

# **Cabinet and Corporate Management Team**

## **Portfolio Holder Briefing Report**

**August 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  
Peter Murphy**  
Cabinet Member for  
Environment



**Councillor  
David Oliver**  
Cabinet Member for  
Community Safety &  
Heritage



**Councillor  
Chris Seaton**  
Cabinet Member for  
Finance



**Councillor  
Will Sutton**  
Cabinet Member for  
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 |
|---|--------------|--------------------------|----------------------|----------|
| <b>Performance Measure</b>  |              |                          |                      |          |
| LPI CS1<br>Days taken to process Council Tax support – new claims and changes | 8 days       | 7.2                      | 8.6                  |          |
| LPI CS2<br>Days taken to process Housing Benefit – new claims and changes     | 8 days       | 7.3                      | 8.3                  |          |

Performance during July has continued to improve and we are now just short of our key processing targets (0.6 days over for new claims and 0.3 days over for changes). Workload is being managed across the ARP partnership to ensure this direction of travel continues.

Overpayment performance is strong. Maximum subsidy is paid on such overpayments if the total amount is kept under the threshold of 0.48% of total benefit spend. At the end of June, it stood at 0.56% but since then it dropped to 0.47% at the end of July and at time of writing is 0.39%. In order to achieve this, the partnership has prioritised Fenland's caseload to bring it up to date and by the 21st July, the amount of outstanding Fenland work represented just 10% of all outstanding work.

The Benefit Cap is changing from 7th November and we have undertaken some analysis of the Benefit Cap data for Fenland sent to us from the DWP in May. There are 142 cases potentially affected by the new cap. That includes cases which are currently capped (9% of the total); a potential weekly loss of housing benefit totalling £6734.31 would be incurred by these cases. 66 of the cases are in private rented accommodation, 75 in housing association and 1 in council accommodation (traveller site). A more accurate scan is expected in the Autumn.

The picture is fluid as claimant's circumstances will alter before the new benefit cap is implemented.

**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 |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| LPI CEL1<br>Total number of private rented properties where positive interventions are taken to address safety and cohesion issues | 200          | 11       | <b>46</b>            |          |

At the end of July 2016, The Council had inspected 28 new Houses in Multiple Occupation (HMOs).

The Council had also investigated 18 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 profile relating to complaints increases significantly in the colder months therefore the target of 200 properties is on target to be met.

The geographical spread is as follows:

|                | <u>HMOs inspected</u> | <u>Privately Rented Homes investigated</u> |
|----------------|-----------------------|--|
| Wisbech        | 28                    | 7  |
| March          | 0                     | 4  |
| Chatteris      | 0                     | 1  |
| Whittlesey     | 0                     | 3  |
| Other villages | 0                     | 3  |

### What do our customers say?

| Description  | Baseline | Target 16/17 | No of customers who responded | No of customers satisfied | % 16/17 | Variance |
|--|----------|--------------|-------------------------------|---------------------------|---------|----------|
| MPI<br>Number of households very satisfied or satisfied with the services provided by the Housing Options team | 100%     | 90%          | 11                            | 11                        | 100%    |          |

During July, 11 Surveys were handed out at homeless interviews and 11 were returned highlighting that customers were satisfied or very satisfied with the information and help they received.

The cumulative respondents to the survey year to date are 43.

**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 |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| MPI<br>Number of DWP customers or eligible referrals within 2016/17 supported at Community House | 120          | 12       | <b>36</b>            |          |

Referrals received have continued to be steady; however, they are still below the profile, which is due to continuing staffing changes at Job Centre Plus.

Everyone Health are currently running healthy eating and stress awareness sessions which are being well received. Also National Careers Service are running CV and Interview workshops.

**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 |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| MPI<br>Number of people who attend the Golden Age events   | 200          | 71       | <b>71</b>            |          |
| <p>The Council is planning the next Golden Age event on 23<sup>rd</sup> August at Walsoken Village hall which we are at full capacity with partners.</p> <p>Also the Council are now creating a database across Fenland of local community groups and organisations particularly for the over 60's to focus on publicity and potential relevant information sharing for any useful and hot topics within health &amp; wellbeing. We are also looking into new initiatives to raise awareness and promote the Golden Age website.</p> |              |          |                      |          |

**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

| Description   | Baseline | Target 16/17 | No of customers questioned (June 16/17) | No of customers satisfied (April-June 16/17) | % 16/17 | Variance |
|---|----------|--------------|---|--|---------|----------|
| Satisfaction of young people involved in YDC activities | NEW      | 80%          | 14                                      | 28   | 100     |          |

A meeting was held with the British Youth Council (BYC), to find out more about the services they provide and how they could support any future structure. The primary focus of the BYC is as a vehicle for young people, through Youth Voice, to participate in democratic debates and influence local and national policy through campaigns such as Make Your Mark and Time 2 Talk.

Other benefits to being full members includes These benefits include the following:

- Opportunities to share resources and collaborate with other members
- Fortnightly emails about news and opportunities and chance to promote own events
- Voting rights at the BYC Annual Council Meeting to decide BYC policies
- Represent the views of all members on a range of platforms including LGA, UK Government and other national and European organisations
- Resources to get involved in national campaigns at a local level
- Advice on young people and governance
- Continued professional development for Youth Voice workers
- Self-assessment tool to measure impact and indicate progress made
- Support to run the national UK Youth Parliament programme
- Regional training such as the annual BYC convention (additional cost for places)
- Discounts on other accredited training courses

Some other practical suggestions were made which included;

- Check the MYP (Member of Youth Parliament) allocation to establish Fenland's status within Cambridgeshire's constituency
- Provide the link to the East of England Youth Voice Facebook group
- Arrange an e-introduction to the Peterborough Youth Voice worker to chat about how Peterborough run their programme and if there is any capacity for support or guidance
- Arrange an e-introduction to the Suffolk Youth Voice worker as above, but they are in the very early stages of their Youth Voice programme so may be an opportunity for some partnership working

## 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 16/17   | Achieved | Cumulative for 16/17 | Variance |
|--|--|----------|----------------------|----------|
| <b>Performance Measure</b>                               |  |          |                      |          |
| LPI CEL4<br>Number of paid visits to our leisure centres | Annual Target:<br>837,588<br><br>April – July Target:<br>276,816 | 60,188   | <b>277,540</b>       |          |

### Breakdown of Leisure Centre attendances

|                          | April        | May          | June         | July         | Total         |
|--------------------------|--------------|--------------|--------------|--------------|---------------|
| Monthly target           | 62157        | 71884        | 72787        | 69988        | <b>276816</b> |
| Chatteris                | 4900         | 4722         | 4865         | 4469         | <b>18956</b>  |
| March                    | 17895        | 15773        | 16095        | 16572        | <b>66335</b>  |
| Wisbech                  | 27899        | 17462        | 24347        | 19770        | <b>89478</b>  |
| Whittlesey               | 20790        | 14799        | 15267        | 16497        | <b>67353</b>  |
| <b>Total all centres</b> | <b>82330</b> | <b>63602</b> | <b>71420</b> | <b>60188</b> | <b>277540</b> |

The first third of the year has gone as planned at the New Vision Fitness centres. Customer attendances closely match expected performance.

### Swimming

For the summer the centres have invested in pool inflatables following the experience of hiring one last year. Early August indications are showing an increase in pool attendances during the summer holiday as a result. It is also anticipated that the pool inflatables will considerably increase the number of children's pool parties booked over the coming 8 months, generating additional income. Swimming income for all three pools is currently above target, with this expected to continue into the autumn months.



### Exercise Classes

A review of the class timetables has taken place and underperforming classes have been removed over the summer. A leaner programme will be in place for September ensuring that only viable classes are running in the future.

### Website Update

Although the current New Vision Fitness website ( [www.newvisionfitness.co.uk](http://www.newvisionfitness.co.uk) )is an attractive website, it is not designed in a commercially focussed way.

A revised leisure website is currently being developed and is expected to go live in autumn. This will be essential in the continued drive to recruit and retain members.

### Facebook

New Vision Fitness Facebook followers now sit at 2,800 and efforts are being made to push this towards 4,000 before the end of the year. Big Wave Media continues to post on the Council's behalf on a regular basis to increase visibility of the New Vision brand and push interested people to the website.

The Portfolio Holder is well versed in the use of social media and has supported the team with suggestions regarding posts including increasing the use of Olympics stories to inspire local people to look up and join New Vision Fitness.

Social media continues to be an effective channel for the service, with the actual reach of every posted story clearly visible as part of the Facebook insight data. The Council is now using a content management tool to increase the frequency and effectiveness of Facebook posts and is comparing the New Vision Fitness Facebook performance against other similar, local businesses.

| Description                           | Target July 16/17 | Achieved |  | Variance |
|---------------------------------------|-------------------|----------|--|----------|
| <b>Performance Measure</b>            |                   |          |  |          |
| MPI<br>Number of Direct Debit members | 2890              | 2889     |  |          |

|                                       | April | May  | June | July |
|---------------------------------------|-------|------|------|------|
| Target number of Direct Debit members | 2830  | 2850 | 2870 | 2890 |
| Total Daytime members                 | 661   | 595  | 609  | 693  |
| Total Anytime members                 | 2183  | 2266 | 2288 | 2196 |
| Total Direct Debit members            | 2844  | 2861 | 2897 | 2889 |

Direct debit membership remains around the same levels, with some change between daytime and anytime membership types. Income is currently above target with all centres exceeding their direct debit income to date having taken just under £375,000 through this channel.

### What do our customers say?

| Description   | Baseline | Target 16/17 | No of customers who responded April - July | No of customers satisfied April - July | % 16/17 | Variance |
|---|----------|--------------|--|--|---------|----------|
| LPI CEL5<br>% of those asked who are satisfied with FDC's Leisure Centres | 87%      | 82%          | 332  | 280                                    | 84%     |          |

Customers continue to be satisfied with the service provided by the leisure team. This is reflected in the satisfaction data, but also in the number of visitors along, with the income levels exceeding targets.

Getting information regarding pool programmes and exercise class programmes out early is making a difference, along with continued positive feedback regarding the George Campbell Centre.

### **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**

#### **Health and Wellbeing Partnership**

At the last Health and Wellbeing partnership meeting on Tuesday 12 July. Two new projects were added to the partnership action plan, the healthy fenland programme and a self-assessment of work to tackle smoking and illicit tobacco:

#### **Healthy Fenland Programme**

The County Council Health Committee prioritised the need to improve health and wellbeing outcomes for Fenland communities. In response to this the Public Health Team has commissioned a 5 year programme, the Healthy Fenland Programme.

The programme aims to support the development of strong resilient communities. A Healthy Fenland Fund has been established for community groups in Fenland to access small grants. The aim of the funding is to encourage projects that address health and wellbeing including reducing isolation and increasing involvement in community activities. The fund will run over 5 years.

The programme is being led by Care Network, who are delivering the community development work and Cambridgeshire Community Foundation, who are administering the Health Fenland Fund.

A small number of community workers support the programme by working with local people, support ideas and enabling access to the fund.

The fund can be accessed through the following link:

<http://www.cambscf.org.uk/healthy-fenland-fund.html>

The Care Network team can be contacted on: 01945 464289 or email:

[healthyfenland@care-network.org.uk](mailto:healthyfenland@care-network.org.uk)

### **CLeaR self-assessment for excellence in tobacco control**

The partnership has agreed to undertake a self-assessment using a model known as CLeaR which was developed by Action on Smoking and Health (ASH), and many partners.

The CLeaR approach is an evidence based improvement model which helps develop local plans to reduce the prevalence of smoking and improve tobacco control measures. The process assesses against local priorities and challenges current services.

First stages of the assessment process will take place in September at a wider partnership workshop following which the self-assessment will be sent for peer review and an action plan developed which will be monitored by the partnership.

### **Meeting**

The next health and wellbeing partnership meeting will take place on Friday 7 October at 10am.

### **Health Checks**

Everyone Health continues to provide a free health check service across Fenland. During July they have completed health checks for 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 targeted support for the Council's staff links to other work supporting wider good health to reduce sickness absenteeism with the associated financial benefits and wellbeing of our staff.

Portfolio Holder:

Cllr Peter Murphy

## Project

### Action on Energy Conservation

#### **Peterborough Energy Scheme**

The Council is proposing to join Fenland postcodes with those of the Peterborough area for canvassing with regards to Peterborough City Council's Bulk Energy Purchase scheme. This scheme will give residents the opportunity to reduce their annual energy costs by between £50 and £300 per household by acting as part of a larger local group of residents.

Fuel poverty is an issue across the UK, particularly affecting areas of deprivation and older people. Maintaining a healthy level of warmth throughout the winter months is important to maintaining health and reducing the mortality rate in at risk populations.

#### **Boiler on Prescription Scheme**

This innovative scheme has been deployed on a small scale in the North East to improve the health and wellbeing of residents. The Council is investigating the possibility of creating a similar scheme, funded by a third party, focussing on sufferers of chronic obstructive pulmonary disease - COPD - in the Wisbech area. Wisbech has a high incidence of this condition.

Links with the public health team funding applications will be made to develop a scheme to deliver energy efficient boilers to 100 Fenland homes, again reducing fuel poverty and improving residents' health.

#### **Park Home Insulation Scheme**

A trial is currently being undertaken to improve the insulation and heating of a Park Home in Wisbech funded by the Action on Energy scheme. Should the trial demonstrate significantly reduced heating costs and if further funding can be sourced for a wider programme of improvement to older style Park Homes a scheme will be developed later in the year. Once again, such improvements would reduce fuel poverty and have a positive impact health for Fenland residents in this type of accommodation.

Portfolio Holder:

Cllr Mike Cornwell

## Project

### Better Care Fund

#### **Online Collaboration and Support Next Steps**

The Better Care Team have carried out a consultation exercise with stakeholders in relation to online collaboration and support for the Better Care Fund and integrated care more widely. The consultation which took place through May and June included workshops, regional focus groups, structured and semi-structured interviews, an online survey and user experience lab. The findings of this exercise will be available in the coming months.

#### **Building Bridges and Breaking Barriers**

The Care Quality Commission (CQC) gathered evidence from a range of sources, including speaking to older people and their carers within eight areas across England to understand their experiences. Learning from good examples is integral to BCF integration and the [CQC report](#) is outlining that there is a lot more work to do and has set out its recommendations for improving the integration process.

## 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 |         |    |       |   |           |   |            |   |                |    |
|--|--------------|----------|----------------------|----------|---------|----|-------|---|-----------|---|------------|---|----------------|----|
| <b>Performance Measure</b>   |              |          |                      |          |         |    |       |   |           |   |            |   |                |    |
| MPI<br>Number of homes adapted to assist vulnerable and disabled residents to remain in their home   | 70           | 14       | <b>42</b>            |          |         |    |       |   |           |   |            |   |                |    |
| <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 July 16, The Council has assisted 42 households with adaptation works.</p> <p>The geographical spread is as follows:</p> <table> <tbody> <tr> <td>Wisbech</td> <td>13</td> </tr> <tr> <td>March</td> <td>9</td> </tr> <tr> <td>Chatteris</td> <td>3</td> </tr> <tr> <td>Whittlesey</td> <td>7</td> </tr> <tr> <td>Other villages</td> <td>10</td> </tr> </tbody> </table> |              |          |                      |          | Wisbech | 13 | March | 9 | Chatteris | 3 | Whittlesey | 7 | Other villages | 10 |
| Wisbech  | 13           |          |                      |          |         |    |       |   |           |   |            |   |                |    |
| March  | 9            |          |                      |          |         |    |       |   |           |   |            |   |                |    |
| Chatteris  | 3            |          |                      |          |         |    |       |   |           |   |            |   |                |    |
| Whittlesey   | 7            |          |                      |          |         |    |       |   |           |   |            |   |                |    |
| Other villages   | 10           |          |                      |          |         |    |       |   |           |   |            |   |                |    |

**Portfolio Holder:** Cllr David Oliver & Cllr Mike Cornwell

| <b>Partnership Activity</b>   |
|---|
| <b>Wisbech Alcohol Project</b>  |
| <p>The Wisbech Alcohol project group delivered a day of community engagement patrols focussed around our local Street Drinker community. Partners from FDC, Cambridgeshire Drug and Alcohol Team (DAAT) and Inclusion services, carried out an early morning patrol followed by an afternoon patrol around the town's street drinking hotspots during July.</p> <p>Partners were able to engage with 8 individuals during the morning patrol and 7 during</p> |

the afternoon session. The patrols allowed for professional alcohol treatment nurses to offer advice and guidance to those identified drinking and with an alcohol dependency.

The engagement session has allowed for additional future 'recovery walks' to be introduced in Wisbech where partners from Inclusion and the charity group Sun Network, will conduct separate monthly patrols in Wisbech to continue this focus directly on our street drinking community. This is a first for Fenland and comes after much work through the alcohol project partnership and associated action plan.

The Alcohol Project group continue to meet monthly and a meeting was held during July where a number of high profile cases were discussed and partner actions were agreed to reduce alcohol harm and misuse.

**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 | Cumulative for 16/17 | Variance |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| LPI CEL8<br>% of household waste diverted from landfill (recycled and composted) | 51%          | 58%      | <b>57%</b>           |          |

#### Household Waste Collected

|  | Apr 16       | May 16       | June 16      | July 16      |
|--|--------------|--------------|--------------|--------------|
| Dry Recycling (Blue Bin)                   | 739          | 689          | 815          | 687          |
| Compost (Brown Bin)                        | 1,066        | 1,428        | 1,618        | 1,435        |
| Residual Waste (Green Bin)                 | 1,613        | 1,531        | 1,677        | 1,510        |
| <b>Overall tonnage</b>                     | <b>3,418</b> | <b>3,648</b> | <b>4,110</b> | <b>3,632</b> |
| Dry Recycling %                            | 22%          | 19%          | 20%          | 19%          |
| Compost %                                  | 31%          | 39%          | 39%          | 39%          |
| <b>Dry Recycling &amp; Compost Total %</b> | <b>53%</b>   | <b>58%</b>   | <b>59%</b>   | <b>58%</b>   |

Within the first four months of this year customers have presented almost 3,000 tonnes of blue bin waste for recycling. The wet weather has resulted in high than usual levels

of garden waste being collected from the customers using the service.

Work continues to support the blue bin recycling and since April more than 7,000 blue bins have been inspected as part of this programme resulting in improvements in the amount and quality of recycling across all areas.

The refuse and recycling crews also do their bit in support of the quality of recycling and composting by making a visual inspection of the bin at collection. Since April the team have found 2,500 blue bins and 2,000 brown bins that contained unsuitable materials that would have reduced the quality of the materials collected.

These levels of recycling and composting at this time of year are on target for a 51% result for the whole year.

| Description   | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|---|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>                          |              |          |                      |          |
| MPI<br>% missed bins collected the next working day | 92%          | 96%      | <b>93%</b>           |          |

**Reported Missed Collections - Comparison with 2015/16 performance**

| <b>First Quarter</b>        | <b>2015/16</b> | <b>2016/17</b> |
|-----------------------------|----------------|----------------|
| Reported Missed Collections | 682            | 1082           |
| Collected Next Day          | 599            | 994            |
| <b>First Quarter Result</b> | <b>88%</b>     | <b>92%</b>     |
| <b>July</b>                 | <b>2015/16</b> | <b>2016/17</b> |
| Reported Missed Collections | 324            | 291            |
| Collected Next Day          | 265            | 279            |
| <b>Result</b>               | <b>82%</b>     | <b>96%</b>     |

Following changes to staffing and revised collection rounds in March the numbers of missed collections remained above usual levels. Crews have been focussing on the quality of the service delivered; such as returning bins to the point of collection and reducing the number of missed collections.

This focus is based on previous customer feedback where overall customers were satisfied, but commented upon issues such as bins being returned.

July sees a return to more usual levels and continued efforts will be focussed on these quality issues.



**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 |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| MPI<br>Income generated through recycling materials  | £350,000     | £32,084  | <b>£88,518</b>       |          |
| The first quarter of the year has generated £88,500 of income from recycling to support the refuse and recycling service.<br><br>The value of materials is picking up fractionally |              |          |                      |          |

**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 |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| LPI CEL6<br>Rapid or Village Response requests actioned same or next day | 90%          | 96%      | <b>95%</b>           |          |
| <b>Rapid Response Requests for Service April to end July</b>             |              |          |                      |          |

| Area          | Requests<br>April - July | Requests<br>Met | Performance |
|---------------|--------------------------|-----------------|-------------|
| Chatteris     | 59                       | 56              | 95%         |
| March         | 72                       | 71              | 99%         |
| Villages      | 123                      | 117             | 95%         |
| Whittlesey    | 73                       | 72              | 99%         |
| Wisbech       | 234                      | 219             | 94%         |
| <b>Totals</b> | <b>561</b>               | <b>535</b>      | <b>95%</b>  |

The cleansing team have completed the great majority of their requests for service the same of the next day. The team work 7 days a week and requests for service relate to fly-tipping, drugs related litter, broken glass, street sweeping, litter, dog fouling and similar issues as reported by customers.

| Description  | Target 16/17 | Achieved | Cumulative for<br>16/17 | Variance |
|--|--------------|----------|-------------------------|----------|
| <b>Performance Measure</b>   |              |          |                         |          |
| LPI CEL7<br>% of inspected streets meeting<br>our cleansing standards<br>(including graffiti and flyposting) | 90%          | 97%      | <b>96%</b>              |          |

Inspections to assess the standard of cleanliness of Fenland's streets and public open spaces are undertaken by the Street Scene team on a regular basis. The Street Scene Team provides a separate independent assessment of cleansing standards against the criteria set out in the national code of practice. Below can be seen the data for July.

#### Inspection Results for July 2017

| Area          | Inspections<br>carried out | Standards<br>met | Performance |
|---------------|----------------------------|------------------|-------------|
| Chatteris     | 30                         | 30               | 100%        |
| March         | 30                         | 29               | 97%         |
| Whittlesey    | 30                         | 29               | 97%         |
| Wisbech       | 28                         | 27               | 96%         |
| <b>Totals</b> | <b>118</b>                 | <b>115</b>       | <b>97%</b>  |

July demonstrates a higher performance compared to the earlier part of the year,

with slightly improved results in Whittlesey, Wisbech and Chatteris.

### What do our customers say?

| Description   | Baseline | Target 16/17 | No of customers who responded (April - June) | No of customers satisfied (April - June) | % 16/17 | Variance |
|---|----------|--------------|--|--|---------|----------|
| MPI<br>Community satisfaction with cleansing services | 88%      | 80%          | 48   | 37                                       | 77%     |          |

The feedback from the first customer satisfaction survey of the financial year achieved a good performance of 77% over the first quarter of the year.

Of 300 questionnaires sent out to residents across the district 37 of 48 returned were satisfied or very satisfied. This is slightly down on last year's overall of 88% satisfaction.

Some of the comments included:

- On the whole we believe the streets of Whittlesey are kept clean and tidy. What annoys us more than actual rubbish is we still have a problem with dog mess.
- Our street cleaners fight a losing battle against our fly tipping and litter everywhere on the streets. Despite all this they remain cheerful and polite and always have a friendly word with us.
- It would help if some of the shopkeepers swept and tidied their own litter, also some of the householders could do the same - we get lots of litter blown along the road.
- Would like to see more litter picking in Chapnal Road, Walsoken.
- The streets in this area appear to be well kept. I have never seen street cleaners so I cannot comment on their professionalism, nor have I had cause to report fly tipping. Overall as the streets are kept clean of rubbish I can assume you and they are doing a good job.

Where customers have raised specific issues these are investigated and the customer responded to where possible. Schedules and priorities are adjusted as required in relation to customer feedback.

**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   |
|---|
| <b>Recap Partnership</b>  |
| A workshop to review the future direction of the longstanding waste partnership for Cambridgeshire and Peterborough will take place on 22 <sup>nd</sup> September with representatives of national recycling charity Wrap and industry experts. |

**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  |
|--|
| <b>Garden Waste Collection – Communication and Consultation Plan</b>   |
| The Garden Waste consultation was launched on 10 <sup>th</sup> June 2016.<br><br>This public consultation exercise will allow local people to have their say on the proposed new garden waste collection.<br><br>An in-depth communications and consultation plan has been implemented, including; |

- A copy of the survey delivered to all 44,000 households in Fenland
- Online survey hosted on our website; [www.fenland.gov.uk/consultation](http://www.fenland.gov.uk/consultation)
- Paper surveys in community locations including Fenland @ your service shops and hubs, Business Reception, Community House, FDC leisure centres and Business Centres.
- Paper surveys at the Rosimini and Oasis Centres.
- Press releases in all local newspapers.
- Social media presence signposting to the online survey from our Facebook and Twitter accounts.

The survey closed on Sunday 31 July 2016. In total we have had in excess of 9500 responses (responses are still being inputted into the system).

The next stage will be to produce an in-depth analysis of the survey and a report will be published on the Council's website and shared with members.

**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  |
|--|
| <p><b>Streets Ahead Enforcement Project Update</b></p> <p><b>Streetscene Issues</b><br/>           A number of new cases involving untidy properties and fly tipping and waste on private land emerged throughout July. Work to identify land owners and those responsible was successful and all amenity issues were resolved.</p> <p>Example cases include:</p> <ul style="list-style-type: none"> <li>• Former NHS Offices in Stermyn Street</li> <li>• Hockland Road, Tydd St Giles</li> <li>• Salvation Army Hall</li> <li>• Land off Tinkers Drove was cleared of waste which had accumulated</li> </ul> |

### **Planning enforcement issues**

A total of 94 cases have been closed in July 2016. Notable cases in relation to buildings / street scene include:

- Newgate Street, Doddington
- 13 North Street, Wisbech
- 85 High Street, Chatteris
- Duke Street, Wisbech
- Bridge Street, Chatteris

**Portfolio Holder:**

**Cllr David Oliver**

### **Project**

#### **Support the Council's programme to improve and enhance the dilapidated Wisbech Town Centre buildings**

The Heritage Lottery Fund (HLF) has now confirmed that Fenland District Council has been successful in its second stage bid for the Wisbech High Street Townscape Heritage Project and has been awarded the balance of the £1.9m fund.

Officers are progressing the 'permission to start' process with HLF and the advertisement for the Townscape Heritage Officer has been placed.

The successful Consultative Group has been reconvened to help deliver aspects of the project.

## 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 |
|---|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>  |              |          |                      |          |
| MPI<br>Memorial inspections completed   | 5,000        | 590      | <b>1966</b>          |          |
| <p>During July 590 memorial inspections were carried out. These included identified Amber memorials. (those identified to need re-inspecting within 12 months).</p> <p>Inspections took place in Elm, Eastwood, Mount Pleasant, Wisbech St Marys, Newton, Walsoken, Doddington, Elm, Chatteris, Manea and Whittlesey.</p> <p>Out of the 590 inspections 40 were identified as being unsafe.</p> |              |          |                      |          |

| Description  | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| MPI<br>Hours spent on active town patrol   | 4000         | 379      | <b>1576</b>          |          |
| <p>Hours on active patrol this month include;</p> <p>Chatteris: 45<br/>Whittlesey: 54<br/>March: 98<br/>Wisbech: 162<br/>Rural: 20</p> <p>An overview of the types of work officers have been dealing with whilst out and about include:</p> <ul style="list-style-type: none"> <li>Investigated 29 abandoned vehicles and 20 nuisance vehicles.</li> <li>38 Requests to cleansing. Ranging from litter picks required, overflowing bins and human excrement.</li> </ul> |              |          |                      |          |

- 37 matters relating to our open spaces. In the main overgrown greenery and grass not being cut.
- 22 Street Scene queries. Ranging from over grown land, boundary disputes, road signs and general enquiries.
- 12 matters relating to irresponsible dog ownership.
- 2 neighbour disputes relating to overgrown greenery.
- 3 matters relating to issues in relation to our assets
- 19 fly posters removed from in and around the district.
- 3 Service requests to Circle housing.
- 2 bonfires and reports to environmental health.
- 3 service request to Highways.
- 5 Refuse issues.

## Project

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

#### **Fly Tipping**

Following a warrant without bail issued to a male and female from Wisbech they have subsequently been arrested and escorted to Peterborough magistrate's court. The male pleaded guilty to the offence of fly tipping and was fined £235 along with costs of £530. The female pleaded guilty to the offence of knowingly allowing waste to be fly tipped and was fined £135 with costs of £530. Both were given a victim surcharge of £23.

2 interviews under caution have taken place in July in relation to fly tipping offences in Wisbech. These are part of our continued efforts to take enforcement action against those who we believe have committed the offence of fly tipping.

The team has attended 25 fly tipping sites in Wisbech and the surrounding villages to look for evidence. We have found evidence at 6 of these sites. We are currently in the process of trying to locate the individuals as many have now left the addresses indicated on the documentation found.

#### **Trade Waste**

During July we have offered advice to businesses around Wisbech Market Place in relation to trade waste removal and waste accumulations. We have found, in the main, businesses in Fenland are acting within the law. Business visits will continue with a focus on checking trade waste compliance.

#### **Take the lead**

Following on from our successful schools campaign "Be a Scooper hero" in partnership with the Dogs Trust we were thrilled to be invited to participate in their new responsible



dog ownership initiative. Fenland is among 9 local authorities across the UK asked to join in on a project which aims to tackle the issues around dog fouling. Working with the Dog's Trust means that Fenland benefits from a package of creative installations which seek to encourage all dog owners to always pick up after their dogs.

The Dogs Trust have agreed to supply all marketing material including a Poo bag dispenser (with a continuous supply of dog bags) Stencils and spray paint as well as correx poster boards. The campaign launches on the 31<sup>st</sup> August which we aim to publicise in the local press and the Dogs Trust will promote this nationally.

Other enforcement actions this month include:

- 7 Parking FPNs (2 over time limit, 2 parked on a market day 3 outside the bay)
- 3 Litter FPNs (2 Wisbech 1 March)
- 5 Written Warnings (2 Fly Tipping, 1 littering, 2 trade waste)
- 4 Verbal Warnings (3 parking 1 trade waste)

## **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**

### **Project**

#### **Grounds Maintenance Contract Update**

After a challenging May, June and early July that was both warm and wet, with grass growth abnormally fast, July settled down to a more normal month. Fenland's contractors, ISS World, has been able to complete grass cutting rounds in July at around the frequency expected, leaving Fenland looking excellent, ready for the summer holidays.

A lot of activity took place in July in preparation for In Bloom judging across the District. All towns are looking incredible this year, with both volunteers and ISS World working hard to ensure everywhere is well maintained and looking bright.

Results for In Bloom will be available in September.

**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 |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| MPI<br>Number of incidents recorded by CCTV  | 1,500        | 165      | <b>778</b>           |          |
| <p>During July 2016 the Council was able to respond and detect 165 incidents of crime and disorder, including anti social behaviour.</p> <p>A breakdown of incidents by town:</p> <p>Chatteris = 8<br/>           March = 33<br/>           Whittlesey = 11<br/>           Wisbech = 113</p> |              |          |                      |          |

| Description  | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| MPI<br>Number of positive outcomes as a result of CCTV intervention  | 250          | 40       | <b>170</b>           |          |
| <p>During July 2016 the Council was able to achieve 40 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This included arrests for alcohol related violence and drink driving. The CCTV team were also able to support fines being issued for illegal parking within our town centres.</p> <p>Positive outcomes achieved:</p> <p>Arrests (CCTV led) = 13<br/>           Assisted arrests = 15<br/>           Fixed Penalty Notices (CCTV led) = 4<br/>           Assisted FPN's / warnings = 8</p> |              |          |                      |          |

| Description  | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| Number of incident reports shared by members of SIRCS [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]   | 600          | 48       | <b>205</b>           |          |
| <p>During July 2016, members from SIRCS which includes representation from the four market towns in Fenland from retail, commercial and licensed trade submitted 48 incident reports for circulation.</p> <p>This approach continues to support both local business and partner agencies to pro-actively tackle business related incidents including theft shoplifting to help reduce incidents of crime in Fenland.</p> |              |          |                      |          |

| Description   | Target 16/17 | Achieved       | Cumulative for 16/17      | Variance |
|---|--------------|----------------|---------------------------|----------|
| <b>Performance Measure</b>  |              |                |                           |          |
| MPI<br>Number of FDC ASB cases where positive action is taken   | %            | 100% (3 cases) | <b>98%<br/>(17 cases)</b> |          |
| <p>3 new cases in July all cases dealt within the relevant timescales with positive interaction with relevant parties.</p> <p>We currently have 2 cases are still open and being investigated from previous months.</p> <p><b>Case study</b><br/>Property in March has had issues with an elderly lady knocking on the complainant's door to excess. The elderly lady was coming down 10+ times a day and on occasion was pushing her way into the property. A visit was conducted to get more information and follow up investigation was actioned after the visit.</p> <p>The alleged perpetrator was spoken to and given words of advice.</p> <p>Adult social care and Mental Health partners were contacted to establish if any support was in place. Nothing was found on records to suggest the alleged</p> |              |                |                           |          |

perpetrator needed further support so a letter was sent to discuss the issues. It was also advised that the complainant relocate a bench that sat under her window to not encourage the neighbour to sit so close to the property. Since the letter, the door knocking has ceased.

| Description  | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| MPI<br>Number of Safety Zone Events  | 2            | 0        | 2                    |          |
| <p>May - Whittlesey – 159 Pupils: 3 Schools: Feedback: 100% positive from all schools</p> <p>June - Wisbech - 367 students, 13 Schools: Feedback: 100% positive from all schools</p> <p>March &amp; Chatteris – March 17</p> |              |          |                      |          |

| Description  | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| Number of Community Action Areas identified by Community Safety Partnership where positive action is taken | 4            | 0        | 1                    |          |

## Partnership Activity

### Community Safety Partnership

#### Domestic Abuse Awareness Campaign

Last month Fenland launched its Domestic Abuse Awareness Campaign which involved getting local businesses to display a poster and wear the advice chain wrist band.

The Fenland Community Safety Partnership (CSP) distributed leaflets in all four market towns and encouraging businesses to display posters.

The Luxe Cinema in Wisbech also showed an advert produced by the CSP for two weeks, starting from July 4-17.

<https://onedrive.live.com/?cid=d869a2b49fd67fdf&id=D869A2B49FD67FDF%211816&authkey=%21ANd5fKxao5vb8i4>

A key part of the campaign was to promote the new Advice Chain website, [www.advicechain.co.uk](http://www.advicechain.co.uk) It is an online directory of local and national organisations

that provide support for victims of domestic abuse and other forms of exploitation, including human trafficking.

The awareness also promoted a 30-minute online course that helps people recognise the signs of abuse and explains how to report concerns.

The course can be found at

[www.cambsdasv.org.uk/website/elearning\\_module/92616](http://www.cambsdasv.org.uk/website/elearning_module/92616)

## Project

### **Restorative Practices and Mediation Training**

Throughout July, 10 members of the Fenland anti-social behaviour Problem Solving Group (PSG) completed Restorative Practices training and Mediation techniques to enable them to resolve low level incidents before they escalate in to entrenched behaviours. 3 staff members at FDC are now operationally trained. The training was hosted by FDC and the approach is a pilot for the rest of the County to learn from. The techniques taught look at getting the two parties together at the earliest opportunity to discuss the issues, highlight their feelings, concerns and preferred outcomes.

To date The PSG have selected 3 cases to trial these new practices which we'll case study in the next performance report or update on progress & lessons learnt. The Fenland PSG will performance manage these cases.

**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

##### **PREVENT update**

The UK threat for international terrorism is currently at SEVERE:

To put this threat level into perspective:

##### **Threat Levels to the UK from International Terrorism**

|               |                                      |
|---------------|--------------------------------------|
| CRITICAL      | An attack is expected imminently     |
| <b>SEVERE</b> | <b>An attack is highly likely</b>    |
| SUBSTANTIAL   | An attack is a strong possibility    |
| MODERATE      | An attack is possible but not likely |
| LOW           | An attack is unlikely                |

Each Police Authority assesses the key Counter Terrorism and Domestic Extremism within the force area.

This is called a Counter Terrorist Local Profile (CTLP) to provide a threat assessment and strategic overview of terrorist and extremist issues affecting Cambridgeshire. It identifies current and future issues and provides an understanding of the associated threats, risks and vulnerabilities. It also provides information on which to base local Prevent and partner delivery plans and supports local partnerships to increase understanding of risk.

This document aims to:

- Raise awareness of extremism and terrorist threats internationally, regionally and locally
- Consider the drivers and enablers of violent extremism and how these are manifested locally

- Give agencies direction in those extremism issues which require response
- A key part of this plan is the County's partnership approach to **Prevent**.

### **What is Prevent?**

Prevent is one of the four elements of CONTEST, the Government's Counter Terrorism strategy which aims to stop people becoming terrorist or supporting terrorism.

The aim of the strategy is to reduce the risk to the UK and its interests overseas from terrorism, so that people can go about their lives freely and with confidence.

- Prevent – to strengthen protection against a terrorist attack
- Pursue – to stop terrorist attacks
- Protect – to strengthen our protection against terrorist attacks
- Prepare – when an attack occurs, to mitigate its impact.

Prevent is about safeguarding people and communities from the threat of terrorism and is one of the four elements of CONTEST, the government's counter terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism.

The Council seeks to work with the community and partners to ensure that vulnerable adults and young people are identified, supported and diverted from becoming involved in extremism

### **How does Prevent work?**

By engaging with the community, education, faith establishments, medical and mental health care, criminal justice, partner agencies and the police. This enables us to identify those who are most vulnerable to radicalisation and intervene before they commit any offences.

PREVENT works in the non-criminal space. It is about supporting and protecting those people that might be vulnerable to radicalisation, ensuring that individuals are diverted away before any crime is committed.

The Council is working with statutory partners to help embed this work throughout statutory and community and voluntary sector partners in Fenland through the work of the Diverse Community Forum, the Community Safety Partnership and the Tension Monitoring Group.

**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  |
|--|
| <b>Economic Development Strategy</b>   |
| <p>During July a Marketing and Communications audit of the Economic Development Service has been completed, which includes a review of the Fenland for Business website, social media output and all existing Economic Development and Inward Investment material.</p> <p>As a result of the audit a Communications Audit and Plan Report has been produced, identifying areas of further action which will improve interaction and engagement with local businesses, new &amp; start-ups and inward investing businesses.</p> |

**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  |
|--|
| <p><b>Fenland Business Engagement &amp; Profile Enhancement</b></p>  |
| <p>During July Economic Development Officers have been engaging with local intermediaries: businesses such as accountants; commercial property agents and banks to explore and discuss their interactions with local Fenland businesses and how these relationships can be developed to create a more focussed and better connected network to enable the sharing of knowledge between both intermediaries and the Council.</p> <p>Officers have also met with an existing engineering business that is looking to expand their operation in response to a growing order book. Officers initiating a meeting with the Planning Delivery Team to discuss opportunities.</p> <p>Officer also met with a Fenland-based agricultural business that struggles to attract interest from potential future employees and wants to secure access more reliable and faster internet connections.</p> |

| Description  | Target 16/17<br>(Year end) | Achieved | Cumulative for<br>16/17 | Variance |
|--|----------------------------|----------|-------------------------|----------|
| <b>Performance Measure (LPI BE5)</b>   |                            |          |                         |          |
| Number of Social Media followers   | 450                        | 8        | <b>428</b>              |          |
| <p>As a measure of business engagement the Council maintains a business following via Twitter @fenlandbusiness.</p> <p>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.</p> |                            |          |                         |          |

| Project  |
|--|
| <p><b>Inward Investment enquiries &amp; referrals</b></p>  |
| <p>The Economic Development Team has handled four inward investment enquiries during July. These enquiries have included conversations around the availability of land and premises suitable for occupation, liaison with the Planning Delivery Team to explore the possibility of Planning consent for industrial premises in Wisbech and the opportunities that exist for grant funding.</p> |

| Description   | Target 16/17<br>(Year end) | Achieved | Cumulative for<br>16/17 | Variance |
|---|----------------------------|----------|-------------------------|----------|
| <b>Performance Measure LPI (BE4)</b>  |                            |          |                         |          |
| Number of inward investment enquiries handled p.a.  | 20                         | 4        | 7                       |          |
| <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: 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<br>16/17 | Variance |
|---|--------------|----------|-------------------------|----------|
| <b>Performance Measure</b>  |              |          |                         |          |
| % occupancy of Business Premises Estate   | 82%          |          |                         |          |
| <p>During June we had 2 enquires coming through to the team in relation to Business Premises, both of which were followed up with viewings.</p> <p>Heads or Terms have been issued to 1 new tenant at The Boathouse Business Centre, a start-up business and South Fens Enterprise Park, an established business which has been run from home but now needs additional space and office accommodation, with a view to completing for 1 August 2016.</p> <p>Talks are taking place with a prospective tenant to make alterations to SFEP Unit 6 in order to accommodate their business needs, we are making good progress and the tenant has been seeking advice from an Economic Development angle too which is great news.</p> |              |          |                         |          |

Current floor space occupied 7436 sqm out of 8660 sqm

South Fens Business Centre 51.95%  
 South Fens Enterprise Park 76.43%  
 Boathouse Business Centre 72.44%  
 Mini Factories 99.58%

| Description  | Baseline | Target 16/17 | No of customer surveys completed questioned | No of customers satisfied | % 16/17 | Variance |
|--|----------|--------------|---|---------------------------|---------|----------|
| <b>Performance Measure LPI (BE3)</b>                         |          |              |   |                           |         |          |
| % conference customer satisfaction with our Business Centres | 0        |              | 6   | 100%                      |         |          |

We provide all of our conference facility bookings with a feedback form, this month we received six back.

All of the feedback was very positive; one customer commented requested that they were unable to link their iPad to our projection equipment, ICT are exploring options for us to purchase cables to enable this to happen.

**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  |
|--|
| <b>Nene Waterfront Project</b>   |
| Officers are currently exploring options for development of the remaining Lots 1 & 2 of the Nene Waterfront area in Wisbech.<br><br>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 |
|---|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>                      |              |          |                      |          |
| LPI EC7<br>% occupancy of Wisbech Yacht Harbour | 97%          | 80 (94%) | 93%                  |          |

July was a busy month with a total of 12 vessels calling as visitors, A number of these visiting vessels were narrow boats making the annual crossing of the wash. 4 new berth holders joined the Yacht Harbour on permanent moorings and one vessel left as the owner has moved overseas.

| Description   | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|---|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>                            |              |          |                      |          |
| MPI<br>Number of boat lift operations at Wisbech Port | 290          | 37       | <b>144</b>           |          |
| MPI<br>Number of vessel lifts                         | 150          | 19       | <b>78</b>            |          |

As 4 new berth holders joined and one left the boat yard was kept busy with a total of 9 lifts for leisure craft. The lift was used twice by windfarm companies working out of Sutton bridge as well as the EIFCA using the yard for out of water inspections. 2 Fishing vessels from Kings Lynn also used the yard and lift in July.

| Description                            | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>             |              |          |                      |          |
| Total Number of ships to Nene ports    | 250          | 21       | <b>78</b>            |          |
| Port Sutton Bridge Ship Numbers        | 210          | 16       | <b>59</b>            |          |
| Gross Tonnage to Port Sutton Bridge GT | 343,218      | 36,850   | <b>114,793</b>       |          |
| Wisbech Ship Numbers                   | 40           | 5        | <b>19</b>            |          |
| Gross tonnage to Wisbech GT            | 77,686       | 8,179    | <b>31,606</b>        |          |

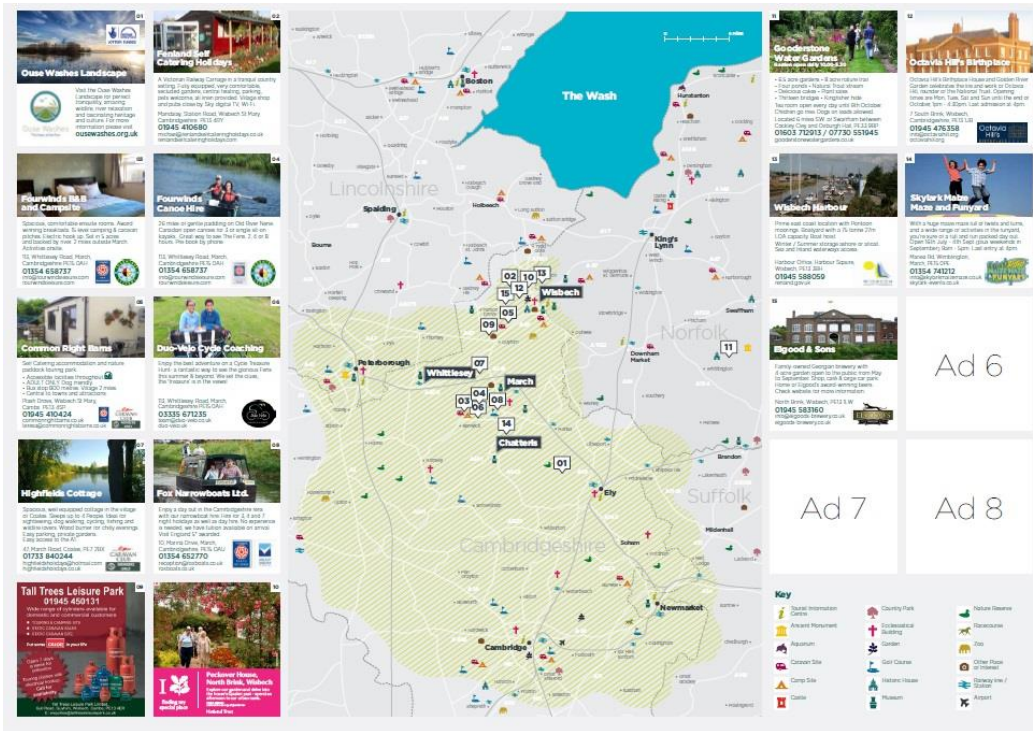
**Port Sutton Bridge-** Ship numbers and tonnage met target for July, imports consisted of Salt,Steel,Grain,Meal, and a new cargo of Ash, the only export was 5,000GT of SRF.

**Port of Wisbech –** Exceeded projection with ship numbers and tonnage the main imports consisted of Timber and one export of scrap metal.

## Project

### Yacht Harbour Marketing Plan Update

The Wisbech Yacht Harbour has now been included in the Cambridgeshire fens map, this was a free advert. The plan is to now use this advert in various marine publications.



## Project

### Race Bank Offshore Wind Farm development – DONG Energy

July was another very busy month for the port with the ongoing cable landing for the Race Bank project.

Additional income throughout July for pilotage and Harbour dues was in the region of £15K. A photograph of the cable laying machine is shown below.



## Project

### **Sutton Bridge Marina – Commercial & Leisure Moorings**

Construction of the new marina facility at Sutton Bridge continues to progress well with all of the piling works having now been completed, enabling the timely release of the marine mammal observer.

The remaining leisure moorings have been erected at Wisbech Port and floated down to Sutton Bridge. The first of the commercial mooring and fuel berth pontoons have also now been brought up from Wisbech and are currently being assembled on site.

Some of the components for the access walkway have already been delivered to site with Installation of the access brow and walkway scheduled for installation at the end of August, following which the electrical installation works will commence.

Progress Photo – Commercial Mooring Installation





Progress Photo – Commercial Fuel Berth Facility Pontoon Erection





**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

The 4<sup>th</sup> Wisbech 2020 Summit took place on Friday 22 July and was attended by around 80 delegates. This year, the event was hosted by the Thomas Clarkson Academy in their impressive Performance Space (part funded by FDC).

Following introductions and updates from Paul Medd, Cllr Steve Count and Cllr David Oliver, David Rudlin of Urbed gave a presentation outlining the Wisbech Garden Town concept. Peter Simpson (Chief Executive of Anglian Water) hosted a question and answer session as part of his presentation and there were some lively debates in the room, most notably over potential transport links. The presentations given on the day can be seen on the Wisbech 2020 Vision website [www.wisbech2020vision.co.uk](http://www.wisbech2020vision.co.uk) (or alternatively [click here](#) for the main presentation and [click here](#) for the Wisbech Garden Town presentation).

Following on from the summit, workshops will be held to discuss 4 key themes:

- Skills and education
- Health, Wellbeing and Cohesion
- Business and Economy
- Infrastructure, Growth and Built Environment

The feedback from these workshops, along with baseline statistics, will be used to refresh the Wisbech 2020 Vision and its actions in due course.

The Wisbech 2020 Vision Consultative Group has already met and attendance and participation at this early stage is encouraging. Further regular meetings will take place to gain ongoing feedback from various stakeholders.

An All Member Seminar was due to take place on 25 August but unfortunately it clashed with a high profile public meeting regarding local healthcare provision and so a decision was made to cancel. The All Member Seminar will either be rearranged in the next few weeks or feedback from local members will be sought via a questionnaire.

Public consultation will be carried out on 9/10 September to gauge opinion on what local residents like about Wisbech and what could be improved. Draft proposals for a Garden Town will be shared and feedback will be captured.

**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**

| <b>Project</b>   |
|--|
| <b>Work Experience Placements &amp; Opportunities Programme</b>  |
| 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 be reviewed again very shortly. We have also provided longer-term placements, working with Job Centre Plus and other agencies |

| <b>Project</b>  |
|---|
| <b>Work with partners to deliver a programme of supported skills development across the district</b>  |
| 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 |

|   |
|---|
| <b>Project</b>  |
| <b>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</b> |
| 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                        |

|  |
|--|
| <b>Project</b>   |
| <b>Apprenticeships</b>   |
| 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 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 | Cumulative for 16/17 | Variance |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>   |              |          |                      |          |
| LPI EC2<br>% of major planning applications determined in 13 weeks or with agreed extension of time. | 75%          | 100%     | <b>66.67%</b>        |          |

With 2 Decisions being made, both within time, this has lifted the cumulative performance over the year further. It is expected that we will be meeting our target

by the end of September 2016. Over the DCLG 24 month tracker period our performance is at 86%, well ahead of the 50% Government target.

| Description   | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|---|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>  |              |          |                      |          |
| LPI EC3<br>% of minor planning applications determined in 8 weeks or within extension of time | 80%          | 87.88%   | <b>86.55%</b>        |          |

33 Decisions, 29 within time. Performance continues to exceed the target.

| Description   | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|---|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>  |              |          |                      |          |
| LPI EC4<br>% of other planning applications determined in 8 weeks | 90%          | 97.44%   | <b>95.24%</b>        |          |

39 Decisions, 38 within time. Excellent performance in this area continues.

| Description   | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|---|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>                                |              |          |                      |          |
| LPI EC1<br>Number of new affordable homes (annual figure) | 75           | 4        | <b>65</b>            |          |

4 Completed in the month. 65 new homes year to date.

**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, led by Officers who sit on the Regeneration Action Plan Team and headed up by the Chief Executive of the Council.

#### **Coalwharf Road**

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.

#### **Urban Growth Sites**

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

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

Meetings with landowners, agents and Officers are planned for early September to reconvene each group and discuss next steps.

With respect to the Wenny Road site (known as East Chatteris) a public exhibition of the proposed development was held in July, inviting public comment towards the development proposals. We are advised by the developer that the exhibition was well attended and comments received will help to inform and revise the proposals, prior to the submission of a formal Planning application.

**Portfolio Holder:**

**Cllr Ralph Butcher & Cllr Will Sutton**

| <b>Project</b>   |
|--|
| <b>Facilitating the delivery of the Local Plan broad locations and specific locations for growth</b>   |
| A meeting with landowners in the March (west) area is due to take place on 12 September to establish the extent of owner interest in progressing a Broad Concept Plan (BCP). |

**Portfolio Holder:**

**Cllr Ralph Butcher & Cllr David Oliver**

| <b>Project</b>  |
|---|
| <b>Support regeneration work across the district, including Fenland Renaissance project and Heritage Lottery Fund bid</b>   |
| Planning permission granted for 35 dwellings on the Bricklayers Arms site in Whittlesey.<br><br>Application in for redevelopment of 8A Acre Road March. Application expected soon for the clearance of the ex-indoor market site Acre Road. |

**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 |
|--|---|----------|----------------------|----------|
| <b>Performance Measure</b>   |   |          |                      |          |
| Maintain existing use of dial a ride to 2014/15 figures through the concessionary fares scheme | Maintain 14/15 level<br>14,308 Journeys | 1547     | <b>5968</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 1,402 members in Fenland District (1 March 2016).

| Project  |   |
|--|---|
| <b>Local Sustainable Transport Fund (LSTF) (dependent on ongoing funding):</b>   | - Increase the number of people walking, cycling and using public transport |
| There is no update on this item.   |   |
| 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. |   |

**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   |   |
|---|---|
| <b>Support Strategic Transportation Objectives</b>  |   |
| <b>A47</b>  | The latest A47 Alliance meeting was held during July 2016. Work is continuing to progress on option development for the A47 Guyhirn Roundabout scheme. A more detailed update will be provided by Highways England during September 2016. |
| The most up to date information about each scheme is added to the Highways England website. A link for which is below:<br><a href="http://www.highways.gov.uk/roads/road-projects/a47-corridor-improvement-programme/">http://www.highways.gov.uk/roads/road-projects/a47-corridor-improvement-programme/</a> |   |



FDC/CCC continue to support improvements to this key East-West transport corridor between Peterborough and Norwich.

### **March to Wisbech Railway Line**

A recent meeting has been held to consider the way forward for two key elements of the project, there is strong co-operation between all the organisations involved and a willingness to want to make the project happen. The Department for Transport (DfT) and the Office of Road and Rail are assisting to help address these matters. Further work will now be undertaken by Network Rail to look at low cost solutions for the level crossings in the most rural areas. The DfT announcement about who has been awarded the new Anglia rail franchise is imminent. The DfT will facilitate a meeting with the new operator to take forward the train path issue. Certainty is needed around these matters to enable additional funding to be released for the next stage of the project.

A phone conference will be taking place in August 2016 to establish the results of the additional level crossing work by Network Rail, which is being supported by both CCC and FDC.

### **A14 Legacy**

A meeting has been held with Highways England to understand the opportunities for Fenland linked to the A14 Legacy Fund. Current ideas include community transport and jobs/skills related to the construction.

### **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**

As part of the first tranche of approved auction disposals, Officers have now sold 6 of the initial 10 sites approved by Cabinet and maintain the 100% sales record at each auction. Auction sales have produced total capital receipts so far, in excess £280,000.

A further tranche of sites is being worked up for potential auction disposal. These sites include some where antisocial activities are taking place and it is hoped that such sites can be re-purposed to prevent such activities and reduce the cost and burden to the public purse, whilst also producing a capital receipt for the Council.

## 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   |
|--|--------------|----------|----------------------|------------|
| <b>Performance Measure</b>   |              |          |                      |            |
| LPI CS3<br>% of Council Tax collected                                | 97.5%        |          | 38.72%               | - 0.52%    |
| LPI CS5<br>Council Tax - net receipts payable to the Collection Fund | £48,652,633  |          | £18,575,505          | + £314,819 |

There was a slight dip in collection performance in July; however performance does vary between months and the variance is not significant at this point in the financial year.

During July the following recovery documents have been issued:-

Reminders 1241 with a value of £134k compared to 1248 with a value of £138k last July  
Final Notices 558 with a value of £344k compared to 623 with a value of £341k last July  
Summonses 314cases with a value of £207k compared to 353 with a value of £212k last July.

A new team member started with us on 1st August, and there are another 5 vacancies which are currently being advertised on the Council Tax Team for ARP (the five are the total for the ARP resource that provides Council Tax processing for Fenland and five other Councils jointly). Despite these vacancies the team are working well to ensure that processing does not slip. At the end of July, there were 1,574 items of work outstanding.

| Description   | Target 16/17 | Achieved | Cumulative for 16/17 | Variance  |
|---|--------------|----------|----------------------|-----------|
| <b>Performance Measure</b>                                    |              |          |                      |           |
| LPI CS4<br>% of NNDR collected                                | 98.5%        |          | 39.09%               | 0.72%     |
| LPI CS6<br>NNDR - net receipts payable to the Collection Fund | £27,526,071  |          | £10,414,467          | +£405,613 |

NNDR collection has been strong in the last month, up on the target for this point in the year. 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; at the end of the month only 115 items of work were outstanding for NNDR.

During July the following recovery documents have been issued  
Reminders 72 with a value of £122k. This compares to 60 last July worth £132k.  
Final notices 17 with a value of £268k. This compares to 70 last July worth £160k.  
Summonses 25 with a value of £150k. This compares to 5 cases last July worth £17k.

A new member of staff joined the team on 1st August. There is another full time temporary post which is currently being advertised.

| Description   | Target 16/17                | Achieved | Cumulative for 16/17 | Variance |
|---|-----------------------------|----------|----------------------|----------|
| <b>Performance Measure</b>                                      |                             |          |                      |          |
| LPI CS7<br>% of contact centre calls answered within 20 seconds | 70%<br>Profile target (57%) | 76.9%    | <b>66.5%</b>         |          |
| LPI CS8<br>% of contact centre calls handled                    | 90%<br>Profile target (77%) | 93.8%    | <b>84.8%</b>         |          |

The Contact Centre achieved its profiled targets (which increase as the year progresses) in July; we answered 76.9% of calls within 20 seconds and 84.8% of total calls answered.

Of the 6,845 calls offered we answered 6,424 of these which were reductions of 12% (971) and 9% (638) respectively. So far this financial year, we have answered 27,758 calls in total compared to 27,465 for the same four months last year; a slight overall reduction of 1% or 293 calls.

| Description   | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|---|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>  |              |          |                      |          |
| LPI CS9<br>% customer queries resolved at first point of contact                        | 85%          | 94.3%    | <b>94.6%</b>         |          |
| The Customer Service team continue to offer a high standard of service to its customers |              |          |                      |          |

| Description  | Target 16/17 | Achieved | Cumulative for 16/17 | Variance      |
|--|--------------|----------|----------------------|---------------|
| <b>Performance Measure</b>   |              |          |                      |               |
| LPI CS13<br>% of Customer Satisfaction for the shops   | 95%          | 97%      | <b>96%</b>           | <b>+1%</b>    |
| LPI CS11<br>% of Customer Satisfaction with the Contact Centre   | 95%          | 94.3%    | <b>93.75%</b>        | <b>-1.25%</b> |
| Customer Satisfaction levels are now being monitored on a monthly basis to help gain insight into levels throughout the year. Levels for the last few months show that Customers are very satisfied with the service provided to them. |              |          |                      |               |

| Description                                    | Target 16/17 | Achieved | Cumulative for 16/17 | Variance |
|--|--------------|----------|----------------------|----------|
| <b>Performance Measure</b>                     |              |          |                      |          |
| LPI PC1<br>Number of visits to the FDC website | 424,996      | 36,395   | 150,677              |          |

| <b>Project</b>   |
|--|
| <b>Achieve IIP accreditation for the whole Council</b>   |
| <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</p> |

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”

The Assessor went on to say:

“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 “

“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 “

“People feel trusted and supported to take on responsibility within their job roles and deliver against required objectives. People believe they are valued. “

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.

## 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 July = 14

Highlights included:

- Have your say on Garden Waste Collection
- Council maintains its “Excellent” service standards
- Wisbech 2020 Vision summit
- Need funding for your heritage project
- Leaders call “Have your say on Devolution”
- Wisbech secures £1.9 million restoration boost

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

Facebook = 20

Twitter = 81

We currently have 815 likes on Facebook and 7,141 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**

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.

HR/OD We are finalising the arrangement for sharing our Health, safety and Emergency Planning expertise with East Cambridgeshire District Council, this will deliver further efficiency savings for the Council, and help promote better cross authority working, enabling us to share our best practice elsewhere.

**Portfolio Holder:** Cllr David Oliver & Cllr Chris Seaton

| <b>Project</b>  |
|---|
| <b>Channel Shift</b>  |
| <p><b>Website Software upgrade to 10.0.4</b></p> <p>We upgraded our website software in GOSS iCM, which will allow us to enhance the transactional sections of our website, in particular, multi-functional forms and more in-depth payment options.</p> <p>The first multi-functional form (land Charges) was launched on 4<sup>th</sup> July.</p> |

### **BUSINESS PLAN AREA: Quality Organisation**

**Business Plan Priority:** Performance Management

**Business Plan Action:** *Continue to set challenging performance targets to ensure effective delivery of the Business Plan and report regularly on performance to CMT, Councillors and the public*

**Portfolio Holder:** Cllr Chris Seaton

| <b>Project</b>  |
|---|
| <b>Local Government Ombudsman (LGO) - Annual Review Letter 2016</b>   |
| <p>FDC received the results of the annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about our authority for the year ended 31 March 2016.</p> <p>In total the LGO received 30 complaints and enquiries, and made 29 decisions. It should be noted that 14 of these were referred back for local resolution as they had not been through our 3c's process and 8 were closed after an initial enquiry.<br/>Full details:</p> |



### LGO Complaints and enquiries received

| Benefits and Tax | Corporate and other services | Environment Services | Highways and Transport | Housing | Planning and Development | Other | Total |
|------------------|------------------------------|----------------------|------------------------|---------|--------------------------|-------|-------|
| 5                | 0                            | 7                    | 1                      | 3       | 13                       | 1     | 30    |

### LGO Decisions made

| Incomplete or Invalid | Advice Given | Referred back for Local Resolution | Closed After Initial Enquiries | Not Upheld | Upheld | Total |
|-----------------------|--------------|------------------------------------|--------------------------------|------------|--------|-------|
| 2                     | 1            | 14                                 | 8                              | 2          | 2      | 29    |

**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

##### Unauthorised Encampments

Unauthorised Gypsy and Traveller encampments is an ongoing issue in Fenland

Romany and Scottish Gypsies and Irish and Scottish Travellers are recognised ethnic groups under the Equality Act 2010 under the protected characteristic of race. Many new travellers can also be afforded protection under the Act too.

Therefore it is important that health, welfare and human rights assessments are conducted on a location by location basis with all present when people set up camp in the district. It establishes all issues and both better informs the decision making process and establishes an audit trail if we are challenged by lawyers acting for the encampment, thus ensuring that the Council complies with its legislative responsibilities.

In June and July the Council has experienced 19 occurrences of unauthorised encampments on land. When Councils take legal proceedings it can rely on its common law power as landowner, which can be challenged in Court and is very expensive, or they can pursue a possession order through the County Courts. Which

is the favoured option as it complies with best practice. Any landowner, whether a local authority or not, could seek a possession order this way. But this approach does not build any rapport and can result in people acting in an environmentally irresponsible way leading to expensive clear up costs of the land.

The Council looks to resolve all such encampments via negotiation and this has proved successful to date.

All of the encampments mentioned were moved on without having to go to Court, and the land was left in a neat and tidy condition. This both saved both legal and refuse costs and moved the encampments on quicker than would have been possible via the Courts.

**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**

Officers are presently preparing a revised AMP 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 August 2016 for comment and recommendations before being submitted to Cabinet & Council later in 2016 for formal adoption.

|  |
|--|
| <b>Project</b>   |
| <b>Wisbech Port Estate Review</b>  |
| 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**

|   |
|---|
| <b>Project</b>  |
| <b>Learning &amp; Development</b>   |
| <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

| <b>Project</b>  |
|---|
| <b>Planning Enforcement Update</b>  |
| <p>In July there have been 40 service requests (144 for the year) and a total of 94 cases have been closed (209 since April 2016). The number of pending cases has been reduced to 210.</p> <p>One of the part-time agency enforcement officers has moved to a new authority and so progress in reducing the number of pending cases is expected to slow. We have recruited to an 18<sup>th</sup> month contract post albeit that the officer has no enforcement experience and therefore will have to be trained up.</p> |