

Cabinet and Business Management Team

Portfolio Holder Briefing Report

June 2016

Cabinet Members



**Councillor
John Clark**
Leader of the Council



**Councillor
Ralph Butcher**
Cabinet Member for
Growth



**Councillor
Mike Cornwell**
Cabinet Member for
Communities



**Councillor
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**Councillor
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**Councillor
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**Councillor
Will Sutton**
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Neighbourhood
Planning



**Councillor
Michelle Tanfield**
Cabinet Member for
Leisure & Young
People



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

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

Business 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)

Business Plan Action: Respond to changing government policy regarding future Welfare Reform announcements and support Job Centre Plus with the roll out of Universal Credits across Fenland from March 2016

Portfolio Holder: Cllr Chris Seaton

Description	Target 16/17	Achieved (in-month only)	Cumulative for 16/17	Variance
Performance Measure				
LPI CS1 Days taken to process Council Tax support – new claims and changes	8 days	8.5	7.5	
LPI CS2 Days taken to process Housing Benefit – new claims and changes	8 days	8.2	7.1	

Performance has improved again this month and all new claims and changes for both Housing Benefit and Council Tax Support are being responded to quicker than our targets, which helps ensure that we give maximum help to our most vulnerable customers.

The Housing Benefit subsidy claim certification process for 2015/16 with Ernst & Young has commenced and for the first time, we have taken responsibility for completing all of the audit workbooks. This will ensure timely completion and intervention on issues identified through our checking of the selected casework samples.

We have received a data scan from the Department of Work & Pensions (DWP) containing details of our customers (approx. 200 households) who could be affected by the changes to the Benefit Cap later this Autumn. We will be writing to them individually to explain what the changes mean to them and how we/they can help their situation.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

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

Portfolio Holder: Cllr Will Sutton

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL1 Total number of private rented properties where positive interventions are taken to address safety and cohesion issues	200	8	11	

At the end of May 3 inspections of new Houses in Multiple Occupation (HMOs) have been completed.

8 complaints about housing conditions were made by tenants occupying privately rented accommodation were responded to 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	3	3
March	0	2
Chatteris	0	1
Whittlesey	0	2
Other villages	0	0

Selective Licensing

The consultation period concluded for the Selective Licensing scheme. 977 responses were received.

As a result of the consultation we will be looking into a number of delivery options and will be arranging a further All Member Seminar, prior to reporting back to Cabinet in the autumn.

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded (April-May)	No of customers satisfied (April-May)	% 16/17	Variance
MPI Number of households very satisfied or satisfied with the services provided by the Housing Options team	100%	90%	28	28	100%	

During May, 15 Surveys were handed out at homeless interviews and 15 were returned highlighting that the client was satisfied or very satisfied with the information and help they received.

The cumulative satisfaction for the current financial year is 28.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

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

Portfolio Holder: Cllr Mike Cornwell

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of DWP customers or eligible referrals within 2016/17 supported at Community House	120	15	15	

After receiving a second year of funding the project recommenced towards the end of April. The number of referrals received is on track according to the project profile as agreed with DWP.

Additionally a group of Community House clients visited the Amey – Waterbeach Waste Education Centre, the purpose being to find out more about what happens

with household waste when it is emptied from their wheelie bins. The visit comprised of a short presentation in the education centre and an opportunity to see the Mechanical Biological Treatment (MBT) Plant. This was followed by a minibus tour of the site to see the in-vessel composting (IVC), the Anaerobic Digestion plant and gas generators, the Construction & Demolition recycling area and the landfill area (each of the pits dug out for land fill are roughly two football pitches deep and each takes 18 months to fill).

The Materials Recycling Facility (MRF) was also visited. The final part of the visit provided an opportunity to discuss job opportunities with Amey's Site Manager and HR Team.

BUSINESS PLAN AREA: **Communities**

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

Business Plan Action: ***Work with partners to develop multi-disciplinary approaches to deliver coordinated interventions for those in need***

Portfolio Holder: **Cllr Mike Cornwell**

Partnership Activity

Multi-Disciplinary Team – Wisbech pilot

Acting on indicators of vulnerability:

This is a county wide project where different district council areas are looking at sharing data relating to residents who need additional support. The query is whether these residents are already known to social care. In the Fenland area we agreed to look at assisted bin collection data.

Cambridgeshire County Council has analysed the data of residents receiving the assisted bin collection service and only 18% are known to their services. This highlights the potential of offering opportunities for residents receiving this service that can further improve their health and help prevent the need for them to access acute services.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support our ageing population and young people

Business 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*

Portfolio Holder: Cllr Mike Cornwell

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of people who attend the Golden Age events	200	71	71	

A Golden Age event at Eastrea Community Centre was held on Wednesday 25th May:

- 71 people attended
- 19 partner organisations attended the venue, alongside free taster chair based exercises and table tennis which was on offer for all to try by the Council team.
- New Vision Fitness spoke to 60 people
- The Council spoke to 10-15 people and arranged 2 home visits relating to the energy improvement of their home.
- Fenland Volunteer Centre came along to promote volunteering opportunities
- Whittlesey Neighbourhood Watch found the event very successful and have 12 people interested in joining Neighbourhood watch
- Whittlesey Queen Street Surgery and Participation Group came along and spoke to 14 recorded patients and spoke to other people, also registered 2 newly registrations online.
- Diabetes UK had a positive afternoon and had 10 positive outcomes
- Breathe Easy Fenland spoke to 30+ to raise awareness of their lung health group, they said it was their best event so far.
- Cambridgeshire Fire Service Volunteers gave out lots of fire safety advice and swapped 8 old electric blankets for new for health & safety reasons
- Trading Standards spoke to about 20 people, information given re "buy with confidence scheme" rogue traders and scams
- Living Sport had a positive afternoon 20 people completed their consultation into their Active All Ages Project
- Everyone Health spoke to 50+ people about health and wellbeing
- Camsight had a successful afternoon who spoke to potential service users who had not heard of their organisation and services and gave out 20 leaflets. 3 people want follow up appointments and also have some potential speakers for our support groups.
- The benefit assessment tool called the "Ferret" found that 2 households could claim an additional £2400 per year between them.

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded	No of customers satisfied	% 16/17	Variance
LPI – CEL2 Customer satisfaction with Golden Age events (Annually)	97%	90%	24	24	100	

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support our ageing population and young people

Business 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*

Portfolio Holder: Cllr Michelle Tanfield

Partnership Activity
<p>East Cambs and Fenland Children and Young People Partnership</p> <p>Cambridgeshire, Peterborough and Norfolk Local Safeguarding Children Boards have shared concerns about being able to get messages to Eastern European migrant families and engage with them, particularly around the identification of safeguarding risks and delivering effective interventions with children and young people.</p> <p>Many of these issues emanate from people working shift work and not having suitable and appropriate people to leave their children with when they go to work.</p> <p>In partnership with the Diverse Communities Forum and in particular the Rosmini Centre work has commenced to develop a babysitting pool of people who have the relevant language, cultural and traditional skills to undertake this work. Things are moving forward in a very positive way and potential people have been identified who can undertake this role. To support this initiative;</p> <ul style="list-style-type: none"> · Relevant safeguarding checks have been completed; · Relevant training has been given; · Information Advice & Guidance has been imparted.

It is hoped that this service will shortly be implemented. In the meantime people who are prepared to foster are also being recruited, as this to has been identified as a need.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote Health & Wellbeing

Business 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

Portfolio Holder: Cllr Michelle Tanfield

Description	Target to May 31 st 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL4 Number of paid visits to our leisure centres	134,041	63,602	145,932	

	April	May	TOTAL
Monthly target	62157	71884	134041
Chatteris	4900	4722	9622
March	17895	15773	33668
Wisbech	27899	17462	45361
Whittlesey	20790	14799	35589
Total all centres	82330	63602	145932

Attendance levels at all New Vision Fitness facilities are currently on track. Improved marketing of the facilities continues to develop with Big Wave media. This year swimming programmes for the summer will be distributed well ahead of time and a fitness membership campaign offer will be going live shortly.

A new email system has been set up to target ex members and prospective members. It is anticipated that campaigns to regain membership will be under way using this medium in late June.

New Vision Fitness Social Media presence continues to be enhanced with daily postings that feature New Vision Fitness, as well as other general health or fitness

related posts. Increasing the number of posts, as well as the breadth of content makes this channel more attractive to potential users and followers – improving the visibility of the brand across Fenland.

Improvements to the New Vision Fitness website are also underway, with revised pages expecting to be made live in late June. Again, this improvement will drive additional traffic and interest in the service. Later in the year on-line membership purchases will be available, along with a mobile app' allowing customers to book their fitness classes online. This development work is underway, with the revised website being a necessary first step.

Description	Target May 31 st 16/17	Achieved	Variance
Performance Measure			
MPI Number of Direct Debit members	2,861	2,861	

	April	May
Target number of Direct Debit members	2800	2861
Total Daytime members	661	595
Total Anytime members	2183	2266
Total Direct Debit members	2844	2861

Despite a reduction in the number of daytime members this month, direct debit memberships remain at the targeted levels.

As detailed above, a membership campaign is going live in June to generate additional memberships using a mixture of social media / web / print media and emails. The new campaign will drive all potential members to the New Vision Fitness Website where members can access an offer by filling out a form. This will ensure effective data capture and an effective understanding of the impact of the campaign.

Project

Active Fenland

The Active Fenland project is nearing the end of the first year. More than 23,000 visits to 37 separate weekly activities set up by the scheme have been recorded. As well as

attracting the general population, the scheme has included work with Home Education groups, as well as a link to the national Sport England campaign This Girl Can.

Year 2 will see additional activities added to the project including walking cricket and boxing.

Key learning points to be taken into year two include improved marketing and promotion of the scheme and the Active Fenland brand, as well as a more robust measurement and evaluation framework.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing

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

Portfolio Holder: Cllr Mike Cornwell

Partnership Activity

Fenland Health & Wellbeing Partnership Update

Dementia Action Alliance launch

During May Fenland's Dementia Action Alliance (DAA) was formally launched. The launch took place at March Library during Dementia Awareness Week itself.

Fenland's DAA is a partnership of many organisations, local businesses and volunteers including FDC, Lloyds Bank, Circle Housing, Cambridgeshire Police, Care Network, Cambridgeshire Public Health, Alzheimer's Society, Wisbech Community Development Trust and the Rotary Club of Wisbech.

In May a Chairman was elected for the Alliance, Chris Mackett who is member of the Rotary Club of Wisbech.

The Fenland DAA aims to:

- Increase numbers of Dementia Friends and Dementia Champions across Fenland
- Establish a membership representative of the broad geography of Fenland
- Work towards creating a Dementia Friendly Community in Fenland by Dementia Awareness Week 2017
- Promote the voice of people affected by dementia

The website for the Alliance can be accessed here:

http://www.dementiaaction.org.uk/local_alliances/16696_fenland_dementia_action_alliance

FDC Staff Health Checks

Everyone Health, who are commissioned by Public Health Services to undertake health interventions in Fenland, spent two days completing NHS health checks with FDC staff.

Health Checks provide each individual with a personal plan to maintain or improve their own health and wellbeing. The health check will identify any future health risks, such as diabetes for example and offer changes to ensure risks are reduced.

The two days were spent at The Base where 30 members of staff from environmental services were seen.

Exercise Referral Performance Summary 2015/16

	2015/16
Number of Referrals	157
Number of Completions	141
Completion Rate %	90%
Total number of leisure centre visits	1092
Income Generated by scheme	£15,184
% of clients increase in 'Well Being' rating	85%
Number of Members Joining direct debit Membership following Referral completion (Generating approximately £2,335 in fees)	48
Health Professionals registered to refer to scheme	240
TOP 3 REASONS FOR REFERRAL	1. Obesity 2. Muscular-Skeletal 3. Cardiac issues

The revisions to the exercise referral scheme that were put into place two years ago continue to prove worthwhile with a high proportion of those undertaking the 12 week scheme completing it. Furthermore, 85% of clients are reporting an increase in their feeling of wellbeing.

In 2016 it is anticipated that the scheme will become more robust with the introduction of a monitoring scheme utilising SMS texting to encourage clients to attend regularly. Should this increase visitor numbers (and income levels) then the monitoring scheme will be expanded to include a health professional referral module. This would allow health professionals to securely refer clients online. This would be expected to increase the number of referrals whilst maintaining the current high completion rate, increasing income for the service overall. The scheme allows daytime use when the

gyms are less busy than in the evenings.

Partnership meeting

The next Health and Wellbeing Partnership meeting will take place on Tuesday 12th July 2016 at 2.30pm at Fenland Hall.

Portfolio Holder:

Cllr Mike Cornwell

Partnership Activity

Wisbech Alcohol Project

During May 2016 the Wisbech Alcohol Project group delivered a focussed day of community engagement to raise awareness of alcohol misuse and harm to all and to provide advice and guidance to any vulnerable and at risk members of the community. The event also provided the opportunity to promote to the local community 'OneYou' campaign which is organised by Public Health England.

The engagement event was delivered in partnership with officers from Fenland District Council, Cambridgeshire County Council Drug and Alcohol Team (DAAT), Cambridgeshire Child and Adolescent Substance Use Service (CASUS) and a manager and treatment nurse from Inclusion (local alcohol treatment provider).

The event was held at the Wisbech Tesco Extra store who kindly allowed partners to deliver engagement directly from their local premises. The event allowed officers to provide self IBA (Alcohol Identification and Brief Advice) to nearly 400 members of the local community visiting the store during the day. Through the day a small number of high risk and vulnerable persons declared themselves to officers through discussions and were able to receive further additional support via the local Inclusion officers.

The engagement team also sent a couple of officers during the early afternoon to March and delivered alcohol related support materials to various public facing locations. The engagement officers also attended a local Housing Association provider in the town that supports single homeless individuals that require dedicated support.

The alcohol project team continue to make use of focussed multi agency community engagement days to promote key alcohol health messages to the local community in high risk areas. Further events will be arranged for throughout the year to support the work and the delivery of the alcohol action plan which supports both the Fenland Community Safety Partnership and the Fenland Health and Wellbeing Partnership in addressing alcohol risk and harm.

Portfolio Holder: Cllr Peter Murphy

Project
Action on Energy Conservation
<p>There are now more than one hundred energy saving installations in the Fenland area with many more yet to be installed.</p> <p>June will see the first installations of fully funded measures to the homes of families and individuals living in fuel poverty. One of these installations will be to a 'Park Home' type of dwelling, a type of property that is increasingly common in Fenland and is usually indicative of poor insulation due to the way they are constructed, which puts their occupants at high risk of developing or exacerbating potentially life threatening cold related illnesses.</p> <p>During June, which is the final month in which applications for grant funded installations can be submitted; the project will focus on publicising the scheme further with private landlords as this tenure are under-represented and potentially represent a sector of our communities who are in fuel poverty.</p> <p>Landlords that have participated in the scheme are very pleased with the results, giving them attractive properties that are better for tenants to live in and are compliant with future legislative requirements to guard against housing risks to the wellbeing of occupants.</p>

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing

Business Plan Action: *Work with local commissioning 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*

Portfolio Holder: Cllr Will Sutton

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of homes adapted to	70	11	17	

assist vulnerable and disabled residents to remain in their home														
<p>Through this scheme The Council provides adaptation works for elderly and disabled home owners and tenants to remain safe, secure and protected in their own homes. At the end of May 16, The Council has assisted 17 households with adaptation works.</p> <p>The geographical spread is as follows:</p> <table> <tr> <td>Wisbech</td> <td>5</td> </tr> <tr> <td>March</td> <td>6</td> </tr> <tr> <td>Chatteris</td> <td>0</td> </tr> <tr> <td>Whittlesey</td> <td>2</td> </tr> <tr> <td>Other villages</td> <td>4</td> </tr> </table>					Wisbech	5	March	6	Chatteris	0	Whittlesey	2	Other villages	4
Wisbech	5													
March	6													
Chatteris	0													
Whittlesey	2													
Other villages	4													

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded (April-May)	No of customers satisfied (April-May Month)	% 16/17	Variance
Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt their property made their life easier (1 year on survey)	100%	90%	3	3	100	

2 new clients responded to the survey in May 16 for this performance measure.

3 surveys have been completed for the financial year and all of the clients surveys have been wholly positive resulting in a cumulative score of 100%.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 16/17	Achieved April 16	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL8 % of collected household waste diverted from landfill (recycled and composted)	51%	53%	53%	

Collected Waste results from April

The confirmed figures show that the refuse and recycling team collected more than 3,400 tonnes of waste from households in April. Even though it was early in the growing season, more than 1,000 tonnes of this was garden waste with 739 tonnes of blue bin recycling.

Tonnes of Collected Household Waste

	Apr 16
Dry Recycling (Blue Bin)	739
Compost (Brown Bin)	1,066
Residual Waste (Green Bin)	1,613
Overall tonnage	3,418
Dry Recycling %	22%
Compost %	31%
Dry Recycling & Compost Total %	53%

The waste from customers' normal waste (green) bins is transported by the County Council to Waterbeach where it undergoes a 7 week [biological treatment process](#) prior to being landfilled. This process is designed to remove the organic waste and reduces the amount landfilled by up to 50%. As a result, from the waste delivered by Fenland customers, we can see that only around 25-30% is realistically sent for landfill.

For April this can be estimated to of been around 900 tonnes landfilled from the total of 3,400 tonnes collected.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI % missed bins collected the next working day	92%	88%	91%	

Missed Collections May

	May 16	Year to Date
Missed Collections Reported	356	743
Collected next working day	314	677
Percentage	88%	91%

The total number of collections reported as missed is higher than we would prefer, but the response rate remains on target and teams are focussing on the quality of their work as an important productivity measure.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI % of waste collections performed on allotted day	99.8%	100%	100%	

During May, with the exception of 40 properties on 1 day, the crews completed all of their work on the scheduled day. Given the number of collections performed each month, this small number does not have an impact on the performance measure and it remains at 100%.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Maximise the value of materials collected for recycling

Portfolio Holder: Cllr Peter Murphy

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Income generated through recycling materials	£350,000	£26,500	£26,500	
<p>Recycling materials continue to have lower than average re-sale values and as such the income share from the Cambridgeshire and Peterborough contract with AmeyCepsa of Waterbeach is not currently returning any income.</p> <p>The County Council provide recycling credit payments for each tonne of material that is diverted away from their treatment and landfill processes. The credit paid is less than the amount it costs per tonne to treat and dispose of waste.</p> <p>As a result, both the County Council and Fenland save money for each tonne of material moved from the residual (green) bin over to the recycling (blue) bin.</p>				

BUSINESS PLAN AREA: Environment

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

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

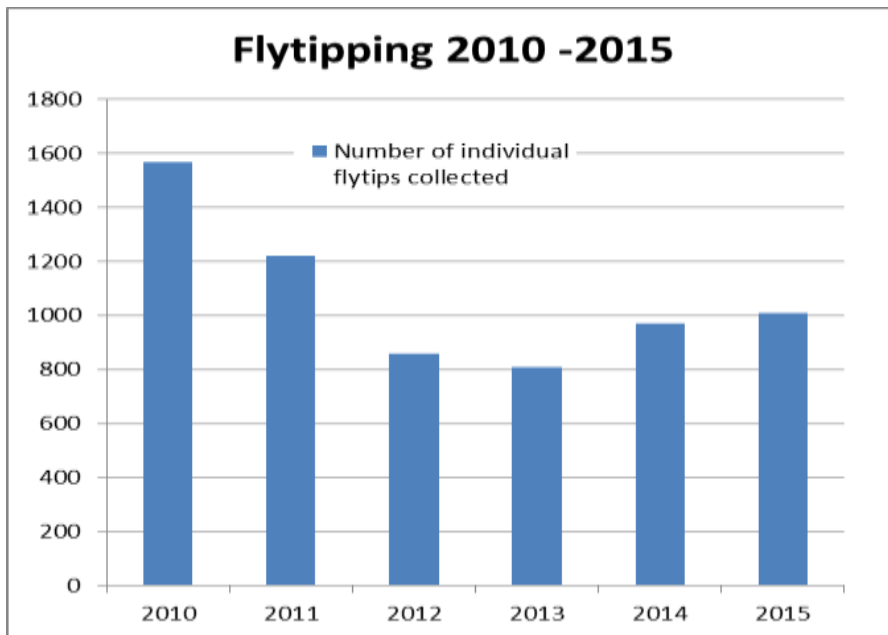
Portfolio Holder: Cllr Peter Murphy

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	96%	96%	

The rapid response team deal with public requests for the removal of a range of environmental issues, such as fly-tipping, graffiti, litter, dog fouling, broken glass, asbestos or needle finds. These they endeavour to attend to the same or next day.

Performance for May	Received	Responded to same or next day	Percentage
Chatteris	13	13	100%
March	18	17	94%
Villages	31	30	97%
Whittlesey	12	11	92%
Wisbech	68	66	97%
Overall Monthly %	142	137	96%

On a monthly basis the levels of fly-tipping are monitored to evaluate trends and inform resource and enforcement approaches. The graph shows that fly-tipping over the past 5 years has reduced overall and the monitoring shows that fly-tipping varies dramatically month by month demonstrating few patterns.



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Description	Target 16/17	Achieved May 16	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	90%	95%	97%	

Cleansing Standard Inspections for May

	Inspections Completed	No. Met Standard	%
Chatteris	30	25	83%
March	30	30	100%
Whittlesey	30	30	100%
Wisbech	30	29	97%
Total	120	114	95%

The overall standard of cleansing as measured by the Street Scene Team in their regular assessments of litter, fly-posting and graffiti remains high.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Work with key stakeholders to deliver an advanced waste partnership in Cambridgeshire and Peterborough

Portfolio Holder: Cllr Peter Murphy

Project

Recap Board Revision of Waste Strategy

The Recap Board have made it their priority to refresh the existing waste policy for Cambridgeshire and Peterborough.

This process could take several months to complete and will be brought back to Council for final approval.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Develop a business case for implementation regarding a self-funding garden waste service

Portfolio Holder: Cllr Peter Murphy

Project
<p>Public Consultation for Garden Waste</p> <p>Cabinet approved the public consultation for garden waste at their May meeting. Customers will receive the consultation documents during the end of June and have until the end of July to respond.</p> <p>A specific webpage has been set up detailing the proposed Garden Waste Service along with a link to the online consultation form.</p> <p>Customers will have the choice of completing the paper form and returning it or going on-line to complete the feedback form there and then.</p> <p>The results of the survey will form part of the report for Cabinet in relation to the new service in the Autumn.</p>

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy & Cllr David Oliver

Project
Streets Ahead Enforcement Project Update
Having 2 full-time equivalent agency compliance officers in place has enabled the backlog of cases to be addressed, along with the priority cases of unauthorised development and those where there is significant harm arising.

Portfolio Holder: Cllr David Oliver

Project
Support the Council's programme to improve and enhance the dilapidated Wisbech Town Centre buildings
Following the submission and approval of a successful Wisbech High Street Townscape Heritage 1 st round bid, determination of the 2 nd round submission will be undertaken by the Heritage Lottery Fund on the 23 rd June 2016.

Portfolio Holder:

Cllr Simon King & Cllr Ralph Butcher

Project

Manage the operation and maintain FDC-owned public car parks

A number of routine repair and maintenance works were undertaken in several of FDC owned Car Parks throughout the District in the month of May to include fencing repairs in Chapel Road Car Park, Wisbech and Re-lining the Furrowfields Car Park in Chatteris.

Further routine repairs and maintenance are planned for June in both Church Lane and Church Terrace car parks.

Portfolio Holder:

Cllr Peter Murphy

Project

Manage and maintain highway related assets and infrastructure (street furniture, bus shelters, etc)

A number of repairs and replacement works were undertaken in the month of May to various FDC highway related assets to include:

- Installation of 24 new Street Name Plates at various locations
- Replacement of two seats in City Road, March
- Installation of new access gates Whittlesey
- Repainting of FDC Cycle Shelter in Horsefair
- Repair of FDC seat Grosvenor Road Whittlesey
- Repainting of FDC seats in Chatteris (works on-going)

Portfolio Holder:

Cllr Simon King

Project

Manage and maintain district, parish and Roddons' street lighting

A number of routine repairs and maintenance operations were undertaken in the month of May under the FDC Balfour Beatty street lighting contract including the rectification of numerous faults to both FDC and Parish street lighting apparatus.

Furthermore orders were placed to straighten several leaning street lights and replace damaged compartment doors.

BUSINESS PLAN AREA: Environment

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

Business 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**

Portfolio Holder:

Cllr Peter Murphy

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Memorial inspections completed	5,000	346	683	

This month we have carried out inspections in Mount Pleasant, Tillery, Elm and Eastwood Cemeteries. Out of the 346 inspections 7 were found to be unsafe.

The Streetscene Team allocate approximately 2 days a week to checking memorial safety.

Re-inspections of medium risk memorials are also being undertaken but are not included in the results above.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Hours spent on active town patrol	4000	434	804	

Broken down into towns as follows:

Chatteris: 74
Whittlesey: 71
March: 92
Wisbech: 182
Rural: 15

This month the team have dealt with:

- 33 matters relating to dogs, such as fouling reports & prevention work.
- 10 nuisance vehicles and 12 abandoned vehicles. 3 were removed by FDC 2 by insurance companies and 2 by the DVLA.
- 58 matters relating to our open spaces.
- 8 matters relating to high hedge/foilage complaints
- 4 service request for Assets, collapsed drains, broken bollards and street name plates
- 36 cleansing requests, relating to litter picks, bins overflowing, sweeping requests, graffiti, toilets, syringes and broken glass.
- 1 issue relating to fly grazing on council land.
- Removed approximately 90 fly posters from in and around Fenland
- 22 reports to Highways regarding highways issues
- 12 matters relating to refuse queries.
- 9 reports to Circle Housing for issues relating to their land and properties.
- 19 general street scene issues ranging from rough sleepers, trollies & general enquiries.

Project

Progress against planned enforcement campaigns targeting dog fouling, litter and parking

The total number of Fly tipping instances recorded for May is 70. This, broken down into areas, is as follows:

Chatteris - 3
March - 13
Whittlesey - 2
Wisbech - 22

Villages – 30

Total – 70

Items fly tipped this month were mainly household and vehicle related waste. There are currently 2 cases where evidence was present, these are being fully investigated and may lead to formal action for fly tipping offences. These relate to incidents at Stocking Drove and Cross Drove, Gorefield.

Duty of Care - Business visits are continuing with a focus on checking trade waste compliance. Whilst in the main businesses in Fenland are acting within the law Officers have taken action where this has been found to not be the case.

- 2 businesses in Norfolk Street Wisbech are having a detrimental effect on the local amenity. This month a food business in Norfolk Street has been served with a Fixed Penalty Notice for failing to have the correct waste containment arrangements in place. Despite Officers giving advice and serving a warning notice waste was still spilling onto the highway.
- The owners of a second food business are being investigated for further waste offences. This is despite already being issued with, and paying, a £100 penalty notice. Despite Officers attempts to gain compliance waste is still be dumped in domestic bins. A formal interview is the next part in our enforcement process.
- A business in Whittlesey has been served a notice for failing to produce waste transfer notes for their oil. A follow up visit is scheduled after 14 days to produce documents.

Littering - 1 Fixed penalty notice for littering has been issued for a littering offence in March

Parking – 1 Fixed Penalty Notice has been issued to a vehicle which was parked in a disabled bay not displaying a blue badge.

Take the Lead Campaign -Monday 23rd May saw the launch of the Council's new Take the Lead initiative at Furrowfields open space in Chatteris. The campaign which calls the public to join us in the fight against those who choose to spoil our local areas saw media coverage promote the initiative. This aired on BBC Radio Cambridge on Friday 27 May.

Already 10 members of the public have signed up to assist the Council with information and feedback about community environmental issues. Further events will take place in March, Whittlesey and Wisbech and some of the more affected villages. Winners of the recent Wisbech schools poster competition will be presented with their free swim vouchers on the 10th June. The winning designs will be placed around the town promoting our message of responsible dog ownership.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Ensure properly maintained open spaces, in partnership with ISS World and community groups such as Street Pride, In Bloom and 'Friends Of' groups

Portfolio Holder: Cllr Peter Murphy

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	16	42	

16 events were held this month by community groups to improve the environment. As well as regular work parties, this month saw special events including:

On 7th May, Parson Drove Street Pride group worked in partnership with Froglife to hold a wildlife workshop aimed at encouraging individuals, such as gardeners and allotment holders to make changes in their own garden or plot to encourage wildlife.

Participants learnt ways to help creatures like frogs, toads, newts and other amphibians flourish. They were split up into several groups; each of which were given a different scenario and were tasked with designing a garden or other green space that would be wildlife-friendly. The activity was followed by a talk at the village pond, which the group have enhanced over the years.

Project

Progress against Street Pride plan:

- Priority 1: 'helping groups work together / grant funding'
- Priority 2: 'Support for groups by varied Council services'
- Priority 3: 'Increased partnership working'
- Priority 4: 'Opportunities to involve more young people'
- Priority 5: 'Increasing sustainability and resilience'

This month activities were recognised under step 3 – working with partners.

On May 4th March Town Street Pride put on their In Bloom hats and got planting for

summer. Early May saw troughs removed from the town centre in readiness for planting up with summer bedding. Local business CUB and staff from Amey Cespa joined forces with the group to help plant up a number of troughs, 3 tier planters and hanging baskets ready to be put back out into the town centre the first week in June.

On 17th May, Newton Street Pride group held an 'official opening' ceremony of the bus shelter they have recently painted and plastered with children's painted pottery. The group worked in partnership with pupils from Kinderley Primary School to brighten up the bus shelter for the whole community to enjoy. Both events were great partnership projects encouraging members of the community to take pride in where they live.

Project

In Bloom Awards

On Saturday 21st May, Chatteris in Bloom unveiled the planter they have made in memory of Ormond Connolly, founder member of the in bloom group who sadly passed away. The planter is a replica of a train that used to pass through Chatteris and featured in one of Ormond's works of art.

Around 70 people attended the unveiling, including current and past In Bloom members, Ormond's family and local residents. Many people were involved in the making of the train and installing it on site, two businesses to mention are Metalcraft who made the boiler and FACET who completed the wood aspects.

The planter is an excellent way to remember Ormond and the community's reaction has been great.

Project

Grounds Maintenance Contract Update

Summer 2016 is proving a challenging period for the Council's contractor, ISS World. Growing conditions across the UK are proving favourable, and Members may have noticed the rate of grass and plant growth in their own gardens being very high this year.

Grass is growing rapidly across the District, along with weeds in the Council's shrub beds. The open spaces manager is working closely with the contractor to maintain our open spaces at the contract specification, and finding a swift resolution with the contractor where this has not been possible. The Contractor has brought in additional

equipment and is seeking additional staff to bring all areas back within the specification.

An additional complication this year is the separation of Roddons grounds maintenance work from the FDC contract. Roddons appear to have some issues keeping their grounds maintained to standards achieved during the previous contract, and customers are reporting this to FDC thinking that it is the Council's responsibility. Many of the complaints being received by the Council are Roddons issues and not an FDC managed site.

Project

Whitemill Coldham / Glassmoor and Ransonmoor updates

Bids are now being accepted for community projects by all three wind turbine section 106 funds. Groups from the following areas are being urged to apply for funding towards projects that will have an environmental benefit: Elm, Friday Bridge, Coldham, Rings End, Wimblington, Doddington, Benwick, Eastrea, Coates, Whittlesey, Pondersbridge and Ramsey Mereside.

More information about the funds, including closing dates for applications has been made available at: www.fenland.gov.uk/grants

BUSINESS PLAN AREA: Environment

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

Business 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

Portfolio Holder: Cllr Peter Murphy

Project

Four Seasons Events

Preparations are well under way for Chatteris festival which will take place on Saturday 25th June and Sunday 26th June at Furrowfields recreation ground. Exciting new attractions this year include many activities in the theme of the Rio Olympics including, cycling, archery, Krash football and rowing. There will be even more children's activities too including a Ferris wheel and soft play house all new this year.

Last year saw a fantastic turn out of over 3,000 people across the weekend and we hope to attract a similar number again this year, starting with the parade at 11am on Saturday. This four season event and its enthusiastic community group is also supported by the town council.

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded (April - May)	No of customers satisfied (April-May)	% 16/17	Variance
LPI CEL12 % of those asked who are satisfied with FDC's events	99%	90%	68	68	94%	

The next community event takes place in June and feedback will be reported in July.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr David Oliver

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	206	415	

During May 2016 the Council was able to respond and detect 206 incidents of crime and disorder, including anti social behaviour, compared to 213 incidents during

May2015. This highlights a small reduction for May compared to last year comparable data.

A breakdown of incidents by town:

Chatteris = 14
 March = 39
 Whittlesey = 9
 Wisbech =144

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of positive outcomes as a result of CCTV intervention	250	35	76	

During May 2016 the Council was able to achieve 35 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This included arrests for alcohol related violence, theft, shoplifting and drink driving.

Positive outcomes achieved:

Arrests (CCTV led) =12
 Assisted arrests = 6
 Fixed Penalty Notices (CCTV led) = 2
 Assisted FPN's / warnings = 14

Here is one example of an incident detected and the positive outcome achieved through the use of the Council team.

The Council team during the early hours observes 7 persons fighting in Wisbech town centre; one male is seen to be knocked unconscious and laying on the roadside. The Council team immediately informs Police Control and provides live images and continual radio updates.

Local Police officers attend and are directed to the males observed being violent. The injured male also receives medical treatment at the scene by Paramedics. As a result of Council intervention through the use of CCTV, 3 males were successfully arrested for affray, thereby helping to reduce violent crime within our town centres.

Cambridgeshire Constabulary promoted this successful partnership approach in responding to detected crimes and incidents through their local social media pages.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of FDC ASB cases where positive action is taken	95%	100%	100%	
<p>12 cases since 01/04/16 reported to FDC All cases initial response to complainant met relevant risk timescales 6 cases currently open and on-going to the team</p> <p>Case study</p> <p>A complaint with a focus on nuisance neighbours in the form of dogs barking, verbal abuse and general hostility between families.</p> <p>The complainant was called within 2 days to go through the risk assessment and understand the pattern of behaviour. Log sheets were sent, an e-cins case created and the EHO team tasked for intel and support in regards to the dog barking.</p> <p>A follow up call was conducted 9 working days after the initial call and the dog noise has ceased. The complainant has not returned log sheets since or attempted to make contact to a closure letter was sent and the case closed. On this occasion no more intervention between families was needed, however it is not unlikely the issues will occur again and it will be at this point we can look at Restorative Solutions to help resolve the disputes.</p>				

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of Safety Zone Events	3	1	1	
<p>Over 160 year 5 students attended Whittlesey Safety Zone on the 23rd and 24th May. They participated in six scenarios covering all aspects of safety including road, fire, animal and water safety. The teachers who accompanied the students said that it was one of the best events they had been to, mainly due to the scenarios being more interactive and each activity having slightly longer than at previous events. At the end of each session we asked the students to indicate which activity they enjoyed the most, and whether they thought the session was fabulous, average or rubbish. Each student was given two stickers and asked to place one on the image which best represented their thoughts on the whole session, with 'happy' being a green smiley face, 'average' an orange and red an 'unhappy' face. They were then asked to put a sticker on the activity they enjoyed most. This proved to be very popular with the students and will be continued at future Safety Zone events. Of the 160 students, 153 were happy with the event, and only 5 thought the event was OK. The most popular</p>				

activity was very close between anti-social behaviour, fire safety and dog safety, with fire safety just finishing ahead.

Partnership Activity

Community Safety Partnership

Domestic Homicide Review (DHR)

The Fenland Community Safety Partnership has been asked to consider a DHR for an incident that occurred in late April. A DHR is a review of how all partners engaged with a family where there has been allegations of domestic violence that has tragically led to an alleged murder.

Following consultation with Community Safety partners it is felt the criteria for a DHR has been met and should take place.

Information has been shared with the Home Office and an independent chair and Review group is being set up within one month of receipt of the DHR request from the Police.

The review will determine if there are any lessons to be learnt from the engagement that took place that can be shared to improve partnership working in tackling domestic abuse.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Mike Cornwell

Partnership Activity

Fenland Diverse Communities Forum

Operation Padshaw

This is a joint action with the Police, and is running from mid-May through to the End of June 2016.

As at the end of January 2016, Wisbech was highlighted to be the second least integrated town in the UK. There was extensive TV and press coverage at the time, although local people could not recognise the way the town was being described as the place where they live.

With the current level of interest in Wisbech due to the EU referendum it was felt coordinated activity was needed to ensure any tensions could be quickly addressed

The Operation was put in place and its main aim is to offer/ give public reassurance.

On a daily basis local Police Officers patrol specific areas within the Town centre area, and close by such as the Town Park, Tillery Park, Waterlees play park. They are high visible patrols, double crewed and are solely for reassurance, and engagement. A report sheet is completed by the Officers and then data base updated.

Community tension reporting is collated by the Council, mainly from reports from community hubs and members of the community.

All our results are then fed back and if any action is needed e.g. to address misinformation when this occurs.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Attract new businesses and jobs, and support existing businesses in Fenland

Business Plan Action: *Work with Opportunity Peterborough to deliver outcomes related to the Economic Development Strategy, including targeting new investment in key growth sectors*

Portfolio Holder: Cllr Ralph Butcher

Project

Economic Development Strategy

During May the Fenland Business Survey was concluded, offering Fenland-based businesses the opportunity to offer their opinions on the local economy, business support, employment, recruitment and barriers to growth. The survey, responded to by 76 respondents also provided a valuable insight into the sector, size, activities and performance of those enterprises.

The details and results of the survey are currently being assessed and will be used to inform how FDC can best support the needs of local businesses.

In addition to the Business Survey, Opportunity Peterborough have also produced an Intelligence Report, which reviews and analyses key statistical data regarding business sector, activity, size, skills, employment and population statistics.

Both the Intelligence Report & Business Survey will be used to develop an Economic Development Plan to ensure the effective use of resources, improved engagement with businesses in Fenland and to develop a greater appeal to encourage inward investment.

BUSINESS PLAN AREA: Economy

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

Business Plan Action: Provide and facilitate proactive business support, along with our partners, to encourage business growth and develop higher skills

Portfolio Holder: Cllr Ralph Butcher

Project

Fenland Business Engagement & Profile Enhancement

The Council has introduced a business contact form to capture all enquiries received. This has been rolled out across the teams to ensure that all enquiries received are monitored and acted upon efficiently.

Project

Business Ambassadors

A proposal has been developed to create a network of Economic Development Ambassadors to support the business community and to develop a wealth of business experience and knowledge by capturing the valuable interactions that existing teams within the council have with Fenland businesses.

The Business Ambassadors initiative will enable an effective referral and signposting service to ensure that businesses are given the right advice at the right time and will help the Economic Development Team and the wider Council align services and resources more effectively.

Project

Connecting Cambridgeshire – Superfast Broadband

The Connecting Cambridgeshire programme has successfully delivered the first phase

of the superfast fibre broadband rollout and has announced further phases to ensure no community misses out. The programme is working with BT and Open Reach to find the best solutions to connect as many homes and businesses as possible with high speed fibre broadband.

Phase One

Fibre broadband access delivered to over 100,000 homes and businesses across the county - that would not have been able to get it otherwise (exceeded 97,000 target). More than 93% of premises can now subscribe to fibre broadband – the roll-out is on track to reach at least 95% by the end of 2017, and making plans for the final '5%' High take-up is averaging over 33% with over 50% upgrading in some rural villages - among the highest in the country due to strong community engagement.

Fenland District Area

- 13,900 homes and businesses that would not have been able to get it otherwise can upgrade to high speed fibre broadband
- More commercial coverage than in other parts of the county including BT and Virgin Media – around March, Wisbech and Chatteris.
- Take-up in some Fenland areas is lower than average – below 20% in March West, Clarkson, Medworth, Peckover (Wisbech) , Wenneye (Chatteris) wards reflecting economic deprivation.

The Council will work with Connecting Cambridgeshire to jointly improve take up and cover poor coverage areas in Fenland

- Wards with higher take up include: Benwick, Coates and Eastrea (43%)
Doddington and Wimblington (36%) and Elm and Christchurch (28%)

Phase Two

Extending fibre network to 6,000 more properties in harder to reach areas – spring 2016 to summer 2017 – to deliver superfast broadband to at least 95% of premises, using additional Government funding and BT investment to prioritise community clusters. There is more work to do to bring fibre broadband to premises in areas that are harder to reach, or where there are speed, coverage or ordering and capacity issues:

Fenland District Area

704 more premises in Fenland in Phase 2 – 60% already covered. Most of the remaining premises are in March (36%), some in Elm, Whittlesey and Wisbech.

Areas with known speed and coverage issues being investigated by BT:
Coldham (Elm), Parson Drove, Gorefield, Friday bridge, Elm, Benwick – EO lines – change request raised, Tydd St Giles – cross border cabinet in Lincs – change request raised

Phase Three

Planning has started to close the gaps and reduce the 'final 5%' by 2020 to ensure no community misses out – however, these premises are more geographically dispersed, so harder to reach requiring more costly solutions.

This will be funded through the reinvestment of BT gain-share £5.3million – clawback as result of the high take up over 20% + underspend on phase 1 delivery.

Business support in Fenland

In Fenland, Government and EU funded business schemes have helped businesses to improve broadband connections, buy technology and gain digital skills, including: Destination Digital business support scheme (ERDF funded) – 23 Fenland businesses received grants for digital products and services, and training.

DCMS Connection Vouchers scheme – low number of Fenland businesses applied despite widespread promotion

Women and Broadband schemes – funded by the Government Equalities Office – e.g. Penelope Club - Wisbech women’s business network

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure (LPI BE5)				
Number of Social Media followers	450	20	415	

As a measure of business engagement the Council maintains a business following via Twitter @fenlandbusiness.

The Council is proactively working on its social media advertising to link with businesses to improve business intelligence and engagement. Regular social media updates are being delivered to support this.

Project

Inward Investment enquiries & referrals

We have received an enquiry from a business looking to relocate to Chatteris, which currently employs nine people. The company specialises in Consultancy, training and IT related services tailored to Education providers across Cambridgeshire, Northamptonshire, Lincolnshire, Bedfordshire, Norfolk and Suffolk. These include primary, secondary, academies, pupil referral units, nursery and special needs schools.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure LPI (BE4)				
Number of inward investment enquiries handled p.a.	20	1	3	
<p>As a measure of successful contact and greater awareness, the Council records inward investment enquiries and referrals from other businesses, agencies and business support organisations.</p> <p>Inward investment enquiries are those where the business originates from outside of the District and who is looking to establish a presence within the area, either via premises, recruitment or business activities.</p>				

BUSINESS PLAN AREA: Economy

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

Business 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

Portfolio Holder: Cllr Ralph Butcher

Project
LEP Engagement & Funding Activity
<p>The Council has submitted various bid proposals to the LEP round 3 of the Growth Deal Programme. These include transport access schemes in Wisbech and March, rail improvements to stations in Fenland, Wisbech Enterprise Park and proposals to progress the development of masterplans for all the broad concept areas in the Local Plan.</p>

BUSINESS PLAN AREA: Economy

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

Business 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

Portfolio Holder: Cllr Ralph Butcher

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI BE1 % occupancy of Business Premises Estate	82%	81%		
<p>During May we had 9 enquires coming through to the team in relation to Business Premises, four of which were followed up with viewings.</p> <p>A newly formed Business moved into South Fens at the beginning of the month, we were able to offer this customer start up advice via our economic Development team which was well received.</p> <p>A new tenant has moved into the newly converted office accommodation space formerly occupied by Marine services.</p> <p>Building work has commenced at the Boathouse Business Centre to join two offices for a tenant who is growing their business, the works will be funded by the tenant via a claw back in the Lease.</p>				

Description	Baseline	Target 16/17	No of customer surveys completed questioned (Month - Month 16/17)	No of customers satisfied (Month - Month 16/17)	% 16/17	Variance
Performance Measure LPI (BE3)						
% conference customer satisfaction with our Business Centres	0		9	100%		
<p>We provide all of our conference facility bookings with a feedback from, this month</p>						

we received nine back.

All of the feedback received complimented the team on our excellent communication skills, other positive comments centred around:

- Excellent presentation of the room
- Great customer service

BUSINESS PLAN AREA: **Economy**

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

Business 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***

Portfolio Holder: **Cllr Ralph Butcher**

Project

Nene Waterfront Project

Officers are considering the approach adopted by colleagues at the Borough Council of King's Lynn & West Norfolk. In a bid to kick start development West Norfolk Council appointed a national developer as contractor and chose to adopt the developer role themselves. Officers are currently exploring whether such an approach could be adopted at the Nene Waterfront and other FDC development sites.

Development of Lot 3, the former gas works site, continues to make great progress. The 24 social houses have been 'called down' and the freehold interest transferred to the developer. These units will be transferred Circle Housing in October. In anticipation of these transfers the developer has pressed forward with the construction of the remaining 46 market houses and has made significant progress already.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Ralph Butcher

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI EC7 % occupancy of Wisbech Yacht Harbour	87%	80%	84%	
<p>A total of seven vessels joined the Yacht Harbour throughout May, consisting of three Rigid inflatables used for recreational fishing, one Dutch barge and one narrow boat. A total of three fishing vessels used the facility for annual repairs. Overall a very busy period.</p>				

Description	Target 16/17	Achieved May 16	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of boat lift operations at Wisbech Port	290	34	66	
MPI Number of vessel lifts	150	23	43	
<p>May 2016 was another very busy month with all different vessels using the yard. This was made up of 11 leisure vessels, 10 Fishing vessels from Kings Lynn, and 2 of the ports craft were lifted.</p> <p>This also included one of the longest Dutch barges that the hoist has ever lifted – pictured below.</p>				



Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
Total Number of ships to Nene ports	250	20	39	
Port Sutton Bridge Ship Numbers	210	16	30	
Gross Tonnage to Port Sutton Bridge GT	343,218	31,104	56,205	
Wisbech Ship Numbers	40	4	9	
Gross tonnage to Wisbech GT	77,686	7,190	14,729	

Port Sutton Bridge (PSB) – came in just above target for May with ship numbers and gross tonnage. Dong Energy are currently using PSB as the main mobilisation point for the Race Bank cable landings, this has also increased the number of acts of pilotage although not reported in the above figures.

Port of Wisbech (POW) – exceeded targets for May with both ship numbers and gross tonnage, timber was the main import with two shipments of scrap metal to Spain.

Project

Race Bank Offshore Wind Farm development – DONG Energy

Below is the trenching machine Sunfish, purpose built for this section of cables throughout the Wisbech Harbour authority area. Total cost for this machine was £10million



View from the sea defence at Sutton Bridge of the work barges and tugs positioning the cable laying barge into position. Throughout May there was a total of 24 acts of pilotage carried out for Dong Energy, this brought in additional income of £12k for pilotage.



Project

Sutton Bridge Marina – Commercial & Leisure Moorings

Works to install the private power supply cable for the Cross Keys Marina at Sutton Bridge commenced at the end of April and were completed in May by the principal contractor for the construction contract 'Drake Towage'.

The main construction works for the installation of the £900,000 commercial and leisure marina being delivered in partnership with Lincolnshire County Council and Eastern IFCA commence at the beginning of June and will be on-going until September.

It is anticipated that the leisure moorings will cater for up to 20 boats (a combination of those owned by local boaters and visiting craft), whilst the commercial moorings will ensure that both the FDC Nene navigation pilot boats and Eastern IFCA (A fisheries protection agency), can operate effectively from Sutton Bridge.

A new fuel facility will be provided for commercial operations and each mooring point will provide boaters with electricity and water connections at the tie-up points. Additionally a designated car park will allow marina users to leave their cars safely off the road whilst tending their boats. It is envisaged that the leisure craft will have use of the new mooring facility in early 2017.

BUSINESS PLAN AREA: **Economy**

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

Business Plan Action: ***Further develop, proactively contribute to and deliver the Wisbech 2020 Action Plan***

Portfolio Holder: **Cllr Ralph Butcher**

Partnership Activity	
Wisbech 2020	
	<p>Further work is being carried out to theme future work streams, including public consultation with the local community. This consultation will also seek views on 'The Big Idea' of a Garden Town for Wisbech. Work on the Garden Town is progressing, with partners to prepare a proposal for Government considerations.</p>

BUSINESS PLAN AREA: Economy

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

Business Plan Action: *Work with businesses and education providers to ensure local skills and courses support the needs of local businesses*

Portfolio Holder: Cllr Ralph Butcher

Project

Work Experience Placements & Opportunities Programme

The Council has an established work experience programme working with local schools to provide placements for young people. This is a rolling annual programme, and will commence again very shortly. We have also provided longer-term placements, working with Job Centre Plus and other agencies

Project

Work with partners to deliver a programme of supported skills development across the district

We have been working with the Skills Service to help provide opportunities for young people and to help build their 'fit for work skills, such as interview skills workshops and employability skills

Project

Work in partnership with local education providers to promote employment opportunities for the local community and raise the aspirations for people to improve their employment / life prospects

We have a rolling programme and commitment to working with education providers promote employment opportunities for young people through careers fairs and the career's festival.

Project
Apprenticeships
We are currently developing an Apprenticeship Programme for the Council which will encourage opportunities within the Council but also with local businesses

BUSINESS PLAN AREA: Economy

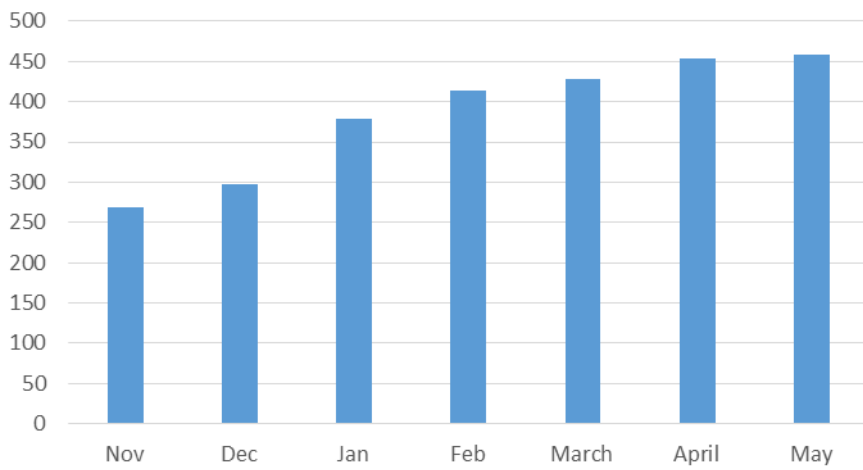
Business Plan Priority: Promote Fenland as a tourism and visitor destination

Business Plan Action: *Support the Cambridgeshire Fens Tourism Partnership to develop and deliver a comprehensive Tourism Strategy for Fenland, including the 'Visit Cambridgeshire Fens' website*

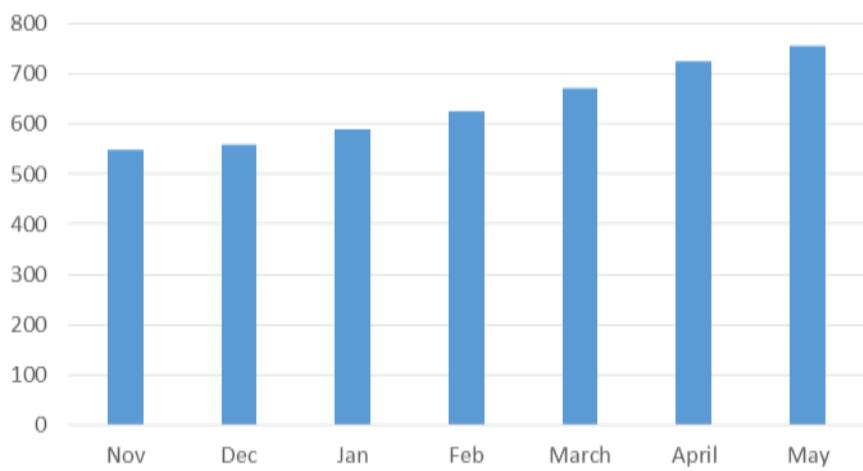
Portfolio Holder: Cllr Michelle Tanfield

Partnership Activity
Cambridgeshire Fens Tourism Partnership Update
<p>Following partnership meetings, the group has decided to develop a short video to use with social media and on the website to promote Cambridgeshire Fens. The clip is being developed by a local videographer and will be circulated widely to highlight what area has to offer.</p> <p>The number of people following the Visit Cambridgeshire Fens social media feeds of Twitter and Facebook continues to rise, ensuring that these channels are still ideal to get word out with regards the local area and activities that are taking place.</p>

Visit Cambridgeshire Fens
7 month Twitter follower growth



Visit Cambridgeshire Fens
7 month Facebook likes growth



BUSINESS PLAN AREA: Economy

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

Business Plan Action: Deliver a proactive and effective shared Planning Service to enable appropriate growth and development

Portfolio Holder: Cllr Will Sutton

Description	Target 16/17	Achieved May 16	Cumulative for 16/17	Variance
Performance Measure				
LPI EC2 % of major planning applications determined in 13 weeks	75%	50%	50%	
2 Decisions, 1 within time An extension of time to determine the application was not secured in relation to the one application that was not decided in time. Staff have been reminded of the importance of requesting extensions of time'.				

Description	Target 16/17	Achieved May 16	Cumulative for 16/17	Variance
Performance Measure				
LPI EC3 % of minor planning applications determined in 8 weeks	80%	78.57%	80%	
28 Decisions, 22 within time Staff to be reminded of the importance of requesting extensions of time when the application is able to be approved but not within the normal 8 week period.				

Description	Target 16/17	Achieved May 16	Cumulative for 16/17	Variance
Performance Measure				
LPI EC4 % of other planning applications determined in 8 weeks	90%	100%	91.89%	
18 Decisions, 18 within time				

BUSINESS PLAN AREA: Economy

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

Business Plan Action: *Develop, enable and deliver economic, infrastructure and regeneration strategies / projects for Fenland through the Regeneration Action Plan (internal working document)*

Portfolio Holder: Cllr Ralph Butcher

Project

Progress against Regeneration Action Plan

The Regeneration Plan is a collective of targeted and Corporately significant projects which are the responsibility of a number of different teams across the Council, which are led by Officers who sit on the Regeneration Action Plan Team, headed up by the Chief Executive of the Council.

Coalwharf Road - In October 2015 Cabinet considered the revised Coalwharf Road report and after further deliberation decided to abandon the design competition, in favour of the Council exploring development of the site itself.

Officers have been tasked to prepare a feasibility study to consider a number of options, which include assessing the viability of an FDC-led development. Further recommendations will be presented to Cabinet in 2016, which may include the potential King's Lynn & West Norfolk development delivery model.

Urban Growth Sites – There has been no significant progress during May in connection with the Council's landholdings within the allocated Urban Growth sites at:

- South West Wisbech
- Harecroft Road, Wisbech
- New Road, Whittlesey
- Wenny Road, Chatteris

Portfolio Holder:

Cllr Ralph Butcher /Cllr Will Sutton

Project

Coordinated approach to flood risk management and local drainage issues

Cambs Flood Risk Partnership meeting held 6 June 2016. These meeting occur quarterly, organised by CCC as the Lead Local Flood Authority and are attended by all District Councils in Cambridgeshire, IDBs, Environment Agency, Anglian Water, Resilience Forum and highways representatives. Strategic and operational Flood risk matters are discussed. Relating to the Fenland area, CCC continues to discuss a potential flood alleviation scheme in Morton Avenue March with Roddons who owns 3 of the affected properties. CCC next step will be to contact residents. Local Members will be kept informed as the project progresses. A funding bid has been submitted for Local Levy allocation to install rain gauges across the County, including Fenland, which if implemented can be used to manage local response to high rainfall. Finally, Middle Level Commissioners reported that they are awaiting the timing of culvert improvements under the A47 in Wisbech by Highways England following which they will programme improvements to the Hundred of Wisbech IDB system upstream and downstream of the culvert.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Simon King

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
Maintain existing use of dial a ride to 2014/15 figures through the concessionary fares scheme	Maintain 14/15 level 14,308 Journeys	1455	2857	

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 1,402 members in Fenland District (1 March 2016).

Project	
<p>Local Sustainable Transport Fund (LSTF) (dependent on ongoing funding):</p> <ul style="list-style-type: none"> - Increase the number of people walking, cycling and using public transport 	
<p>The Cambridgeshire bid to Government for LSTF transition year funding was unsuccessful. This project will therefore not go ahead as originally planned. Discussions are ongoing with the County Council about other funding opportunities and also about developing a bid later in 2016 to the Government Access Fund which will commence in 2017. We hope to be able to continue our Travel Choices work in future.</p>	

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Simon King

Project	
<p>Seek improvements to the A47 in Cambridgeshire</p>	
<p><u>A47</u> There is no specific update this month. The most up to date information about each scheme is added to the Highways England website. A link for which is below: http://www.highways.gov.uk/roads/road-projects/a47-corridor-improvement-programme/</p> <p>The next update meeting is expected to be in July 2016 as part of the A47 Alliance meeting. The next meeting of the A47 Guyhirn roundabout project is in the process of being organised and is expected to be in September 2016.</p>	

BUSINESS PLAN AREA: Economy

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

Business Plan Action: *Use the Council's surplus assets to support and deliver sustainable economic and residential growth across the district*

Portfolio Holder: Cllr Ralph Butcher

Project
Surplus Asset Disposal Programme
During May 2016 Officers continue to prepare 8 sites for disposal by auction which have been previously approved by Cabinet. In addition, Officers are preparing a further list of potential auction sites for disposal.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Good Customer Service

Business 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 and the Council's website, in line with the Channel Shift Strategy*

Portfolio Holder: Cllr Chris Seaton

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CS3 % of Council Tax collected	97.5%	9.23%	20.34%	-0.21%
LPI CS5 Council Tax - net receipts payable to the Collection Fund	£47,740,356	£4,669,703	£9,485,557	+£80,707

The team continue to perform well with the outstanding processes reducing week on week.

During May the following recovery documents have been issued:

Reminders 2318 with a value of £234,288.40

Final Notices 1988 with a value of £1,674,272.41

Summonses run 4th & 24th total 1323 cases with a value of £1,086,064.16.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CS4 % of NNDR collected	98.5%	9.55%	21.44%	1.12%
LPI CS6 NNDR - net receipts payable to the Collection Fund	£27,526,071	£2,607,506	£5,797,206	£496,590

Collection is off to a good start and the team are working well to deal with a number of changes in working practices alongside the first major reminder runs of the year. The team continue to make steady progress on the processes seeing a steady reduction in

outstanding work.

During May the following recovery documents have been issued:-

Reminders 124 with a value of £311,347.00

Final notices 3 with a value of £5,239.46

Summonses 10 with a value of £18,220.05

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CS7 % of contact centre calls answered within 20 seconds	70% Mays target 53%	68.1%	59.2%	+6.2%
LPI CS8 % of contact centre calls handled	90% Mays target 73%	81.2%	79.7%	+6.7%

The Contact Centre achieved its target in May; we answered 68.1%% of calls within 20 seconds and 81.2%% of total calls answered. This is a good start to the year when the teams receive high call volumes with annual billing and elections.

For the month of May 8,412 calls were offered (7,727 in May 15).

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CS9 % customer queries resolved at first point of contact	85%	90.7%	93.3%	+3.3%

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

Project
<p>Achieve IIP accreditation for the whole Council</p> <p>We have recently been re-accredited for Investors in People. The assessment took place in April and lasted six days.</p> <p>The feedback from the Assessor was very positive:</p> <p>“(The Council has been) accredited for some years and very much committed to the principles of Investors in People, the organisation.... continues to perform within the top quartile of district councils and achieves Customer Service awards for the work they do. Feedback (from the Assessor) suggested that ...the organisation had kept the right people and had motivated them to continue to deliver the services required to a high standard; streamlining processes and generally seeking to become more efficient in most areas”</p> <p>The Assessor went on to say:</p> <p>“People are able to contribute their ideas and have an input into how their team is run and how results will be achieved. ... (there is a)friendly working environment and good working relationships throughout with generally supportive and developmental managers and a culture of equality of opportunity “</p> <p>“Whilst the organisation has made cost savings which have resulted in fewer staff with greater workloads, feedback suggested that the organisation has risen to the challenge and is becoming more streamlined and efficient in many areas, with improved cross-team working and greater joined up thinking “</p> <p>“People feel trusted and supported to take on responsibility within their job roles and deliver against required objectives. People believe they are valued. “</p> <p>The Council has held this accreditation for a number of years, and clearly remains committed to investing in its staff and to excellent people management practices.</p>

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI PC1 Number of visits to the FDC website	424,996	35,862	73,327	+4%

Project

News Survey

Monthly update on news stories to the FDC website & social media sites;

The number of news stories added to the FDC website and distributed as press releases to local media in May = 8

Highlights included:

- PCC elections
- Green flag judgement day
- Make sure you can vote in the EU Referendum
- Food businesses high 5 success
- Take the lead project launch

The number of social media updates added to the FDC facebook and twitter accounts;

Facebook = 19

Twitter = 98

We currently have 751 likes on Facebook and 7,010 followers on twitter.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Transformation & Efficiency


Business 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. This will ensure we are a stable and sustainable organisation and will support the delivery of the Council's Comprehensive Spending Review Programme*

Portfolio Holder: All

Project
CSR Projects Update
<p>HR/OD: The Payroll function was recently transferred to Bedford Borough Council, which will deliver a year on year efficiency saving, as well as better resilience and capacity.</p> <p>HR/OD We have finalised the arrangement for sharing our Health, safety and Emergency Planning expertise with East Cambridgeshire District Council, this delivers further efficiency savings for the Council, and helps promote better cross authority working, enabling us to share our best practice elsewhere.</p>

Project
CSR Projects Update
<p>The Council's Efficiency / Transformation Plan is being developed by officers to enable the Council to qualify for multi-year settlements. This plan is based on the CSR projects agreed by members and business cases, where appropriate, are being developed. Most recently, Cabinet agreed to start of the Brown Bin consultation and the Leisure Management and Street Lighting maintenance options are being developed.</p>

Portfolio Holder: Cllr David Oliver & Cllr Chris Seaton?

Project	
Channel Shift	
<p>The FDC website www.fenland.gov.uk is now a responsive website allowing our customers to access and navigate the website on a smartphone or tablet.</p> <p>It is now easier to report it – apply for it – pay for it on-line and on any device. In May we received our highest number of online forms completed – 944.</p> <p>We have an upgrade to the GOSS software in June which will allow us to further develop our online forms and incorporate more in-depth payment options to add to our online forms.</p>	

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Equalities

Business 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*

Portfolio Holder: Cllr Simon King

Business Activity
Meet Equality Act Requirements
<p>Equality Service Champions</p> <p>In order to ensure a coherent and consistent corporate approach to equality across the council's services we have identified Equality Service Champions in every service area. These champions attend regular meetings at which they receive guidance and training on key equality legislation and principles and how this is interpreted in practice to ensure that they can apply this knowledge to their service area.</p> <p>Champions also complete and maintain a register of Customer (Equality) Impact</p>

Assessments for their service area and their input is vital to ensure that the work undertaken by all services adheres to our equality duties. The work links closely to meeting the Council's accreditation for Customer Service Excellence.

It was identified by customer feedback that people would like to view the findings of these assessments but that they were not finding it easy to access electronically. In response to this the Council has recently refreshed its Equality & Diversity internet pages and as part of this provided a place for all completed assessments to be easily available to those wanting to look at this information. The champions are in the process of uploading their assessments onto the new web pages and the feedback so far from them is that this is easy to use, and from the people who have looked at the site that it is clear and easy to use.

BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Asset Management**

Business Plan Action: ***Continually review the Council's asset base to ensure suitability and sustainability, whilst maximising service and income benefits. Continue to work in conjunction with public, private and third sector partners to promote joint working***

Portfolio Holder: **Cllr Ralph Butcher**

Project

Corporate Asset Management Plan update and asset audit

The Council prepared its last corporate Asset Management Plan (AMP) in 2007. Despite regular reviews of the document since that time, there have been significant changes within the global & national economies, politics & Government policies and the property industry itself.

Officers are presently preparing a revised AMP to address these changes and to ensure that the Council is able to meet the challenges it faces with well-managed, well maintained assets that are fit and suitable for purpose. It is intended that the document will be presented to Overview & Scrutiny Committee in July 2016 for comment before being submitted to Cabinet & Council later in 2016 for formal adoption.

Project
Wisbech Port Estate Review
As part of good estate management practices and in keeping with the savings proposals identified within the Fenland Comprehensive Spending Review, Officers are currently preparing an approach to ensure a greater return from the Council's Port Assets.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Workforce Development

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

Portfolio Holder: Cllr Chris Seaton?

Project
Learning & Development
<p>The Council remains committed to the learning and development of its workforce, and has a very robust and responsive learning and development framework in place to ensure that staff's learning needs are met.</p> <p>The IIP Assessor recognised this:</p> <p>"Learning and development activities are ongoing and there is still a learning culture despite the reduced training budget. People are being more creative in terms of finding cost-effective methods which meet their development needs. The organisation is to be congratulated that this continues to be a strength."</p>

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Enforcement

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

Portfolio Holder: Cllr Will Sutton

Project
Planning Enforcement Update
No. of complaints received 42 As follows: Wisbech and surrounding 19 Whittlesey and surrounding 7 March and surrounding 11 Chatteris and surrounding 5
No. of cases closed 59
No. of notices served: April – 2 May – 3
No. of notices complied with: 0

Portfolio Holder:

Cllr Mike Cornwell

Project

Business training and information support

In May the annual Food Hygiene Rating Scheme awards were held to celebrate those local catering businesses who had again achieved a level 5 award for their food safety management.

The FHRS assessments are carried out by environmental health officers during unannounced inspections. There are six levels of rating from 0 (urgent improvement necessary) to 5 (very good).

Forty-two top-scoring businesses attended the event. Each one was presented with a "Fenland's High 5s" certificate.

A Food Standards Agency representative was present and gave an update about the national scheme, encouraging businesses to use their award within their publicity and business materials, on their websites and in flyers. Customers are using the food rating more and more in deciding where to eat out.

Feedback from the event was positive with businesses stating the opportunity to network with other local businesses and to be recognised as high performances was important to them.