

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

October 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)	Cumulative for 16/17	Variance
Performance Measure				
LPI CS1 Days taken to process Council Tax support – new claims and changes	8 days	6.1	7.7	
LPI CS2 Days taken to process Housing Benefit – new claims and changes	8 days	5.9	7.5	

The improvement in processing times continues across both new claims and changes in circumstances.

HB Subsidy is repayment to the Council of the HB we pay out to residents; in effect we act as agents for the Government with regards HB, administering it on their behalf in accordance with legislation that it sets centrally.

Local Authority error (where we are deemed to have made an error by paying benefit late or not taking into account all information we had access to at the time of payment) for Housing Benefit (HB) continues to reduce, from 0.56% three months ago to 0.30% now. The threshold for error is 0.48% of the amount of HB we pay out each year; above which we are penalised by the Government with regards HB Subsidy.

Fenland has qualified for an incentive payment (£2723) from the DWP under the Fraud and Error Reduction Scheme for its work in Q1 around identifying reductions in the amount of Housing Benefit paid out on a claim level basis. Nationally, less than half of all authorities qualified for a payment. Incentive payments are received if authorities achieve reductions in Housing Benefit to the value of a lower threshold. The threshold for Q1 (£58,232) was based on previous year(s) performance. Fenland achieved £59,818.

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 September	Cumulative for 16/17	Variance																		
Performance Measure																						
LPI CEL1 Total number of private rented properties where positive interventions are taken to address safety and cohesion issues	200	12	66																			
<p>At the end of Sept 2016, The Council had inspected 31 new Houses in Multiple Occupation (HMOs).</p> <p>Inspections are in the main conducted with partners via The Operation Pheasant scheme and address core safety standards issues in HMOs relating to Fire, Gas and Electrical safety; overcrowding and the provision of adequate amenities for tenants.</p> <p>The Council had also investigated 35 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.</p> <p>The geographical spread is as follows:</p> <table><thead><tr><th></th><th><u>HMOs inspected</u></th><th><u>Privately Rented Homes investigated</u></th></tr></thead><tbody><tr><td>Wisbech</td><td>31</td><td>15</td></tr><tr><td>March</td><td>0</td><td>7</td></tr><tr><td>Chatteris</td><td>0</td><td>2</td></tr><tr><td>Whittlesey</td><td>0</td><td>4</td></tr><tr><td>Other villages</td><td>0</td><td>7</td></tr></tbody></table>						<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>	Wisbech	31	15	March	0	7	Chatteris	0	2	Whittlesey	0	4	Other villages	0	7
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Wisbech	31	15																				
March	0	7																				
Chatteris	0	2																				
Whittlesey	0	4																				
Other villages	0	7																				

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded September	No of customers satisfied September	% 16/17	Variance
MPI Number of households very satisfied or satisfied with the services provided by the Housing Options team	100%	90%	12	12	100%	

During September, 12 Surveys were handed out at homeless interviews and 12 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 66.

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 (September)	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of DWP customers or eligible referrals within 2016/17 supported at Community House	120	7	53	

Another round of the confidence building course has commenced in association with the Oasis Community Centre, there are 12 participants taking part in the course over a ten week period.

The Job Centre have appointed a work experience trainee who is supporting the development of the Community House project by helping with publicity and recruitment. Additionally, a member of the team attends sessions of the job club to increase participation.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

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

Portfolio Holder: Cllr Mike Cornwell

Partnership Activity

Multi-Disciplinary Team – Wisbech pilot

A meeting has been held in September to look at how the Council can embed it's service offer into the work of the pilot Multi-Disciplinary Team (MDT) project called "trailblazer" in Wisbech and the new County Council early help service. The MDT service aims to reduce the likelihood of a non elective admission to hospital and the early help service works to coordinate preventative lower cost interventions to reduce the need for a hospital stay. The following was agreed:

- An officer attend the weekly MDT meeting to understand the case work and how Council services can link into this work with a view to training the MDT staff on services offered by the Council to add to their menu of options for a resident.
- An officer to attend the new Early Help service based at St Ives again to understand the practicalities of how the Council's service offer can link with this work.
- It was agreed that a referral route should be developed for FDC front line workers to be able to refer a concern through to the Early Help service to triage and link with the MDT service as required.

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 (September)	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of people who attend the Golden Age events	200	0	181	
Wisbech Dementia Friendly Community				
The Council is supporting the creation of Dementia Friendly Community for Wisbech. The initial steering group meeting was held on 7 th September. A Dementia Friendly Community is somewhere a person living with dementia feels understood and respected as a valuable member of the community. Once members of the group receive appropriate training it is envisaged that they will engage with local businesses, community centres, sports centres etc to all become dementia-friendly trained.				

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support our ageing population and young people

Business Plan Action: *Maintain our commitment to engaging with young people and raising their awareness of democratic processes, through the Youth District Council*

What do our customers say?

Description	Baseline	Target 16/17	No of customers questioned (September 16/17)	No of customers satisfied (April-September 16/17)	% 16/17	Variance
Satisfaction of young people involved in YDC activities	NEW	80%	13	41	100	

Feedback from the September meeting:

Comments were “the constitution discussion was really great” and “the sub-groups deciding how they were going to work in the new roles was one of the best bits”

Other highlights:

- Action plan agreed
- Constitution amended and agreed
- Lead roles of Social Media, Administration, Activities and Campaign, Marketing,

Promotion & Publicity were voted in, and responsibilities agreed along with reporting targets and outcomes.

BUSINESS PLAN AREA: **Communities**

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

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

Portfolio Holder: **Cllr Michelle Tanfield**

Partnership Activity

East Cambs and Fenland Children and Young People Partnership

The Free School Meal software improvement to automatically send details to County Council of new benefit claimants who consent for their details to be shared with the County Council for the purpose of Free School Meals has passed the test process and is now live.

This will reduce the risk of a new applicant not signing up for Free School Meals in the future to the benefit of the family and also the school who receive additional finance for every child in receipt of Free School Meals.

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 September	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL4 Number of paid visits to our leisure centres	837,588	66,776	451,383	

	Apr	May	Jun	Jul	Aug	Sep
Monthly target	62157	71884	72787	69988	69565	72589
Chatteris	4900	4722	4865	4473	4610	5199
March	16139	15773	16095	16511	16708	17389
Wisbech	24766	17462	24347	17291	20788	18448
Whittlesey	20265	14799	15267	16514	17777	13777
Total all centres	76916	63602	71420	65843	70937	66776
Monthly %	124%	88%	98%	94%	102%	92%
Quarterly %	124%			94%		
Cumulative %	124%	105%	102%	100%	101%	99%

Although attendances were slightly below target in September, the service remains on target for the year.

Increasing attendances; As well as work with Big Wave Media, the service is shortly rolling out local advertising in Parish magazines as well as using a local newspaper to promote what is available in the New Vision Fitness Centres.

Additionally, working with the Active Fenland project, over 30,000 booklets are being produced with the leisure service advertising on a page of the booklet. These booklets will be distributed across households in Fenland. Whilst this form of advertising might be considered more 'old school' and untargeted, it is anticipated that it will raise awareness of the service and attract more people into the leisure centres.

Facebook marketing continues with over 3,100 followers on this form of social media. To give an idea of the potential impact that social media has, the Facebook page for New Vision Fitness has reached more than 27,000 different people in the last 28 days.

Description	Target September 16/17	Achieved September		Variance
Performance Measure				
MPI Number of Direct Debit members	2,900	2,927		

	Apr	May	Jun	Jul	Aug	Sep
Target number of Direct Debit members	2830	2850	2870	2890	2890	2900
Total Daytime members	661	595	609	693	692	674
Total Anytime members	2183	2266	2288	2196	2236	2253
Total Direct Debit members	2844	2861	2897	2889	2928	2927

Direct debit membership levels remain on target for the year, with income across the service reflecting this. In the financial year to date, direct debit income has accounted for £470,000 of the £1.214m income achieved by the service so far.

Efforts to further improve the number of direct debit members this month include calling all potential members who took out the free trial in the summer but then did not join the membership.

With Christmas around the corner and then the busier January fitness boom, plans are in place for attracting new members in both December and January.

Project

Active Fenland Project

With year 1 of this three year project now completed a celebratory event is being held in mid-October to highlight the impact that the project is having across Fenland.

As well as highlighting the number of people that have attended the sessions, some users are attending the event to highlight to funders (Sport England), as well as the local MP and local Members, the impact that these sport and physical activity opportunities have had on their lives.

Year 2 of the project is under way with street games, walking netball, bowls and boxing featuring this year, in addition to the sessions already established in Year 1.

Project
<p>RE:FIT, invest to save energy efficiency programme</p>
<p>Since May the Council has been working with Bouygues on the invest to save scheme. Implementation has been ongoing since this time with work proceeding smoothly, whilst the leisure centres are fully operational.</p> <p>Works completed so far include:</p> <ul style="list-style-type: none"> • Installation of LED lighting throughout the estate • Installation of variable speed pumps to pool dosing systems <p>Ongoing works include:</p> <ul style="list-style-type: none"> • Fitting of solar panels to the centres, with the Manor units already on the roof. • Addition of Combined Heating and Power (CHP) units to the three swimming pool plant rooms <p>Works are expected to be completed in early January, with monitoring and evaluation and connections to control systems completed prior to March.</p>

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded April - September	No of customers satisfied April - September	% 16/17	Variance
LPI CEL5 % of those asked who are satisfied with FDC's Leisure Centres	87%	82%	550	468	85%	

Customer satisfaction remains above the target level within the leisure centres, this being reflected by income levels also being above targets.

Year to date 2,860 surveys have been sent out with 550 returned. Of these 550 85% (468 people) are reporting being satisfied with the service.

Positive feedback includes many excellent comments regarding the leisure team, continued comments about the George Campbell improvements and the wide variety of activities offered for clients at the Centres.

Negative comments have focussed on the changing rooms at the Manor Centre. In response to this some maintenance work is taking place in mid-August to replace damaged and worn cubicle furniture and improve the walls to the facility.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote Health & Wellbeing

Business Plan Action: *Develop a business case for implementation setting out options to change the way leisure centres are managed*

Portfolio Holder: Cllr Michelle Tanfield

Project
Operational Leisure Management Options Project
<p>Over the past few months work has been carried out with regards to Phase I of this key comprehensive spending review project. This phase has included an investigation into the options available and a comparison of how each potential option would suit FDC. In addition some financial modelling of each potential option has taken place.</p> <p>The Council now moves into Phase II of the project, when industry expert support will help the Council build a comprehensive business case with regards to one specific operational leisure management option. This work will take until April 2017 to complete.</p>

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 (or quarterly HWB Board update)
<p>The Wisbech Alcohol Project team are continuing to deliver the action plan covering the four partnership strategic themes, these are as follows;</p> <ul style="list-style-type: none">• Improve the reporting of street drinking to better understand local need and focus

- Reduce the impact on the community where alcohol is a key factor
- The 'whole systems approach' model to alcohol training
- Deliver promotional activity to help reduce the risk of alcohol misuse and harm in the community

The partnership has been successful in ensuring that a 'high risk' and vulnerable adult male who was subject to eviction from local sheltered accommodation due to a mix of alcohol and drug misuse incidents was supported by the project team for additional support. The project meeting held in August requested officers from Inclusion (alcohol treatment services), Night Shelter team and Richmond Fellowship (Mental Health Support) to meet prior to the eviction being delivered with a view to develop a joint treatment action plan that also includes protecting the male from homelessness. The meeting was held between partners and actions were agreed which has seen the male provided with a hospital detox and further treatment support with mental health and the night shelter team.

Recovery Walks provided by Inclusion have commenced (August 2016) and this will continue to be piloted over the coming months. At this time one recovery walk is being delivered each month within the key street drinking hotspots. The recovery walk is delivered by Inclusion staff only. No enforcement officers are present to help support engagement and building trust between the street drinker community and alcohol treatment officers.

Ghost Passage community action area. This area has been subjected to long term alcohol misuse leading to high level of environmental harm (defecation, urination and littering). The alcohol partnership has tackled the area through increased high vis foot patrols with the use of both Streetscene and Cambridgeshire Constabulary officers. The Council has maintained daily cleansing of the area to mitigate the defecation, urination and littering that takes place there. However, even with all these interventions local alcohol related issues remain and the perpetrators causing these issues are not being identified for further action or support. As such, the alcohol partnership, with support funding from the Community Safety Partnership have requested a Public Space re-deployable camera to be introduced to the location to help provide ongoing observations and detection of alcohol related misuse and to identify vulnerable and problematic drinkers. The camera is currently being installed within the passage with a view to going live in early October so updates to be provided in due course on effectiveness.

Community Engagement – a day of action was delivered at the Wisbech Tesco Extra store on Tuesday 13th September. The event was delivered alongside the Public Health team which included officers from CamQuit, Inclusion, Drug and Alcohol team, and FDC Community Safety team. The event was to highlight and promote the 'OneYou' health campaign and to allow discussion with members of the public about alcohol behaviours as well as advice on helping to quit smoking and lifestyle choices to help improve health outcomes. The team were able to engage with over 50 members of the public during the day of action.

Supporting GP registration process – GP registration signposting cards have been developed and produced, with 800 cards being created initially with a view to be circulated to all front line officers, public facing services, and other key community accessed points. This has been a project task delivered by Council officers, Public Health and the Local commissioning Group. Please see the below image of the card.



Portfolio Holder: Cllr Peter Murphy

Project
Action on Energy Conservation
<p>The action on energy project will close in October 2016 and currently final grant funded works are being completed with projected completion dates in October.</p> <p>A total of 179 measures will have been installed and the benefit to Fenland residents amounts to over £670,000. A detailed breakdown of the value of fully funded measures for low income high cost homes, which were the main focus of grant funding in this financial year will be available later in October.</p>

Portfolio Holder: Cllr Mike Cornwell

Project
Better Care Fund
<p>NHS Operational Planning Guidance NHS England and NHS Improvement published the NHS operational and contracting planning guidance on Thursday 22nd September:</p>

[Delivering the Forward View: NHS Operational Planning Guidance](#)

The guidance provides local NHS organisations with an update on the national priorities for 2017/18 and 2018/19, as well as updating on longer term financial challenges for local systems.

The guidance covers Better Care Fund responsibilities for CCGs, Upper Tier Councils and Health and Wellbeing Boards.

The guidance covers two financial years, to provide greater stability and support transformation, and has been released three months earlier than normal to enable earlier agreement locally. The Department of Health and Communities and Local Government are currently developing the Better Care Fund policy framework which will also cover 2017/18 and 2018/19 and the Better Care Support Team (BCST) will be developing the Better Care Planning Guidance at the same time.

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 September	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of homes adapted to assist vulnerable and disabled residents to remain in their home	70	3	49	

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 September 16, The Council has assisted 49 households with adaptation works.

The geographical spread is as follows:

Wisbech 13
March 12

Chatteris	4
Whittlesey	8
Other villages	12

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded (Month - Month)	No of customers satisfied September	% 16/17	Variance
Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt their property made their life easier (1 year on survey)	100%	90%	1	1	92	

1 new client responded to the survey in September 16 for this performance measure.

13 surveys have been completed for the financial year culminating in satisfaction score of 92% so far for the year.

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 (August)	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL8 % of collected household waste diverted from landfill (recycled and composted)	51%	55%	57%	

Collected Household Waste

	Apr 16	May 16	June 16	July 16	Aug 16
Dry Recycling (Blue Bin)	739	689	815	687	729
Compost (Brown Bin)	1,066	1,428	1,618	1,435	1,173
Residual Waste (Green Bin)	1,613	1,531	1,677	1,510	1,574
Overall tonnage	3,418	3,648	4,110	3,632	3,476
Dry Recycling %	22%	19%	20%	19%	21%
Compost %	31%	39%	39%	39%	34%
Dry Recycling & Compost Total %	53%	58%	59%	58%	55%

In the 5 months April to August customers have generated 3,758 tonnes of waste for recycling through their blue bins. This is a 200 tonne increase on the same 5 months last year. This represents a 5% increase in the amount of recycling customers are producing.

The continued increases in blue bin recycling collected is as a result of both additional properties and customers more actively recycling across the district.

Over the same period the Recycling Improvement project has resulted in almost 12,000 blue bins being inspected and customers offered a 'thank you' tag where the bin was being actively used along with information on how to recycle more for all bins checked. This work will continue and further detail of the impact will be reported in future portfolio holder briefings.

Description	Target 16/17	Achieved (September)	Cumulative for 16/17	Variance
Performance Measure				
MPI % missed bins collected the next working day	92%	90%	92%	

Reported Missed Collections - Comparison with 2015/16 performance

September	2015/16	2016/17
Reported Missed Collections	236	246
Collected Next Day	221	222
Result	94%	90%

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.

September sees a continuation of more usual levels and continued efforts to focus on these finer 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 (September)	Cumulative for 16/17	Variance
Performance Measure				
MPI Income generated through recycling materials	£350,000	£33,556	£185,134	

Overall the income from recycling has shown some recovery in the first half of the year. Whilst the values of materials is well below that of 3-4 years ago some materials are showing improved value and income is £4,000 a month more than April.

Increases in the amount, and improvement in the quality, of recycling that customers present in their blue bins also helps to improve the income.

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
Cambridgeshire Waste Partnership (RECAP)
The RECAP partnership board met at Peterborough's newly commissioned Energy from Waste plant at Fengate, Peterborough and discussed the future direction of the partnership with waste experts from Wrap and Local Partnerships. The result is the joint commissioning of an independent review of the partnership early in 2017, reporting

back in early 17/18.

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

Garden Waste Project

Cabinet consider the implementation of the Fenland Garden Waste Service along with a public petition and the consultation feedback from 12,300 customers, members and overview and scrutiny at their meeting of the 20th October.

A comprehensive public communications plan is prepared ready to go should members decide to support the proposal of a zero-cost garden waste service. Online payments are designed to go live in December with all payments from 10 January 2017.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy & Cllr David Oliver

Project
Streets Ahead Enforcement Project Update
<p>6 streetscene related planning enforcement cases closed, mainly relating to alleged unauthorised satellite dishes but which have been found to be authorised. Secured the removal of a dish off a listed property in Hill Street Wisbech</p> <p>Run down property in Quaker Lane, Wisbech – trying to encourage to redevelop the site / dispose of the property.</p>

Portfolio Holder: Cllr David Oliver

Project
Support the Council's programme to improve and enhance the dilapidated Wisbech Town Centre buildings
<p>Following the successful award of Heritage Lottery Funds, the Core project group met in August to agree and set out, how the project will be administered and delivered.</p> <p>A full programme of activities will complement the physical regeneration of the High Street in Wisbech. It is intended that a lead project officer will be recruited to oversee project delivery and co-ordinate all interested parties.</p>

BUSINESS PLAN AREA: Environment

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

Business Plan Action: 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 (September)	Cumulative for 16/17	Variance
Performance Measure				
MPI Memorial inspections completed	5,000	183	2663	
<p>So far this financial year 2663 memorials have been inspected. 174 memorials were identified as being potentially unsafe. These memorials have either been laid down or staked by our grounds maintenance contractor ISS World and following our memorial inspection policy.</p> <p>During September 183 memorial inspections were carried out. Inspections took place in Eastwood Cemetery and the Garden of Rest in March as well as in Whittlesey cemetery. Out of the 183 inspections 9 were identified as being unsafe in September. All of these have been actioned.</p>				

Description	Target 16/17	Achieved (September)	Cumulative for 16/17	Variance
Performance Measure				
MPI Hours spent on active town patrol	4000	274	1850	
<p>Hours on active patrol this month include:</p> <p>Chatteris: 47 Whittlesey: 51 March: 73 Wisbech: 84 Rural: 19</p> <p>An overview of the types of work officers have been dealing with whilst out and about include:</p>				

- Investigated 34 abandoned vehicles and 9 nuisance vehicles. 4 of which were deemed to be abandoned and were removed by our contractor.
- 14 service requests to cleansing. Ranging from litter picks required syringes and overflowing bins.
- 4 Matter relating to refuse and issues with domestic waste.
- 9 matters relating to our open spaces. In the main service requests to our contractors.
- 17 Street Scene queries. Ranging from over grown land and general enquiries.
- 3 referrals to Highways relating to damaged street furniture and overgrown vegetation onto the highway.
- 15 matters relating to irresponsible dog ownership.
- 7 commercial waste issues have been resolved.
- Removed 16 fly posters from in and around Fenland.
- 5 site visits for other teams including Assets, Planning and Environmental Health.

Project

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

Fly Tipping

In September a further prosecution took place for fly tipping. On this occasion a male female from Chatteris were found guilty for fly tipping offences. On the 21st September the pair both pleaded guilty to Fly tipping items at stocking Drove in Chatteris. Both were fined £120. FDC was awarded;

Costs £1000

Victim Surcharge £40

This case was possibly due to a member of the public coming forwards and providing a witness statement having witnessed the activity taking place. Members of the public are contacting the Council more and more frequently to report issues and this is helping to tackle those who act irresponsibly towards the environment.

This prosecution result will hopefully deter others from fly tipping and has been publicised in the local press.

Also during September new fixed penalty notice powers were used on 3 occasions to fine 3 individuals who committed low level fly tipping. This is something such as small household items or a few bags of rubbish.

The fine is £200 and this new power will be used to tackle smaller scale fly tipping as a more efficient and swifter penalty. Large scale fly tipping will still be referred for

prosecution.

Enforcement

Other enforcement actions this month include;

- 3 Parking FPNs (1 parked on a market day, 1 parked over 2hrs & 1 parked on double yellow lines)
- 3 Litter FPNs (in March for litter offences)
- 1 written warning & 1 verbal warning for vehicles for sale on the highway.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 16/17	Achieved (Sept)	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	15	116	

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

Regular work parties were held as well as Whittlesey Street Pride utilising marketing opportunities from the council's four season events by having a promotional stand at this year's Whittlesey Festival. The group highlighted the work they do and signed up 5 new members.

Also this month, Benwick Street Pride / In Bloom held a Coffee and Cake morning to say thank you to the village for all their help with the groups In Bloom entry.

Project

Progress against Street Pride plan:

Priority 1: 'helping groups work together / grant funding'

Priority 2: 'Support for groups by varied Council services'

Priority 3: 'Increased partnership working'
 Priority 4: 'Opportunities to involve more young people'
 Priority 5: 'Increasing sustainability and resilience'

In September, one activity was recognised under priority 3.

Two groups held special events to coincide with Heritage Week. On Thursday 8th September the Friends of Rings End Nature Reserve held an open day with the Friends of March Railway Station doing the same on Saturday 10th.

Both events are an excellent example of groups working in partnership to promote themselves to the community and highlight how members of the public can get involved via volunteering.

Project

In Bloom Awards

A massive congratulations to all of our groups that entered this year's Anglia in Bloom competition. The results were announced at a celebration event in Gorleston on 6th September.

Chatteris and Parson Drove both achieved Silver. Benwick, Whittlesey and March all achieved Silver Gilt. Wisbech General Cemetery also won Silver Gilt and were overall winners in the cemeteries under 10 acres category.

Wisbech won Gold again, for the ninth year running.

All of the volunteers and partners involved should be very proud of themselves as it was another successful year for in Bloom.

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded April - September	No of customers satisfied April - September	% 16/17	Variance
LPI CEL13 % of those asked who are satisfied with horticultural / gardening services in	85%	82%	123	101	82%	

FDC's open spaces						
<p>Customer satisfaction with open spaces across the District remains on target. As well as customer satisfaction remaining positive, the In Bloom feedback, from independent judges, highlighted earlier in the report also demonstrates that Fenland's open spaces are looking good this year.</p> <p>FDC continues to work closely with our contractor, ISS World, to maintain open spaces to our specification. More recently it has been evident, from an improved level of performance that the contractor has taken on board feedback from the Council regarding year 1. This will enable them to prepare well for next year's busier periods.</p>						

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: **Cllr Peter Murphy**

Project
Four Seasons Events
<p>September the 11th saw our annual Whittlesey Festival take place. The event was very well attended and the weather was glorious. The public were treated to approximately 100 art and craft stalls, children's funfair rides and activities, such as a climbing wall, Punch and Judy, circus skills, pony rides and trampolines.</p> <p>There was also entertainment which included a town parade, local bands and dance acts. We were also treated to 2 fly pasts from a Spitfire and a Hurricane, which caused quite a stir. There were gifts galore and plenty of food and refreshments for everyone to enjoy. Stall holders and members of the public fed back that they had a great day.</p> <p>Fenland has also been assisting non FDC events committees with information to help with their events leading up to Christmas.</p>

Project
Markets Action Plan Update
<p>Our Markets website has been updated following changes to market traders within the town. We have included up to date information on what consumers can expect to see and what is on offer.</p> <p>Stall Holders</p> <ul style="list-style-type: none">• We have welcomed a new meat stall to Chatteris Market following the departure of ABC Meats. Our long standing butcher from our other markets

Russell's was happy to attend and can now be found at all our Fenland Markets.

- A new Pet stall has joined Chatteris Market and is doing well building up a customer base within the town.
- A new trader selling kitchen appliances, handbags and scarves has joined March Market place and has fed back positively about the market.
- The new Market Electrics which have been installed in March Market have been working well. The traders have all agreed to a new horseshoe style layout for those who require power following the removal of the old centre located pillars. This has had positive feedback from the public and traders who all like the new open style.
- We have had to sadly say goodbye to our catering stall "Baileys Burger Shack" who has decided to leave the market. We are in the process of seeking a replacement.

September is also Fun Fair month with March, Wisbech and Whittlesey all seeing the arrival of the annual statute fair.

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded (September)	No of customers satisfied September	% 16/17	Variance
LPI CEL12 % of those asked who are satisfied with FDC's events	99%	90%	38	38	100%	

During September we completed 38 customer feedback cards at the Whittlesey Festival. All 38 said that they would attend the event again next year and all gave a score of 5 or 4. 5 being very good and 1 requiring improvement. Comments included;

"Really enjoyed – Fantastic event!"

"Better than last year!"

"Liked the vintage cars"

"For a small market town this is a fabulous event!"

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 (September)	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	175	1,174	
<p>During September 2016 the Council was able to respond and detect 175 incidents of crime and disorder, including anti social behaviour across our four market towns in Fenland. This is a decrease as compared to September 2015 in which 204 incidents were reported.</p> <p>A breakdown of incidents by town:</p> <p>Chatteris = 3 March = 26 Whittlesey = 6 Wisbech = 140</p>				

Description	Target 16/17	Achieved (September)	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of positive outcomes as a result of CCTV intervention	250	28	228	
<p>During September 2016 the Council was able to achieve 28 positive enforcement outcomes from incidents responded to or detected by use of CCTV.</p> <p>This included arrests for drink driving, theft shoplifting and drug related incidents. The CCTV team were also able to support fines being issued for illegal parking within our town centres and for other traffic related offences.</p> <p>Positive outcomes achieved: Arrests (CCTV led) = 8</p>				

Assisted arrests = 11
 Fixed Penalty Notices (CCTV led) = 1
 Assisted FPN's / warnings = 8

Here is an example of one the incidents detected by CCTV:

The CCTV team observes two males and one female sat in car park drinking alcohol; the female within the group doesn't look well and the CCTV team observes a male with her removing her earrings and necklace. Police Control advises that an ambulance is attending and the CCTV team informs Police Control of what the male was observed doing. Local officers and ambulance crew attend.

As a result of excellent CCTV detection and effective partnership working with emergency services, one female was provided with medical treatment and one male was successfully arrested for theft offences.

Description	Target 16/17	Achieved (September 16/17)	Cumulative for 16/17	Variance
Performance Measure				
Number of incident reports shared by members of SIRCS [Secure Incident Reporting and Community Engagement System]	500	32	275	

During September 2016, members from SIRCS which includes representation from the four market towns in Fenland from retail, commercial and licensed trade submitted 32 incident reports for circulation.

The reports vary from matters relating to retail related theft, business related crime and alcohol related incidents including violent crime within licensed premises.

This approach continues to support both local business and partner agencies to pro-actively tackle business related incidents to help reduce incidents of crime in Fenland by providing a secure and consistent method to information sharing across the district.

The membership of SIRCS currently stands at 212 members across the four market towns.

Description	Target 16/17	Achieved (month)	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of FDC ASB cases	90%	100% 7 cases	98% 24 cases	

where positive action is taken				
7 new cases in August; all cases dealt within the relevant timescales with positive interaction with relevant parties.				

Description	Target 16/17	Achieved (September)	Cumulative for 16/17	Variance
Performance Measure				
Number of Community Action Areas identified by Community Safety Partnership where positive action is taken	4	1	1	

Ghost Passage, Wisbech

This area has been subject to long term alcohol misuse leading to high level of environmental harm (defecation, urination and littering). The alcohol partnership has tackled the area through increased high vis foot patrols with the use of both Streetscene and Cambridgeshire Constabulary officers. The Council has maintained daily cleansing of the area to mitigate the defecation, urination and littering that takes place there. However, even with all these interventions local alcohol related issues remain and the perpetrators causing these issues are not being identified for further action or support. As such, the alcohol partnership, with support funding from the Community Safety Partnership have requested a Public Space re-deployable camera to be introduced to the location to help provide ongoing observations and detection of alcohol related misuse and to identify vulnerable and problematic drinkers. The camera is currently being installed within the passage with a view to going live in early October so updates to be provided in due course on effectiveness. This camera will be linked to the Councils existing 24/7 CCTV service.

Partnership Activity

Community Safety Partnership

Chelsea's choice production returns to Fenland as the drama group ALTO EGO performed to over 800 Fenland students creating awareness and promoting support mechanisms of Child Sexual Exploitation.

This year the FCSP provided a stand alone community performance on the back of the O&S recommendations. 30 members of the public attended including a visit from the Police & Crime Commissioner who commented on the excellent project we were delivering and wants it to be a best practice model for the county.

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

ACT (Active Citizens Together)

This project started in October 2015, and is co-funded by the European Commission under the Rights, Equality and Citizenship Programme for two years. The main aim of the project is to increase civic and political participation of EU nationals resident in the UK in their local areas. This is done by delivering an ESOL module on civic engagement delivered to EU migrants studying English at Entry Level 2 and 3, and a series of workshops on the same subject. Any participants interested in contributing to their local communities will be allocated a mentor to explore practical issues involved in a particular area of activity. An Active Citizens Together network will also be created for peer support and sharing good practice. To date ACT training has been delivered to 108 EU nationals and ESOL module to 79 EU nationals. Over two years the project aims to deliver the ESOL module to 200 people and training to another 200. Wisbech has benefited by this project and a further workshop is being planned at the Rosmini Centre in the near future.

Countywide Meeting with the Strategic Migration Partnership (SMP - 30th September

Meeting was held including 2 tier authority representatives, CCG and Heidi Allen MP. Update on 4 schemes where Government is asking for support:

- Dispersed Asylum Seekers
- Syrian Refugees
- Vulnerable Children scheme
- Unaccompanied Asylum Seeking Children National Transfer

Discussion was held reflecting the points made in the meeting FDC had with the SMP.

It was agreed that the ask from SMP be collated into a report for county-wide leaders including numbers, which can to be then considered with a view to develop a county wide delivery model that involves all key agencies.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Ralph Butcher

Project

Economic Development Strategy

The delivery of the Economic Development action plan by Opportunity Peterborough remains on target, with a series of key assessments and documents having been completed. The delivery of the plan is moving from the data collection and evaluation phase, into the practical delivery phase.

A number of local Fenland manufacturers have raised comments regarding a lack of networking opportunities particularly with like-minded Manufacturing companies in the local area meaning missed opportunities for collaboration and collective problem solving. Fenland manufacturer firms have been invited to attend future Manufacturing Association meetings, which in turn is creating cross-border opportunities with Peterborough-based businesses.

Officers are currently developing a Fenland business focus group, which will facilitate quarterly roundtable discussions between leading businesses and the Council, which will provide a platform to share ideas and ensure FDC's focus is targeted towards issues that are important to our existing business.

The Economic Development Team have been developing relationships with the new UKTI account manager covering large businesses in the Fenland area, this will allow improved sharing of information and business intelligence between FDC, UKTI and our larger employers in Fenland.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Ralph Butcher

Project
Fenland Business Engagement & Profile Enhancement
<p>In September Officers met with 4 local businesses to discuss expansion plans and workforce development opportunities. 2 businesses were referred to the Skills Service, hopeful that skill gaps in their workforce can be supported.</p> <p>Draft amendments to the 'Fenland for Business' website have been completed and will be uploaded shortly. The improvements will ensure that valuable data is captured from website visitors and can be used to tailor the advice and guidance provider and enable Officers to proactively follow leads.</p> <p>The team are also focussing on branding the 'Fenland for Business' proposition to create a more memorable and functional business support service.</p>

Description	Target 16/17 (Year end)	Achieved	Cumulative for 16/17	Variance
Performance Measure (LPI BE5)				
Number of Social Media followers	450	16	452	
<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

Inward Investment enquiries & referrals

In September Fenland were in contact with the GCGP LEP in connection with an inward investment enquiry from an international company seeking a base for a global headquarters and manufacturing facility, further follow up meetings are planned for October.

An additional inward investment enquiry was received from a brand development and marketing business, already established outside of the area and looking to base new offices in the Fenland area.

A formal Inward Investment proposition is being developed to improve the initial engagement process and the quality of available information, helping investors and businesses access accurate and relevant information.

Description	Target 16/17 (Year end)	Achieved 16/17	Cumulative for 16/17	Variance
Performance Measure LPI (BE4)				
Number of inward investment enquiries handled p.a.	20	2	10	

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.

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.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Ralph Butcher

Project
LEP Engagement & Funding Activity
<p>High level LEP engagement continues, linked to both funding and projects in the area, along with evolving joint working as part of the proposed devolution agreement.</p> <p>Fenland rail has benefitted from LEP funding to carry out the feasibility of increased platform capacity at local stations.</p> <p>Government is approving the LEP Growth Deal programme, following which Fenland schemes will be considered.</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 (month) 16/17	Cumulative for 16/17	Variance
Performance Measure LPI (BE1)				
% occupancy of Business Premises Estate	82%	89%		

South Fens Business Centre:

Heads of Terms have been issued to an existing tenant at South Fens Business Centre, they are looking to take on additional office to use as a regional training base, with a view to completing 1 November 2016.

We have completed the lease for an existing tenant who has taken on a larger office to expand their business.

Boathouse Business Centre:

Heads of Terms have been issued to an existing tenant relocating within the business centre with a view to completing mid October 2016.

South Fens Enterprise Park:

We completed on Unit 6, 30 September 2016, which means that for the first time since the premises were completed we are now fully occupied. The occupancy figures currently show 89% as occupancy is calculated on occupied floor space across the month. This will show as 100% from 1 October 2016.

Current floor space occupied 7,708 sqm out of 8,660 sqm

South Fens Business Centre 63%
South Fens Enterprise Park 89%
Boathouse Business Centre 76%
Mini Factories 99%

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Ralph Butcher

Project
Nene Waterfront Project
<p>Officers are currently exploring options for development of the remaining Lots 1 & 2 of the Nene Waterfront area in Wisbech, which will help create a brief to assist with the re-focussing of the Council's development ambitions for the site.</p> <p>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. Some of these units have already been transferred to Circle Housing and have welcomed their first residents. Construction of the 46 market houses continues at a pace, with piling and foundations being laid, whilst other units have been roofed in preparation for the installation of doors and windows.</p>

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 Sep 16	Cumulative for 16/17	Variance
Performance Measure				
LPI EC7 % occupancy of Wisbech Yacht Harbour	97%	83 (98%)	93 %	
<p>Two new permanent berth holders joined throughout September that is the third consecutive month that numbers have increased within the Yacht Harbour. There was three visiting craft to call in at Wisbech.</p>				

Description	Target 16/17	Achieved Sep 16	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of boat lift operations at Wisbech Port	290	34	201	
MPI Number of vessel lifts	150	14	103	
<p>Lift numbers returned to normal throughout September. Some of the Kings Lynn fishing fleet decided to be lifted now that the annual cockle season is over.</p> <p>It was also a busy month for windfarm vessels using the yard, this was due to a break in works on the Race Bank cable works therefore the vessels had no work.</p>				

Description	Target 16/17	Achieved Sep 16	Cumulative for 16/17	Variance
Performance Measure				
Total Number of ships to Nene ports	250	15	113	
Port Sutton Bridge Ship Numbers	210	10	84	

Gross Tonnage to Port Sutton Bridge GT	343,218	20,881	168,301	
Wisbech Ship Numbers	40	5	29	
Gross tonnage to Wisbech GT	77,686	7,686	48,517	

Sutton Bridge Was an exceptionally quiet month with only 10 vessels calling. As Harbour Authority we are engaging with the port operator to determine future trading trends.

Wisbech Had a total of 5 vessels call with 6 cargoes consisting of Timber, Bricks, and export of scrap metal.

Project

Race Bank Offshore Wind Farm development – DONG Energy

During September there was not much activity on the Race Bank cables, however with Pilot Exemption inductions a total of £17,000 in additional income was achieved.

Project

Sutton Bridge Marina – Commercial & Leisure Moorings

Good progress continues to be made for the construction of the new Cross Keys Marina at Sutton Bridge. Works to facilitate user access to the new commercial and leisure pontoons via an access brow and pivoting walkway are now nearing completion which will enable the removal of the existing FDC pilot boat access infrastructure.

Installation of security gates along with power and water services which will provide user security and access to electricity and water supplies via service bollards are now being installed.

Additionally works have commenced on installing the new commercial vessel fuel pontoon and associated access infrastructure. Works to this structure will continue up until the end of the construction phase which is scheduled for completion at the beginning of November.

Close liaison with the Principal Contractor along with careful programming of the works has enabled the continuation of both FDC pilot boat and Eastern Inshore Fisheries & Conservation Authority commercial operations throughout the construction phase.

The dry side elements of the project are planned for implementation by Lincolnshire CC following the completion of the wet side works.

Progress Photo – Marina Access Brow and Pivoting Walkway



Progress Photo – Commercial Vessel Fuel Facility



Progress Photo – Leisure Moorings



Progress Photo – Commercial Moorings



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

Work continues with workshops on the 4 new themes:

- Skills & Education
- Health, Wellbeing & Cohesion
- Business & Economy
- Infrastructure & Town Centre

The public consultation exercise has been completed, consisting of a 2-day event on the Market Place and an online survey. Hard to reach groups such as young people and the migrant population are being engaged separately.

Further engagement is planned with members following the postponement of the earlier arranged meeting that clashed with the urgently arranged Minor Injuries Unit public meeting.

A revised approach and action plan will be submitted to the Core Vision Group for approval and delivery will continue.

Garden Town

As part of Wisbech 2020 projects the 'Big Idea' of the Garden Town is progressing.

Draft proposals have been produced along with engagement with key Government departments including Homes & Communities Agency (HCA) and Department for Communities & Local Government (DCLG) representatives.

This is culminating in requests to engage with Sajid Javid, the Secretary of State for Communities & Local Government, so Government can better understand this exciting proposition.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Ralph Butcher

Project

Work Experience Placements & Opportunities Programme

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

Project

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

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

Project

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

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

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

BUSINESS PLAN AREA: Economy

Business Plan Priority: Promote 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 September 2016	Cumulative for 16/17	Variance
Performance Measure				
LPI EC2 % of major planning applications determined in 13 weeks	75%	100%	81.25%	

5 Decisions, 5 within time

With continued 100% performance we are now exceeding our performance target ahead of schedule.

The decisions related to:

- A 47dwelling scheme at Bassenhally Farm, Whittlesey (approved)
- A 20 dwelling scheme at Jobs Lane March (approved)
- A 15 dwelling scheme at Park Rd Manea (refused)
- Variation of condition Benwick Road Whittlesey (approved)
- Variation of condition Tydd St Giles Golf And Leisure Centre (refused)

Description	Target 16/17	Achieved September 2016	Cumulative for 16/17	Variance
Performance Measure				
LPI EC3 % of minor planning applications determined in 8 weeks	80%	91.43%	86.67%	
35 Decisions, 32 within time Continued excellent performance from the team.				

Description	Target 16/17	Achieved September 2016	Cumulative for 16/17	Variance
Performance Measure				
LPI EC4 % of other planning applications determined in 8 weeks	90%	100%	95.74%	
32 decisions, 32 within time Continued excellent performance from the team.				

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI EC1 Number of new affordable homes (annual figure)	75	6	95	

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

Promotional information to attract developers / investors to Fenland has been published and issued to the development industry.

<http://www.fenland.gov.uk/developmentopportunities>

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.

Urban Growth Sites

The South & West Wisbech Broad Concept Plan groups met in September to discuss progress.

The South group discussed the need to undertake further viability and commercial work to support the BCP similar to the work undertaken on the East Wisbech area.

The West group discussed funding of the required Flood Risk Study and how this can be taken forward.

The Council's other strategic landholdings will be considered in connection with potential options for the Nene Waterfront and whether the agreed development/delivery options could include these sites.

Portfolio Holder:

Cllr Ralph Butcher & Cllr Will Sutton

Project
Facilitating the delivery of the Local Plan broad locations and specific locations for growth
Broad Concept Plan (BCP) Project Manager – Will be going to advert shortly to fill this temporary position.
Cambs County Council - Consulting on the location of a new Secondary School in Wisbech.
West March BCP Group – Feedback from the landowners following the initial meeting with them has been limited. Reminders to be issued so that we can establish if there is a large enough group of owners willing and able to progress towards the preparation of a BCP.
Chatteris – Anticipating the submission of the BCP proposals in November.

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

Project
Rail Development Strategy
Anglia Rail Franchise Abellio Greater Anglia (AGA) has now been named as the preferred bidder for the long term Anglia Rail franchise commencing in October 2016 until October 2025. A meeting with Abellio is being held in early October 2016. During this meeting we will be given information and details about what the new franchise will mean for the Fenland and Hereward CRP areas.

Cross Country Rail Franchise

During September 2016, Government announced that Cross Country Trains have been awarded a short term franchise until October 2019. For the first time for this franchise it includes funding for Community Rail Partnerships. £340,000 is available for CRPs across the network over the 3 years of the franchise. We are currently waiting for further details about what this will mean for the Hereward CRP.

March Station Masterplan Consultation

The March Railway Station Masterplan is now out to public consultation. The closing date for responses is 24th October 2016. The consultation materials and the questionnaire can be found online as follows:

<http://www.fenland.gov.uk/March-Station-Masterplan>

Description	Target 16/17	Achieved (Sept)	Cumulative for 16/17	Variance
Performance Measure				
Maintain existing use of dial a ride to 2014/15 figures through the concessionary fares scheme	Maintain 14/15 level 14,308 Journeys	1531	8284	

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

Local Sustainable Transport Fund (LSTF) (dependent on ongoing funding):

- Increase the number of people walking, cycling and using public transport

Access Fund

Cambridgeshire County Council submitted a bid to the Government Access Fund during September 2016. This includes £285,000 for Fenland Travel Choices work for 3 years from April 2017. Should this bid be successful it will allow the travel choices work successfully carried out in Wisbech during 2015/16 to be delivered in the rest of Fenland. An announcement about the outcome of the bid is expected in DECEMBER 2016.

Wisbech Bus Service Project

Following the withdrawal of the Stagecoach 66 bus service between the Horsefair Bus Station, Weasenham Lane and Tesco on Cromwell Road during May 2016 we are looking at options for a replacement service. Due to low passenger numbers the previous service was considered unviable and reinstating the same service is likely to have the same problems. We have set up a Wisbech Bus Service Project to develop a local approach to designing a bus service. This is based on lessons learnt through the Hereward Community Rail Partnership that have been successful. The aim is to have a new bus service, initially as a 12 month pilot project from April 2017.

The public are currently being asked to give their views to help with the design of the new bus service. Further details can be found from the web link below. Local residents and businesses are also being made aware of this through leaflets being posted door to door, meetings, posters and questionnaires being made available in a range of venues across Wisbech.

<http://www.fenland.gov.uk/wisbechbusserviceproject>

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

Support Strategic Transportation Objectives

A47

Work is continuing to progress on option development for the A47 Guyhirn Roundabout scheme. The latest progress meeting was held in September 2016. The main issue raised was the timetable and the potential to deliver the project more quickly than 2020. It was explained that the number of environmental designations around the site have to be considered in detailed, these matters will affect the timetable as they determine the process that the project will have to take to be delivered. It is currently uncertain as to whether the project can be delivered earlier.

Highways England and their contractors are currently developing options for the scheme and a public consultation on the options that can be taken forward is expected in early 2017.

The most up to date information about each scheme is added to the Highways England website. A link for which is below:

<http://www.highways.gov.uk/roads/road-projects/a47-corridor-improvement-programme/>

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.

The next two lots of the first tranche are to be auctioned on the 5th October, with results reported next month.

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.

It is anticipated that Cabinet will be able to consider the next tranche of sites later in the year.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Good Customer Service

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

Portfolio Holder: Cllr Chris Seaton

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CS3 % of Council Tax collected	97.5%		57.10%	-0.76%
LPI CS5 Council Tax - net receipts payable to the Collection Fund	£48,652,633		£27,732,813	+£35,486

While the in-year collection is behind profile this reflects the increase in the net collectable debt as stated last month. Targets to be re-profiled to reflect the increased instalment values for the remainder of the year.

We continue to take recovery action against customers who are not paying their Council Tax on time. In September we sent:
1,062 reminders for £125k of arrears (last September we sent 1,087 reminders for £128k),
447 Final Notices for £244k of arrears (last September we sent 471 for £230k)
254 Summonses for £141k of arrears (last September we sent 322 for £169k).

For more challenging higher debts we are now pursuing the option of seeking Charging Orders on properties owned by persistent non-payers. This means that they will have to pay us the debt they owe us out of the proceeds of any house sale. We currently have 22 cases at this stage. Ten of these are awaiting court dates, and the remaining 12 are either at CCJ application stage or the commencement of the Charging Order process.

Currently there are 1,008 outstanding items of work in the team at Fenland to action.

We are in the process of training 5 new starters in the Revenues part of ARP of which have been with us for a couple of weeks the other 3 start on 3rd October. This plus the end of the summer holiday period should result in a positive impact on the number of processes that remain outstanding. There is also a planned processing drive for when

the trainees are fully on the team later in the year.

Following the introduction of one single document imaging and workflow system across ARP at the start of this year (previously there were two), we are now working on streamlining the automated distribution of work in the team across multiple working sites, which once implemented will allow us to action work faster and more effectively, to reduce the outstanding work mentioned above.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CS4 % of NNDR collected	98.5%		56.95%	1.19%
LPI CS6 NNDR - net receipts payable to the Collection Fund	£27,526,071		£14,439,636	-£104,572

Collection continues to run above profile for in year collection. The collection fund total is below target currently this is mainly due to a £200k & a £120k backdated refunds in relation to successful appeals for Dr's surgeries.

We continue to take recovery action against customers who are not paying their NNDR on time. In September we sent:
 70 Reminders 70 for arrears of £62k (last September we sent 46 for £149k)
 43 Final notices for arrears of £200k (last September we sent 28 for £240k)
 23 Summonses for arrears of £71k (last September we sent 4 for £7k)

Currently there are 76 outstanding items of work in the team at Fenland to action.

We are currently advertising for a temporary member of staff to cover long term absence.

The Government is undertaking a NNDR revaluation. Every 5 (this time, as a one-off it has been 7) years, the rateable values (RV) of all commercial properties in the country are reviewed. The RV is based upon the market rental value of properties; this varies according to their size, location and use. The RV forms the basis of the NNDR calculation. This will lead to revised rates bills from 1/4/17. We are now receiving preliminary information about the resulting changes.

Discretionary rate relief reviews are also scheduled over the next couple of months across the partnership. We have therefore extended the contract for our agency worker to assist with the commencement of this work and the training of the additional officer.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CS7 % of contact centre calls answered within 20 seconds	70% profiled target (61%)	76.7%	68.1%	+7.1%
LPI CS8 % of contact centre calls handled	90% Profiled target (81%)	94.4%	86.8%	+5.8%

The Contact Centre achieved its profiled targets (which increase as the year progresses) in September; we answered 76.7% of calls within 20 seconds (against a target at the end of September of 61%) and 94.4% of total calls handled (against a target at the end of September of 81%).

Of the 6,778 calls offered we answered 6,401 of these which were reductions of -6% (410) and -4% (242) respectively. So far this financial year, we have answered 40,125 calls in total compared to 40,077 for the same six months last year.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CS9 % customer queries resolved at first point of contact	85%	92.4%	94.3%	+9.3%

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
Performance Measure				
LPI CS13 % of Customer Satisfaction for the shops	95%	95.3%	95.9%	+0.9%
LPI CS11 % of Customer Satisfaction with the Contact Centre	95%	94%	93.75%	-1.25%

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.

3Cs

3Cs category	Measure	Dates Current year (July-Sept 16)	Dates Last year (July - Sept 15)	% Change + / -
Compliments	Total number received (over given period)	42	31	+35%
Comments	Total number received (over given period)	34	15	+126%
Correspondence	Total number received (over given period)	87	88	-1%
Complaints	Total number received (over given period)	110	82	+34%
Total contact (over given period)		273	216	+26%

Project
<p>News Survey</p> <p>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 September = 8</p> <p>Highlights included:</p> <ul style="list-style-type: none"> • Fenland Council praised by auditors • Have your say on Wisbech's future • FDC free advice forum for local businesses • Help shape the future of March station • Consultation shows support for devolution • Help design a new bus service for Wisbech <p>The number of social media updates added to the FDC Facebook and twitter</p>

accounts:

Facebook = 35

Twitter = 82

We currently have 842 likes on Facebook and 7,244 followers on twitter.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI PC1 Number of visits to the FDC website	424,996	42,074	229,755	8%

In addition to the number of website hits, we also had in excess of 1000 online forms submitted during August (forms submitted = 1,010)

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Consultation and Engagement

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

Project

Wisbech 2020 consultation

A two-day consultation event was held in Wisbech town centre on Friday 9 and Saturday 10 September to invite members of the public to comment on the Wisbech 2020 Vision project and the idea of a "garden town". The stand also highlighted information on what work has taken place and the proposals for the future.

The stand was manned by representatives from Fenland District Council, Wisbech Town Council and the Wisbech Society.

The consultation was then available online until 7th October 2016.

Results of both the two-day consultation event and the online survey will feed into the 4 key themes for the project;

- skills and education,
- Infrastructure, growth and built environment
- Local economy

- Health, wellbeing and cohesion

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

An officer of the Council attended Wisbech St Mary Parish Council. The purpose of this was to review the Light & Life Evangelical Gypsy Traveller Convention that was held at Garden Lane, Wisbech St Mary in the summer in relation to the work of partners including the landowner.

Councillors were informed that legally there were no partner powers to prevent the event taking place and FDC would not be liable or responsible if an incident had occurred.

The Police and the Council demonstrated good partnership working to minimise the impact of this event. An officer of the Council visited the convention every day and was in contact with the local Police Inspector on a daily basis. If a similar event did reoccur this work would continue.

This information not only clarified the constraints that the Council has to work within, but also reiterates our commitment to address any future events if they occurred. Without changes in legislation, we would be faced with the same scenario and would have to plan/ work within the legal framework that currently exists and has been outlined.

The only person who would be aware if future conventions will be held at this location is the landowner, and it was discussed whether the Parish Council should discuss this with him to ascertain his thoughts.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Asset Management

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

Portfolio Holder: Cllr Ralph Butcher

Project

Corporate Asset Management Plan update and asset audit

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.

The first formal stage on the path towards adoption was the consideration of the current draft by the Overview & Scrutiny Committee which occurred this month. Those comments and recommendations are being considered and any necessary changes are being incorporated before a final version is submitted to Cabinet in November & Council in December 2016.

Project

Wisbech Port Estate Review

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

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Workforce Development

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

Portfolio Holder: Cllr Chris Seaton

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

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Enforcement

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

Portfolio Holder: Cllr Will Sutton

Project
Planning Enforcement Update
<p>28 cases closed in September (249 in the year which is significantly up on previous years).</p>

39 Service Requests received in September (210 in the year).

239 pending cases (backlog).

Successful prosecution re Newgate St Doddington – untidy site.

Successful enforcement appeal re unauthorised demolition of barn that was to be converted to a dwelling - Needham Bank, Friday Bridge.

BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Health & Safety**

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

Portfolio Holder: **Cllr Chris Seaton**

Project

Health & Safety Update

The Refuse / Cleansing service has been audited to assess its compliance with legislation and Council codes of practice. Where improvements are required recommendations were made including time-frames for implementation.

Currently working with Assets and Projects to review and update contractor management across the Council. This includes small contractor projects e.g. one/two days to large scale projects of a few months.

As a result of a review for training provided to Refuse/Cleansing staff, development of a new health and safety handbook is currently being developed.

A number of health and safety training are in the process of being arranged / delivered including Fire Warden training, Conflict Management, Risk Assessment and Computer Workstation Assessments.

Project

Emergency Planning

Joint working with the Local Resilience Partners (Cambridgeshire and Peterborough) on multi-agency planning requirements. Areas of current work include community resilience and warning informing.

Also, currently reviewing the pre-identified emergency rest centres to provide details of facilities available at each location, and update our plans.

Planning underway to deliver internal training to our emergency operations staff and rest centre staff during the autumn/winter period.