

# **Cabinet and Corporate Management Team**

## **Portfolio Holder Briefing Report**

**October 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  
Peter Murphy**  
Cabinet Member for  
Environment



**Councillor  
David Oliver**  
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Community Safety &  
Heritage



**Councillor  
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**Councillor  
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Deputy Leader & 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
<b>Performance Measure</b>				
LPI CS4 Days taken to process Council Tax support – new claims and changes	8 days	10.11 days	9.89 days	+1.89 days
LPI CS5 Days taken to process Housing Benefit – new claims and changes	8 days	9.86 days	9.59 days	+1.59 days

The target for processing all Council Tax Support cases is 8 days. As at the end of September we were achieving an average of 9.89 days so we are not meeting our target.

The target processing all Housing Benefit cases is also 8 days. We are now achieving an average of 9.59 days so we are not meeting our target.

We had a “blitz day” in the team on 20 September to concentrate all available resources on clearing the oldest work; this will enable us to kick-start improvements to performance during the autumn. Our blitz day resulted in over 2,000 items of work being cleared across the seven ARP partner authorities that day, which although will not see an immediate improvement in performance has kick-started our plans to improve performance as the year continues.

We are now live with ‘WURTI’ (Wider Use of Real Time Information) across the ARP which means that Benefit Officers now have direct access to HMRC data from their desk tops. This will speed up the processing of claims and changes of circumstances because we will not have to ask our customers to provide us with their payslips to verify their earnings.

**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																		
<b>Performance Measure</b>																						
LPI CEL1 Total number of private rented properties where positive interventions are taken to address safety and cohesion issues	200	25	122																			
<p>At the end of September 2017, The Council had inspected 44 new Houses in Multiple Occupation (HMOs).</p> <p>The Council had also investigated 78 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%;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>HMO's inspected</u></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;">39</td> <td style="text-align: center;">44</td> </tr> <tr> <td>March</td> <td style="text-align: center;">4</td> <td style="text-align: center;">11</td> </tr> <tr> <td>Chatteris</td> <td style="text-align: center;">0</td> <td style="text-align: center;">8</td> </tr> <tr> <td>Whittlesey</td> <td style="text-align: center;">0</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Villages</td> <td style="text-align: center;">1</td> <td style="text-align: center;">10</td> </tr> </tbody> </table>						<u>HMO's inspected</u>	<u>Privately Rented Homes investigated</u>	Wisbech	39	44	March	4	11	Chatteris	0	8	Whittlesey	0	5	Villages	1	10
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Wisbech	39	44																				
March	4	11																				
Chatteris	0	8																				
Whittlesey	0	5																				
Villages	1	10																				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI Number of households prevented from becoming homeless	115	45 in Sept	87	
<p>Since April 2017 87 households have been assisted by the Housing Options Team. They have been assisted in various ways. The team have been able to keep households in</p>				

their homes either by debt management or mediation. Other households have been assisted by being found alternative accommodation so that they didn't face homelessness.

Breakdown:

Mediation = 16

Debt advice = 25

Resolve rent arrears = 9

Supported Hostel accommodation (non FDC) = 1

Private rented with deposit = 3

Private rented without deposit = 5

Accommodated by family = 2

Sheltered/Supported accommodation = 20

Housing Register Offer = 4

Reconnections to country of origin = 2

### **Rough sleeper update**

Following intelligence gathering as part of the Council's annual monitoring a formal Rough Sleeper count is to take place in November with an external validator witnessing the count activity. The last time the Council did this was in 2008 when 1 Rough Sleeper was found.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
MPI Number of homes adapted to assist vulnerable and disabled residents to remain in their home	130	23	<b>76</b>	

Through this scheme The Council provides adaptation works for elderly and disabled home owners and tenants to remain safe, secure and protected in their own homes. At the end of September 17, The Council has assisted 76 households with adaptation works.

The geographical spread is as follows:

Wisbech	20
March	18
Chatteris	10
Whittlesey	6
Other villages	22

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%	16	16	100%	

During September, 16 Surveys were handed out at homeless interviews and 16 were returned highlighting that customers were satisfied or very satisfied with the information and help they received. The total number of surveys returned since April is 63.

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%	3	10	100	

3 households responded to the survey in September 17 for this performance measure.

10 surveys have been completed for the financial year so far culminating in satisfaction score of 100%

**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
<b>Performance Measure</b>				
MPI Percentage of DWP customers who feel more confident to access work as a result of this project	75% (90 people)	Sept =3	<b>16 (100%)</b>	
<p>The team are continuing to work closely with Clarion Housing Group, supporting a new member of their team who is specialising in employability across the whole of Fenland which complements our service. Additionally, the team have continued to refer to locally provided training in the Waterlees area. CV workshops have been held in partnership with the National Careers Service. In a joint partnership with the Police Cadets the Community House is currently being redecorated, with the view of holding an open day on 30<sup>th</sup> October.</p> <p>This Performance Indicator is asked when residents end the support programme. 16 have ended their support in this financial year and this is 100%.</p>				

**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

<b>Wisbech Alcohol Project</b>
<p>Work is underway to support the implementation of four Public Spaces Protection Orders (PSPO's) to support reducing the impact of alcohol misuse and harm in specific areas within the district.</p>

The four PSPO's will cover Wisbech locations that have been suffering from long term alcohol misuse. The PSPO's will make it an offence within three locations to have an open alcohol container with the other PSPO which is based in the main on the existing Wisbech Designated Public Places Order area of coverage to allow delegated officers to request persons to either cease drinking alcohol or surrender any open alcohol containers.

The Wisbech Alcohol Partnership continues to meet monthly to deliver the Local Action Area Program by working towards the partnership 13 point action plan.

The Alcohol partnership has delivered the following key actions during April to October 2017;

- A telephone discussion with the Home Office alcohol strategic lead has been completed to discuss the work of the alcohol partnership, the projects and actions being delivered and to highlight the recent community concerns raised on street drinking. It was confirmed that based on the National Police and Crime Commissioners best practice document on street drinking that the Wisbech Alcohol Partnership is delivering work streams as stipulated within the guide. There have been some suggestions made by the Home Office officer on other best practice being delivered by other LAAA areas which will be explored as part of the ongoing work of the partnership.
- 21 joint partnership patrols (enforcement patrols) in key street drinking locations within Wisbech. Persons found to be drinking have been provided with advice on alcohol treatment pathways and alcohol removed from the persons where appropriate.
- Monthly recovery walks have been delivered in key street drinking locations by Inclusion (alcohol treatment provider) with support from staff from the Richmond Fellowship (mental health support) where persons have been directly engaged with by health professionals.
- An OffWatch forum meeting is being developed with Terms of Reference and Information Sharing Agreements produced in readiness for this. A formal launch meeting is being scheduled for November 2017. This approach will help to establish a working off licence forum based on the successful PubWatch model to enable information sharing and improve partnership working with this business community.
- A drug and alcohol (dual diagnosis) training event was held for free in June 2017 at the Council Chamber and offered to wider partners and front line officers. This training helps inform and enable front line officers to understand addiction and have a wider awareness on substances and the effects they have on an individual. At least 15 front line officers attended this event from services including FDC, Circle Housing, NHS (CPFT), Private Security Industry and Cambridgeshire County Council.

The Wisbech Alcohol Partnership will be meeting in October where a further update will be provided.



**BUSINESS PLAN AREA:** Communities

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

**Business Plan Action:** Encourage a range of partners to support the delivery of the Golden Age programme

**Portfolio Holder:** Cllr Mike Cornwell

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
MPI Number of people who attend the Golden Age events	300	31	<b>114</b>	
<p>31 visitors attended the Christchurch Golden Age Fair held on Wednesday 27th September.</p> <p>There were 17 partners involved in the event with New Vision Fitness handing out 6 complimentary 5 day passes and Cambridge Fire &amp; Rescue Service exchanging 5 electric blankets and 3 referrals for home safety visits among many other positive outcomes.</p> <p>The Fenland Ferret saw three customers and sign posted to Cambridgeshire County Council for Blue Badge applications and to the Department for Work and Pensions for advice on missing National Insurance contributions and how to top up to maximise state pension payments.</p> <p>The advisor also saw one gentleman who was very hard of hearing but chose not to wear a hearing aid. This gentleman was querying a deduction itemised on his state pension breakdown. Previous advice had not come up with a solution as they referred him to the internet and/or a telephone helpline number, but unfortunately the gentleman did not have the necessary internet skills and couldn't communicate effectively over the telephone. Our advisor, together with a volunteer from Age UK who had a stall at the fair, was able to give the gentleman a satisfactory explanation as to why the deduction had been made and while it was not the answer the gentleman was hoping for, he was grateful that we had been able to give him the explanation he had not been able to obtain elsewhere. The gentleman said as he left that "I'm a lot happier leaving than I was arriving and that means a lot to me, so thank you for your time and knowledge".</p>				

### What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI Customer satisfaction with Golden Age events	97%	90%	17 = June 21 = Sept YTD = 38	38	100	
<p>Out of 31 visitors 21 completed customer satisfaction surveys with a 100% satisfaction rate. One customer stated "We were really impressed with this event" while another stated "it was very useful for making you aware of the different support available".</p>						

### 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	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI LS1 Number of paid visits to our leisure centres	Annual; 837,588 Sept 72, 589 To September 418,970	78,621	<b>440,857</b>	
<p>Leisure centre attendances continue to exceed expectations, with income matching this trend. Following a successful 2016/17, the Council is expecting similar performance from leisure centres this year, with income expecting to approach £2.4m for the year.</p> <p>Previous investment in the facilities has led the change over the past couple of years, but the key driver of the increased attendance levels is the hard work of the leisure team. The team is very customer focussed, delivering a great product at a good price for our local community.</p> <p>Swimming attendances are slightly lower than anticipated, so the service is reverting to a more traditional approach of leaflets for local houses in October. It is anticipated that the leaflets will raise awareness of the great facilities on offer and increase pool attendance levels.</p>				

Description	Target	Achieved		Variance
<b>Performance Measure</b>				
MPI Number of Direct Debit members	3,150	3.160		
Income from direct debit members continues to perform above the levels anticipated. Direct debit memberships are leading the increase in income above projected levels – and the service is planning another Black Friday push for November, a traditionally quieter month.				

<b>Leisure Procurement</b>
<p><b>Procuring a partner to manage Fenland's Leisure Centres</b></p> <p>This project draws together many elements from teams across the Council including HR, finance, assets and projects, properties &amp; leasing, a legal expert in the field, as well as leisure operational and management issues.</p> <p>Fenland is following the Sport England procurement documentation, which itself is necessarily quite long and detailed as it covers many eventualities and needs to cover them all. The template offered by this approach is what is expected by bidders within the leisure industry and offers Fenland the best opportunity to attract several bids that also match the Council's financial aspirations.</p> <p>Following the development of procurement documentation, a revised timetable for the procurement will be developed by mid-October, with the Council now expecting to go to the market for bids in November.</p>

**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

<b>Health &amp; Wellbeing Strategy</b>
The Strategy for 2017-20 will be presented to Cabinet in November 2017.

**Portfolio Holder:**

**Cllr Peter Murphy & Cllr Mike Cornwell**

### **Energy Conservation**

Publicity is well underway this month to promote the Fenland Big Energy Switch to residents. The scheme which is managed by iChoosr offers residents an alternative to their current energy tariffs a time when residents may be feeling the pinch from consumer price rises.

In order to support the delivery of the campaign and in particular to ensure it is accessible to all residents, the Council's customer access staff members have received training and information has been provided via the Golden Age Fair.

Consequently, 20 households have already taken up the option of a paper based application.

**Portfolio Holder:**

**Cllr Mike Cornwell**

### **Better Care Fund**

The Better Care Fund (BCF) Plan 2017-19 for Cambridgeshire was reviewed by the Health and Wellbeing Board on 8 September and approved, subject to final amendments.

The Board heard that during the 2016/17 financial year a Section 75 pooled BCF budget had been established between Cambridgeshire County Council, Peterborough City Council and Cambridgeshire and Peterborough Clinical Commissioning Group. This was not new money, but represented a redistribution of existing sums from local health and social care budgets.

Although significant, the sums of money included within the BCF represented a relatively small proportion of total health and social care expenditure by the three organisations.

Largest expenditure from the BCF in 2016/17 related to Integrated Care Teams at just over £17 million and reflected a shift towards partner organisations working together to deliver preventative strategies to keep people well. This included work to identify needs early on, provide a common point of access to services and shared care plans for those identified as needing support to enable them to live as independently as possible and to reduce the need for more costly acute health care and long-term social care services.

The guidance for the 2017-19 Plan included a requirement to include an explicit local vision for achieving integration by 2020.

The Improved Better Care Fund (iBCF) represented new funding in the form of a non-recurrent social care grant allocation to be used to:

- Stabilise the local social care market;
- Meet adult social care needs;
- Reduce local pressures on the NHS;
- Meet the High Impact Change model.

Within the context of the integrated BCF in Cambridgeshire in 2017/18 it was proposed to invest:

- £3 million to create new housing options for people with learning disabilities. This would be used to bring vulnerable residents currently housed out of county back into the local community whilst delivering longer term savings on the cost of their health and social care. This innovative approach had been agreed with NHS England and had attracted considerable interest from other local authorities;
- £2.89 million in adult social care and social work;
- £2.3 million in a costed plan to support delivery of the 3.5% national target for delayed transfers of care;
- £150,000 to joint fund the Sustainability and Transformation Plan falls prevention and atrial fibrillation programme.

The plan has been submitted to Central Government and response is expected during October 2017.

## **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 Mike Cornwell

### **Smoking Cessation initiative**

#### **No smoking competition**

During the summer a number of schools in Fenland entered a poster design competition aimed at raising the profile of smoking as a health issue in particular to

address smoking near to and in children's play areas.

Three schools took part; Orchards School in Wisbech, Westwood Primary School in March & Park Lane School in Whittlesey

The posters were judged by Cllr Cornwell, as portfolio holder for health and wellbeing.

The winning designs have been made up onto large boards and displayed at play areas across the district.

**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	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI CEL8 % of collected household waste – blue bin recycling	28%	28%	<b>28%</b>	

**Collected Household Waste Blue Bin Recycling**

	First Quarter	July	August	Overall
<b>Dry Recycling (Blue Bin)</b>	2,154	677	727	3,558
<b>Residual Waste (Green Bin)</b>	5,389	1,878	1,871	9,138
<b>Dry Recycling % of normal waste</b>	29%	27%	28%	28%

Dry recycling has increased when compared to the same period last year, when 3,430 tonnes of dry recycling had been collected by the end of August.

Higher than usual levels of rejects from the AmeyCespa recycling facility remain an issue and have an impact on the recycling rate by increasing the levels of waste recorded as rejected.

An investigation into this is forming part of the ongoing contract audit along with scheduled monitoring of the inspection process.

To accompany this work with the contractor, on the ground work will be completed to

continue to encourage customers to correctly present their dry recycling materials.

This recycling continues to contribute to the overall recycling rate for Cambridgeshire which remains above 50%.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
MPI % missed bins collected the next working day	92%	91%	<b>89%</b>	

The number of missed collections remains low across all services.

### Missed Collections August (Blue and Green Bins)

	Sept 17	Overall
Missed Collections Reported	166	1,334
Collected next working day	151	1,187
<b>Percentage</b>	<b>91%</b>	<b>89%</b>

The total number of missed brown bin collections reported in September was 54.

### What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI CEL9 Customer satisfaction with refuse & recycling services	88%	85%	254	249	98%	

Indications are that customers are satisfied with the service offered by the refuse and recycling team. The response rate of 50% from the 500 surveys sent out is very good for this type of feedback.

A selection of the comments made, many of which referred to the brown bin service, charging and vegetable waste:

- *It is a shame that we can no longer recycle food waste in the Brown Bin. I understand that you can only charge for garden waste but this is a recycling opportunity lost.*
- *I have always found the operatives polite, helpful and tidy. I am satisfied with the*

current collection service. Thank you.

- Excellent service, thanks.
- Not collecting our green bin due to having some garden waste in it was extreme considering it's meant for everything.
- There should never have been a charge levied against the brown bin.
- I wish refuse collectors would return bins to where they find them.

All feedback and comments will be responded to where the customer has raised an issue, asked a question or requested a response. The results and themes are shared with the refuse and recycling collection staff.

**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	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
MPI Income generated through recycling materials	£279,000	£24,884	<b>£166,750</b>	

The first six months of recycling have generated more than £160,000 of income.

Variations in the market values of some recycling commodities in relation to the value of the Euro and increased levels of rejects reported by AmeyCespa are reducing income potential.

Work on increasing recycling levels across the area means that we remain on target and are delivering a similar income to this point last year.



**BUSINESS PLAN AREA:** Environment

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

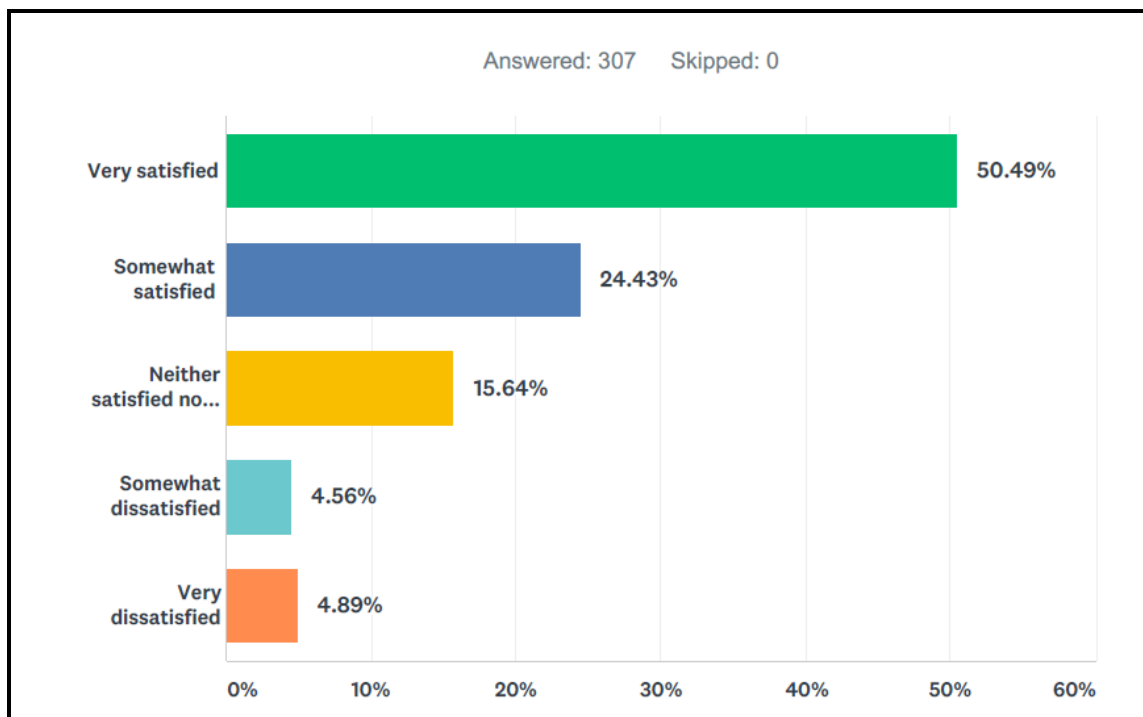
**Business Plan Action:** Implement an effective, self-funding garden waste collection service

**Portfolio Holder:** Cllr Peter Murphy

## Garden Waste Service Update

A recent report to overview and scrutiny highlighted that through the use of effective communications, a dedicated webpage and appropriate support for customers; the Council has delivered the garden waste service change smoothly and as a result will contribute more than £500,000 to the savings target as a result.

## Garden Waste Customer Satisfaction Survey



Question: Overall, how satisfied or dissatisfied are you with the garden waste service?

From the 307 subscribing customers who responded, 75% (230) were either very or somewhat satisfied with a further 48 'neither satisfied nor dissatisfied'.

## **Flytipping**

An increase in flytipping was a concern raised before the service commenced. We have seen a small change in the levels of green waste recovered. On average, from April to August, the team report recovering 2 or 3 more instances of green waste each week compared to last year. These are reportedly small amounts of hedge materials or grass cuttings and this work remains within the capacity of the existing cleansing resource.

Customers are actively reporting instances and as a result enforcement has taken place resulting in 1 fixed penalty being accepted along with 2 written warnings since April.

## **Bonfires**

Bonfires were also an area of concern for customers within the consultation. These are reported as nuisance complaints to Environmental Health. From April to August there were 23 instances of domestic bonfires reported this year. This is very similar to the same period last year when 25 were reported.

## **Customer Contact**

A large number of customers have been successfully dealt with at the first point of contact by customer services over the telephone and in the shops and hubs. From April to the end of August, 745 of these customer contacts resulted in a request for service being forwarded to the back office for action. These ranged from customers requesting that their unused brown bin be collected to customers complaining that they can no longer put vegetable waste in their brown bin. From the customer enquiries that were dealt with, the table below sets out the nature of the request and those recorded through the Council's 3Cs process. In relative terms these remained low for April to August.

Garden Waste Service Requests for service and 3Cs record April – August

	Requests for service	Correspondence	Complaint
Removal of brown bin	75	5	
Payment/subscription/webpage Issue	169	4	2
Collection Issue	52	1	
Change of bin contents	11	8	1
Sticker delivery/replacement	348	10	12
Enforcement		2	1
Bin delivery	34		
Change of address/new property	56		

## **Service Design 2018/19**

Following the template of last year, the reduced price annual direct debits will go on sale on 1 December. All other means of payment will be available in the new year as they were previously. The 3 stage payment DD option will also be available for December as last year.

Communications will follow a similar pattern to last year. This year's timeline includes:

- i. Existing customer communications **November 2017**
- ii. Christmas calendar, newspaper and social media **Mid-November 2017**
- iii. **1 December 2017** online direct debits 2018/19 on sale, including staged payment option
- iv. **4 January 2018** other payment options available
- v. Summer calendar **Mid-February 2018**
- vi. First subscription stickers dispatched **Mid-February 2018**
- vii. Council tax leaflet **March 2018**
- viii. New subscription year commences **2 April 2018**

### Budget Forecast

	2017/18	2018/19
Service costs	£706,030	£705,000
Income	£769,560	£722,000
Repayment set-up costs	£17,217	£17,000
Additional costs incurred (refuse service)	£200,000	£200,000
Net income	£550,000	£522,000
No. subscriptions	19,600	19,000
Cost per subscription	£36.90	£38.01

The subscription levels and income are solid and reflect the levels of take up suggested by the 2016 public consultation.

The service costs in excess of £700,000 to perform. The income of £769,000 covers the costs of providing the service making it self-funding.

The savings to the authority are forecast as £550,000 because there is firstly, a need to repay the set-up costs and secondly, there are additional annual costs associated with removing the garden waste service from the integrated 3 bin waste service. Just as early modelling predicted and was reported to Cabinet, we required another crew and vehicle to successfully complete the blue and green bin work now that the garden waste is delivered as a separate self-funding service.

This positive budget forecast for 2018/19 allows us to maintain the current fees and charges and provide the reduced price annual direct debits again with a 10% discount from December 1 2017 to 31 March 2018.

**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	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	100%	<b>96%</b>	

**Cleansing Rapid and Village Response September 2017**

Area	Requests Sept	Requests Met	Performance
Chatteris	7	7	<b>100%</b>
March	14	14	<b>100%</b>
Villages	26	26	<b>100%</b>
Whittlesey	9	9	<b>100%</b>
Wisbech	29	29	<b>100%</b>
<b>Totals</b>	<b>85</b>	<b>85</b>	<b>100%</b>

A full team of staff and reduced levels of reported incidents this month have resulted in a successful month for the team.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	90%	98%	<b>98%</b>	

**September Cleansing Inspections**

Area	Inspections carried out	Standards met	Performance
Chatteris	30	30	100%
March	30	29	97%

Whittlesey	30	30	100%
Wisbech	30	28	93%
<b>Totals</b>	<b>120</b>	<b>117</b>	<b>98%</b>

The regular inspection of the quality of cleansing in Fenland is performed by Street Scene officers on a routine basis using national scoring methodology which assesses litter, street sweeping and graffiti. Across the month, 3 of these 120 inspections failed to meet a suitable standard of cleanliness. This is fed back to the team who look at options to reschedule their work to adjust their approach to ensure the cleansing quality is maintained.

**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 & Peterborough Waste Partnership (RECAP)

Recap partners have determined to a partnership approach to the management of the dry recycling contract issues currently faced by the Cambridgeshire and Peterborough collection authorities.

This work will run alongside a jointly managed audit to provide evidence that the contract is being managed appropriately, in line with the contract and in the interests of the public purse.

**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

An application for roof repairs to one of the larger High Street properties has been approved. This means that essential maintenance work can take place which the owner needs to undertake to secure a new tenant. Works can now get underway and the project will continue to work with the new tenant to encourage them to apply for a grant towards a new shopfront.

Plans for No 24 (The Gap) are nearing completion and the appointed architects for the development will be ready to submit a planning application shortly. The "Mind the Gap" management group made up of representatives of Wisbech Town Council, Wisbech Society, Street Pride and FDC are meeting regularly to discuss the potential uses for the site and the long term strategy for its maintenance.

The Townscape Heritage Officer is in discussions with the owner of two other derelict properties to work up a suitable scheme which is achievable within his budget and that of the project.

The first Photography Workshop led by award-winning photographer Matt Emmett took place at the Boathouse. This group will meet every 2 months and whilst developing their photographic skills will be documenting the changes to the High Street and the town over the next 3 years. Participants will be adding blogs and their own photos to the project website as the project continues.

A Heritage Open Day took place on Sept 9<sup>th</sup> offering tours of the High Street, presentations and displays in the museum and an opportunity for the public to see the exciting proposals for "The Gap" at No 24. There were in excess of 60 visitors and the response to the proposals for No 24 was generally very positive.

The project continues to use the website, Facebook page and Twitter to provide updates on the projects progress and forthcoming events as well as those being undertaken by other heritage groups in the town. The Communications team are also regularly sharing and promoting project news stories and updates through social media and press releases.

Website : [www.highstreetwisbech.org.uk](http://www.highstreetwisbech.org.uk)  
Facebook : search Wisbech High Street Project  
Twitter: @highstwisbech

**Portfolio Holder:**

**Cllr Ralph Butcher**

**Manage the operation and maintain FDC-owned public car parks**

During the month of September patching works were undertaken within the following FDC managed Car Parks:

City Road Car Park , March  
City Road Lorry Park, March  
Market Place, March  
Mill View service road (FDC section only)  
Darthill Road Car Park, March  
Chapel Road Car Park, Wisbech

Works have been ordered and programmed for late October, early November to reline the following FDC Car Parks:

Market Place, March  
City Road Lorry Park, March  
West Street Car Park, Wisbech  
Queen Street, Whittlesey (in part only)

**Portfolio Holder:**

**Cllr Peter Murphy**

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

During the month of September the following works were undertaken, or have been scheduled:

1. Replacement locks for Whittlesey Market Place raise and lower bollards
2. Street Name Plates were ordered for 15 locations within the District

**Portfolio Holder:**

**Cllr Ralph Butcher & Cllr Simon King**

**Manage and maintain district, parish and Roddons' street lighting**

19 street light faults were reported by partners or members of the public and were attended to by FDC contractors during the month of September.

**Portfolio Holder:**

**Cllr Ralph Butcher & Cllr Simon King**

**Street lighting improvements**

A tendered works package to replace the remaining 106 Category 1 defective street lights was awarded in September. The new FDC street light specification utilises LED luminaires incorporating the latest technology which will reduce both energy and future maintenance costs for the Council.

Consideration has been given to ensure the new replacement street light design offers best value for money in terms of future maintenance and operation.



## 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

#### Tidy Fenland Update

During September both Streetscene and Kingdom officers continue to patrol in support of the campaign. Patrols have taken place during the working week and on Saturdays in March.

The Kingdom supported patrols, which have been in place now for 4 months, have provided an opportunity for Kingdom Officers to get to know Fenland better and build relationships with the business and wider community.

As well as patrolling for environmental offences such as dog fouling and littering the officers have been able to assist residents with other community issues such as parking problems, antisocial behaviour such as spitting, street drinking and in one instance called emergency services having found a member of the public in distress.

Broken down by area patrol hours achieved this month by both Kingdom and Streetscene are:

March: 145 hours  
Wisbech: 245 hours  
Chatteris: 57 hours  
Whittlesey: 60 hours  
Rural areas: 6 hours

Fixed penalty notices served by type during these patrols:

Location	Fixed Penalty Notices served
Chatteris	13 for littering
March	16 for littering 7 for parking offences
Wisbech	162 for littering
Whittlesey	7 for littering

Rural	1 Fly Tipping 2 Littering
<b>Total</b>	<b>200</b>

During September business visits have continued encouraging local businesses to join the campaign. Feedback has been very positive from local business and residents who are supportive of the Council's approach to environmental enforcement. In October there will be a roll out of awards and to those businesses that have supported Tidy Fenland.

### **Fly Tipping**

The total number of fly tipping recorded for September is 132. Broken down into locations:

Chatteris: 9  
 March: 22  
 Whittlesey: 5  
 Wisbech: 46  
 Rural: 50

Officers have investigated 25 Fly Tipping sites to follow up any evidence which may have been found. Currently there are ongoing investigations into a number of unlicensed tradespeople who are offering to take waste from residents' homes for a small fee. These investigations are being undertaken jointly with East Cambs and Peterborough.

### **Other Street Scene actions**

- 31 Reports of abandoned vehicles of which 4 were removed by our contractor & 6 nuisance vehicle reports.
- 38 matters relating to our open spaces.
- 46 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- 31 General street scene actions, including requests for service and general enquiries.
- 17 matters relating to circus & Fairs including queries and removal of 47 posters.
- 11 site visits for other service areas.
- 7 trade waste matters resolved
- 1 report to Highways regarding damaged street furniture.

**Portfolio Holder:** Cllr Peter Murphy

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
MPI Streetscene Officer hours spent on active town patrol	4,000	513	<b>2899</b>	

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
MPI Memorial inspections completed	5,000	602	<b>2,809</b>	

A total of 602 memorial safety inspections took place during September. Out of this number tested a total of 72 were deemed to be unsafe and referred to our contractors, ISS for rectification.

This brings the total amount requested to be made safe to be 401 from the total inspected so far. Inspections took place in Wimblington and Walsoken cemeteries.

## **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	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	18	<b>107</b>	

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

Regular work parties were held as well as Whittlesey Street Pride utilising marketing opportunities from the council's four season events by having a promotional stand at this year's Whittlesey Festival.

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

### **Street Pride Awards Ceremony 2017**

On 5th October, a record number of 100 volunteers and local partners attended the annual Street Pride Celebration Evening. The Council appreciates and values the ongoing work of all its volunteers and this event is our way of saying 'thanks'.

Representatives from In Bloom and Friends groups also attended which reflects the broad partnership work which has taken place.

The evening was an opportunity for the groups to network and develop ideas from presentations about the various projects.

Each group received a certificate of thanks in appreciation of their continuing efforts over the past year to improve their local street scene and open spaces.

Special certificates were also awarded for a number of projects to the following groups:

- Friends of Rings End Nature Reserve (Best Nature)
- Whittlesey Street Pride (Best Partnership) & Doddington Street Pride (Highly Commended – Best Partnership)
- March Street Pride / In Bloom (Best Street Scene) & Friends of March Railway Station (Highly Commended – Best Street Scene)
- Friends of Wisbech General Cemetery & Waterlees In Bloom/Street Pride & Wisbech In Bloom (Joint winners for Best Youth)
- Chatteris In Bloom/Street Pride & Benwick In Bloom / Street Pride (Joint Winners for Best Promotional)
- Wisbech Street Pride (Best Clean Up).

A presentation was given by an officer from the Healthy Fenland Fund project group letting groups know about this health focussed County wide funding stream. The presentation highlighted the work of Street Pride a key project to support wellbeing amongst Fenland residents and as such the Healthy Fenland Fund would welcome applications from the groups.

### **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.

Street Scene and Street Pride were invited to have a promotional stall at Wisbech Rotary's Silver Monday event on 18<sup>th</sup> September. Around 100 residents from across the district attended the event and information regarding volunteering opportunities with Street Pride & In Bloom were highlighted as well as a street scene officer being on hand to answer any questions relating to littering, dog fouling and fly tipping.

### **In Bloom Awards**

A massive congratulations to all of our groups that entered this year's Anglia in Bloom competition. The results were announced at a celebration event in Gorleston on 14<sup>th</sup> September.

Benwick and Waterlees both achieved Silver Gilt with Chatteris and Wisbech achieving Gold.

Wisbech have now won Gold for the 10<sup>th</sup> consecutive year running.

All of the volunteers and partners involved should be very proud of themselves as this volunteer initiative ensures that the polish is added to our towns and villages, making them a lovely place to live in and visit.

### **Whitemill Coldham / Glassmoor and Ransonmoor updates**

In September, the Ransonmoor Environment Fund awarded funding to 3 projects within the catchment of the turbines.

Doddington Christmas Lights were awarded £5,000 for replacement LED lights.

£1,990 was awarded to Doddington Sports Field & Recreation Committee for cladding upgrade to gable end and external wall insulation at Doddington Pavilion.

£5,000 was also awarded to Parkfield Sports Club for boiler replacement.

Over £23K has now been awarded to community projects from the Ransonmoor fund.

## **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**

Preparations are now well underway for the Fenland Christmas events.

March Christmas Market is scheduled for Sunday 3<sup>rd</sup> December and Wisbech Christmas Fayre for Sunday 10<sup>th</sup> December 10am -3pm.

The volunteer committees are busy organising packed programmes that will include gospel choirs, live music, miniature steam train rides, live reindeer and much more.

Visitors can already look forward to a wide variety of festive stalls including delicious crepes, mulled wine and German chocolate. The Council continues to work in partnership with many local organisations and businesses to deliver the Four Seasons events which attract 5,000 people to the towns bringing economic and cultural benefit.

### **Markets Action Plan Update**

A new trader selling Avon products, has joined the March Saturday and the Chatteris Friday market.

The Councils market Traders Pack has been revised and the web pages updated with the current traders. Details can be found clearly on what is on offer for consumers When they visit the market.

### What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI CEL12 % of those asked who are satisfied with FDC's events	96%	90%	195	192	98	
<p>195 people completed a feedback form at the Whittlesey festival this year. 192 of those stated they were satisfied with the event overall.</p> <p>Comments included:</p> <p>'Fantastic for all the community, bring on more events like this.'</p> <p>'Very well organised.'</p> <p>'The parade could be improved with more floats.'</p> <p>'More exotic food.'</p>						

### **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
<b>Performance Measure</b>				
MPI Number of incidents recorded by CCTV	1,500	144	<b>1,299</b>	
<p>During September 2017 the Council was able to respond and detect 144 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 a decrease as compared to September 2016 in which 175 incidents were reported.</p> <p>A breakdown of incidents by town for September:</p> <p>Chatteris = 1</p> <p>March = 10</p>				

Whittlesey	= 6
Wisbech	= 127

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
MPI Number of positive outcomes as a result of CCTV intervention	240	22	<b>162</b>	
<p>During September 2017 the Council was able to achieve 22 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This is a decrease as compared to September 2016 in which 28 positive outcomes were achieved.</p> <p>These included arrests and fines for theft shoplifting, violence and drink driving offences.</p> <p>Positive outcomes achieved for September:</p> <p>Arrests (CCTV led) = 11  Assisted arrests = 9  FPN's (CCTV led) = 1  Assisted FPNs / warnings = 1</p>				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
Number of incident reports shared by members of SIRCS <i>[Secure Incident Reporting and Community Engagement System]</i>	250	21	<b>210</b>	
<p>During September 2017, members from SIRCS which includes representation from the four market towns in Fenland from retail, commercial and licensed trade submitted 21 incident reports for circulation.</p> <p>The reports vary but include; retail related theft, business related crime and alcohol related incidents including violent crime within licensed premises.</p> <p>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.</p>				



Description	Description	Target 17/18	Achieved	Cumulative for 17/18
<b>Performance Measure</b>				
MPI Number of FDC ASB cases where positive action is taken	90%	100%	<b>100% (10)</b>	<b>45</b>
<p>The Council received 10 new ASB cases into the FDC Anti-social behaviour team; all were responded to and actioned within the relevant timescales. These 10 cases included vandalism to public areas, motorbikes speeding along footpaths in residential areas, neighbour ASB &amp; Noise nuisance and dangerous dogs.</p> <p>The total ASB cases year to date is 45.</p>				

<b>Community Safety Partnership Update</b>
<p>Under the CSP theme of Supporting Victims, Scam Awareness the County Council Community Protection Team have been provided £2500 in funding by the CSP for educational and prevention work within Fenland.</p> <p>The funding is contributing towards the printing of a booklet titled 'Little Book of Big Scams' which is also being made available through a web link for internet access.</p> <p>In addition to the booklet the funding is supporting Community Roadshows across Fenland. These are being held at the 4 main towns within the District. Chatteris Budgens 6th October, March Tesco 17th October and 2 events in November, Whittlesey town centre 20th October with the Wisbech date yet to be confirmed.</p> <p>There has also been more targeted education at Chatteris Royal British Legion, Friday Bridge Club, Tydd St Giles lunch club and a Golden Age Fair</p>

**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

<b>Fenland Diverse Communities Forum</b>			
<b>Controlling Migration Fund update</b>			
Following the success in obtaining grant funding the Council have developed and are currently agreeing Service Level Agreements/ memoranda of Understanding with our partners who will deliver these projects. A brief overview of where we are currently at is reproduced below.			
Grant	Purpose	Funding Achieved	Current situation
Migrant Outreach Service	A project to tackle homelessness and the impact it has on local communities. With an aim of reducing the problem of / preventing people returning to live on the streets	£86,400 over a 2 year project	Underway and overseen by FDC
Wisbech Emergency Night Shelter	Maintaining & extending the emergency night shelter in Wisbech, to provide an alternative to rough sleeping	£134,897 over a 2 year project	Agreeing grant paperwork with the Ferry Project with a view to all being in place by the beginning of November 2017
HMO Enforcement & Licensing	This additional resource will enable the Council to get a grip on the private rental market in Wisbech and take a street by street approach to identifying and tackling	£196,095 over a 2 year project	Recruitment underway

	dangerous faults and failings within private rented properties, many of which are run by rogue landlords and agencies in partnership with rogue landlords.		
Street Drinking Outreach work in Wisbech and Peterborough	The Council are sharing £226,000 with partners to recruit two EU speaking alcohol outreach workers. To mitigate the impact of alcohol misuse.	2 year project.	Recruitment underway with a view to the project starting in the near future.
Modern Day Slavery Support	MDS issues are often invisible and difficult to detect. A number of people have been identified as being exploited and subject to MDS. There is a culture of mistrust of authority meaning that people do not complain due to fear of retaliation. This project aims to address these issues	£136,000 over a 2 year project	All paperwork being agreed with the Rosmini Centre who are currently recruiting. The project will start on the 1 <sup>st</sup> November.
Information Pack of social media resources.	It is clear in the Migrant JSNA findings that the health and wellbeing needs of migrant and indigenous communities in parts of Cambridgeshire are compromised by the lack of understanding or misunderstanding of how various public sector systems and services work. It is expected that a suite of between 16 to 24 information films are developed and hosted on self-contained website, Facebook	£89,657 over a 2 year project	Public Health are leading on this project. The first task group meeting was held at the end of September and the project has started to move forward.

	and YouTube channel to address these concerns		
Grow it, Cook it, Share it and Compare it	Recruiting volunteers to be involved in practical green skills from all backgrounds to aid cohesion and integration. The course will aim to give a minimum of 6 long term unemployed residents to go into meaningful employment and up to 80 families get a better understanding of UK cultures or understanding of the social background of the migrant communities	£108,394 over a 2 year project.	Contracts with partners being agreed, and all planned to start on the 1 <sup>st</sup> December. Enabling growing beds to be developed and in place for the growing season
Parallel Lives Project	Communities that lead parallel lives will never integrate into the community. This leads to both tension and potential conflict. Roma do not readily integrate into local communities, groups or even with people from other Eastern European communities. This project will undertake research into Roma lifestyle, culture and how dispersed they are across the region. From this work we, other councils, partners and Government can better identify ways to engage and deliver meaningful services.	£157,603 over a 2 year project	The Council have negotiated with EELGA to help deliver this project and it has commenced on the 1 <sup>st</sup> October.

**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 and supporting sector specific initiatives, such as Agri-Food activities.

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
<b>Performance Measure</b>				
MPI BE4 Number of inward investment enquiries handled	17	1	4	-13
<p>A meeting took place with a business in Chatteris that will expand their employee count by 3. The company specialise in the rental and leasing of Life Sciences &amp; Chemical Analysis equipment and the Chatteris operation covers all leasing agreements throughout Europe. As the company are looking to expand their customer base they have been introduced to 'Fenland for Business'. To support their expansion the company have agreed to provide an article for the Fenland for Business newsletter and have been introduced to two sector networking groups. In addition, the company were provided with information on the Cambridgeshire Fens LEADER programme.</p> <p>Review of 3 expansion projects with 2 large employers (Food &amp; Drink and logistics) underway with the Department for International Trade (DIT).</p> <p>A meeting is planned with a Wisbech-based Food &amp; Drink company. Both for introductory meeting and following comments from a supplier that the company may be transferring some work from Denmark to the Wisbech facility.</p> <p>In addition a further meeting is planned with another established Food &amp; Drink company in Wisbech as there may be a possible expansion project. The Economic Development Team is currently working with DIT colleagues who have recently met with the company to discuss possible R&amp;D at the Wisbech facility.</p> <p>These projects have the potential to create an additional 30 jobs in Fenland.</p> <p>In addition to the meetings, access to the DIT project database is planned which will give access to the 'ONE' list – a list of over 2400 companies that are account managed by Ministers, DIT, LEPs and by overseas Posts. This allows joint working with Fenland and DIT with those companies and the sharing of intelligence regarding the companies' UK footprint and global plans.</p>				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
MPI BE5 Number of social media followers (Fenland business engagement and profile enhancement)	600	17	626	+26
<b>Visit our Twitter page: <a href="https://twitter.com/FenlandBusiness">https://twitter.com/FenlandBusiness</a></b>				

- **274 profile visits** – Visitors to the '@fenlandbusiness' page.
- **23 tweets** – Original content material published from the '@fenlandbusiness' account.
- **6 mentions** - when someone else uses '@fenlandbusiness' in their tweet, for example, to show that they've attended an event we've organised, to share the work of Fenland for Business, or even to make us aware of upcoming events or initiatives. This is a good indicator of engagement and awareness of the account by other organisations.
- **8,294 tweet impressions** - this is the potential number of people that may have seen a '@fenlandbusiness' tweet in their news feed. This is a mix of the people that follow Fenland for Business and the followers of any accounts that interacted with a tweet from Fenland for Business by retweeting, commenting on, or liking a tweet as this activity will be shared with them.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
MPI BE6 Number of businesses referred to Economic Development from Business Ambassadors network	30	0	0	30
<p>Group catch-ups between the Business Ambassador cohort have continued on a monthly basis by email. One new BA has been introduced to the group with a further member currently in discussions. Feedback has thus far been improving communications between internal teams.</p> <p>Further work is planned to improve communications and referrals from the Planning Team to ensure that early awareness is captured by the Economic Development Team, who are now included on all new major application consultations and any significant town centre planning applications.</p>				

## Employment, Skills and Apprenticeships

### Skills

The Skills Service continue to deliver events in the District with a 'Build a Business' workshop held for year 12 pupils at Neale Wade, a CV workshop with pupils from Sir Harry Smith and an Attitude Survey being conducted on pupils at Cromwell Community College.

The Skills Service have a further 40 events planned with the schools in Fenland until July 2018.

### Apprenticeships

The Economic Development Team have continued relationship building with CoWA with regular intelligence sharing meetings held with the Director of Employer Engagement with a particular emphasis on encouraging Apprentice take-up with local businesses.

### **LEP Engagement & Funding Activity**

The Economic Development Team facilitated training for 6 FDC staff on the GRANTfinder system. GRANTfinder will allow FDC and the businesses and community groups it engages with to access to a far greater supply of funding opportunities.

The GRANTfinder system represents a fantastic opportunity to search for funding pots and provides a tool for the Economic Development Team when engaging with external businesses. In addition the system opens up a wide range of opportunities for internal projects and Officers look forward to exploiting this fully.

### **Enterprise Zones – Wisbech & Chatteris**

Work to develop FDC's bid submissions for Enterprise Zones in Chatteris & Wisbech continue. Engagement with landowners and local businesses is underway.

A copy of the Cabinet Report endorsing the Enterprise Zone proposals can be found here: <https://goo.gl/YYw5zk>

### **Business Engagement & Inward Investment**

Contact has been made with 2 large businesses that are currently recruiting staff. Meetings have been arranged to discuss assistance in recruiting and skills (food and drink and advanced engineering).

Initial discussions have taken place with a national retailer considering establishing a shop in a Fenland Town.

As part of the Economic Development Teams engagement strategy a meeting has been arranged with Nat West Business Growth Enabler for Fenland, one of our key intermediaries.

Meetings have been held with an established Fenland construction company who are seriously considering relocating from the Cambs/Norfolk border to King's Lynn. Pull factors include the business rates relief arising from the established King's Lynn Enterprise Zone and logistical advantages. Push factors include inability to attract staff



to Wisbech, lack of a direct train to London and low business confidence.

A number of general business enquires have been made and dealt with throughout the month. Business rates continues to be topical but further enquires have included questions around planning, licensing, and first aid training providers.

Closer working between FDC's Communities team and ED has resulted in successful information sharing and a general heightened awareness of how value can be added to each other's respective services.

### Events

Planning for October 31<sup>st</sup> Business networking event is continuing at pace. A spreadsheet of Agri-contacts has been created by the ED team which will inform the invitation list. This event will have particular appeal to the Agri-Food production sector and attendees are being strongly encouraged to pre-register and confirm their place as interest is strong. Speakers include Mayor James Palmer who will deliver a short speech on the importance of the Agri-Food sector to the local economy.

The Fenland Business Awards took place on the 22nd September at The Braza club in March. The attached link provides further details on the winners and finalists.

[www.fenlandbusinessawards.co.uk](http://www.fenlandbusinessawards.co.uk)

### Fenland for Business website - [www.fenlandforbusiness.co.uk](http://www.fenlandforbusiness.co.uk)

A review of the website's content will be undertaken in October to ensure data is current, accurate and to identify any gaps in the content that visitors may be expecting to see. New images have been added to show current networking events.

Traffic to the website has returned to typical levels following the quieter summer period, although the duration of visits has declined slightly, the overall number of page views has increased and the bounce rate has remained constant (this is the proportion of people who leave a website after viewing just one page).

The way that visitors arrive at the website has changed. The majority of visits for September came from direct links (where people will have the address saved), followed by searches on platforms such as Google. Referrals from other sites and social media only made up a small portion of traffic.

The most popular pages were:

- home page
- news and events
- about Fenland for Business
- specialist support
- starting a business – finance

	September result	September -August change	August result	August – July change	July Result	July- June change
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Sessions	141	+45%	97	-6%	104	-7%
Users	121	+53%	79	-10%	88	2%
Page views	274	+12%	243	-0.004%	244	-4%
Pages/Session	1.94	-0.57	2.51	+0.16	2.35	+0.08
Average session duration	00:01:31	-00:01:23	00:02:54	+00:02:16	00:02:38	+00:00:19
Bounce rate	65.96%		61.86%	-2.56%	64.42%	+7.28%
New sessions	83% (116 sessions)		67% (65 sessions)		74% (77 sessions)	
Returning visitor	17% (25 sessions)		33% (32 sessions)		26% (27 sessions)	

### Marketing and Communications

A press release will be produced to promote the upcoming event on 31<sup>st</sup> October. Imagery has also been created for use on social media and for flyers which will be distributed at the Business Centres, by partners and wider networks.

### Fenland Agri-Food Projects

A plan for the promotion of GCGP's Agri-Tech Fund has now been discussed and agreed. Twenty relevant SMEs have been directly contacted and a social media-based awareness raising campaign has been launched. In addition, this fund will be highlighted at the October networking event.

Additional 'funding surgeries' will be offered on October 31<sup>st</sup> at South Fens, Chatteris (after the networking event) for those who wish to meet the funding organisations and discuss their respective applications.

In addition, intermediaries in Fenland such as accountants, banks, FSB, Chambers, NFU and CLA are being encouraged to promote the scheme to their clients and members.

### Work Experience Placements & Work Opportunities Programme

The Council has an established work experience programme working with local schools to provide placements for young people. In the last number of months we have successfully facilitated placements for schools in teams including ICT, HR, Planning, Environmental Services and Member Services. We have also provided longer-term placements, working with Job Centre Plus and other agencies.

We are also currently supporting longer term placements within our Leisure Services teams.

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

The Council regularly supports the Skills Service to deliver a programme of events across the district including interview and employability skills & careers fairs to ensure that young people are ready for the world of work when the time comes.

**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.

We are currently meeting a variety of apprenticeship providers to identify those that are the best fit for the Council.

**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
<b>Performance Measure</b>				
LPI BE1 % of business premises and light industrial units occupied across the estate	87%	87%	90%	
<b>Boathouse Business Centre:</b> Heads of terms have been issued to three different companies this month who plan to occupy six offices at the Boathouse. It is anticipated that these businesses will be in occupation from the 1 October 2017.				
<b>South Fens Business Centre:</b> A tenant has vacated their office as planned at the end of September; this vacation will be reflected in the occupancy figures in October. On a more positive note, discussions are underway with two existing tenants who are considering moving to larger offices within South Fens. A final decision is due to be made during October 2017.  Two viewings have been conducted this month; one generated via our adverts on Rightmove Commercial and the other a walk-in enquiry who had been visiting a customer in the Centre.				
<b>South Fens Enterprise Park:</b> Heads of terms have been issued to fill the last vacant unit on the park; we are working to a completion date of November 2017. This will result in 100% occupancy again which is extremely positive news.				
<b>Marketing &amp; Promotion:</b> The Business Premises Team are currently reviewing marketing options for South Fens, to ensure that we maximise opportunities to increase occupancy, activities include; <ul style="list-style-type: none"><li>• Reviewing and refreshing our web presence; this is now at the test phase;</li><li>• Increased output via 'Fenland for Business' &amp; FDC's Twitter feeds which is ongoing;</li></ul>				

- Developing case studies of existing tenant businesses;
- Working with our Communications Team to implement a targeting marketing campaign using social media;

Whilst particular focus is on increasing the levels of occupancy at South Fens Business Centre, these activities will extend to include the Boathouse Business Centre and South Fens Enterprise Park.

Current floor space occupied 7,543 m<sup>2</sup> out of a total available 8,660 m<sup>2</sup>.

South Fens Business Centre	68%
South Fens Enterprise Park	86%
Boathouse Business Centre	77%
Light Industrial Units	94%

Overall Business Premises Estate occupancy is currently on target at 87%

**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. A further phase of 8 properties have been transferred in September, which brings the total number of completed market units to 29 and just 17 units remain to be completed.

FDC's Housing Infrastructure Fund (HIF) 'Marginally Viability' bid was submitted before the deadline on the 26th September 2017. The HIF bid aims to close the development viability gap and if successful, the award will be in the form of a grant.

It is anticipated that if the HIF bid is successful it will ensure that the remaining undeveloped NWF land will become more attractive and assist with bridging the viability gap.

Some minor improvement works have been undertaken to the sites surrounding The

Boathouse, which includes the removal of the old fencing and the creation of a shallow bund around the sites. Visually these minor works have made a significant improvement to the surrounding area.

Minor improvements at the Nene Waterfront sites





**BUSINESS PLAN AREA:** Economy

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

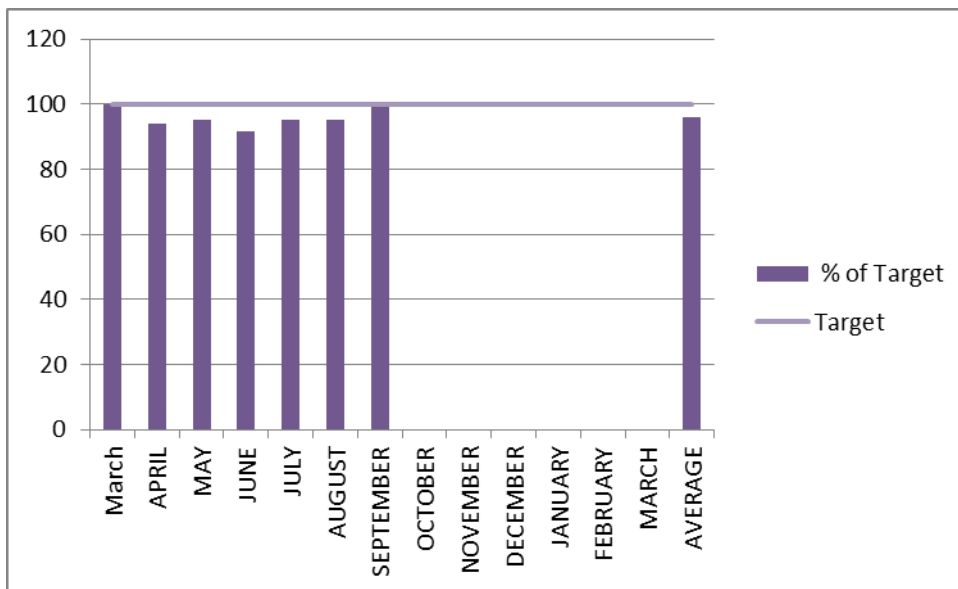
**Business Plan Action:** Deliver a proactive and effective Marine Service to meet our statutory obligations and promote business opportunities for the River Nene environment

**Portfolio Holder:** Cllr Ralph Butcher

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	90%	100%	<b>96%</b>	

September was the first time this year the yacht harbour was at 100% in regards to berth numbers. Four new vessels arrived and there were no vessels to leave the yacht harbour, we continue to receive numerous enquiries for new berth holders, this also includes enquiries for the new winter storage package that is now available to customers.

**Wisbech Yacht Harbour occupancy achieved year to date.**





Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI MS2 Number of boat lift operations at Wisbech Port	300	30	<b>185</b>	
LPI MS3 Number of vessel lifts	155	16	<b>76</b>	
<p>During September a number of fishing vessels used the yard for annual out of water inspections.</p> <p>Two of the ports pilot cutters also used the boatyard for out of water inspections this included a fresh coat of paint.</p> <p>It was quiet for leisure vessels in regards to boat lifts however it was a busy month for berth holders working on their boats in the yard.</p>				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
Gross Tonnage to Ports	445,000	30,232GT	<b>206,261GT against a projection of 218,131GT 95%</b>	
<p><b>Port Sutton Bridge</b> Imports to Sutton bridge were on target for the monthly forecast with a total of 20,910 GT of cargo (99% from target); this consisted of Steel, Grain, Salt, Oil seed rape, Beans, Furnace bottom ash and Soya meal. The total number of vessels to call at Sutton Bridge was ten. September is always a quiet month as factories close in Europe that impact on the volume of cargo imported.</p> <p><b>Port of Wisbech</b> Imports to Port of Wisbech were up on the monthly forecast target with a total of 9,322 GT of cargo (106% from target), this consisted of Timber, Bricks and scrap metal. The total number of vessels to call at Wisbech was six.</p>				

<b>Yacht Harbour Marketing Plan Update</b>
<p>A joint commission with Lincs County Council and KLWNBC has been made to explore the potential for joint marketing under the banner 'Sail the Wash'. This work will also consider the preparation of a bid to the Government's Coastal Communities Fund for both capital infrastructure and revenue support related to promotional works and marketing.</p>

**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 5<sup>th</sup> Wisbech 2020 Vision Summit was held on Friday 20 October at the Thomas Clarkson Academy to celebrate the project's recent successes and to update delegates on the plans for the future.

In a change from the format of recent years, community groups and other organisations were invited to bring along exhibition stands to the event and engage with delegates over lunch.

Cllr John Clark opened the formal part of the event in the afternoon, and was followed by a number of speakers covering a wide variety of topics.

An update on the Wisbech Garden Town proposal was given by Paul Medd and Gary Garford of FDC, whilst Peter Simpson (Chief Executive of Anglian Water) spoke about his company's ongoing involvement with the Wisbech 2020 Vision project and their plans for the future. Peter then introduced Jaap Flikweert of Royal Haskoning DHV, the recently appointed flood mitigation specialists who will be helping with the Wisbech Garden Town feasibility work. Jaap advised the delegates that innovative thinking will be needed to address the local flood risk before potential houses are built. Part of the flood risk work will be funded by the Dutch Government and Matthijs Houët, a Senior Commercial Attaché of the Royal Netherlands Embassy, London, presented a cheque for €55,000 to the Wisbech 2020 Core Vision Group.



Sixth Form Students from the Thomas Clarkson Academy addressed the audience after the break and told them what they would like to see from a new garden town, before introducing their Principal Anne Hill. Anne gave a passionate speech highlighting just how hard pupils and staff have been working to achieve the best exam results for

many years.

Combined Authority members Cllr Lewis Herbert and Cllr Peter Topping then spoke about how the Combined Authority could help with addressing some of the issues linked to the town and pledged to close the north/south divide in the Cambridgeshire/Peterborough area.

Cllr David Oliver updated delegates on the Wisbech High Street project which is helping to regenerate part of the town centre. Taleyna Fletcher, the Council's Townscape Heritage Officer, shared some of the exciting plans which may be used to turn 'The Gap' (a space where a building once stood) into a community area and visitor destination.

Members of the Wisbech 2020 Steering Group explained why the actions in the refreshed vision document were so important and urged partners to help them deliver the changes identified through research and consultation. Carrie Norman, the Head of Peckover Primary School, brought 2 year 6 pupils with her to help convey the enthusiasm of the school for learning and improving, whilst working to overcome some of the challenges they are faced with. Dr Liz Robin, Director of Health for CCC and PCC, spoke about the links between mental health and physical health, and urged



delegates to help the County Council and local health care providers to deliver bespoke services to the Wisbech area. Gary Garford updated delegates on the infrastructure improvements planned and asked delegates to wear their "I ♥ Wisbech" badges with pride and tell people they meet all about the Wisbech 2020 Vision. Finally Adrain Cannard of the GCGP LEP talked about the importance of upskilling young people in the Wisbech area before introducing the Core Vision Group to close the event.

The Core Vision Group thanked delegates for attending and urged them to continue working together to build a better future for Wisbech.

Excellent press coverage of the event was provided by BBC Look East and the summit event was the main story on the Friday's evening news.

The presentation slides from the 5<sup>th</sup> Wisbech 2020 Vision summit will be available on the Wisbech 2020 Vision website shortly



**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
<b>Performance Measure</b>				
LPI EC2 % of major planning applications determined in 13 weeks (or within extension of time)	75%	100%	<b>100%</b>	
3 major applications were determined in the month with all three being determined in time (12 major applications have been determined in the year to date). One of the applications was for a scheme for 33 dwellings.				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI EC3 (% of minor planning applications determined in 8 weeks or within extension of time)	80%	100%	<b>98%</b>	
All 25 minor applications determined in the month were done so on time. 12 dwellings were approved in amongst the planning permissions granted.				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI EC4 (% of other planning applications determined in 8 weeks or within extension of time)	90%	100%	<b>98%</b>	
All other applications determined in the month were done so in time.				

<b>Brownfield Register Update</b>
Changes to the constitution are being drafted to enable the new two part register to be produced/published. These will be going to Council in 2017.

<b>Custom &amp; Self Build Register Update</b>
The revised application form is operational on the web site and all the previous persons registered have been contacted to inform them of the need to renew their registration. Work will shortly be starting to 'count' the number of custom and self-build dwellings were granted planning permission in 2016 – 17.

**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.

**Portfolio Holder:** Cllr Ralph Butcher & Cllr Will Sutton

### Broad Concept Plans Update

Chatteris South – The applicant decided it did not wish to have the application considered at October Planning Committee as there were a small number of matters that it wished to see addressed beforehand.

March South West – The owners of a significant portion of the site are still working with a housebuilding company with a view to bringing a BCP forward.

March West – Planning Officers have very recently been approached by the major landowner who is looking to restart work on a BCP.

Wisbech East – It is expected that the BCP will be brought to committee in February/ March 2017 following the outcome of the Wisbech Access Study and a further round of consultation on the BCP proposals.

**BUSINESS PLAN AREA:** Economy

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

**Business Plan Action:** *Develop and help deliver a viable holistic regeneration and growth proposal to Government for a Wisbech Garden Town as part of the Devolution agreement*

**Portfolio Holder:** Cllr Ralph Butcher & Cllr Will Sutton

### Wisbech Garden Town Update

Following the successful funding allocation from the Combined Authority of £6.5m towards the feasibility work, Royal Haskoning has been appointed as the lead consultant to carry out a flood mitigation study for the Garden Town.

The work of Royal Haskoning is to model potential flood events in greater detail than the current EA maps and prepare proposals for controlling and managing flood events in the town to allow for additional housing but it is important to stress that this work is designed with the overriding objective to protect both life and property.

The likely mitigation options under consideration could include changes to flood defences, creation of a managed breach situation outside the town, provision of flood storage and use of flood resilient houses.

For completeness an option being tested will look at the feasibility of a Nene barrier at the mouth of the river which could change the river dynamics but the potential impact on the upstream reaches of the river will be assessed as part of the work. However, due to the likely high costs of this option it is unlikely at this stage to proceed as the preferred way forward.

To provide reassurance to the community the work is being carried out with the full involvement of the EA, relevant IDBs and FDC as Planning Authority who will all obviously be fully aware of the overall drainage networks of the area and flood policies.

This important work has gained international recognition by attracting a grant of £50,000 from the Dutch Government. In addition the proposal to work with Dutch drainage engineers featured on Look East following the Wisbech 2020 Summit on 20 October 2017.

The brief is also being finalised by CCC for the Garden Town connectivity study along with project management and governance arrangements between the CA, FDC and

CCC.

**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

### Rail Development Strategy

#### East Midlands Railway Franchise

The next long term East Midlands Railway Franchise is due to commence in Summer 2019. The Department for Transport (DfT) commenced the process to start the new franchise competition sometime back. The franchise competition is now at public consultation stage. **The public consultation commenced on 20 July and is live until 11 October 2017.**

A website link to the public consultation materials is below:

<https://www.gov.uk/government/consultations/future-of-east-midlands-rail-franchise>

The DfT held a workshop in Norwich during September 2017. Where stakeholders could attend and ask questions or raise queries about the consultation. Representatives on behalf of the Hereward Community Rail Partnership and FDC made strong objections to railway service remapping proposals. We gave a clear indication that we would like the Liverpool – Norwich and the Birmingham to Stansted Airport services to remain. Confirmation was given from the DfT that no decisions have yet been made. They also confirmed that they regularly review services patterns and that the decision to include the remapping questions in the consultation is part of that review.

The Hereward CRP/FDC is currently working in partnership with others such as Cambridgeshire County Council, Peterborough City Council and the Combined Authority to produce our final consultation response.

#### Cross Country Railway Franchise

The next long term Cross Country Railway Franchise is due to commence in late 2019. The Department for Transport (DfT) has not yet formally started the new franchise competition; however, they are currently undertaking some preparation work including seeking views from key stakeholders. Through this process Hereward CRP/FDC was given an opportunity to attend a stakeholder workshop in Birmingham



in September 2017. The workshop discussed a range of issues about the current franchise and the following local views were given:

- Newer and longer trains are needed. The current trains are very overcrowded across the route between Peterborough and Cambridge
- The quality of the trains needs to be improved. Greater consideration needs to be given to luggage space, along with catering facilities and the toilets. On board information also needs to be improved.
- The services stopping at small and intermediate stations (such as Manea and Whittlesea) are significant to ensure that commuters have direct connections to Cambridge
- Trains are needed earlier and later in the day to ensure there is adequate access to the airports at Stansted and Birmingham. Such journeys could also support the evening economy
- The trains need to be cleaned more regularly
- Better promotion is needed about etickets and the promotion of the website where you can purchase tickets without an admin charge
- Hereward CRP and FDC do not support the remapping of the Birmingham – Stansted Airport service
- Changes to services need to reflect a balance between all the different types of users of the existing services

#### Hereward CRP Full Partnership Meeting

The latest Hereward CRP full Partnership meeting was held during September 2017. Presentations were given about the East Midlands franchise consultation and updates in respect of Station Master planning. Members of the public support the draft consultation response for the East Midlands and also offered some additional comments that have now been included. There is strong local support that the public do not want to see the Liverpool – Norwich and the Birmingham to Stansted service remapped. Network Rail was invited to the meeting to give a presentation (as requested at the previous meeting) but they did not response. A commitment was given to ask them about attending a future meeting.

Progress has been made to address the problems at Whittlesea Station. Since the last meeting the electrical cabinet has been repaired, the vegetation has been cut down and 2 schemes with cost details have been prepared to address the lighting problems at the station. We are waiting the outcome of applications that have been submitted to secure the funds to deliver the lighting scheme. Issues still remain over the rubbish and materials left at the station by Network Rail. The decision to use the station as the goods yard for the materials for the Harts bridge renewal project has substantially increased this problem. We have been informed by Network Rail that they are planning to clear all the existing materials in mid-October 2017.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
Number of journeys made by bus and rail users	Maintain 14/15 level	1692	<b>9881</b>	<b>On target</b>

	(14,308 journeys)			
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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, e.g. a hospital appointment
- You have difficulty using public transport due to disability or frailty

FACT currently has around 1,428 members in Fenland District (30 June 2017).

### **Local Sustainable Transport Fund (LSTF)**

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

#### Fenland Transport Conference 2017

The Fenland Transport and Access Group (TAG), led by Fenland District Council is holding its first Transport Conference on 12 October 2017. The event is being sponsored by Crosscountry, the train company as part of their ongoing work with the Hereward CRP. This event is an opportunity for local people and stakeholders to come together to share views and information. There is also an opportunity to have early input into the County Council's new and emerging Fenland Transport Strategy. A Neighbourhood Planning Transport Guide is also being produced and feedback from the conference will support the design of the guide. Feedback on this event will be provided in the next briefing.

**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

#### A47

Following the public consultation held earlier in 2017, Highways England made the Preferred Route Announcement for A141/Guyhirn Scheme during August 2017. The preferred scheme is an enlarged roundabout that is moved slightly east of its existing location. From Highways England information this was supported by the public.

Further details about the preferred scheme and also the report of public consultation can be found from the website link below.

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

A diagram of the preferred scheme is below.



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This scheme is part of Roads Investment Strategy (RIS). 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/>

#### March to Wisbech Railway Line

There is no specific update on this item this month.

#### A605 Kings Dyke Crossing

There is no specific update on this item this month.

### **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**

A list of surplus sites and a revised disposal programme is being developed to support the Property Investment & Development Strategy (PIDS). The programme will look to identify opportunities for sites to be offered for 'Self Build' development and will include a potential list of low value sites to be sold by auction and key/strategic higher value sites.

The disposal of larger key/strategic sites will provide a significant contribution towards providing sites for residential or commercial/industrial development across the District.

It is hoped that the disposal of the lower value 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.

The incumbent port stevedoring company have been working closely with Officers and external consultants to establish the loading limits of the quayside in order to inform their acquisition of new machinery in a bid to improve efficiency and handle a large new contract for Baltic timber.

As part of this works, Officers are developing a Port Operating Agreement and Operational Handbook to ensure that each party is working cooperatively and ensure the safety and wellbeing of all port users.

## **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
<b>Performance Measure</b>				
LPI CS6 % of Council Tax collected	97.5%		56.69%	-0.70%
LPI CS8 Net Council Tax receipts payable to the Collection Fund	£49,115,714		£28,375,317	£84,080

Collection remains on track both for in year collection and collection fund. The in-year amount is slightly below target some of this can be attributed to the movement of debt in year as people move and debt is spread to February and March for collection. However the overall yield of Council Tax collected is very healthy and £84k over target for this point in the year.

The following recovery action was taken against non-payers in September:-  
Reminders 1148 with a value of £138k (compared to 1062 worth £125k last September),  
Final Notices 1846 with a value of £495k (compared to 447 worth £244k last September),  
Summonses 160 with a value of £90k (compared to 254 worth £141k last September).

We currently have 2,028 items of work outstanding, three items more than this time last month. Across the Council Tax teams in ARP we have two new staff starting next month and a further three vacancies are being advertised. Current trainees are continuing their training as well.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI CS7 % of NNDR collected	98.5%		57.85%	1.20%
LPI CS9 Net business rates receipts payable to the Collection Fund	£25,786,366		£14,748,603	£423,619

Collection on Business Rates continues to exceed targets for in year collection and collection fund targets despite the revaluation and changes impacting on ratepayers.

The following recovery action was taken against non-payers in September:-  
Reminders 31 with a value of £70k (last September we sent 70 , for arrears of £62k),  
Final notices 30 with a value of £83k (last September we sent 45 for arrears of £200k),  
Summonses 9 with a value of £20k (last September we sent 23 for total debt of £71k.

We currently have 175 items of work outstanding, 70 less than a month ago.

Bills are now being sent out to ratepayers who will benefit from the three initiatives announced in the Government's Spring 2017 budget, which are:-

#### **Help for small pubs**

Pubs with a rateable value under £10k will receive a £1k discount for 2017-18 only. Pubs in large chains will not qualify due to state aid rules.

22 local pubs will benefit from this relief.

#### **Supporting small businesses**

For ratepayers seeing large increases after this year's revaluation as a result of the loss of small business rate relief (SBRR), where a rateable value has charged upwards and taken the business out of SBRR.

In these cases, this relief will ensure that bills are not increased by more than £50 per month or the cap on transitional relief.

20 local businesses will benefit from this help.

#### **Discretionary relief scheme**

This is the £300 million pot (over four years; nationwide) the Government set aside for authorities to create their own relief schemes to help cushion large increases this year. Again, large chains will not qualify due to state aid rules.

We identified 98 businesses who may qualify, of which 60 have returned application forms.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI CS10 % of contact centre calls answered within 20 seconds	38% profiled target-end Sep	56.3%	<b>41.7%</b>	<b>3.7%</b>
LPI CS11 % of contact centre calls handled	78% Profiled target end - Sep	87.7%	<b>74.05%</b>	<b>-3.95%</b>

We have two performance targets for our Contact Centre.

The first is to answer 50% of incoming calls over the year within 20 seconds. This target is profiled, so it starts from a lower baseline in April and increases during the year.

The figures on this report show the position at the end of September. At that point, our target was to have answered 38% of calls this year so far within 20 seconds, we performed better than this by answering 41.7% of all calls for the year to date.

Our second Contact Centre target is to handle 90% of all calls over the year. This target is profiled, so it starts from a lower baseline in April and increases during the year.

The figures on this report show the position at the end of September. At that point, our target was to have handled 78% of calls. We did not meet this target, only handling 74.05% of calls. Although still below target we are improving month on month as can be seen by the stronger in-month figure for September only. The gap has also closed from 4.7% down last month to 3.95% down this month.

We have not met our targets so far this year as we have received more phone-calls:-

- Although our Contact Centre opening hours have reduced from 1 April 2017 from 43 to 35 per week, the volume of calls has increased. In the first six months of 2017-18 we received 47,982 calls compared to 46,221 for the same period last year, an increase of 3.8%.

We are continuing to take the following action to improve performance and ensure that we achieve our target at the end of the year:-

- We have moved capacity from quieter times to the busiest times of the week,
- We are studying reasons for repeat contact and how we can avoid it,
- We have adjusted Shop staffing to help provide more phone-answering capacity.

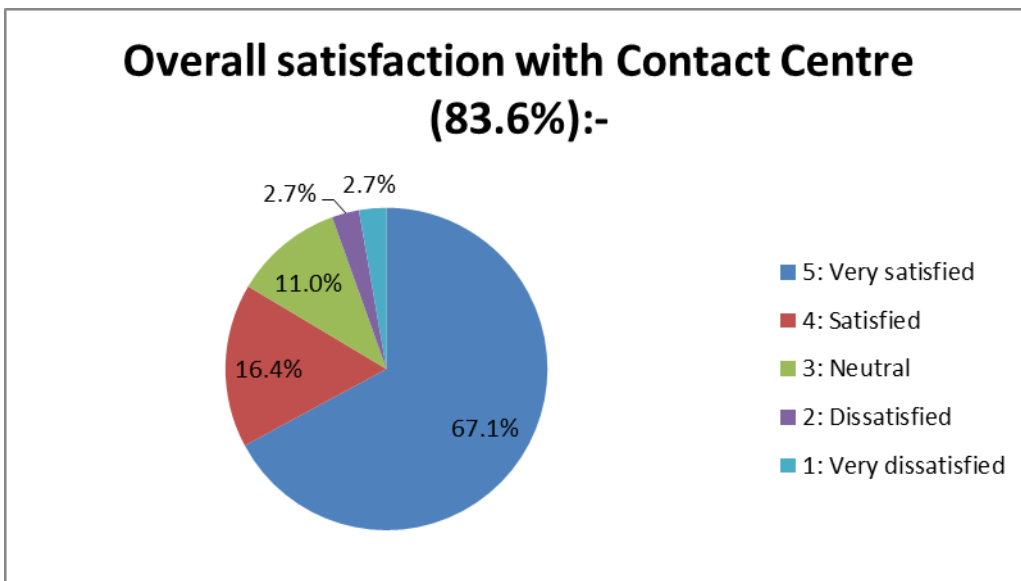
Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI CS12 % customer queries resolved at first	85%	93.9%	<b>93.6%</b>	<b>8.6%</b>

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

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI CS13 % of Customer Satisfaction with the Contact Centre	95%	83.6%	<b>84.03%</b>	<b>-10.7%</b>

The target for customer satisfaction for the Contact Centre is that 95% of customers surveyed are satisfied with our service. Until last year we did a bulk survey once a year. We now survey more regularly, we have done so for two days each on three occasions this year; in July, August and September.

In total of 73 customers have given us feedback on the service they received from our Contact Centre in September. Of these 61 were either very satisfied or satisfied with our service. The distribution was as the pie chart below:-



The satisfaction level remains lower than last year but note that the scoring system has changed. Last year we gave customers the option of a four point rating system of very satisfied, satisfied, dissatisfied and very dissatisfied. This year we have five options of very satisfied, satisfied, neutral, unsatisfied, very unsatisfied. This has arguably led to some customers expressing a neutral opinion, this seemingly making the number of satisfied customers lower overall.



## 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 David Oliver & Cllr Chris Seaton

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
<b>Performance Measure</b>				
LPI PC1 Number of visits to the FDC website	510,000	42,085	290,599	

### News Survey & Social Media Update

The number of news stories added to the FDC website and distributed as press releases to local media in September = 18

Highlights included:

- Why recycle? Because it's worth it!
- Bakers wanted for Fenland's own bake offs
- Artist's community portrait will unite Wisbech
- Sutton Bridge marina officially opened
- Christchurch to host next Golden Age Fair
- Council maintains 'excellent' service standards
- Centre helps members to get functionally fit
- Book honouring Australian war hero relaunched

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

Facebook = 108

Twitter = 163

We currently have 1,390 likes on facebook and 7,780 followers on twitter.

FDC Twitter	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
	163	107K	2,403	187	64	7,780

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	108	14,964	3,356	53	1,390

## 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

### Combined Authority Update

At their meeting held on 27 September 2017, the Combined Authority reviewed the applications put forward for the Government's Housing Infrastructure Fund. Three schemes had been put forward for the funding:

- Cambridge Northern Fringe East bid
- Huntingdon Third River Crossing bid
- Wisbech Garden Town bid

External evaluation by CBRE, one of the country's leading property investment companies, identified the Cambridge Northern Fringe East bid as most likely to be successful against the Government's published criteria. The strength of the other two schemes was also acknowledged in the report submitted to the Combined Authority, but it was imperative to submit the strongest bid possible to Government. It was

recommended that the Wisbech Garden Town business case should continue to be developed to help the Combined Authority meet its aim of delivering an additional 100,000 new homes across the area.

Please click on the links below to access the meeting papers for the following Combined Authority Board meetings:

[Wednesday 27 September 2017](#)

[Wednesday 25 October 2017](#)

Please click on the links below to access the meeting papers for the following Combined Authority Overview and Scrutiny Meetings:

[Thursday 21 September 2017](#)

[Monday 23 October 2017](#)

Please click on the links below to access the meeting papers for the following Combined Authority Audit and Governance Meetings:

[Thursday 21 September 2017](#)

Please click on the links below to access the meeting papers for the following Combined Authority Employment Committee Meetings:

[Wednesday 25 October 2017](#)

## BUSINESS PLAN AREA: Quality Organisation

**Business Plan Priority:** Consultation and Engagement

**Business Plan Action:** *Respond to customer feedback to improve service delivery*

**Portfolio Holder:** Cllr Michelle Tanfield

### 3Cs Update

3Cs category	Measure	Dates Current year (July-Sept 17)	Dates Last year (July - Sept 16)	% Change + / -
Compliments	Total number received (over given period)	42	42	0%
Comments	Total number received (over given period)	11	34	-68%
Correspondence	Total number received (over given period)	77	87	-11%
Complaints	Total number received (over given period)	114	110	+3%
<b>Total contact (over given period)</b>		<b>244</b>	<b>273</b>	<b>-11%</b>

## BUSINESS PLAN AREA: Quality Organisation

**Business Plan Priority:** Consultation and Engagement

**Business Plan Action:** *Refresh the Council's approach to consultation through a revised Consultation Strategy*

**Portfolio Holder:** Cllr Michelle Tanfield

### Consultation Strategy Update

Consultation is a key priority for the Council, and is outlined as such in our Business Plan. It plays a vital role in enabling our communities to give their views, which in turn

influences decision making. It also enables the Council to respond to customer feedback in order to improve service delivery.

As part of this year's Business Plan Consultation process, O&S requested that we 'refresh' the corporate consultation strategy. Therefore, a strategy has been developed to provide a consistent and clear framework to underpin the variety of public consultation undertaken by the Council.

This important document sets out our Strategy for the next three years and is relevant to all officers and members of the Council. The Communications Team will continue to offer advice on ensuring that any consultation meets corporate standards and regularly review the strategy to ensure that it reflects good consultation practice and considers local community needs.

The strategy was considered by O&S on Monday 4 September and a number of their comments were included in the strategy, along with a number of recommendations that can support its delivery.

The Consultation Strategy 2017 – 2020 was approved at Cabinet on Thursday 14 September.

## **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

### **Visit from the Sunshine Coast Regional Council – Mayor Jamieson**

The Chairman of the Council welcomed the Mayor of the Sunshine Coast Regional Council on 1<sup>st</sup> September to celebrate the 20<sup>th</sup> Anniversary of the twinning of Fenland with the Sunshine Coast and reaffirm the Charter of Mutual Friendship. The Ceremony took place in front of a number of invited guests including Vice Lord Lieutenant Richard Barnwell and District, Town and Parish Councillors. The Chairman presented Mayor Jamieson with a book of the Fens and the Sunshine Coast presented the Chairman with a hand carved wooden bowl.

### **'March Hero' Book Relaunch**

The Chairman of the Council along with the Fenland Twinning Association welcomed visitors from Australia on 6<sup>th</sup> September for the relaunch of a book entitled March Hero which was written about, Jim Hocking, and an Australian Pilot Officer, who sacrificed his life to protect the people of March. Guests who attended included the brother of Jim Hocking and other relatives and family friends from Australia along with other Dignitaries including Deputy Lord Lieutenant Neil Mc Kittrick, Members of the Twinning Association, along with other personal guests invited by the Chairman. Following the speeches and a buffet lunch, guests were invited to view the Hocking Memorial in St Wendredas Church and then followed by a visit to March Museum to view the Hocking exhibition.

### **Macmillan Coffee Morning**

Macmillan Cancer Support has received the support of all the District Council Chairman that have taken up office and 2017 was no exception. The Chairman was very supportive and got involved throughout a very busy morning on Thursday 28<sup>th</sup> September which saw many internal and external visitors to the Council Chamber in order to support this annual charitable event. The event was extremely successful and raised £737 for this great cause.

### **March Neighbourhood Planning Referendum**

On the 7 September 2017 the Council successfully delivered its first Neighbourhood Planning Referendum for March. The question asked was:  
"Do you want Fenland District Council to use the Neighbourhood Plan for March to help it decide planning applications in the neighbourhood area?"

The referendum covered all of the March area, which had an eligible electorate of 17,254 of which 3,028 were issued with postal votes and there were 11 polling stations. The overall voter turnout was 12.14% and the majority voted in favour of the March Neighbourhood Plan, which will now be made part of the Development Plan and will be used in making decisions on planning applications in the March Neighbourhood Area.

The new plan was recommended for approval by Council (scheduled for 2 November) by Cabinet at its meeting of 19 October.

## Slade Lode Ward of Chatteris Town Council By-Election

On 14 September 2017 the Council successfully delivered the Slade Lode Ward of Chatteris Town Council By-Election. The by-election was for one seat on the Town Council following the disqualification of Councillor Leah Templeman. Slade Lode Ward had an eligible electorate of 2,056 of which 260 were issued with postal votes.

The overall voter turnout was 13.67% and Ian Clive Benney was elected to this ward of the Town Council.

**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

A community morning was held at Fenland Way Traveller Site on 19 September. The event was attended by a range of professionals including;

- Rural Cambs Citizens Advice(CAB)
- Occupational Therapy (OT) Nurse
- Early Help Team
- Traveller Health and Literacy Team (3 people)
- Cambridgeshire County Council Young People Team
- Pro clean

The event had a literacy theme for children who made bookmarks. There were also other creative activities for adults to participate in. Lots of literature from various teams was also available.

3 young people and around 9 other residents were engaged with, leading to;  
1 OT referral  
3 CAB support sessions  
2 Nurse referrals

Some feedback to say the building called the old wardens office should be made into a classroom/office for professionals to use on site for drop-ins was suggested and this will be investigated.

### **Unauthorised Encampment**

The Council recently had an unauthorised Traveller encampment at Lattersey Nature Reserve in Whittlesey, although those there have now been moved on this was not a straight forward case and those on the land had health and welfare issues that needed to be addressed.

Within two hours of them leaving the rapid response team visited the site and did a litter pick, the area is both clean and tidy and it would not be possible to be aware that anyone had been there.

**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.

During September Officers have been updating the proposed Capital Repairs schedule, which will help the Council to map out potential future repairs and maintenance spending on its property assets. This work has been aided by the recent completion of the condition surveys of the Council's four leisure centres.



**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.

A finalised action plan has been created which includes a combination of small and more ambitious projects which can help the Council become more 'commercialised' in its approach to the management of land and property assets.

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

**Business Plan Priority:** Workforce Development

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

**Portfolio Holder:** Cllr Chris Seaton

### **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 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.

We are also pursuing how the Council will use the Apprenticeship funding available to enhance and develop the skills of existing staff.

## **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.

## **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**

24 new enforcement cases were opened in the month (a total of 160 cases received in the year to date) and 17 cases were closed (a total of 153 cases have been closed in the year to date).

In relation to the cases closed:

- 2 were resolved by the owner/occupier taking action voluntarily
- No breach of planning control was found to have taken place - 12
- 2 cases where the breach did not merit intervention.

**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

We continue to review and update the Codes of Practice for Health and Safety and roll out the schedule of planned training.

### 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:** *Ensure the safety and wellbeing of the Council's workforce, partners and the wider community*

**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