

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

June 2017

Cabinet Members



**Councillor
John Clark**
Leader of the Council



**Councillor
Ralph Butcher**
Cabinet Member for
Growth



**Councillor
Mike Cornwell**
Cabinet Member for
Communities



**Councillor
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**Councillor
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**Councillor
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: Continue to respond to changing government policy regarding Welfare Reform. Support Job Centre Plus with the roll out of Universal Credits across Fenland

Portfolio Holder: Cllr Chris Seaton

Description	Target 17/18	Achieved (in-month only)	Cumulative for 17/18	Variance
Performance Measure				
LPI CS4 Days taken to process Council Tax support – new claims and changes	8 days	11 days	10 days	
LPI CS5 Days taken to process Housing Benefit – new claims and changes	8 days	10 days	9 days	

The days to process new claims remains relatively high. As well as higher than usual volumes of incoming work, we are running with a number of vacancies. The recruitment process is underway as we do not expect new starters to be with us until the beginning of August. We are recruiting to 10 vacancies across ARP which are a combination of fixed-term and permanent.

We have signed up to the DWP's 'Real Time Information (RTI)' initiative and consequently are having to clear circa 900 referrals per month across the ARP (around 150 at Fenland). The referrals contain data from the HMRC's RTI system and provide up-to-date information about a claimant's earnings and pensions. Incorrect earnings are the primary cause of error within the benefits system. This initiative will widen in scope in the coming weeks as our assessors are given direct access to the HMRC Right Time systems to verify details on an ad-hoc basis.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

Business Plan Action: Deliver the Homelessness Strategy and statutory housing duties. Work with the Home Improvement Agency to award Disabled Facilities Grants

Portfolio Holder: Cllr Will Sutton

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance																								
Performance Measure																												
LPI CEL1 Total number of private rented properties where positive interventions are taken to address safety and cohesion issues	200	15	33																									
<p>At the end of May 2017, The Council had inspected 12 new Houses in Multiple Occupation (HMOs).</p> <p>The Council had also investigated 21 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 border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="text-align: center;"><u>HMOs inspected</u></th> <th style="width: 30%;"></th> <th style="text-align: center;"><u>Privately Rented Homes investigated</u></th> </tr> </thead> <tbody> <tr> <td>Wisbech</td> <td style="text-align: center;">10</td> <td></td> <td style="text-align: center;">7</td> </tr> <tr> <td>March</td> <td style="text-align: center;">1</td> <td></td> <td style="text-align: center;">3</td> </tr> <tr> <td>Chatteris</td> <td style="text-align: center;">0</td> <td></td> <td style="text-align: center;">6</td> </tr> <tr> <td>Whittlesey</td> <td style="text-align: center;">0</td> <td></td> <td style="text-align: center;">2</td> </tr> <tr> <td>Villages</td> <td style="text-align: center;">1</td> <td></td> <td style="text-align: center;">3</td> </tr> </tbody> </table>						<u>HMOs inspected</u>		<u>Privately Rented Homes investigated</u>	Wisbech	10		7	March	1		3	Chatteris	0		6	Whittlesey	0		2	Villages	1		3
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Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI Number of households prevented from becoming homeless	115	28	28	

The council uses a range of approaches to prevent homelessness. Examples included this month are paying deposits for properties within the private rented sector, mediation between social landlords and tenants and referrals to supported housing providers who provide accommodation for those requiring support.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of homes adapted to assist vulnerable and disabled residents to remain in their home	130	6	29	

Through this scheme The Council provides adaptation works for elderly and disabled home owners and tenants to remain safe, secure and protected in their own homes. At the end of May 17, The Council has assisted 29 households with adaptation works.

The geographical spread is as follows:

Wisbech	6
March	7
Chatteris	4
Whittlesey	4
Other villages	8

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
MPI Number of households very satisfied or satisfied with the services provided by the Housing Options team	100%	90%	13	13	100%	

13 of satisfaction surveys were sent out and 13 received. All respondents were satisfied or very satisfied with the service provided by Housing Options.

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	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%	2	2	100	
<p>2 households responded to the survey in May 17 for this performance measure.</p> <p>5 surveys have been completed for the financial year so far culminating in satisfaction score of 100%.</p>						

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

Business Plan Action: Work with partners to build capacity and resilience so that residents can support themselves and the community

Portfolio Holder: Cllr Mike Cornwell

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Percentage of DWP customers who feel more confident to access work as a result of this project	90 people (75%)	6 (100%)	6 (100%)	
<p>During May, 6 people the Council have supported have joined the Confidence Building Course held at the Oasis Centre.</p> <p>The Council has also attended 0-3 Job Club at the Job Centre to seek recruitment to the programme.</p> <p>Our clients arranged and hosted a Community Event during half term to which over 60 people attended.</p>				

This response to the performance indicator is recorded at the end of the support programme for the customer.

BUSINESS PLAN AREA: **Communities**

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

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

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

Wisbech Alcohol Partnership (Local Alcohol Action Area)

The Wisbech Alcohol Partnership met during May to review and discuss progress on the partnership action plan for 2017/18. The plan has been refreshed to ensure that it meets the need of both the local issues and that of the requirements of the Local Alcohol Action Area program.

A number of partnership actions were agreed which include progressing the development and implementation of the Wisbech 'OffWatch' group. By forming this scheme will help support the partnership in working more closely with the local off-licensees to assist the partnership in working towards its aims of reducing alcohol related harm and nuisance in a coordinated way.

The partnership also discussed its ongoing patrols and recovery walks which take place both weekly and monthly within key hot spot locations in Wisbech. Patrol programming is being assisted with weekly live CCTV street drinking updates which details time, day and location for this type of activity. This helps inform the outreach work which is being delivered to be provided during the best times possible for increased engagement based on local intelligence resources.

The Alcohol Partnership has confirmed a future training event which is being offered to local partners to improve awareness and understanding on drugs & alcohol misuse and harm. This is being delivered in late June and held at Fenland Hall.

The Alcohol Partnership will be meeting again in June in which a further update will be provided.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support our ageing population and young people

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

Portfolio Holder: Cllr Michelle Tanfield

Children's Change Programme

The Council has been working with Cambridgeshire County Council to support the structural changes in delivery of Children's services. One example of this is the project called No Wrong Front Door. This is a project that looks to improve outcomes for Looked After Children and Children in Need by developing systems and processes that ensure that support is provided quickly at the right time no matter where an issue comes to light within the public sector system. As a Council our housing responsibilities and our eyes and ears around the district can support working in this area. The project has just started and is based on best practice from a project undertaken in North Yorkshire.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote Health & Wellbeing for all

Business Plan Action: *Deliver the Council's Leisure Strategy*

Portfolio Holder: Cllr Michelle Tanfield

Description	Target 17/18	Achieved May 2017	Cumulative for 17/18	Variance
Performance Measure				
LPI LS1 Number of paid visits to our leisure centres	837,588 Cumulative target: 134,041	106,404	160,192	

Leisure centre admissions remain buoyant in the first two months of the year. The service is preparing for a busy summer holiday season with the centres all looking in excellent condition, with a motivated team keen to help the community enjoy their visits.

Description	Target May 2017	Achieved May 2017		Variance
Performance Measure				
MPI Number of Direct Debit members	3,245	3,245		

The number of direct debit members in May precisely matches the target. This is great news for the service with direct debit income continuing to exceed £120,000 per month.

When comparing May 2017 with May 2016, we have increased the number of members by 400, a 14% rise on 2016 numbers. Staff continue to work hard to engage customers and keep them interested in what the centres have to offer and extending the average length of membership.

Leisure Strategy

Fenland's revised leisure strategy has been approved by Cabinet. The strategy's vision is to;

Improve community health and community cohesion by encouraging more people to be more active, more often.

The strategy reviews the Council's progress over the past 5 years, highlights the continuing health inequalities across Fenland when compared with the rest of Cambridgeshire and outlines four key strategic priorities that the Council will focus on;

1. Provide an efficient, sustainable leisure centre service, focussed on getting more people, more active, more often.
2. Support varied community sport opportunities
3. Support a programme that targets a reduction in health inequalities
4. Work collaboratively with other bodies on health, sport and physical activity initiatives

The Future of Leisure Centres Project Update

The project to let a contract for the management of leisure centres is continuing. Currently progress is limited to preparing tender documentation with legal and procurement experts.

A staff panel has been set up to ensure that our 200 leisure centre staff are fully informed of the project and progress. This approach should ensure a good two way dialogue at all times with the leisure centre teams.

It is anticipated that the OJEU (Official Journal of the European Union) notice and invitation to tender will be issued in the next 6 – 8 weeks.

Active Fenland Update

The Active Fenland project is coming to the end of year 2, with more than 30,000 visits to Active Fenland activities in the past year. Year 3 is the final year of the project and the focus will be on making those sessions already established sustainable without a project leader, relying on local community participants to take on the promotion and running of each session.

The use of targeted social media posts has proved effective with this project; for more information have a look at the Active Fenland Facebook page.

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI CEL5 % of those asked who are satisfied with FDC's Leisure Centres	84%	82%	184	163	89%	

Satisfaction with the service continues to remain positive. The service is continually asking for feedback from customers to improve what we offer, with the feedback mechanism automatic and easy to use.

Feedback in the past couple of months has highlighted the Manor ladies swimming changing room toilet area as needing attention. This work has now been commissioned and the refurbished facility will be in place prior to the summer holidays.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing for all

Business Plan Action: *Embed the implementation and delivery of an overarching Health & Wellbeing Strategy*

Portfolio Holder: Cllr Mike Cornwell

Health & Wellbeing Strategy

The Council's Health and Wellbeing Strategy is currently being refreshed following a series of officer and member workshops.

The draft strategy will be ready for consultation in July 2017.

Portfolio Holder: Cllr Peter Murphy & Cllr Mike Cornwell

Energy Conservation

Action on Energy

'The Council's statutory Home Energy Conservation Act return has been completed in partnership with the energy saving trust (EST). During development of the report EST have given an independent review of our priorities and focus and support the approach the Council is taking to these statutory obligations.

The document, which can be found on the Council's website (<http://www.fenland.gov.uk/energy>) sets out progress against government targets for carbon dioxide emissions from domestic properties, our approach to addressing fuel poverty in Fenland, our ambitions and priorities. The report covers some key projects including:

- The successful Green Deal Communities funded project 'action on energy'. This project part funded energy efficiency improvements to 167 Fenland homes, a number of these were fuel poor or privately rented houses.
- The Council's approach to supporting tenants in the private rented sector including the energy advice given during inspections.
- The implementation of iChoosr energy switching scheme, offering opportunities for the most competitive energy tariffs.

- The review of Fenland's health and wellbeing strategy and its focus on vulnerable groups.
- Wisbech 2020 Vision.

The report proposes these work area continue with a focus on vulnerable groups and those in fuel poverty. These work streams will be included within the refreshed health and wellbeing strategy.

Portfolio Holder: Cllr Mike Cornwell

Better Care Fund

Cambridgeshire Health and Wellbeing Board met in April to receive a report which set out the work which had been completed to date on the Better Care Fund (BCF) plan for 17-19 and reviewed successes achieved against the plan for 16-17.

Evaluation of the BCF in 2016-17 showed some performance improvements, particularly in long-term care, but challenges remained in areas such as non-elective admissions and managing transfers of care.

Papers for the meeting can be found here:

<https://cmis.cambridgeshire.gov.uk/ccclive/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/711/Committee/12/Default.aspx>

National Better Care initiatives and service transformations continue to develop.

Recently published service developments include Nottingham City council's work to embed housing in local health and social care integration through the development of a local Memorandum of Understanding (MoU).

Also recently released is NHS England's quick guide to health and housing which sets out how housing is an important element of social care.

<http://www.nhs.uk/NHSEngland/keogh-review/Documents/quick-guides/Quick-Guide-health-and-housing.pdf>

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing for all

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

Portfolio Holder: Cllr Michelle Tanfield & Cllr Mike Cornwell

Let's Get Moving Cambridgeshire

The County Council Public Health team have been working with the five Districts across Cambridgeshire to develop a physical activity project called Let's Get Moving. This will be two year project funded by the Public Health team, with management support from FDC.

A cross-county co-ordinator for the project has been appointed and the Districts are in the process of recruiting project leads for each locality. In Fenland this project will follow a similar route to the Active Fenland project. We will use community feedback to inform development of accessible, affordable activity sessions to allow people to be more active on a regular basis in their community. These sessions will also help increase both community cohesion and also reduce social isolation of older members of the community who participate.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Achieved April	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL8 % of collected household waste – blue bin recycling	30%	28.6%	28.6%	

Collected Household Waste April 2017

	April
Dry Recycling (Blue Bin)	648
Residual Waste (Green Bin)	1611
Dry Recycling % of normal waste	28.6%

The percentage of recycling is slightly below target and work is planned for this year to encourage continued improvement.

Continued positive door to door campaigns are planned for this year supported by activities to develop community champions and schools competitions.

In addition, we will be looking at how best to support the small number of families who generate larger amounts of waste and encourage them to recycle as much as possible. This will involve increasing their blue bin capacity and reducing their green bin allocation in line with the council's service standards. We will keep members up to date with these important CSR work streams.

Description	Target 17/18	Achieved May	Cumulative for 17/18	Variance
Performance Measure				
MPI % missed bins collected the next working day	92%	88%	90%	

Missed Collections May (Blue and Green Bins)

	May 17
Missed Collections Reported	259
Collected next working day	222
Percentage	86%

The total number of missed collections for blue and green bins across the month is within usual measures. The majority of the reported missed collections were returned to by the end of the next working day.

Missed Collections May (Brown Bins)

	May 17
Courtesy Collections Offered	70
Missed Collections Reported	100
Collected next working day	161
Percentage	95%

The total number of missed brown bins reported in May was 100 along with a continued support for new customers of the garden waste service with 70 Courtesy Collections.

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 17/18	Achieved April	Cumulative for 17/18	Variance
Performance Measure				
MPI Income generated through recycling materials	£279,000	£21,780	£21,780	

Increases in the costs of sorting and processing the blue bin recycling are having an impact on income. We are in regular conversation with the contractor, AmeyCespa at Waterbeach, to resolve the issues as they arise.

The refuse and recycling team work to increase the quality of recycling materials. In April the front line crews rejected 463 blue bins where the materials were incorrect. These customers receive a sticker on the bin and a reminder card in the post to help them with their recycling.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Implement an effective, self-funding garden waste collection service

Portfolio Holder: Cllr Peter Murphy

Project

Garden Waste Project

Subscriptions

New customers subscribing to the service is slowing as expected. Sign-ups during May totalled 642, bringing the total number of subscriptions to 18,642.

Stickers

During May, we continued to receive requests to reprint stickers for customers who have had issues with their first or had not received it. We reprinted a further 119. These stickers were dispatched as quickly as possible and courtesy collections of brown bins arranged where required.

Website

The garden waste webpages continue to be well used with 12,387 page views from 2,100 customers during May 2017.

The [webpages](#) include; details of the service, frequently asked questions, the planned retrieval dates in June and July for customers who might not want their brown bin anymore, and details of what to do if customers are moving house.

Brown Bin Collections

The crews continue to perform the new rounds well with few issues. The in-cab systems recorded more than 27,500 brown bin collections during May.

There were also 2,912 brown bins that were presented for collection without a subscription sticker. These were not emptied by the crews, who attached a bin hanger encouraging the customer to subscribe.

Additionally, the green wheeled bin crews rejected a further 143 general waste

bins that were found to contain garden waste.

Collection Day Check

Customers can check their future collection days by entering their postcode at www.fenland.gov.uk/bins with details of the next 8 collections available.

Courtesy Collections

Where requested, we have offered courtesy collections for customers who have not received their sticker in time for their collection. In total we performed 70 of these collections during May.

Waste Tonnages Collected (April and May)

Garden waste tonnages vary naturally from year to year as a result of the weather. This year's dry weather will of reduced yields considerably compared to previous years. Even with this change, subscribing customers continue to present around half of the total garden waste collected compared to recent years.

Garden Waste (Brown Bin)						
Month	Tonnes 2014	Tonnes 2015	Tonnes 2016	3 year average	Tonnes 2017	Percentage of 3 year average
April	1309	1206	978	1164	604	52%
May	1515	1317	1345	1392	649	47%

As expected, residual (green bin) waste has increased slightly over last year for April and May. This very similar to the 3 year average for this type of waste and has been accommodated within the updated resources and collection routes.

Residual Waste (Green Bin)						
Month	Tonnes 2014	Tonnes 2015	Tonnes 2016	3 year average	Tonnes 2017	Percentage of 3 year average
April	1770	1692	1466	1642	1611	-1.9%
May	1721	1552	1431	1568	1543	-1.6%

We will continue to work with County Council colleagues to monitor any impacts to services, including household recycling centres, and keep members up to date as information is available.

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 national code of practice

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Achieved May	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	94%	89%	

Cleansing Rapid and Village Response May 2017

Area	Requests May	Requests Met	Performance
Chatteris	6	6	100%
March	21	21	100%
Villages	21	20	95%
Whittlesey	19	16	84%
Wisbech	32	30	94%
Totals	99	93	94%

Overall the team worked well to respond in a timely fashion to public requests for service. Across the month 6 from the 99 requests took longer than the anticipated service standard of same or next day.

Description	Target 17/18	Achieved May	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	90%	100%	99%	

Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	30	30	100%
March	30	30	100%
Whittlesey	30	30	100%
Wisbech	28	28	100%
Totals	118	118	100%

Inspections are performed by street scene officers each month to monitor and improve the quality of cleansing services provided.

This month, all inspections performed were found to be of a suitable standard. Should issues of been encountered they would of been reported to the cleansing team for rectification. These inspections are used to develop improved cleansing schedules.

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 and to update the Waste Strategy in Cambridgeshire and Peterborough

Portfolio Holder:

Cllr Peter Murphy

Cambridgeshire and Peterborough Waste Partnership – RECAP

The RECAP partnership is ready to launch an updated website and has supported recycling action days and recycling promotion across Cambridgeshire.

The Board meet in July to prioritise and agree the action plan that has been developed from the recent external review of the partnership.

The RECAP partnership and Fenland District Council have been recognised within the 'Delivering Efficiencies in Waste Services East of England' published by Local Partnerships recently and available online [here](#).

Waste Strategy Update

The Cambridgeshire and Peterborough Waste Strategy, last updated by the partnership in 2009, is due a review/refresh. This is currently the top priority for the Recap action plan to be agreed in July by the partnership 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: Support property owners, funders and local partner groups to access funding opportunities and improve the appearance of Fenland's streetscene and dilapidated buildings

Portfolio Holder: Cllr David Oliver

Wisbech High Street Townscape Heritage Project

The Townscape Heritage Officer is continuing to liaise with property owners and tenants on Wisbech High Street, encouraging them to take advantage of the funding available for improvements to properties and shop fronts.

The first planning application has been submitted for 13-17 High Street. This is one of the most significant property groups to be addressed by the project and will see conversion of a dilapidated first floor into residential units and the installation of two new shop fronts as well as significant repairs to the historic brickwork on the High Street façade.

An architect appointed by the owner of two derelict properties identified as a "High Priority" for funding has been in pre-application discussions with FDC planning and conservation officers and is working up a scheme in line with their advice.

Plans for No 24 (The Gap) are now near completion and the appointed architects for the development have also met with FDC planning team. The long-term management of the site is being developed with the formation of the "Mind the Gap" group who are now meeting to create plans to ensure a strategy for the sites future use.

The activity plans are in the development stages and meetings have been held with the archaeologists who will be leading the tunnel investigation and the

archaeological dig. The project photographer is working on the contents of the workshops to be delivered over the next 3 years. Discussions are also underway with the Wisbech and Fenland Museum regarding activities including “Nights at the Museum”.

The dedicated project website is being populated by the THO and will be ready to launch in June followed shortly after by a press release.

Portfolio Holder:

Cllr Simon King & Cllr Ralph Butcher

Manage the operation and maintain FDC-owned public car parks

Various urgent and routine maintenance repairs were identified during the months of April and May in some of the Council’s 21 Car Parking facilities. The following tendered works were undertaken in May:

Darthill Road, March – Reduction in height of an existing 4.2 metre high concrete and steel truss boundary wall to 1.8m throughout in order to mitigate the risk of this boundary feature from overturning. The works were with minimal disruption to car park users and adjacent property owners.



Completed Works Photo Darthill Road Car Park

Church Terrace Car Park, Wisbech - Following a number of repairs and minor

improvements undertaken over the last few months, the remaining works to reline the car park into a new configuration improving the operational flow was tendered in May.

A subsequent appointment was made to undertake the relining and minor surface patching works which is scheduled to commence on 5th June. The works will also facilitate easier partial car park closure for events and will be completed in advance of Rose Fair.

Further works are scheduled over the coming months to improve and reinstate the existing shrub and flower bed areas within the car park.

Portfolio Holder:

Cllr Peter Murphy

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

Routine inspections were undertaken in April and May for a number of FDC owned highway related assets and the following works were undertaken in May:

- 5 no. FDC owned seats were repainted.
- 11 no. Street name plates were replaced within the district at various locations
- Glass panel to FDC owned Bus Shelter at Coates was replaced
- Paint and associated materials was provided to the youth group of the Royal British Legion to re-paint the FDC owned bus shelter in East Park Street, Chatteris following approval of the design.

Further routine maintenance works are programmed in June

Portfolio Holder:

Cllr Ralph Butcher & Cllr Simon King

Manage and maintain district, parish and Roddons' street lighting

14 street light faults were reported by partners or members of the public and were attended by FDC contractors during the month of May.

The appraisal of options for the delivery of future repairs and maintenance is ongoing and scheduled for conclusion early July 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: Deliver a fair approach to the enforcement of environmental standards, such as flytipping, dog fouling and littering through education, guidance and appropriate use of Council powers

Portfolio Holder: Cllr Peter Murphy & Cllr David Oliver

Tidy Fenland Enforcement Pilot

Enforcement Service in support of the Tidy Fenland Campaign

On 12 June, following two days of training, contractor officers started patrols across Fenland.

Our team comprise of two enforcement officers and part time administrator. Their working hours are flexible to include early morning and later evening patrols.

Patrol routes are based on hot spot locations and can be amended each day depending on local need and priorities.

On their first day 28 Fixed Penalty Notices were served with a number of these being paid immediately.

We will continue to update members monthly on progress with the campaign.

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Achieved (May)	Cumulative for 17/18	Variance
Performance Measure				
MPI Hours spent on active town patrol	4000	249	447	

Total hours on patrol this month is 249. Broken down into towns this is:

Chatteris: 40

March: 58

Whittlesey: 51

Wisbech: 89

Rural: 11

This month Officers have been dealing with:

- 35 Abandoned vehicles of which 2 were removed by FDC.
- 2 nuisance vehicles
- 53 matters relating to fly-posting across the district.
- 21 matters relating to our open spaces, ranging from tree works to damaged benches
- 27 matters relating to street cleansing and refuse. Matters such as excess litter, graffiti, full recycling banks, drug related litter and waste accumulations have been resolved.
- 24 matters relating to our Dog Control orders, targeted patrols have been carried out in key locations around the district and additional signage has been displayed
- 7 reports to Highways regarding potholes, missing kerbstones and overgrown vegetation obstructing footpaths
- 4 issues have been reported in our cemeteries, ranging from a rotten entrance gate to a faulty water tap
- In Wisbech, Street Scene Officers have carried out joint patrols with PCSO's as part of the Wisbech alcohol project.
- Made necessary arrangements for the statute fair which attended Whittlesey Market Place at the end of May.
- Officers have marked 18 graves in preparation for funerals in our cemeteries

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

Tidy Fenland Update May 2017 - Campaign launch

In mid-May a refreshed Tidy Fenland Campaign was launched with many media messages released including information about the campaign through Facebook, our website and Twitter. Interest was shown by Radio Cambridgeshire who asked more about the Tidy Fenland launch.

The first few weeks of the campaign focussed on raising awareness of environmental issues and reminding people of the penalty for dropping litter or breaching the Council's new public space protection order. Each fixed penalty is now £75.00 or £65 if paid within 21 days.

Radio Cambridgeshire spoke to people in March who all showed support for the campaign and gave information about hotspot locations for both littering and dog fouling. These have been added to patrol rotas.

Streetscene officers spent time in each of the markets towns providing information to the public about the new Public Space Protection Order (PSPO) for dog related issues,

littering patrols and the campaign in general.

More than 100 posters have been displayed to date in the areas selected by cleansing staff, streetscene officers, the public and Town Councils. Litter and dog fouling counts have been undertaken in these locations also.

Business visits commenced and initial feedback is very positive with local businesses keen to join the Tidy Fenland Campaign.

Town and Parish Councils were contacted and have provided locations where they wish to see additional patrols.

Enforcement patrols in support of the campaign will commence in June.

Other enforcement

Enforcement actions carried out this month include:

- 4 FPNs for parking offences on March Market
- 1 FPN for littering
- 1 FPN for dog control offences.

The total number of fly tipping instances recorded for May is **163**. This, broken down into areas, is as follows:

- Chatteris – 7
- March – 14
- Whittlesey – 6
- Wisbech - 72
- Villages – 64
- Total – **163**

Officers have attended and investigated 33 fly tipping incidents.

Most of the fly tipping removed during May consisted of household waste, vehicle related waste and electrical items (121 in total)

Description	Target 17/18	Achieved (May)	Cumulative for 17/18	Variance
Performance Measure				
MPI Memorial inspections completed	5,000	462	640	

Memorial Safety inspections have been carried out this month in Chatteris New Road Cemetery, Whittlesey Cemetery, Mount Pleasant Cemetery and Eastwood Cemetery. Out of the 462 inspections carried out, 70 were identified as being in need of making safe.

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 by working in partnership with ISS World and supporting community groups (such as Street Pride, In Bloom and 'Friends Of')

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Achieved (May)	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	200	20	37	

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

As well as regular work parties, this month saw two groups hold special events:

- Benwick in Bloom held an exhibition on Sunday 21st May showcasing photographs of Benwick through the years as well as displays of local arts and crafts.
- Wardens from Lattersey Nature Reserve held an open day on Sunday 28th May to celebrate the reserve's 30th birthday. The event included guided walks, a treasure hunt, pond dipping, sweep netting, birdwatching, games and crafts to name a few.

Progress against Street Pride plan:

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

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

Priority 3: 'Increased partnership working'

Priority 4: 'Opportunities to involve more young people'

Priority 5: 'Increasing sustainability and resilience'

This month one activity was recognised under priority 3 – increased partnership working.

March Street Pride / In Bloom joined forces with members of March Young Farmers. As part of their countryside challenge, the young farmers helped tidy up areas opposite West End DIY and Iceland. The young farmers club enjoyed themselves so much that they would like to make helping street pride a regular occurrence.

In Bloom Awards

The Anglia in Bloom awards are fast approaching which means many of our volunteer groups are busy preparing for the judges' arrival by maintaining existing projects and creating new ones.

FDC's contractor ISS World is currently in the process of planting out the summer bedding to support community volunteers efforts to make our towns and villages look excellent once again this summer.

Grounds Maintenance Contract Update

Following a very encouraging spring, ISS World are doing excellent work managing the open spaces across Fenland this year. Feedback from local community members has been positive with Fenland looking as good as it has ever done.

ISS has invested in the contract in Fenland with a higher number of staff this year, as well as varied equipment to support the contract. This investment is paying dividends in respect of the quality of finish for our open spaces and the timeliness of work being undertaken.

Whitemill Coldham / Glassmoor and Ransonmoor updates

The Whitemill, Glassmoor and Ransonmoor funds remain open for bids until the 31st July, 26th June and 1st September respectively.

Applications to the funds need to have an environmental and educational benefit and previous examples of successful projects include LED lighting, outdoor play equipment and a log cabin.

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI CEL13 % of those asked who are satisfied with horticultural services in FDC's open spaces	84%	84%	64	59	92%	

ISS World continues to provide an excellent service to Fenland this year. Feedback from residents, both formally via the survey, and informally when in open spaces, has been very positive.

ISS continues to work through their programme and has been on time and to a high standard with works this year. Most recently summer bedding has been planted and the team are watering these plants regularly in order to offset the challenging summer conditions of the past week.

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: Improve the viability of town centres by working with town councils and the community to provide local markets, market town events, and Four Seasons events

Portfolio Holder: Cllr Peter Murphy

Four Seasons Events

Work continues Chatteris Midsummer Committee to ensure effective planning and preparation so that this year's Midsummer Festival will be successful.

The theme for the parade this year is 'dressed up animals' which aims to be a fun event for all to enjoy.

Pamphlets for the event have been printed and will be distributed in early June.

2017/18 calendar

Saturday 24th - Sunday 25th June – Chatteris Midsummer Festival

Sunday 10th September – Whittlesey Festival
 Sunday 3rd December – March Christmas Market
 Sunday 10th December - Wisbech Christmas Fayre

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, hate crime and anti social behaviour in Fenland through the Community Safety Partnership action plan

Portfolio Holder: Cllr David Oliver

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	235	474	

During May 2017 the Council was able to respond and detect 235 incidents of crime and disorder, including anti social behaviour, making use of the Councils CCTV service across our four market towns in Fenland. This is an increase as compared to May 2016 in which 206 incidents were reported.

A breakdown of incidents by town for May:

Chatteris = 6
 March = 22
 Whittlesey = 6
 Wisbech = 201

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of positive outcomes as a result of CCTV intervention	240	23	45	

During May 2017 the Council was able to achieve 23 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This is a decrease as compared to May 2016 in which 35 positive outcomes were achieved.

These included arrests and fines for violence against the persons, theft shoplifting and supporting local enforcement partners in tackling inconsiderate parking.

Positive outcomes achieved for May:

Arrests (CCTV led) = 8
 Assisted arrests = 4
 Fixed Penalty Notices (CCTV led) = 1
 Assisted FPNs / warnings = 10

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
Number of incident reports shared by members of SIRCS [Secure Incident Reporting and Community Engagement System]	250	36	58	

During May 2017, members from SIRCS which includes representation from the four market towns in Fenland from retail, commercial and licensed trade submitted 36 incident reports for circulation.

The reports vary but include; 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.

Description	Description	Target 17/18	Achieved	Cumulative for 17/18
Performance Measure				
MPI Number of FDC ASB cases where positive action is taken	90%	100% 5 cases	100% 6 cases	

Five new cases in May; all cases dealt within the relevant timescales with positive interaction with relevant parties.

The 5 cases during May came into the FDC Anti-social behaviour team via email; all were responded to and actioned within the relevant timescales. These five cases included youth related ASB and neighbour disputes.

Community Safety Partnership Update

The Community Safety Partnership (CSP) new action plan which focusses around three main priorities which are victims, offenders and communities.

The partnership will develop recommendations and projects around these priorities based on Fenland needs and on matters that have been identified for partnership intervention from the evidence based CSP's quarterly strategic assessments.

The upcoming partnership meeting in late July will see the focus on offenders and the strategic assessment will help inform partners to help tackle theft shoplifting which is a current area of focus for partnership based on an increase in offences.

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 to deliver the Fenland Community Cohesion Strategy

Portfolio Holder: Cllr Mike Cornwell

Fenland Diverse Communities Forum

KLARS has been active in West Norfolk and Fenland, offering support to migrants from Eastern Europe and elsewhere, in Kings Lynn, Wisbech and the surrounding area. But did you ever wonder what KLARS meant? Their full name was Kings Lynn Area Resettlement Support – a name which means little to their clients, stakeholders or the wider community. So, after much thought and research, they have decided to change their name to: ACCESS - supporting migrants in East Anglia. To see their new look, visit: www.accessmigrantsupport.org.uk and find them on Facebook by searching **@accessmigrantsupport**. The Council has supported funding submissions to ensure they can continue to deliver Information Advice and Guidance in the Fenland area.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Attract new businesses, jobs and opportunities, whilst supporting our existing businesses in Fenland

Business Plan Action: Working with our partners, local businesses, the GCGP LEP and the Combined Authority, we will:

- Work with education providers to help improve education attainment and link skills and courses with the needs of local businesses
- Target inward investment to establish new business opportunities, jobs and economic growth
- Facilitate local business support to encourage business growth and improve job diversity and skills
- Improve the business profile of Fenland and create an environment of proactive growth
- Explore and develop funding bids which support business, skills and infrastructure projects
- Influence how the Housing Delivery Grant and infrastructure funding is used to stimulate housing development and economic growth in Fenland

Portfolio Holder: Cllr Ralph Butcher

Economic Development Plan

The Economic Development Plan sets out how FDC's Economic Development Team, in partnership with Opportunity Peterborough, will achieve Fenland's key focus areas:

Enterprise – support start-ups, early stage businesses and micro-small businesses via signposting, engagement with existing and newly established networks to provide improved local business support, including raising awareness through social media, web content and events.

Workforce development – encourage the uptake of in-work training and apprenticeships, forming strategic links between schools-colleges-business through collaboration with The Skills Service and boosting efforts to raise skill levels and educational standards.

Business retention and growth – supporting growth within medium and large businesses through pro-active 1-2-1 business engagement and account management, exploring grant funding opportunities for business and intelligence gathering.

Inward investment – Creating a more proactive approach to inward investment which focusses on business, premises, infrastructure and money, improving the profile of Fenland as an attractive place to work & live.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI BE4 Number of inward investment enquiries handled	17	3	8	
<p>15/05/2017 Food & Drink manufacturer F&D Food manufacturing Potential to develop own processing dip on site and create 5-10 technical staff positions.</p> <p>15/05/2017 Food & Drink manufacturer F&D Food manufacturing The UK Head office for the company is currently located in Staines. It is solely a service provider and has around 15-20 staff covering functions such as IT, Finance, HR as well as selling of fresh and canning products. There is the potential to bring those staff on to this site in Wisbech along with some management of other facilities. This is still early stage but could create in the region of 30-40 jobs at the site (though if they were simply to move from location X to Y the true number of new jobs would have to be looked at).</p> <p>25/05/2017 Precast Construction Concrete Irish company expanding into the UK as will be supplying concrete products to the HS2 rail project - want to acquire 20/25 acre site to build a concrete production facility. Fenland discounted as an option due to the clients requirement to be based next to the national primary road network.</p>				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI BE5 Number of social media followers (Fenland business engagement and profile enhancement)	600	23*	563	
<p>To maintain engagement with local businesses, intermediaries and advocates the Council maintains a business following via Twitter @fenlandbusiness.</p> <p>The Economic Development Team proactively output content via social media to improve business engagement and intelligence sharing. Regular social media updates, useful information and signposting are delivered in this way.</p> <p>*Analytics in Twitter did not accurately record follower numbers for May.</p> <p>230 profile visits 30 tweets 7 mentions 13,100 tweet impressions</p>				

Employment, Skills and Apprenticeships

We offer a wide range of NVQ qualifications out to our workforce already, and are currently developing a wider apprenticeship offer to enable a minimum of 9 apprentice posts being offered by the Council.

We also offer longer term work placements to enable young people to develop valuable work skills.

Tom Hennessy attended the Wisbech Jobs Fair. As a result several leads, including **HMP** and an **Education** Group, were passed to Rebecca Sussex in the Skills Service team. These leads are being followed up and progress will be monitored.

LEP Engagement & Funding Activity

Officers met with the acting Executive Directors of the GCGP LEP, in the first of a series of quarterly meetings, aimed at improving the relationship between both parties and ensuring that Officers are able to secure the best deal for Fenland, its businesses and its residents.

The meeting focussed on a number of key Fenland projects and how the LEP can assist with improving outcomes. The meeting also enabled LEP Officers to better understand the projects, objectives and culture of Fenland in order to better tailor assistance.

Enterprise Zones – Wisbech & Chatteris

The GCGP LEP has invited all authorities within the LEP geography to develop a submission for Enterprise Zones within each Local Authority area. Fenland have identified suitable sites in both Wisbech & Chatteris that compliment sector-specific themes of 'precision engineering', 'agri-food' and the associated 'supply chain'.

Early stage work has been undertaken to identify key landowners and develop the proposal and submission.

Business Engagement

Business Engagement

09/05/2017 **Whittlesey Business Fair** Steering Committee Seeking support from FDC and FFB for the fair – mainly marketing support and designing of a flyer for the event and doing what we can to promote it through social media – we regularly attend and input on the steering committee meetings.

21/05/2017 & 30/-5/17 **Museum** Museum The premises located in March requires some business mentoring plus general business advice by EDO. EDO invited to a Press Day launch for new 'fishbowl' laboratory as well as dinosaur find. Business has been signposted to a forthcoming LEADER workshop on completing a funding application.

24/05/2017 **Engineering** Manufacturing Welding and Fabrication, decided against a site (at Creek Fen) for relocating his businesses, but has found a new site in March which might be suitable Tom Hennessy to meet and coordinate with FDC planning department – if successful will create and safeguard up to 8 jobs

Chatteris business networking – data gathering

In order to ensure this event was meeting the needs of the business in community, EDO undertook a data gathering task.

Please see attached summary (Annex A).

Survey

Survey has been promoted to local media, shared through Twitter (which got very good engagement levels) and with the extension to the deadline, it is hoped that additional feedback can be retrieved from organisations at the Business Centres and further contacts from amongst the team. The new deadline also means that survey responses can be collected at the Chatteris networking event.

PR

A press release was written for the Fenland for Business Survey. This was distributed by the Fenland District Council's Comms Team as agreed.

A press release was also drafted concerning the second networking event in Chatteris on 27 June. This will be distributed when the speakers have confirmed their topics to ensure accuracy and those delegates get the information they expect from the event.

Developing a set of three pull-up display boards to be used at premises in Chatteris

and Wisbech as well as other events.

Newsletter

The monthly Fenland for Business newsletter was edited and distributed on 26 May to 641 contacts and achieved a 20% open rate – the average open rate for mailings.

To allow the team to continue to collect contacts for the mailing list a link has been posted on the news and events page of the website so visitors can subscribe themselves to the mailing list.

641 contacts received the May newsletter
20% open rate (128 contacts, 247 times)
3.7% Bounced (24 contacts)
76.3% no info (489 contacts)
4 contacts clicked on the survey link
2 contacts clicked 48 times on the Hannams Wake Hub article
1 contact unsubscribed from receiving further communications from FDC

Fenland for Business website

Whilst the number of visits to the Fenland for Business website decreased in May, the quality of engagement has improved with longer visits, a significantly reduced bounce rate (the percentage of visitors who enter the site and then leave rather than continuing on to view other pages within the same site) and increased page views per user. The proportion of returning visitors also increased indicating that the website is being used more regularly by visitors. It should be noted that decreased traffic may well be linked to there being two bank holidays during May, thus a depleted business audience.

As expected, traffic continues to be largely received through organic searches. The second most popular channel for arriving at the website is social media, indicating that Twitter is having an impact on visitor numbers. Direct links then comes in third meaning users remember the website address and can get to the site without using search engines. Referrals still make up 13% of traffic, largely from the Fenland District Council website.

The most popular pages were the Home page, news and events, launch of the Chatteris events article, access to new markets (under growing your business), and support for businesses (under starting a business).

	May result	May-April change	April result	April – Mar change	March result	Mar-Feb change
Sessions	126	-21%	161	+ 53%	105	-65
Users	93	-27%	128	+ 58%	81	-10

Page views	271	-7%	290	+ 19%	244	-226
Pages/Session	2.15	+ 0.35	1.8	- 0.52	2.32	-0.44
Average session duration	00:01:39	+00:00:33	00:01:06	-00:00:37	00:01:43	-00:01:13
Bounce rate	56.35%	-14.46%	70.81%	+ 9.86%	60.95%	+16.24%
New sessions	63.5% (80 sessions)		75.2% (121 sessions)		61% (64 sessions)	
Returning visitor	36.5% (46 sessions)		24.8% (40 sessions)		39% (41 sessions)	

Fenland Agri-Food Projects

The Council has extended its scope for support to businesses within the agricultural sectors with its aim of supporting businesses in the broader 'Agri-Food' cluster.

A meeting was held with Martin Lutman of the GCGP Enterprise Partnership, attended by EDO, MR & TH in order to develop a plan to increase take up of the Agri-Tech Fund in Fenland. Martin has provided a draft plan which is currently being amended by Tom Hennessy prior to agreement by all parties.

The team has also made contact with an **Agri linked business** in order to assist them in identifying a suitable partner with whom to develop a scaled-up trial of their products and services regarding organic food waste.

Work Experience Placements & Work 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.

We work with local education providers to provide a work experience placement programme in the summer months across a range of Council teams. HR, Customer services, Environmental Health, Planning and Conservation, ICT, with further offers currently being explored from our Housing and CCTV teams.

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

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

Explore and expand opportunities for the Council to 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.

Wider Apprenticeship Offer

We are currently developing a wider apprenticeship offer to enable a minimum of 9 apprentice posts being offered by the Council, and have approached local businesses to offer support.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Attract new businesses, jobs and opportunities whilst supporting our 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 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI BE1 % of business premises and light industrial units occupied across the estate	87%	88%	88%	

South Fens Business Centre:

Heads of Terms have been issued to two existing tenants who are both expanding their businesses and taking on larger office premises.

Boathouse Business Centre:

We welcomed one new tenant to the Boathouse this month; we are still awaiting completion on a second after a tenant delay.

Current floor space occupied 7628 m² out of a total available 8,660 m²

South Fens Business Centre	65%
South Fens Enterprise Park	86%*
Boathouse Business Centre	80%
Light Industrial Units	97%

*During May, Unit 4 became vacant at South Fens Enterprise Park. A number of potential lettings enquiries have been received and officers are pursuing these enquiries, with a view to confirming a new letting shortly.

Overall Business Premises Estate occupancy is currently at 88%.

BUSINESS PLAN AREA: Economy

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

Business Plan Action: Stimulate the delivery of mixed use development at the Nene Waterfront, alongside the delivery of our wider regeneration objectives

Portfolio Holder: Cllr Ralph Butcher

Nene Waterfront Project

The development of the Lot 3 site is ongoing, the developers have indicated that they have experienced positive reception from the sales market and a number of units have already been sold prior to completion.

The future development of Lots 1 & 2 is the subject to further investigation and a meeting with the Homes & Communities Agency enabled the Council to better understand the potential support on offer to accelerate the development on these sites.

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 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	90%	95%	96%	

May was a steady month with three visiting craft to Wisbech. Three new vessels arrived and have taken long term mooring. Two vessels have departed for summer travelling.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI MS2 Number of boat lift operations at Wisbech Port	300	25	56	
LPI MS3 Number of vessel lifts	155	12	25	

Leisure vessels from the yacht harbour took the opportunity to return to the water throughout May. Two fishing vessels from Kings Lynn also called in for routine maintenance.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
Gross Tonnage to Port Sutton Bridge GT	345,000	21,705	50,229	
Gross tonnage to Wisbech GT	100,000	10,839	18,241	

Port Sutton Bridge imports were down; there is no apparent reason for this. Discussions with Sutton Bridge management still indicate that trade will increase for 2017.

Port of Wisbech exceeded all targets with another record month for import. This is set to continue. Port of Wisbech has made enquiries to open up parts of Crab Marsh that have not been used. Dredging works are ongoing to accommodate this.

Yacht Harbour Marketing Plan Update

FDC has engaged with neighbouring ports to develop a 'Wash' based plan for leisure craft under to banner 'Sail the Wash'. It is hoped this can culminate in a bid to the Coastal Communities Fund, once announced later in the year. The bid will involve joint marketing and infrastructure improvements.

Sutton Bridge Marina – Commercial & Leisure Moorings

Completion of the land and water based works to the Cross Keys Marina at Sutton Bridge has enabled the final pieces of evidence to be submitted to the Marine Management Organisation to fulfil any outstanding licence conditions. Confirmation has now been received by the licence holder from the MMO stating that all outstanding conditions have been discharged.



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

Wisbech 2020

The refreshed Wisbech 2020 Vision document is in the process of being finalised. Preparations are also underway to hold a launch event in September.

A report on the progress of the Wisbech 2020 Vision will be tabled at the Overview & Scrutiny meeting being held on 24 July, and will provide further information.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Michelle Tanfield

Cambridgeshire Fens Tourism Partnership Update

The revised www.visitcambridgeshirefens.org website has been live for approximately 6 weeks. The number of hits continues to grow, but some growth is required to ensure that the website reaches its full potential. The revised website looks excellent, reflecting the tourism branding, and local businesses are in regular contact adding 'What's On' content to keep the site up to date and interesting for visitors.

Action Plan

The Partnership has developed an action plan for 2017/18 and will be working through the plan from September onwards with the aim of raising the profile of Fenland as a short term visitor destination.

BUSINESS PLAN AREA: Economy

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

Business Plan Action: Enable appropriate growth and development through the delivery of a proactive and effective shared Planning Service

Portfolio Holder: Cllr Will Sutton

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI EC2 % of major planning applications determined in 13 weeks (or within extension of time)	75%	100%	100%	
1 major application was determined in the month and was on time.				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI EC3 % of minor planning applications determined in 8 weeks or within extension of time)	80%	94%	93%	
25 applications were determined, with 2 being outside the target time period. In both cases the applications were for refusal and so the applicant would not agree to an extension of time.				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI EC4 % of other planning applications determined in 8 weeks or within extension of time)	90%	95%	95%	

30 applications were determined, with 1 being outside the target time period. This application was in approvable form, but we were unable to secure an extension of time from the applicant.

Customer & Self Build Register Update

Authorisation is going to be sought to bring in a charge for processing register applications. In addition, in compliance with the legislation, a local connection test is going to be introduced. Existing people on the register are going to be contacted, in order that the register can be updated (as required by the legislation). Currently looking at options as to how we can monitor planning permissions that are for custom / self-build plots in order that we can demonstrate supply.

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 through Fenland's Regeneration programme***

Portfolio Holder: **Cllr Ralph Butcher**

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 from the Regeneration Action Plan Team and headed up by the Council's Chief Executive.

Specific projects associated with the Regeneration Action Plan are reported as separate projects within this performance report.

Broad Concept Plans Update

Recruitment is underway to secure a temporary member of staff to assist in encouraging landowners to bring forward BCPs for their sites.

East Wisbech

The East Wisbech BCP is to go through a round of public consultation to allow the public to comment on the proposals that developed since the previous consultation.

The procurement of two new evidence base studies in respect of drainage and landscape/ecology/trees is now underway. The evidence from these studies is essential so specific land uses can be allocated across the East Wisbech BCP area. Both studies are due to be completed in August 2017.

East Chatteris BCP

A BCP has been received and is being presented to June Planning Committee.

Chatteris Hallam Land

A revised master plan is expected to be submitted in the next 1-2 months. There is a resolution from committee to approve the application, but because of the proposed revisions, a new consultation will have to take place and the application will have to return to committee.

March South BCP

A further meeting was held with a group of landowners that control a significant proportion of the site. The group is currently engaging with one or more developers in order to assist in bringing the BCP forward.

BUSINESS PLAN AREA:	Economy
Business Plan Priority:	Promote and enable housing growth, economic growth and regeneration across Fenland
Business Plan Action:	<i>Develop and help deliver a viable holistic regeneration and growth proposal to Government for a Wisbech Garden Town as part of the Devolution agreement</i>
Portfolio Holder:	Cllr Ralph Butcher & Cllr Will Sutton

Wisbech Garden Town Update

Linked to the deprivation challenges facing Wisbech, the 'step change' Garden Town project continues to be developed.

It consists of 12,000 homes and associated jobs, and infrastructure which can have positive benefits on health, wellbeing and education, along with improved facilities and environment.

Connectivity is key, with rail, road and digital improvements essential for success.

Wide public and private sector support exists, aligned to the community's appetite for improvements.

Following significant work over the past 12 months, a report was considered by the Combined Authority on 28th June 2017, who agreed to allocate £6million of funding to a two year feasibility programme (please see page 57 of this report for further information)

This funding will provide an excellent platform to getting the scheme on the Government's Garden Town Prospectus and is a key step towards delivery of this aspirational and exciting project.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Promote and lobby for infrastructure improvements across the district

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 (May)	Cumulative for 17/18	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	1,605	3,057	

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 1,425 members in Fenland District (31 December 2016).

Local Sustainable Transport Fund (LSTF)

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

Wisbech Bus Service project

The procurement for the new bus service, which is being undertaken by Cambridgeshire County Council, was completed in May 2017. The operator for the new bus service is Fenland Association for Community Transport (FACT). The service will commence 3 July 2017. Trial runs of the service route have been completed to optimise delivery ahead of the service going live. Widespread notification across Wisbech through leaflets, emails and press notices are being undertaken.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Promote and lobby for infrastructure improvements across the district

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

Portfolio Holder: Cllr Simon King

Support strategic transportation objectives

Highways England consultation for the Guyhirn Roundabout scheme closed on 21 April 2017. This scheme is part of Roads Investment Strategy (RIS) Details about the consultation can be found in the website links below.

DfT Website Press release for the consultation

[https://www.gov.uk/government/news/have-your-say-on-plans-to-dual-and-improve-
junctions-on-the-a47](https://www.gov.uk/government/news/have-your-say-on-plans-to-dual-and-improve-junctions-on-the-a47)

Highways England consultation web page for the Guyhirn roundabout

<https://highwaysengland.citizenspace.com/he/a47-guyhirn-junction-improvement/>

For other up to date information about each scheme in RIS1 details are regularly added to the Highways England website. A link for which is below:

[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 bid of £0.5million to progress the feasibility work on this important project was

approved by the Combined Authority Board on 28th June 2017 (please see page 58 for further details).

March to Wisbech Railway Line

The bid to progress the GRIP 3 study was approved within the overall Wisbech Garden Town proposal approved by the Combined Authority on 28 June 2017 (please see page 58 for further details).

A605 Kings Dyke Crossing

Land agreements are being finalised by CCC along with contractor procurement.

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 assets to support and deliver sustainable economic and residential growth across the district

Portfolio Holder:

Cllr Ralph Butcher

Surplus Asset Disposal Programme

As part of the first tranche of approved auction disposals, Officers have now sold 8 of the initial 10 sites. The remaining two lots of the first tranche are to be auctioned shortly, with a further tranche of surplus sites is being identified and worked up for potential auction disposal.

The disposal of these sites will reduce the incidences of anti-social behaviour and in turn, reduce the cost and burden to the public purse, whilst also creating a capital receipt for the Council.

Wisbech Port Estate Review

Originating as a project from the Council's Comprehensive Spending Review, Officers have developed an action plan which will maximise commercial opportunities, whilst securing additional revenue income and reducing liabilities within the Port estate.

Over the course of 2017/18 Officers will be seeking to rationalise and regularise occupancy at the Port and will investigate opportunities to drive further value from the Council's port-related assets.

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*

Portfolio Holder: Cllr Chris Seaton

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS6 % of Council Tax collected	97.5%		20.43%	-0.02%
LPI CS8 Net Council Tax receipts payable to the Collection Fund	£49,115,714		£9,644,254.03	£211,183.23

In year collection is on target for May.

The collection fund target is now exceeded for this point in the year.

During May the following recovery documents have been issued:-

Reminders 2042 with a value of £201k (last May we sent 2318 for arrears totalling £234k)

Final Notices 9 with a value of £4k (last May we sent 1988 for arrears totalling £1.68m – the Finals were sent on 1/6/17 this year so fall into the June report)

Summonses 64 with a value of £5k relating to previous years' arrears, the first summons relating to 2017-18 debts will be sent in July.

Currently there are 1,731 items of work outstanding for Fenland, this remains above the number for the same point last year. However the peak of incoming work was later last year so figures were still increasing significantly, whereas current year has started to slow and for some work trays in on the decline.

Recruitment is underway to fill vacancies and cover the long term sickness which is still impacting on the team. It is anticipated that interviews will be early in week commencing 26th June but any new staff will require training so the impact of the additional staff will not be felt for a number of months.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS7 % of NNDR collected	98.5%		20.14%	1.06%
LPI CS9 Net business rates receipts payable to the Collection Fund	£25,786,366		£5,232,576	£566,531

Collection on Business Rates is now on track in relation to the targets and now both in year collection and collection fund targets are above profile.

During May the following recovery documents have been issued:-

Reminders 112 with a value of £170k (last May we sent 124 for arrears of £311k)

Final notices 138 with a value of £1.72m (last May we sent 3 for £5k as we sent the equivalent batch at the start of June last year)

Summonses 64 with a value of £493k (compared to 10 for arrears of £18k last May)

At the end of May there were 246 Fenland processes outstanding (2057 ARP total). The team are now up to date with Valuation lists which will free them up to work on the processes outstanding so it is anticipated that we should start to see these figures reducing over the next 2 months.

Training is in progress for the temporary maternity cover which impacts on the teams resources, and we have just appointed Lucy Talbot into the role of Team Manager following Julie Reeves' retirement. We have just begun advertising the post of Assistant Team Manager to the post that Lucy leaves vacant.

Description	Target 17/18	Achieved in-month	Cumulative for 17/18	Variance
Performance Measure				
LPI CS10 % of contact centre calls answered within 20 seconds	30% Profiled target end-May	53.2%	38.3%	8.3%
LPI CS11 % of contact centre calls handled	70% Profiled target end-May	77.8%	66.2%	-3.8%

Contact Centre performance improved this month after a challenging start in April. We further increased capacity on a temporary basis to help meet demand and this is reflected in our good performance with regards the percentage of calls we answered within our 20 second target.

There is no room for complacency however; we did not meet our calls handled target. For the month 8616 calls were offered of which we answered 6703 calls or 77.8% handled. This compares to last May when we received 8412 calls of which we answered 6836 or 81.3%.

It is however encouraging that our performance has much improved since last month when we were 7.5% below our call standard target and 13.4% below our calls handled target.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS12 % customer queries resolved at first point of contact	85%	93.2%	93.3%	8.3%

The Customer Services team continue to deliver excellent customer service by meeting first point of contact targets.

Maintain IIP accreditation for the whole Council

Fenland District Council has been Investors in People (IIP) accredited for some years and remains very much committed to the principles of Investors in People.

The Council was reassessed against the Investors in People framework in April 2016. This is a process that happens every three years, and involved the external IIP Assessor interviewing a representative sample of 54 staff from all services and levels within the organisation as well as observing training and meeting with the IIP project team.

The assessor recognised that, in line with other council, Fenland has continued to make challenging ongoing efficiency savings, she also recognised that the council continues to perform within the top quartile of district councils and achieves Customer Service awards for the work we do. The assessor's feedback highlighted that the organisation had managed to retain staff 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.

Staff are still proud to work for Fenland District Council and enjoy the work they do.

The Council is due for re-accreditation in April 2019

Achieve CSE re-accreditation for the whole Council

We are being reassessed for CSE at the end of June, a full report will be made in the July Portfolio Holder Report.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Good Customer Service

Business Plan Action: *Make services more digitally accessible and increase self-serve opportunities as detailed in our Channel Shift Strategy*

Portfolio Holder: Cllr Chris Seaton

Portfolio Holder: Cllr David Oliver & Cllr Chris Seaton

Channel Shift

Fenland District Council's website has been judged to score 3 stars (out of 4) by SOCITM's better connected review. SOCITM undertakes this review annually across every local government website, with a number of 'top tasks' being examined along with mobile accessibility and website navigation. This year we scored particularly well on mobile accessibility (scoring 4 out of 4 stars). We also performed above most other councils, who typically scored 2.5 stars on average. This is a very positive result and is testament to the effectiveness of our Channel Shift work i.e how we now engage with residents via our website. In 2014/15 we scored 1 star, which at the time put us in the poor category of council websites. However, in 2015-16 we scored 2 stars, and have now risen to 3 stars this year.

Channel Shift 12 Month review

- Residents are increasingly choosing to access Council services through our website, which had over 500,000 hits last year.
- 40% of customers who access it via their smartphone or tablet have particularly benefitted from its new 'responsive' layout, ensuring it displays clearly on all devices.
- Customers have more options to self-serve with over 50 online forms available.
- We continue to promote Council news and services on our Social Media channels. They are significantly increasing in popularity, with a 48% increase of followers on Facebook (to 1,070) and 10% on Twitter (to 7,600) in a year.
- Our social media accounts are a useful platform to signpost residents to partner services and local community events, and we continue to grow

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI PC1 Number of visits to the FDC website	510,000	52,085	103,178	

News Survey & Social Media Update

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

The number of news stories added to the FDC website and distributed as press releases to local media in May = 14

Highlights included:

- Operator appointed for new Wisbech bus service
- School launches litter pick campaign
- Preparing to vote in the General Election
- New Council Chairman appointed
- Businesses urged to have their say
- Council crack down on environmental crime

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

Facebook = 92

Twitter = 174

We currently have 1149 likes on Facebook and 7,636 followers on twitter.

BUSINESS PLAN AREA: Quality Organisation

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

Business Plan Action: **Maintain robust and effective financial standards, robust internal controls and effective risk management. Evidence this in our Annual Audit Letter. Risk Management Strategy, Budget and Medium Term Financial Strategy**

Portfolio Holder: **Cllr Chris Seaton**

Audit Plan

At Corporate Governance Committee on 21st March, Members approved the Audit Plan for 2017/18 which lists all the systems which will be audited in the next 12 months, which includes the 10 key financial systems, known as 'Fundamental' systems. Members will recall officers predicted a reduction in the number of proactive audit days as a result of entering in to a shared management arrangement with King's Lynn and West Norfolk. However, following a review by the shared Internal Audit Manager, Members will be pleased to note that although the overall productive days have reduced from 423 days to 333 days, the number of operational audit days have only reduced from 296 days to 294 days.

The Audit Plan for 2017/18 can be found here:

<http://www.fenland.gov.uk/aksfenland/images/att6606.pdf>

Members also received a quarter 4 update on audits completed for the 2016/17 Audit Plan. Six audits were completed from January to March with nine audits also in progress. Management action plans have been agreed with the system owners including timescales for improvement appropriate to the level of risk. These action plans will be followed up by Internal Audit with the appropriate service manager. The link to this report can be found here:

<http://www.fenland.gov.uk/aksfenland/images/att6607.pdf>

The next Corporate Governance Meeting is on 13th July.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Transformation & Efficiency

Business Plan Action: *Appropriately pursue shared services, joint working arrangements and collaborations, whilst ensuring robust performance management*

Portfolio Holder: All

Devolution Update

James Palmer, former leader of East Cambs District Council, was elected as the first Mayor of the Cambridgeshire & Peterborough Combined Authority on 4 May 2017.

The Mayor has reviewed his Portfolio Holder responsibilities and Cllr John Clark is now the Portfolio Holder lead for Skills & Employment. Portfolio Holder responsibilities include helping to match skills to jobs throughout Cambridgeshire and Peterborough.

Full Council has now appointed Members to the following Combined Authority Committees:

- Overview and Scrutiny Committee (2 members from each constituent Council)
- Audit and Governance Committee (1 member from each constituent Council)

FDC's representatives are:

- Overview and Scrutiny Committee

Cllr Fred Yeulett

Cllr David Mason

(1 substitute vacancy)

- Audit and Governance Committee

Cllr Chris Seaton

(Substitute - Cllr Mrs Anne Hay)

A 100 Day Commitment has been issued for the Mayor's first period in office. Please [click here](#) to view the Mayor's 100 day plan.

At the last meeting of the Combined Authority, held on 28 June 2017, it was agreed that almost £16m of funding would be committed or bid for to drive economic growth in the Fenland area and overcome long-standing infrastructure needs. Please [click here](#) to access the reports tabled at the Combined Authority meeting.

The funding approved included:

- A total of £6.5 million for the Wisbech Garden Town project, which plans to regenerate Wisbech with 10,000-12,000 homes over the next 40 years. The money will fund feasibility studies over the next two years to investigate issues such as flood risk, transportation and land acquisition, as well as the next stage of the Wisbech Rail study.
- A £500,000 contribution towards the business case development for the dualling of the A47, which, along with the Wisbech Rail link, is considered a "fundamental part of bringing about significant change to the area" by improving connectivity and unlocking many wider economic benefits.
- Funding of £1.25 million to investigate the feasibility, benefits and impacts of connecting the M11 in Cambridge to the A47 in the Wisbech/Guyhirn area, along with £500,000 to upgrade works on the A10.
- A total of £6.5 million to accelerate the establishment of a University of Peterborough. The funding will be used to help increase student numbers at the University Centre Peterborough (UCP) and turn it into a fully independent university by 2020; providing an opportunity for Fenland residents to study for a degree nearby.
- A bid for £25,000 to fund a feasibility study into the use of modular homes. The work will consider the benefits of using off-site housing manufacturing, including the associated benefits of new skills and employment as well as the acceleration of housing delivery.
- An allocation of £145,000 to establish an independent Economic Commission, which will complete an economic review of the CPCA area. The review will give unbiased evidence about the area's economic performance, demonstrating potential for growth and helping to influence high-level national decisions.

Furthermore, the Board approved four schemes to be submitted to the National Productivity Investment Fund (NPIF) run by the Department for Transport. The go-ahead was given for Cambridgeshire County Council to enter bids for A47 junction improvements, junction improvements in March to address congestion problems, further Wisbech access study work and A605 access improvements between Whittlesey and Stanground.

The agenda and reports for all Combined Authority meetings can be accessed on the Cambridgeshire and Peterborough Combined Authority website www.cambridgeshirepeterborough-ca.gov.uk/

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Performance Management

Business Plan Action: *Report regularly on performance for both in-house and shared services to the Corporate Management Team, Councillors and the public*

Portfolio Holder: Cllr Chris Seaton

Gold Award for LLPG/SNN in management of Address information

FDC received a 'Gold Performance Award' in recognition of the management of our address information database. The Award celebrates excellence in service delivery that has been enabled through local government address and street information.

The Gold Performance Award is given to authorities that have reached and maintained the very highest standard in national tests on data excellence, and supply of regular updates to the national hub which manages receipt of address data from all authorities in England and Wales.

Cambridgeshire County Council, Cambridgeshire & Peterborough Combined Authority Mayor and Octavia Hill Ward of Wisbech Town Council By Election

On the 4 May 2017 the council successfully delivered the above elections.

The Cambridgeshire County Council election was for 9 councillors to represent 8 new divisions created following the recent Local Government Boundary Commission for England & Wales review

The turnout and results for each of the Divisions is listed below:

Chatteris (27.3%) – Anne Hay, Conservative Party

March North & Waldersey (24.9%) – Steve Count & Jan French, Conservative Party

March South & Rural (30%) – John Gowing, Conservative Party

Roman Bank & Peckover (29.1%) – Simon King, Conservative Party

Whittlesey North (27.2%) – Chris Boden, Conservative Party

Whittlesey South (29.8%) – David Connor, Conservative Party

Wisbech East (25.8%) – Samantha Hoy, Conservative Party

Wisbech West (26.9%) – Steve Tierney, Conservative Party

In the Cambridgeshire & Peterborough Combined Authority Mayoral election the turnout was 26.74% and James Palmer of the Conservative Party was elected.

The eligible electorate for both of the above elections was 75,797. Fenland were responsible for 57 polling stations across the area. 11,772 postal votes were sent out with a return rate of approx. 65% and 123 proxies were appointed.

We also held a by election for the Octavia Hill Ward of Wisbech Town Council on the same day. The election was called following the resignation of Councillor Stephen Brunton.

Octavia Hill Ward of Wisbech Town Council had an eligible electorate of 4,073 of which 632 were issued with postal votes.

The overall voter turnout was 25.5% and Philip Wing of the Conservative Party was elected.

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

Business Plan Action: Publish an Annual Equality Report

Portfolio Holder: Cllr Simon King

Meet Equality Act Requirements

Active Citizens Together Project

More than 200 European migrant citizens have now taken part in the projects ESOL sessions (English for Speakers of Other Languages) across the region, with tutors using materials prepared for them by the ACT Project team and the Rosmini centre. An Officer helps support the project and encourages activity within our district.

Groups of students used the materials in many different ways including interviewing each other in pairs, filling in UK voter registration forms and discussing a question posed by a Tutor. It was great preparation for their oral English exam.

Afterwards, the Tutor, said "it worked well – a fun, engaging and informative lesson".

Although this is across the eastern region, sessions are held in the Fenland area due to the needs of the district.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Asset Management and Investment

Business Plan Action: *Ensure the Council's asset base is suitable, sustainable and maximises service and income benefits*

Portfolio Holder: Cllr Ralph Butcher

Corporate Asset Management Plan Update

The Asset Management Plan 2017-20 sets out the 9 Strategic Asset Management Priorities of the Council and the accompanying Action Plan creates a framework for Officers to manage, allocate resources and monitor timescales to ensure timely delivery of the Actions and improve the Council's asset management approach.

Due to the size and nature of the work linked to the Asset Management Plan there will be periodic updates on specific projects from the action plan.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Asset Management and Investment

Business Plan Action: *Develop and deliver a commercial investment strategy*

Portfolio Holder: Cllr Ralph Butcher

Property Investment & Development Strategy (PIDS)

To compliment the Council's recently adopted Asset Management Plan and to aid with the commercialisation of the Council, Officers are developing a Property Investment & Development Strategy (PIDS). The PIDS can help FDC by increasing revenue income; reducing liabilities & outgoings; acquiring assets and securing capital receipts & capital appreciation. The PIDS could also offer the opportunity to kick-start development and regeneration to support the Council's Business Plan objectives where the private sector is not presently able to respond.

Adopting a PIDS can aid the growth of the District by utilising existing Council-owned and acquired assets to deliver jobs and much needed housing, whilst helping to

financially support the Council's frontline services.

Officers are developing a proposal for Members further consideration, which will take shape during 2017/18.

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

Learning & Development

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.

The IIP Assessor recognised this:

"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."

We have provided a wide range of learning and development interventions for our workforce over the past year, such as 121 coaching, management development, PACE training, investigation skills, health and safety, managing sickness, NVQs, funded training, mental health in the workplace, resilience training and so on. We are currently collating organisational learning needs for delivery this financial year.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Workforce Development

Business Plan Action: *Support and empower staff to make effective decisions within a pleasant working environment*

Portfolio Holder: Cllr Chris Seaton

People Management Strategy Review Update

The Council's People and Development Strategy is aligned to the Council's Business Plan and focuses on outputs for 2017 - 2020. It has been developed in recognition of the need for our people to continue to work effectively with a range of Partners. It continues to be reviewed and improved on an annual basis. It is a live document that will be refreshed and updated as the Council evolves and faces new and emerging challenges.

This strategy informs and responds to the Workforce Development Plans (WfDP) created by our Service Managers as part of the Service Planning process to support the delivery of the Council's Business Plan. We review our WfDPs each year as part of the annual service planning cycle to take account of the changing needs of the organisation and the community it serves.

What do our customers say?

Description	Baseline	Target 17/18	No of customers questioned	No of customers satisfied	% 17/18	Variance
LPI HR10 % of staff that feel proud to work for FDC.	82%	80%	N/A	N/A		

We conduct a Staff Survey every two years. The response rate for the most recent survey was a very encouraging 34% (which equates to 129 members of staff).

The survey asked questions under the following categories;

- How people feel about working for Fenland District Council
- Contribution
- Communication
- Working relationships
- Personal Development
- General

The results were very positive, despite the ongoing significant changes the Council as seen, with 82% of Staff proud to work for Fenland District Council. This is really encouraging and supports what a unique Council we are, with an excellent, dedicated workforce.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Enforcement

Business Plan Action: *Take a fair and equitable approach to positively improving living, working and environmental standards*

Portfolio Holder: Cllr Will Sutton

Planning Enforcement Update

In May we:

1. received 31 service requests
2. closed 15 cases
3. served 1 notice

Portfolio Holder: Cllr Mike Cornwell

Food Safety Service

2016/17 inspection programme

408 food safety interventions were undertaken in 2016/17. All but one of the food businesses classed as high risk (category A to C risk rated in accordance with the Food Law Code of Practice) were inspected.

This outstanding inspection has now been carried out.

Formal interventions and enforcement

During 2016/17 there were 25 Formal Hygiene Improvement Notices served, 161 written warnings and 1 prosecution and 16 formal food samples taken.

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***

Portfolio Holder: **Cllr Chris Seaton**

Health & Safety Update

Annual Health and Safety Report 2016/17 has been produced which details the Council's performance over the past year. It includes accident statistics, training information and progress against actions set for the year. The report will be shared with the Council's Health and Safety Panel, Staffside, CMT and Staff Committee and published on the intranet.

The Council's 'Security Threats' code of practice has been fully reviewed and updated in line with national guidance. This document details guidance and procedures for responding to bomb threats, suspect packages and terrorist threats.

Audit of Marine Services was completed to assess its compliance with legislation and Council requirements. Although the audit concentrated on the 'dryside' it also assessed compliance with marine related documentation requirements introduced during the past year on the Pilot boats.

Emergency Planning Update

Review of the Council's 'Emergency Management Plan' was completed with an amendment to the plan issued. This plan details the response to any incident/major incident occurring within the district, which requires Council action.

BUSINESS PLAN AREA:	Quality Organisation
Business Plan Priority:	Health & Safety
Business Plan Action:	<i>Ensure the safety and wellbeing of the Council's workforce, partners and the wider community</i>
Portfolio Holder:	Cllr Chris Seaton

Workforce Wellbeing Strategy & Health Surveillance Programme Update

We offer a wide range of support to our employees to help promote and encourage their good health and wellbeing, such as:

- A dedicated Occupational Health Advice and guidance support service available for all colleagues;
- A comprehensive programme of health surveillance for groups of employees who work in certain service areas (e.g. refuse drivers, leisure centre staff, port staff, CCTV staff etc.)
- We provide a health care plan for all employees (at nil cost to the Council) to enable financial support to access to access a wide range of health care specialists and interventions (e.g. chiropractic services, dental treatment, acupuncture, reflexology, chiropody etc.)
- A range of Family Friendly People Policies
- We also have a team of qualified Health Champions drawn from across the Council who are promoting quarterly health promotion events.