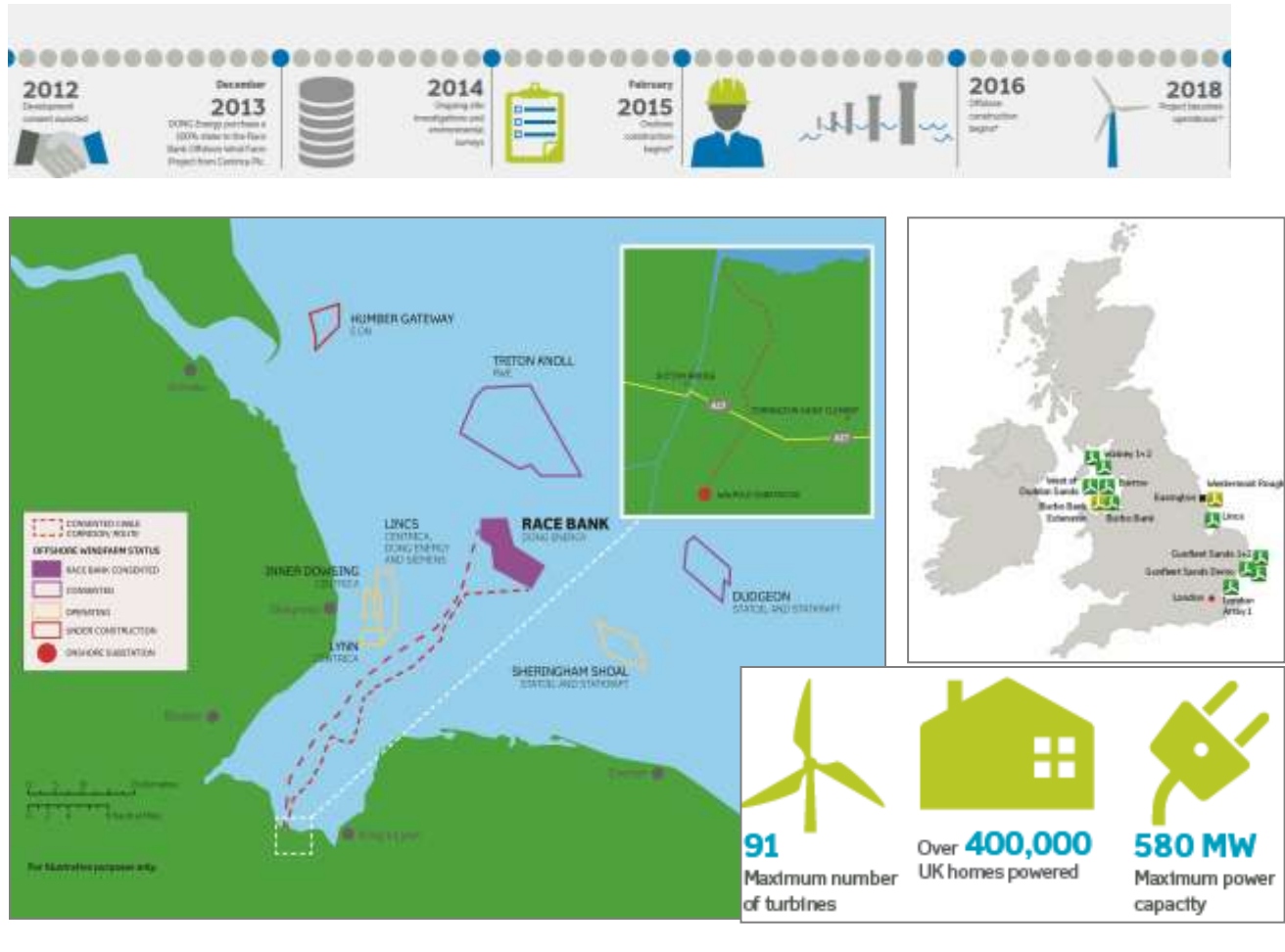
Description	Target 15/16	Achieved Oct 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Income from wind turbine operators	£5,000	£0	<b>£8,168</b>	
There was no activity relating to wind farm during October				

Description	Action	Achieved
<b>Performance Measure</b>		
Race Bank Offshore Wind Farm development Dong Energy	Attend Dong Energy Workshop. Ongoing preparation with external solicitors regarding legal agreement	
<p>During October Dong Energy met with the wash Port authorities at the Boathouse Wisbech, this was the first of a series of workshops leading up to the cable burial that is planned for April 2016. The first workshop consisted of the following-</p> <p>Overall Aim</p> <ul style="list-style-type: none"> <li>• An agreed export cable installation plan as required by Marine Licence and Planning Permissions</li> <li>• Consideration of lessons learned from Centrica</li> <li>• Consideration of alternatives</li> <li>• Consideration of market availability</li> </ul> <p>Aim of this Workshop</p> <ul style="list-style-type: none"> <li>• Present work and results achieved to date</li> <li>• Present planned works ahead and expectations</li> <li>• Understand Port Authorities specific concerns and interest and discuss how</li> </ul>		

these can be addressed

- Agree way forward in determining adequate protection levels for ROW01 export, acceptable for all parties.
- Consideration of market availability

Below is the key dates for the Race Bank project including overview-



Description	Action	Achieved
<b>Performance Measure</b>		
Sutton Bridge Marina – commercial land and leisure moorings	Ongoing project actions as listed within the project plan	As listed below
<p>The Sutton Bridge Marina Projects has achieved the following milestones:</p> <ul style="list-style-type: none"> <li>• The Lease between Lincolnshire County Council &amp; Environment Agency for the River Bed is completed;</li> <li>• The Lease for part of the river bank required for the scheme is final draft form, with completion subject to the Grant of Planning Permission for the scheme;</li> <li>• A Planning Application for the revised scheme has been submitted for determination with South Holland District Council and is expected to be</li> </ul>		

determined by 17th November 2015;

- The Marine Management Organisation (MMO) consent has been submitted and accepted as a full submission and shall be determined within 12 weeks;
- An Environment Agency application has been submitted for works to a 'flood defence' and shall be determined within 12 weeks;
- Application for utility supplies is to be re-submitted following the expiry of old quotations;
- The design team has been appointed and design works have been finalised, which are based upon design concepts produced by the Assets & Projects Team;
- It is anticipated that 'Wet side' construction is due to commence in April 2016.

Description	Action	Achieved
<b>Performance Measure</b>		
Greater Wash boating promotion  Regeneration and Economic Development	Develop Wisbech Yacht Harbour brochure and update Web page  Now exploring the potential of using social network pages (FB LinkedIn) to promote the Crab Marsh Boat yard and WYH	
Draft report prepared for port marketing plan, this has been broken into the following categories for consideration. <ul style="list-style-type: none"> <li>• Leisure Wisbech yacht Harbour</li> <li>• Residential Wisbech yacht Harbour</li> <li>• Commercial use for Windfarm and supporting craft</li> <li>• Commercial for the use of local fishing vessels</li> <li>• Boat storage Commercial/Leisure</li> </ul>		

**CORPORATE PLAN AREA: Economy**

**Corporate Plan Priority:** Attract new businesses and jobs and support existing businesses in Fenland

**Corporate Plan Action:** Provide and facilitate proactive business support through the Fenland for Business forum and Chambers of Commerce

Description	Target 15/16	Achieved October 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
FDC is active member of Chamber of Commerce, attending committee meetings and contributing to local activity.	6 meetings per year	1	3	

Description	Action	Achieved
<b>Performance Measure</b>		
FDC is active member of Chamber of Commerce, attending committee meetings and contributing to local activity.	Support Chamber of Commerce events	<b>Support and promotion of events</b>
<p>The Council are working in partnership with the Chamber of Commerce and The GCGP LEP to organise 'Grow your Business Event' and funding fair. The event will take place in 24<sup>th</sup> November 2015 at the Boathouse Business Centre.</p> <p>The event will be a free interactive workshop and will help assist businesses plan for growth in their business, identifying help, advice and training available.</p>		



## Grow your Business through People

Tuesday 24 November, 9.15am-1.00pm  
The Boathouse, Nene Parade, Wisbech, PE13 3XE

Your people are key to your company's future success. Attending this event will help you plan for growth, find out about funding for business and recruit and develop your team.

### Why attend?

- Learn about the way the Greater Cambridge Greater Peterborough Enterprise Partnership works with businesses from Neil Darwin, CEO
- Hear about the local economic outlook from a Fenland District Councillor
- Find out about funding for business from Signpost2Grow
- Understand the importance of employing the right team
- Talk to training and development providers
- Hear about local business successes
- Network with other local businesses.

"I'd recommend this event to all local businesses that plan to grow. This is a great event to understand what your funding options are, explore training opportunities and network with other local businesses."

*Rosemary Green, Chairman, Fenland Chamber of Commerce*

Cost: FREE to attend but places must be booked in advance for catering purposes

To book your place call Helen Bossett on 01733 370809 or email [h.bossett@cambsoci.co.uk](mailto:h.bossett@cambsoci.co.uk)

## CORPORATE PLAN AREA: Economy

**Corporate Plan Priority:** Attract new businesses and jobs and support existing businesses in Fenland

**Corporate Plan Action:** Proactively engage with the Greater Cambridge, Greater Peterborough Local Enterprise Partnership (LEP) to attract external funding (including European) for business, skills and infrastructure projects to Fenland

Description	Action	Achieved
<b>Performance Measure</b>		
Proactively support and promote LEP	Agri Tech Funding Bid	<b>Ongoing</b>



initiatives/opportunities to Fenland organisations		
<p>FDC are working with the LEP and Produce World to pull together an Agri-tech funding bid, an industry wide event is being organised for the 4<sup>th</sup> Dec 2015, at the Boathouse to ask Agri businesses if they would support/use the proposed facilities.</p> <p>Everyone in the food and drink industry in this area is only too aware of the skills shortage in our sector. We are failing to attract school-leavers and graduates and we don't necessarily have the resources or skills in our businesses to train our own talent and teach new skills to the people we have.</p> <p>There's a long list of things we need to do to solve this problem including:</p> <ul style="list-style-type: none"> <li>• Re-position our sector and make it attractive to school-leavers and top graduates</li> <li>• Develop the management, leadership and technical skills within our businesses</li> <li>• Improve the English language skills of our workforces</li> <li>• Ensure that applied research is shared across growers and fresh produce businesses</li> <li>• Attract and support apprenticeships</li> <li>• Promote and share innovation and best practice</li> <li>• Raise the profile of the industry to our local community</li> </ul> <p>These are just some of the objectives for the proposed new Centre for People Excellence in Agri-Food at Chatteris. Fenland District Council, the Greater Cambridge Greater Peterborough LEP and the Produce World Group are all supporting this project.</p>		

Description	Action	Achieved
<b>Performance Measure</b>		
Proactively support and promote the Cambridgeshire Fens LEADER Programme	Support the overall management and strategic direction of the local development strategy (LDS) for the LEADER programme through representation on the Local Action Group (LAG)	<b>Launch Date organised for the Cambridgeshire Fens LEADER Programme</b>
<p>The Cambridgeshire Fens LEADER Local Action Group held their first meeting in October to review all paper. The funding is now open.</p> <p>To date 40 expressions of interest have been received, all will receive contact from the</p>		

Cambs Acre project officer to look at suitability of moving onto a full application.

**Cambridgeshire Fens LEADER Priorities**

The policy priorities that the Cambridgeshire Fens Local Development Strategy addresses include:

- **Support for increasing farm productivity**
- **Support for micro and small enterprises and farm diversification**
  
- **Support for rural tourism**
- **Provision of rural services**
- **Support for cultural and heritage activity**

**CORPORATE PLAN AREA: Economy**

**Corporate Plan Priority:** **Attract new businesses and jobs and support existing businesses in Fenland**

**Corporate Plan Action:** **Promote and develop our business premises at South Fens, The Boathouse and our light industrial estates to encourage investment, job creation and skills diversification**

Description	Target 15/16	Achieved October 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Occupancy of business premises	82%	84%	<b>84%</b>	

We had extremely positive viewing at South Fens enterprise park, which was generate by our Commercial agent – Barker Storey Mathews, papers are due to be issued mid-November with a view to the tenant moving in in January 2106.

Early discussions are also underway with another potential customer about the last unit on the Enterprise park.

Conversion of part of the former Harbour Offices into 2 new business suites is near completion, with commitment for the letting of one unit.

Overall occupancy across the business premises estate is 84%, occupancy across the individual premises and estates is:

- South Fens Business Centre 61%
- Boathouse Business Centre 73%

South Fens Enterprise Park	76%
Mini Factories	94%

**CORPORATE PLAN AREA: Economy**

**Corporate Plan Priority:** Attract new businesses and jobs and support existing businesses in Fenland

**Corporate Plan Action:** *Promote the delivery of mixed use housing / retail / leisure, maritime proposal for the Nene Waterfront, along with the delivery of our wider regeneration objectives*

Description	Action	Achieved
<b>Performance Measure</b>		
Nene Waterfront Vision II Project – explore potential funding opportunities, including Coastal Communities Funding Bid	Develop disposal strategy for Lots 1 & 2.  Agree new Port Operating Agreement (POA) with Port of Wisbech Limited	Work commenced on strategy including intelligence gathering and disposal options.  Draft POA prepared and to be discussed with Port Stevedoring company.  Preparation of Port Asset Action Plan to ensure better utilisation of Port Assets.

External advice has been sought regarding options for the development of the remaining residential development sites at the Nene Waterfront. The results from the advice are expected to be received in November, culminating in recommendations regarding development viability. Should the Council choose, a second stage will look to develop preferred options and support these with financial and viability modelling.

Development of Lot 3, the former gas works site, is making great progress. Foundations for all 24 affordable dwellings are now complete and selected plots have roofs completed.

Officers have also reviewed and prepared a Port Asset Action Plan to ensure that underutilised port assets are put to better use and maximise income-producing opportunities.

**CORPORATE PLAN AREA: Economy**

**Corporate Plan Priority:** Attract new businesses and jobs and support existing businesses in Fenland

**Corporate Plan Action:** Deliver a proactive and effective Marine Service to meet our statutory obligations and promote business opportunities for the River Nene environment

Description	Target 15/16	Achieved Oct 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Number of Nene berth holders	86	81	<b>84</b>	
<p>During October one permanent berth decided to store his vessel at home for the winter to save his costs, one vessel has also sailed to neighbouring Fosdyke for two months to have engine repairs and will be back after Christmas.</p>				

Description	Target 15/16	Achieved Oct 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Boat lifts at Wisbech Port  <i>Please note Miscellaneous Lifts are omitted from achieved (month) Figure:- i.e ENGINE, MAST, PLOUGH, BRIDGE BUOY / OTHER</i>	150	17	<b>106</b>	
Total Number of Hoist operations shown including Boat Lifts & ENGINE, MAST, PLOUGH, BRIDGE, OTHER	250	20	<b>118</b>	
<p>A busy month for the boatyard, this was mainly due to berth holders removing their vessels for the winter period for storage, this included the use of the travel hoist to remove and store mast and sails.</p> <p>The Port tug Fenlander was out of the water for new fenders to be installed.</p>				

Description	Target 15/16	Achieved Oct 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Total Number of ships to Nene ports	240	21	<b>138</b>	<b>105%</b>
Port Sutton Bridge Ship Numbers	200	16	<b>101</b>	<b>100%</b>
Gross Tonnage to Port Sutton Bridge GT	351,481	33,300	<b>206,161</b>	<b>124%</b>
Wisbech Ship Numbers	40	5	<b>38</b>	<b>250%</b>
Gross tonnage to Wisbech GT	62,190	6,669	<b>53,996</b>	<b>209%</b>

### Port Sutton Bridge

Steel imports picked up during Oct, The annual export of grain started with 3 shipments going out this later than expected, information from PSB is that there is still 30,000 tonnes of grain in store and to be exported subject to grain prices.

### Wisbech

Timber imports continue to be above expected at Wisbech this is set to continue until the Baltic starts to freeze, therefore ship numbers will probably reduce to target throughout the winter months. There was 1 shipment of bricks imported and 1 export of Scrap to Spain.

## CORPORATE PLAN AREA: Economy

**Corporate Plan Priority:** Attract new businesses and jobs and support existing businesses in Fenland

**Corporate Plan Action:** Actively support the county-wide partnership project to deliver super-fast broadband across Fenland and Cambridgeshire

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Signpost funding opportunities to Fenland Business	Support Destination Digital activity programme 2015/16	3 activity supported	<b>4 activity supported</b>	

Description	Action	Achieved
<b>Performance Measure</b>		
Support the promotion of the Destination Digital project through social media, individual contacts and wider partnership activity	FDC actively promotes all aspects of the DD projects and funding available	<b>Promotion through social networks, business groups and direct contact</b>

The Council is working closely with the Destination Digital team to develop projects and ways forward to encourage further uptake of the programme looking at further promotion within Fenland, making people aware of availability and digital inclusion.

Updates:

- Christchurch now has some premises connected with more to be connected by December. And Parson Drove is now complete.
- Connecting Cambridgeshire have now reached 12,257 homes and businesses in Fenland.
- The take-up figures for across Cambridgeshire are high, however, some areas in Fenland are lower than we would expect so we are running targeted campaigns in these areas. We are due to run a facebook advert to people in Friday Bridge this month. A meeting will be held to look at the digital inclusion within Fenland to ensure all areas receive access to superfast broadband.
- The Connection Voucher scheme has now closed. However, the scheme assisted 21 SME's in Fenland to upgrade to superfast broadband.
- Some upcoming workshops and 1-to-1 sessions for Women and Broadband. Dates for these will be listed on the Destination Digital website ([www.destinationdigital.inf](http://www.destinationdigital.inf)) as soon as we have details.

**CORPORATE PLAN AREA: Economy**

**Corporate Plan Priority:** Promote Fenland as a tourism and visitor destination

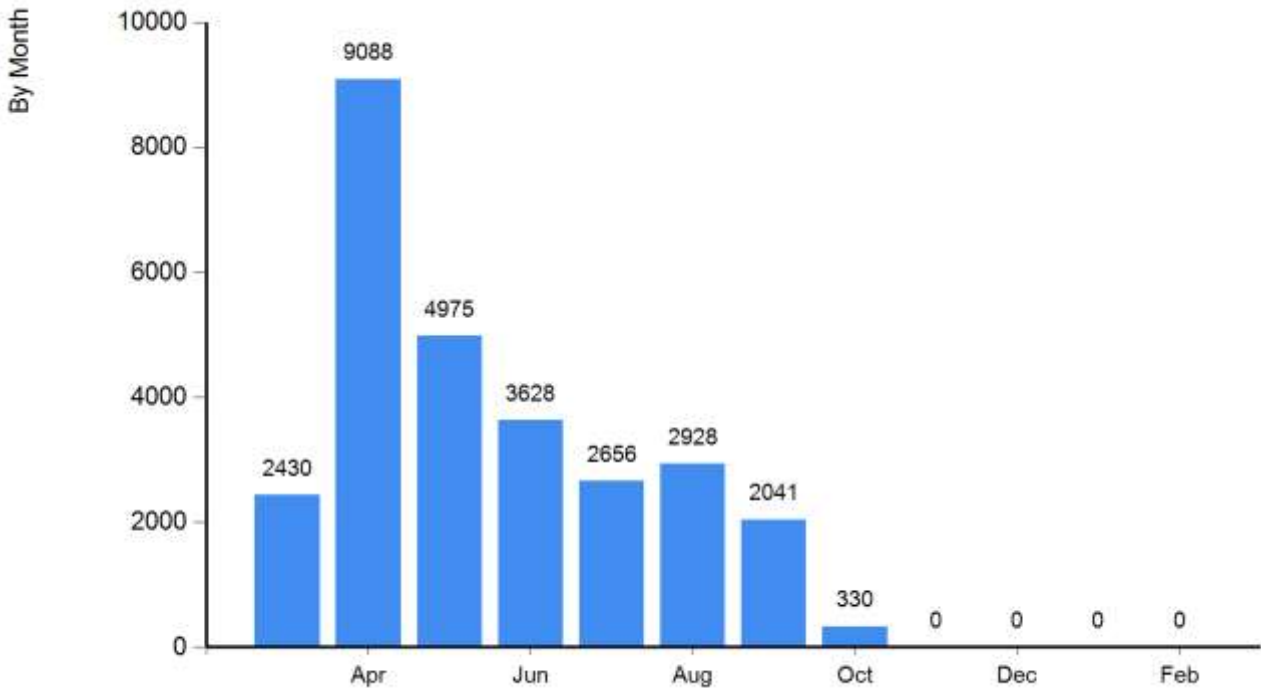
**Corporate Plan Action:** *Support the Fenland Tourism Board to develop and deliver a comprehensive Tourism Strategy for Fenland through the 'Visit Cambridgeshire Fens' branding*

Description	Action	Achieved
<b>Performance Measure</b>		
Support the Fenland Tourism Board to oversee the further development of a district wide approach to encouraging and developing the tourism agenda for Fenland	Develop an Action plan for delivery	
<p>The Fenland Tourism Board held a Making Tourism Count day to provide businesses with the opportunity to help shape the future of the Cambridgeshire Fens as a visitor destination.</p> <p>From the day a draft action plan has been developed and will be presented to the tourism board in November for approval.</p> <p>The plan set out some actions to undertake until the end of this financial year, whilst we are developing a longer term plan and continuing to develop social media and website marketing. At the meeting we will need to go through this draft plan. The plan has been developed from ideas generated from the 2nd Oct.</p> <p>Along with the advertising of the website and social media updates. This plan will take us up to the April. Allowing us time to build some bridges locally, raise the profile of the work we are doing and to continue to seek engagement from tourism businesses in Fenland to then generate a more robust plan for delivery with assigned partner leads and measureable outcomes.</p>		

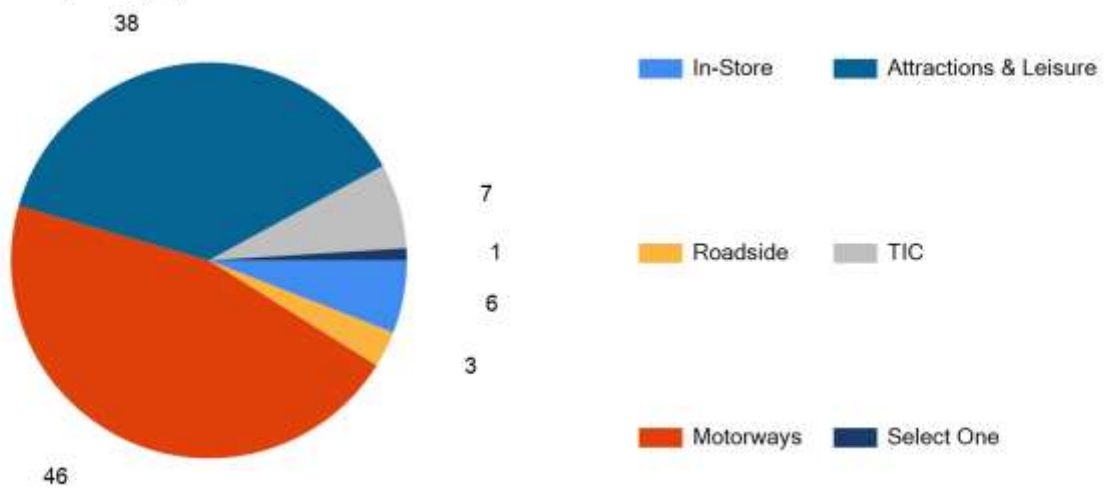
Description	Action	Achieved
<b>Performance Measure</b>		
Deliver a marketing campaign to attract additional visitors into Fenland	Deliver a marketing campaign to attract additional visitors into Fenland	<p><b>Annual Events Guide</b></p> <p><b>Annual Welcome to the Cambridgeshire Fens Visitor and Accommodation Guide</b></p>

## Annual Events Guide

A mini guide has been developed to promote Fenland's annual events and festivals. As part of a six month campaign this guide has been distributed within service stations and other businesses on major trunk roads within an hour or so of Fenland. The analysis below highlights how many have been distributed so far and to what sort of business.



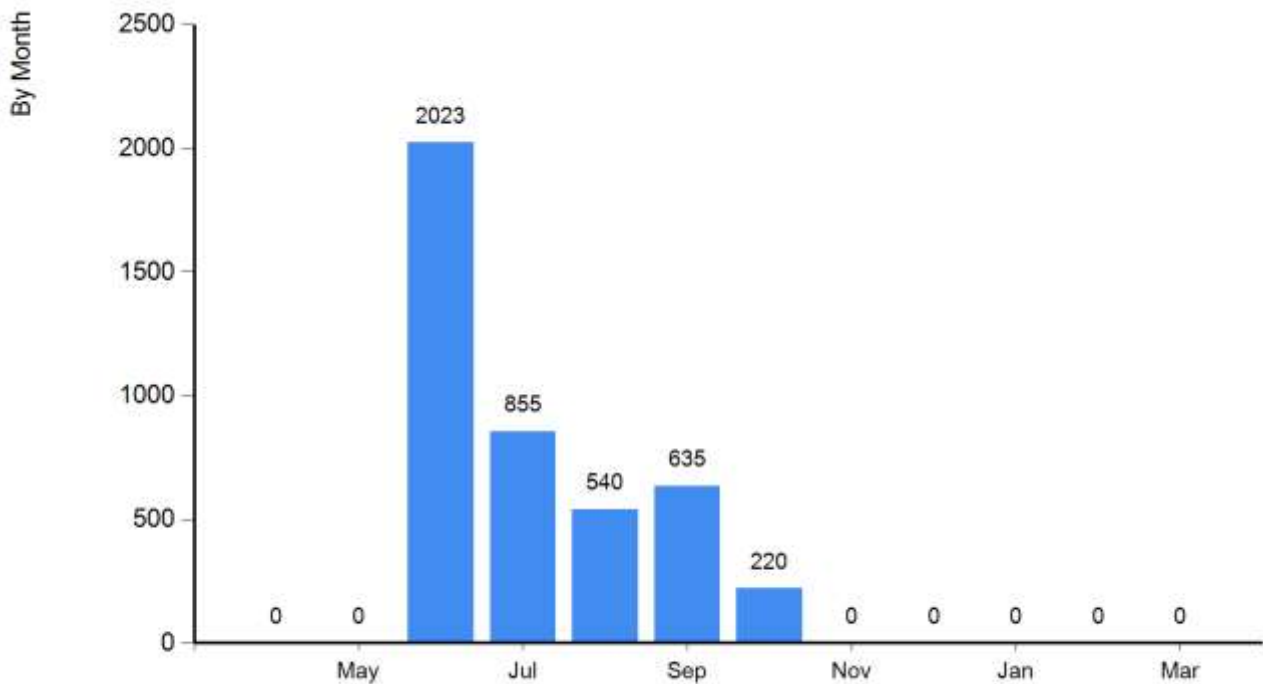
Distributed by category %



**UPDATE** 31,500 copies provided, 26,076 delivered and 3,424 remaining to date



## Cambridgeshire Fens Visitor and Accommodation Guide



12,030 copies have been printed, with 4273 distributed to date.

### CORPORATE PLAN AREA: Economy

**Corporate Plan Priority:** Promote and enable housing growth, economic growth and regeneration across Fenland

**Corporate Plan Action:** *Deliver a proactive and effective Planning Service to enable appropriate growth and development*

Description	Target 15/16	Achieved October 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
% of major planning applications determined in 13 weeks	75%	100%	<b>92%</b>	

#### **1 Decision, 1 within time.**

Although just 1 decision, this indicates continued excellent performance for major applications and reflects the desire of the planning service to ensure strong performance.

Description	Target 15/16	Achieved October 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
% of minor planning applications determined in 8 weeks	80%	90.32%	<b>82.99%</b>	
<p><b>31 decisions, 28 within time</b>  This represents improved performance compared to previous months and is particularly welcome given the large number of decisions (31) issued for the month.</p>				

Description	Target 15/16	Achieved October 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
% of other planning applications determined in 8 weeks	90%	98.08%	<b>96.62%</b>	
<p><b>52 decisions, 51 within time</b>  52 decisions were issued whereas average number of "other" decisions issued for the year to date is 34. This is excellent performance given the high number of decisions issued.</p>				

Description	Action	Achieved
<b>Performance Measure</b>		
Building Control		
<p><b>CNC Building Control Update</b>  Officers and Members have recently attended the bi-annual CNC Board meeting and have been presented with the business update for the first half of this financial year.</p> <p>The key aim for CNC this year has been to continue the process of building a market leading building control partnership. Considerable effort has been put into improving internal processes and importantly embedding new IT solutions which includes the roll out of full mobile working for case officers working in the field. Emphasis has also been placed on recruitment and 'succession' planning accounting for the departure of some employees to retirement.</p> <p>In terms of performance CNC currently retains 83% (86% in Fenland) of market share in terms of building control work – the pressure from competitors (Approved Inspectors) remains high and is increasing so it is important that CNC maintains high customer</p>		

performance. CNC have quoted for £350,000 of work this year and this has resulted in nearly £150,000 of confirmed application work well above the 30% target for converted quotes initially set by CNC.

In relation to the total number of applications/notices and fee earning submissions received by CNC during 2015 this has remained very consistent mirroring numbers received during 2014 – in an increasingly competitive market this is encouraging.

A separate operation - Business Insight - has also been established to run in tandem with CNC. Building Insight effectively operates as a stand-alone Approved Inspector for those clients who prefer AIs. CNC are able to sub-contract staff to Building Insight which provides another source of income to CNC and ensures a more robust and sustainable business model.

Other initiatives recently completed include back scanning of Kings Lynn and Fenland historic files, the roll out of mobile working as noted above, improvements to on line access for customers and improved customer communication. Future projects include updating of the CNC website and additional improvements to customer communication.

Fenland officers will continue to review the effectiveness of the above improvements implemented by CNC, particularly in relation to securing increased income and ensuring a return of future profits to FDC and other participating authorities.

A further update on CNC will be provided following the next Board meeting in June 2016.

## **CORPORATE PLAN AREA: Economy**

**Corporate Plan Priority:** Promote and enable housing growth, economic growth and regeneration across Fenland

**Corporate Plan Action:** *Develop an effective and viable developer contribution framework via Section 106 to support associated infrastructure provision*

Description	Action	Achieved
<b>Performance Measure</b>		
Improved community benefits in terms of comprehensive S106 agreements delivering appropriate infrastructure		

A draft update of the Fenland Infrastructure Delivery Plan (IDP) was approved for a

targeted four week consultation by Cabinet on the 22nd October 2015. The first IDP was adopted in February 2013 to support the delivery of the Local Plan through the Examination process. Since then the Council has decided not to introduce a CIL for the time being, but instead will rely on S106 to secure relevant infrastructure. In addition the Government introduced new regulations in April this year restricting the pooling of S106 contributions to no more than five developments.

As a result the IDP has been updated to provide a more detailed assessment of infrastructure requirements and to assist in not falling foul of the S106 pooling restrictions.

Following the targeted 4 week consultation with key stakeholders, utility companies, providers, and parish and town councils the IDP will be updated if necessary and reported back to the next available meetings of Cabinet and Full Council for consideration and final approval.

Once adopted the IDP will be used to support Policy LP13 – ‘Supporting and Managing the Impact of a Growing District’ of the Local Plan, and together with the Council’s adopted Developer Contributions SPD will assist in providing relevant infrastructure in the district.”

**CORPORATE PLAN AREA: Economy**

**Corporate Plan Priority:** Promote and enable housing growth, economic growth and regeneration across Fenland

**Corporate Plan Action:** Develop, enable and deliver economic, infrastructure and regeneration strategies / projects for Fenland through the Regeneration Action Plan

Description	Action	Achieved
<b>Performance Measure</b>		
Support regeneration project work across the district, including Fenland Renaissance project and Heritage Lottery Fund bid	Increase number of derelict buildings / sites brought back into economic / environmental use	

**Renaissance Grants**

Over the last month no fresh Renaissance Grant Applications have been received or payments made. A decision on a Shop Front Grant application for the RSPCA shop in March has been deferred until additional information is submitted. The owners of several other dilapidated properties in Chatteris High Street have been encouraged to apply for Renaissance funding. On the back of the recent publication of Historic

England's Heritage at Risk Register, significant additional interest has been expressed in the scheme generally across the District.

At the current time c£23,000 remains uncommitted in the Building Grant Budget and c£4000 uncommitted in the Shop Front Repair Budget. The maximum grant under the Building Grant Scheme is 50% of the cost of works up to a maximum of £10,000 and the maximum grant under the shop front scheme is 50% of the cost of works up to a maximum of £1500. Grants are awarded on a first come first served basis.

In line with comments made last month, it is proposed that the remaining budget for Renaissance Shop Front Grants is broadened to cover the repair and redecoration of other residential deteriorating historic wooden windows in key town centre locations / routes throughout the District. It is proposed that the launch of revised scheme criteria could be timed to coincide with the publication of the Council's Windows Guidance Document, subject to endorsement of the Renaissance team. Such broadening of the scheme therefore has the potential to positively raise the profile of the new Windows Guidance Document.

**Wisbech High Street Heritage Lottery ' Townscape Heritage' Grant Bid**

Development of the Stage 2 Bid is advancing positively with the Council and appointed consultants working in partnership with the local community, through both public consultation events and a formal consultative group. The majority of land owners in the High Street have also already confirmed their strong support for the project to date.

The drafting of a new Conservation Area Character Appraisal and Management Plan for Wisbech continues. The documents will be put out to public consultation from 23<sup>rd</sup> November 2015 until 11<sup>th</sup> January 2016. Design work in relation to the scheme also continues positively behind the scenes with FDC Officers and Ingham Pinnock Associates working directly with the architects and building owners.

Description	Action	Achieved
<b>Performance Measure</b>		
Coalwharf Road Demonstration Project	Disposal of site to be considered by Cabinet in October 2015	Update Cabinet report being prepared

In October Cabinet considered the revised Coalwharf Road report and after further deliberation decided that the Council should investigate and prepare a feasibility study to consider whether the Council should seek to develop the site itself. Such work and any recommendations will be subject to further consideration by Cabinet.

Description	Action	Achieved
<b>Performance Measure</b>		
Support business and workforce stimulation and create homes by utilising FDC's strategic landholdings: <ul style="list-style-type: none"> <li>- South West Wisbech</li> <li>- Harecroft Road, Wisbech</li> <li>- New Road, Whittlesey</li> <li>- Wenny Road, Chatteris</li> </ul>	Participation with development of Broad Concept Plans (BCP) in agreement with joint landowners and stakeholders in each respective area.	<ul style="list-style-type: none"> <li>- Adoption of the South West Wisbech BCP.</li> <li>- Meeting between FDC &amp; CCC Officers regarding the provision and delivery of infrastructure for the South West Wisbech site.</li> <li>- Continuing discussions and a series of workshops related to developing a BCP for West Wisbech</li> <li>- Enabled access to Council's landholdings at East Chatteris for archaeological surveys in preparation of BCP.</li> </ul>
<p>The work undertaken by Officers with respect to the Council strategic landholdings links very closely to colleagues in FDC's Planning &amp; Transportation Teams with the development of a Broad Concept Plan, as required under the adopted Local Plan.</p> <p>South West Wisbech is by far the most advanced of the sites that FDC has a land interest within. A further meeting with landowners and interested parties is planned for November to discuss the delivery and provision of infrastructure requirements and how this will link through the phased delivery of the South West Wisbech site over a number of phases.</p>		

Description	Action	Achieved
<b>Performance Measure</b>		
Coordinated approach to flood risk management and local		<ul style="list-style-type: none"> <li>• Attendance of Cambridgeshire</li> </ul>

drainage issues		Flood Risk Management Partnership <ul style="list-style-type: none"> <li>• Attendance of March 2014 flooding drainage partners meetings</li> <li>• Monthly updates to March Town Council</li> </ul>
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The Environment Agency held partners surgeries this month to discuss their proposals for the Ouse Washes Middle Level barrier bank. The 2013 inspection of the Ouse Washes Flood Storage Area raised specific concerns related to measures that need to be taken in the interests of safety. The report recommended that further studies were made and changes recommended by these studies should be implemented.

During 2014 the EA appointed Mott MacDonald to carry out a Crest Level Study of the Middle Level Barrier Bank to meet this recommendation. The Crest Level Study Report recommends that low spots in the existing crest level of the Middle Level Barrier Bank should be raised in the interests of reservoir safety.

These low spots will need raising by up to 500mm which is necessitated by settlement along the length of the bank. It is proposed that works will commence in summer 2017 and take 2 years to complete, working from July to October each year to reflect the environment sensitivities of the location.

The next steps are the detailed business case and design. Engagement with Parish Councils and local interest groups are included in the delivery proposals.

Description	Action	Achieved
<b>Performance Measure</b>		
Facilitating the delivery of the Local Plan broad locations and specific locations for growth	Progress towards the Broad Concept Plans for the Wisbech sites	

**West Wisbech Site**

A meeting of the West Wisbech Group working to deliver the Broad Concept Plan for this site met in October 2015. The meeting focused on updates in respect of technical evidence and consideration of gaps in the evidence. There was a detailed discussion about flood risk matters and the requirements that will be needed to develop this aspect of the evidence. A sub group meeting is to be established to develop a range of initial spatial options for the site. These options will be used to further test proposals for the site. The next full meeting of the group will be in December 2015.

**CORPORATE PLAN AREA: Economy**

**Corporate Plan Priority:** Promote and enable housing growth, economic growth and regeneration across Fenland

**Corporate Plan Action:** Promote sustainable transport (infrastructure and community) initiatives within Fenland, including rail, road and community transport

Description	Target 15/16	Achieved (Oct) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Maintain existing use of dial a ride to 2013 figures through the concessionary fares scheme	Maintain 14/15 level  14,308 Journeys	1,523	<b>10,412</b>	

Since April 2008, FDC has provided a Concessionary Fares scheme for community transport services. This means that any Fenland resident who has a Cambridgeshire bus pass and is a member of the local Community Transport organisation, can travel free of charge on the Dial a Ride Service.

- **What is Dial A Ride?**

Dial-a-Ride (DAR) services provide door to door transport for those people who do not have access to a car, where there is no public transport, or where they cannot access public transport. These services in Fenland are operated by Fenland Association for Community Transport (FACT). To use these services customers must be members of FACT. Membership is subject to meeting the eligibility criteria for Dial a Ride services.

- **FACT Membership**

To use FACT services you have to be a member. DAR is not available to the general public. To become a FACT member you pay a 12 month subscription fee of £10 and you must meet one or more of the following criteria:

- have no access to your own car during the day
- There is no public transport available
- Public transport is limited and does not meet your needs, eg a hospital appointment
- You have difficulty using public transport due to disability or frailty

FACT currently has around 1,357 members in Fenland District (end of March 2015).



Description	Action	Achieved
<b>Performance Measure</b>		
Rail Development Strategy 2011-2031	Ongoing	
<p><b>Cross Country Short term Rail Franchise Award</b></p> <p>The Cross Country Franchise includes the Birmingham New Street to Stansted Airport Service. This service has hourly stops at March and services at either ends of the day for Manea and Whittlesea.</p> <p>The Department for Transport is consulting on plans for a short term franchise award for Cross Country from October 2016 to October 2019. FDC and the Hereward Community Rail Partnership have submitted a response as part of this consultation. Our principle comments included the need for a more regular and ongoing dialogue with the franchise holder, the continuation of the current Birmingham New Street to Stansted Airport Services calling at our local stations and improvements to those services particularly earlier and later services. We also raised issues about train overcrowding on some services and the need for better luggage space.</p>		

Description	Action	Achieved
<b>Performance Measure</b>		
Wisbech Travel Choices project	Delivery and completion of Wisbech LSTF Project	
<p><b>Introduction to the project</b></p> <p>The Wisbech Travel Choices work is a 12 month project up to the end of March 2015, it is aimed at encouraging more people to walk, cycle and use public transport. Wisbech travel choices is being delivered, managed and monitored by the Fenland Strategic Partnership Transport and Access Group with FDC as lead body. The project is being funded through the Local Sustainable Transport Fund (LSTF).</p> <p><b>What is the Local Sustainable Transport Fund (LSTF)?</b></p> <p>The LSTF is Government funding awarded to enable local authorities to increase the use of public transport, community transport and walking and cycling (sustainable transport) locally.</p> <p><b>What are the key aspects of the Wisbech Travel choices project?</b></p> <p>Over the course of the next 12 months the Wisbech travel choices project will be providing a targeted approach using the following methods.</p> <ul style="list-style-type: none"> <li>• Producing and circulating a Wisbech Travel information pack</li> <li>• Roadshows, meetings and events locally throughout the year</li> </ul>		

- Personal Travel Planning exercise for specific streets in Wisbech and surrounding villages
- Stocking key venues in Wisbech with relevant travel and transport information

**Progress during October 2015 includes:**

- During October survey days and events were undertaken at The Oasis Centre, Trinity GP Surgery, Wisbech Job Centre, two Golden Age Fairs and Wisbech Market Place. At two of these events a translator was present to engage with visitors who speak Russian, Lithuanian and Polish.
- A promotion event was held at Tesco on Cromwell Road to raise awareness of the 66 Town Service. Leaflets were developed and delivered door to door to homes on the service 66 route. To raise awareness of the event and to provide information about the bus service. Information has now been provided at all the locations where there are bus stops along the route. This has been addressed following feedback.
- 395 surveys were completed in total during October 2015 and information packs issued to each participant. 34 of the packs issued were in languages that are not English.
- We have now fitted leaflet holders at the Rosmini Centre who are now fully stocked with hard copies of all our Transport literature in English, Latvian, Lithuanian, Polish, Portuguese and Russian.
- A transport information poster has also been installed at Community House to assist clients when using the computer facilities there.
- Work progressed to develop a specification for the Community Transport Champions training contract

**CORPORATE PLAN AREA: Economy**

**Corporate Plan Priority:** Promote and enable housing growth, economic growth and regeneration across Fenland

**Corporate Plan Action:** *Actively engage with partners on the feasibility and delivery of major infrastructure project across Fenland, including A47 and A605 improvements and the Wisbech-March-Cambridge rail link*

Description	Action	Achieved
<b>Performance Measure</b>		
Seek improvements to the A47 in Cambridgeshire	ongoing	
Highways England updated the Council on Progress about the A47 Guyhirn Roundabout Scheme. In future quarterly meetings are to be held with Councillors and		

Officers to ensure everyone is fully up to date on progress.

In December 2014 it was announced in the first Roads Investment Strategy that Highways England will deliver a scheme to improve the Guyhirn Roundabout on A47. The initial proposal being to enlarge the roundabout on the current alignment, this would include works to the bridge over the River Nene. Other possible options for the scheme are currently being considered, particularly those that do not include works to the bridge over the River Nene.

Questions were raised about timescales and deliverability of the project in 2020 and Highways England have agreed to keep the Council informed at future meetings. If there is potential to reduce the timescales they will do so. Highways England are working with a range of contractors across all the projects in the Roads Investment Strategy, it is expected that this will reduce delivery risks because there are more organisations working to deliver schemes.

In the past completed national schemes had to conclude with their improvement leaving the area no better or worse than before. There is now a commitment that Highways England should add value to the local area and they have a designated Fund of money to enable such commitments to be delivered. This is additional money to the scheme budget. There have been local aspirations in the area around the Guyhirn roundabout and B1187 to add in additional bus facilities. Discussions about this will now be taken forward.

## CORPORATE PLAN AREA: Quality Organisation

**Corporate Plan Priority:** Good Customer Service

**Corporate Plan Action:** *Provide good quality customer service through our Fenland @ your service shops and Community Hubs, in line with the national standards of Customer Service Excellence, responding to customer feedback to improve service delivery, and making services more accessible through the use of technology*

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
LPI CS 6 Council Tax collected	97.50%		66.90%	0.20%
LPI CS 8 Council Tax - net receipts payable to the Collection Fund	£46,433,732		£31,384,951	+£33,139

Council Tax receipts payable to the Collection Fund are above target for this point in the year. The Collection Fund is a “pot” shown separately in the Council’s accounts into which all Council Tax and Business Rates income is paid, and then distributed to the Council’s own spending and the relevant shares given to the County Council, Police and Fire authorities. A surplus in respect of the collection fund can help fund the Council’s spending. Allowance has been made for a surplus in 2016-17 as part of the Council’s CSR exercise.

During October the following recovery documents have been issued:

Summonses	267 with a value of £126,388.74
Final Notices	471 with a value of £230,549.39
Reminders	811 with a value of £104,115.61

The 2016-17 Council Tax Support (CTS) Scheme is now being prepared. This must be set by Council no later than 31/1 of the calendar year it relates to (in this case; it must be set by 31/1/16 in respect of the 2016-17 financial year that starts on 1/4/16). Reports have been tabled to Cabinet (22/10/15) and Overview and Scrutiny (23/11/15) as part of an annual review of the scheme’s operation. With changes proposed (but subject to revised, forthcoming amendment) by the Government to Tax Credits (these are nationally-administered) which could affect the incomes of a number of Fenland residents and therefore increase the amount of CTS awarded next year, it is currently proposed to retain the CTS scheme as now.

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
LPI CS 7 Business rates collected	98.50%		65.08%	-0.14%
LPI CS 9 NNDR - net receipts payable to the Collection Fund	£24,438,501		£17,450,798	+£1,189,485

Current collection performance is good and slightly above target at mid-year.

Collection against collection fund (see Council Tax performance earlier in this report for an explanation of the collection fund) is significantly up at just under £1.2 million above the target for this point in the year. It is affected by the need to make provision for appeals against the NNDR Rating List. The Rating List is the basis of NNDR and is in essence the market rental value of each property that takes into account the type of property, location and turnover. This information is used to create the “Rateable Value” by the Valuation Office Agency (VOA) (a Government agency), that together with the nationally set “Multiplier” sets the basic rates payable each year that the Council bills and collects.

A large number of businesses have appealed to the VOA as they think that their Rateable Value has been assessed as too high. If these appeals are successful, this will

reduce the rates payable and in turn reduce the yield the Council receives.

The Council therefore takes prudent action to make allowance for these appeals. In addition, the VOA is currently resetting the Rateable Values that apply to purpose-built Doctors' Surgeries nationally, which will potentially see the Council needing to make large refunds of £000s locally for.

It is therefore expected that the collection fund surplus in respect of NNDR will reduce down to a nominal amount by 31 March 2016.

During September the following recovery documents have been issued

Summonses	18 with a value of £117,490.65
Reminders	88 with a value of £127,049.98
Final notices	32 with a value of £341,002.41

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
LPI CS 10 % of telephone calls answered within 20 seconds	70% profiled target (63%)	76.9%	<b>62.8%</b>	<b>-0.2%</b>
LPI CS 11 % of telephone calls offered that are answered	90% Profiled target (83%)	92.7%	<b>84.1%</b>	<b>+1.1%</b>

Contact Centre continues to remain just below its target level; for the month of October we achieved 76.9% and this continues to move our cumulative target to 62.8% only -0.2% below where we should be on our profiled target for the year.

The number of calls offered continues to decline falling by 10% in October; 6,871, October 2015 (7,239, October 2014) and this has contributed to our ability to exceed the cumulative target on total calls answered by 1.1%.

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
LPI CS 12 % customers dealt with at first point of contact	85%	95.2%	<b>95.3%</b>	<b>+10.3%</b>

We continue to deliver excellent customer service at the first point of contact.

Description	Action	Achieved
<b>Performance Measure</b>		
News Survey	Monthly update on news stories to the FDC website & social media sites.	Website = 12 Facebook = 9 Twitter = 45
<p><b>Produce The Fenlander monthly page in the Citizen newspaper on 4 November 2015.</b> Main stories included; Warning on sexual exploitation, Spread the word on Route 66 and news briefs on help shape the future of West End Park, Free electric blanket exchange in Manea, Protect yourself against risk of flooding, Planning advance fees consultation and new contractors for parks and open spaces. In addition to the Monthly page, we completed the following updates in November:</p> <p>News stories to FDC website = 12 Highlights included:</p> <ul style="list-style-type: none"> <li>• Cemetery walk to honour war dead</li> <li>• Wisbech Christmas Fayre</li> <li>• More than 6300 responses to £1.8m cuts consultation</li> <li>• Updated plan for securing infrastructure improvements</li> <li>• Council goes ahead with Constantine House prosecution</li> </ul> <p>Number of Facebook posts = 9 Number of Twitter 'tweets' = 45</p>		

Description	Target 15/16	Achieved Oct 15/16	Cumulative for 15/16	Variance
<b>Performance Measure</b>				
Web hits	521,930	41,948	<b>319,507</b>	<b>+5%</b>

## CORPORATE PLAN AREA: Quality Organisation

**Corporate Plan Priority:** Strong Governance, Financial Control and Risk Management

**Corporate Plan Action:** *Maintain robust and effective financial standards, robust internal controls and effective risk management as evidenced by our Annual Audit Letter from External Audit and through the Council's Budget and Medium Term Financial Strategy and Risk Management Strategy.*

Description	Action	Achieved
<b>Performance Measure</b>		
Annual Audit Letter	Work with external auditors to achieve an unqualified opinion.	Achieved
<p>The Council has received its Annual Audit Letter from our external auditors, PricewaterhouseCoopers. The letter summarises the results of audit work completed for the 2014/15 financial year.</p> <p>External audit work is completed in accordance rigorous standards, such as the Audit Commission's Code of Audit Practice and International Standards of Auditing. The work comprehensively reviews financial records, and supporting information that demonstrates good governance (such as effective decision making, management of risk, effective counter fraud and corruption, compliance with laws, consulting with the community and stakeholders, plus good partnership working).</p> <p>If the auditor is satisfied that the Council has proper arrangements in place, they will issue a positive conclusion that the accounts and accompanying statements are unqualified.</p> <p>Both the Accountancy and Internal Audit teams assist the external auditor by completing documentation and evidence for review. The letter recognises that the Council produced good quality working papers, and provided the required information on a timely basis, helping to complete the audit efficiently. This is a significant achievement, considering the rapid pace of change and external pressures facing the Council.</p> <p>A report was presented to the Corporate Governance Committee on 1 December. It is an excellent letter, stating the Council has proper arrangements to secure economy, efficiency and effectiveness of its use of resources. Consequently the auditors gave an unqualified opinion on the accounts, annual governance statement, and a value for money conclusion.</p>		

Description	Action	Achieved
<b>By-Elections</b>		
<p>On the 12 November the Council successfully delivered the Slade Lode Ward of Chatteris Town Council by-election. The election was called following the resignation of Nick Wright.</p> <p>Slade Lode had an eligible electorate of 2,041 of which 223 were issued with postal votes.</p> <p>The overall voter turnout was 14.55% and Amy Carney of The Conservative Party was elected.</p>		
<b>Annual Elections Canvass</b>		
<p>The deadline for responding to the annual canvass finished on 20 November 2015 and we are now in the process of undertaking final steps to produce the new Electoral Register on 1 December 2015.</p> <p>The current response rate is 94.19% following the canvasser visits and checks against Council Tax for non-responding properties.</p> <p>Approx. 3,700 electors will be added and 5,000 electors will be removed from the register in December.</p>		

## **CORPORATE PLAN AREA: Quality Organisation**

**Corporate Plan Priority:** Transformation & Efficiency

**Corporate Plan Action:** *Continue to embrace innovation and new ways of working to transform the Council and find savings, supported by an appropriate IT Strategy. Where a strong business case exists pursue shared services, joint working arrangements and collaborations with other key service providers, ensuring robust performance management arrangements are in place.*

Description	Action	Achieved
<b>Performance Measure</b>		
Anglian Revenues Partnership (ARP) Update - Reviewing	Progress update on ARP performance	See details below



Performance		
<p>Fenland has now been part of the Anglia Revenues Partnership (ARP) for 18 months now and continues to meet the Council's performance targets. A report outlining progress to date was tabled to the Overview and Scrutiny Panel at its 23 November 2015 meeting. Headlines from the last year include:</p> <ul style="list-style-type: none"> <li>• ARP is the third largest Revenues and Benefits service nationally. This allows economies of scale, added resilience and the ability to trade its services with other Councils.</li> <li>• ARP is saving Fenland £136,000 each year.</li> <li>• Instead of using external private Bailiffs, ARP now has an Internal Enforcement Agency that collects debts that have been subject to court action. This allows greater flexibility to help vulnerable customers and also increases income.</li> <li>• Revenues and Benefits performance remains strong.</li> <li>• A self-funding Fraud Team has identified £131k of fraud in Fenland this year and taken action to stop it and recover money.</li> <li>• The Joint Committee overseeing ARP will have one Member representative from each partner instead of the previous two to streamline and focus governance.</li> <li>• The ARP Trading Company allows ARP to sell its services to other Councils to generate revenue for partners.</li> </ul>		

Description	Action	Achieved
<b>Performance Measure</b>		
Channel Shift	Project update	
<p>Advanced web form training took place so that further improvements could take place as part of the self-serve section of the Channel Shift project. We can now build more 'intelligent' forms that are responsive to the customers' needs – i.e only showing pages and questions that are appropriate, ensuring appropriate information is captured for the transaction and improving the look and design. Customers are also now able (where appropriate) to plot the exact location of a problem on a google map and upload a document/picture to a web form that forms part of their enquiry. An increasing amount of customers are choosing to interact with the Council through its website and online forms. The new forms that have been (and are continuing to be) introduced are being received positively, and are focused around the most popular service requests. Some examples include:</p> <ul style="list-style-type: none"> <li>• Requesting advice from housing options</li> <li>• Reporting abandoned vehicles</li> <li>• Making a complaint about food</li> </ul>		

- Applying for assisted collection

There are now over 25 online forms live on our website, with further forms being developed based on popular enquiry types.

An internal and external Communications Plan has been developed to explain to customers why we are undertaking a Channel Shift project and how it will benefit them. This also links closely to the 'Assisted Digital' project that changes the way advisors assist Shop/Hub customers.

The past few weeks have particularly focused on how customers can self-serve through forms and to promote the use of self-service cash machines. The project team continues to invite suggestions about how we can further support customers to self-serve and make the process as straightforward as possible.

## **CORPORATE PLAN AREA: Quality Organisation**

**Corporate Plan Priority: Consultation and Engagement**

**Corporate Plan Action: Continue to work with residents and stakeholders by carrying out appropriate consultation and engagement on service delivery and proposals**

Description	Action	Achieved
<b>Performance Measure</b>		
Comprehensive Spending Review (CSR) Consultation	Analysis of survey / member information pack	

The CSR consultation was undertaken between 14 September and 26 October 2015. The survey was the first stage of the CSR project and asked local people to have their say on how to balance future service priorities with savings choices. The key aim of the consultation was asking the public to help identify where we should make the £1.8m savings over the next 3 years.

The survey was available online and was posted to every household in Fenland (44,000). It was also available to complete in a range of community locations including Fenland @ your service shops, Community Hubs, Libraries, New Vision Fitness Centres, the Rosmini Centre, Community House, and Business Centres.

Feedback was also gathered in person from the Youth District Council, the Leverington Golden Age fair and from the Fenland @ your service shops and Community Hubs. Positively, many people spoken to commented that they had already completed a copy of the survey. The feedback from these sessions has been

amalgamated into the next sections of the analysis.  
In total 6361 consultation surveys were completed, equating to a response rate of over 14%. Of this, over 10% (665) of surveys were completed online with the remaining 90% completed on paper.

**CORPORATE PLAN AREA: Quality Organisation**

**Corporate Plan Priority: Equalities**

**Corporate Plan Action: *Meet the requirements of the 2010 Equality Act through our core service delivery and publish on a yearly basis an Annual Equality Report***

**Corporate Activity**

**Meet Equality Act Requirements**

To celebrate Black History an event was held in Wisbech. It was attended by about 50 people. The group who organised this inaugural event worked with the Council as a pilot project. They are very keen to do other events and to work with the Fenland Diverse Communities Forum in future years to develop a varied program of events for Black History Month

The event was well received and the organiser stated "This year has been a start of celebrating Black History Month in Wisbech. The event was to enjoy and celebrate the diversity of Wisbech and our Multicultural society as a whole. It is something to be proud of as it brings to the front all diverse histories. It is important for us to create a platform for those whose history is often hidden and invisible. We are all equal and have talents, let us share our diverse talents on one platform".

In addition to the black artist traditional work and poetry those who attended heard the music of a Kenyan Afro-European band launch, who were recently performing in London

The artists were selected from wide and broad geographical regions in Kenya with two people from Europe making up the band. The band was a good backdrop to the artistic talents being promoted.

## CORPORATE PLAN AREA: Quality Organisation

**Corporate Plan Priority:** Workforce Development

**Corporate Plan Action:** *Maintain an effective workforce with the right skills to deliver the priorities of the Council*

Description	Action	Achieved
<b>Performance Measure</b>		
Investors in People Reaccreditation	Work towards reaccreditation of IIP status in 2016	
An organisation wide, cross functional project team is in place to review the standards and undertake and necessary work to ensure that the IIP reaccreditation is maintained.		

## CORPORATE PLAN AREA: Quality Organisation

**Corporate Plan Priority:** Enforcement

**Corporate Plan Action:** *To take a fair and equitable approach to enforcement to positively improve living , working and environmental standards within the district*

Description	Action	Achieved
<b>Performance Measure</b>		
Number of planning enforcement reports received and dealt with.	Full investigations being carried out - site visits – Research etc.	
<p>For October 2015:</p> <p>21 x Complaints were received</p> <p>5 x cases closed of which 2 were historic (pre 2013)</p> <p>2 x S215 notices were served (Land SW of 10 Newgate street Doddington, and dwelling east of Spring, High Road Guyhirn.</p> <p>1 x Planning contravention notice was served (The Ship, Purls Bridge Drove)</p>		

Description	Action	Achieved
<b>Performance Measure</b>		
Business training and information support	Deliver a programme of regulatory training and business support	
<p>In October a Health and Safety Training Course was delivered to 15 local delegates. The course provides basic health and safety advice for smaller and medium sized businesses on their roles and responsibilities. It is a nationally recognised qualification.</p> <p>All 15 delegates provided positive feedback, comments included; well organised, very informative and positive remarks about the trainer.</p> <p>Further training courses will take place in 2016 and business forum is also planned for March 2016.</p>		

**CORPORATE PLAN AREA: Quality Organisation**

**Corporate Plan Priority: Health & Safety**

**Corporate Plan Action: *Maintain effective Health & Safety policies and systems to comply with relevant legislation and local requirements, to ensure the safety and wellbeing of the Council's workforce, stakeholders and the wider community***

<b>Performance Measure</b>		
Continuing provision of health and safety training. Assessing health and safety performance.	Risk assessment training delivered. Health and safety auditing. Provision of health surveillance.	Delivered
<p>Supporting Assets and Projects with Contractor Management Procedures to ensure that our procedures and controls are robust with an audit trail for managing works contracted out on behalf of the Council.</p> <p>Supporting Marine Services with reviewing and updating port management marine risk assessments and procedures to help ensure compliance with the Port Marine Safety Code.</p> <p>Health and safety audit programme continues in line with the 2 yearly audit programme. This is an in-depth assessment of health and safety standards and</p>		

compliance within specific areas. Audit reports contain recommendations where required to address areas where improvements are required.

Health surveillance programme ongoing for 2015/16 for teams requiring this pro-active assessment, with Marine Services recently completed. This is delivered in conjunction with the occupational health nurse to ensure that staff health is monitored and recommendations made where applicable.

Description	Action	Achieved
<b>Performance Measure</b>		
Ensuring that Fenland District Council meets its statutory obligations as required by the Civil Contingencies Act.	Producing / reviewing emergency plans. Conducting training and exercises to validate plans. Working jointing with the Local Resilience Partners on multi-agency planning requirements. Responding to emergencies affecting the district.	Delivered

**Emergency Planning**

On 05/06 November 2015, a joint county wide two day exercise (Exercise Nimbus) was conducted, comprising of the emergency services, local authorities, health organisations and other relevant organisations e.g. Environment Agency. The exercise tested the incident response on day 1 with day 2 on concentrating on the recovery element at various levels of management. This exercise enabled the validation of various emergency plans and joint working response procedures.

The planning requirements of this exercise impacted on all partner organisations, including production of injects and presentations etc.

A full report will be issued by the Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) on the learning outcomes and any actions that are required to be implemented.

Ongoing FDC training and exercising of specific teams (operations centre, incident officers etc) are continuing.