

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

November 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**
Cabinet Member for
Community Safety &
Heritage



**Councillor
Chris Seaton**
Cabinet Member for
Finance



**Councillor
Will Sutton**
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
Performance Measure				
LPI CS4 Days taken to process Council Tax support – new claims and changes	8 days	8.5 days	9.7	
LPI CS5 Days taken to process Housing Benefit – new claims and changes	8 days	8.5 days	9.5 days	

The work position continues to improve and this is reflected in the performance data for October. New claims were processed, on average, 5 days faster than in the previous month. This trend is set to continue as the age of the outstanding work continues to diminish. For example, the age of the oldest new claim awaiting allocation to the Team to be worked on is just 1 week. It was in excess of 1 month during the summer. Our aim is for new claims to be distributed on the day they arrive.

Work has started on our Council Tax Support Scheme for 2018-19, we are consulting on our proposals until 28 November 2017 which are to amend the current scheme as follows:- From 1 April 2018 we propose to:-

1. Update the “applicable amounts”. Applicable amounts are the fixed amounts of money which you are considered to need to live on, which are used when benefits are being calculated. We have updated these every year since 2013, based upon a circular that we receive from the Department for Work and Pensions each year that we use for both Housing Benefit (HB) and CTS.
2. Incorporate changes that have occurred as a result of the Government's welfare reforms. This will mean that the way we calculate CTS for new claims will take into account the changes to: family premiums; dependence allowances where there are 2 or more children; and eligibility of foreign nationals first entering the UK without employment.

3. Update the scheme so that customers receiving Universal Credit (UC) don't need to make a separate application to qualify for CTS.

The majority of customers will see no change. From 1/4/18, some customers applying for CTS, or whose circumstances change may receive less CTS if they are affected by the Government's welfare reforms mentioned above.

Nothing else will change, so we will still work Council Tax Support and then take 14% off, as we do now.

Changes 2 and 3 above will affect people needing to make a new claim either through change in circumstances or making a claim for the first time. We expect the number of people to be effected by these changes to be small.

Change 3 will help people who claim Universal Credit from next April. Depending on the amount of hours a person works, their Universal Credit payment will go up or down. This change means that the amount Council Tax is reduced by can change each month. In order to keep this as simple as possible we want to link the amount of Council Tax Support we award to the amount of Universal Credit that customers receive. This means that any new claims will only need one application and we can make sure customers get the right amount of Council Tax Support.

BUSINESS PLAN AREA: **Communities**

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

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

Portfolio Holder: **Cllr Will Sutton**

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL1 Total number of private rented properties where positive interventions are taken to address safety and cohesion issues	200	24	146	

At the end of October 2017, The Council had provided 58 positive interventions on new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council had also investigated 88 complaints from tenants occupying privately rented accommodation in the same period. Council Officers intervened to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>
Wisbech	51	53
March	5	12
Chatteris	0	8
Whittlesey	0	5
Villages	2	10

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI Number of households prevented from becoming homeless	115	9	96	

They have been assisted in various ways. The team have been able to keep households in 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 = 18

Debt advice = 26

Resolve rent arrears = 9

Supported Hostel accommodation (non FDC) = 6

Private rented with deposit = 3

Private rented without deposit = 6

Accommodated by family = 2

Sheltered/Supported accommodation = 20

Housing Register Offer = 4

Reconnections to country of origin = 2

Homeless Prevention Trailblazer project

The council is leading on a project for Cambridgeshire and Peterborough to prevent homelessness at an earlier stage. New legislation due to be launched on 3rd April 2018 will mean a duty on local authorities to try to prevent homelessness at 56 days or to provide 'relief' options including finding alternative accommodation. This means a

significant increase in workload and resources to deliver.

On 31 October 2017, the council presented on the first few months of the project at a Department for Communities & Local Government (DCLG) regional event.

The presentation included our approach to training and establishing pathways with partners including social care and probation, to spot the early signs of homelessness and working with registered social landlords to help make homelessness the unacceptable outcome along with our learning so far.

Between 14 August and 24 October 164 referrals had been received (across the combined authority area), 73 of those were homeless within 56 days and 15 were homeless. Fenland cases represented 79 referrals, the highest number across the project, with 30 homeless within 56 days and 10 homeless.

Anna Whalen (DCLG Homeless Advice & Support Team) commented at the event that 'The Fenland lead project was one of the best Trailblazers projects'.

Rough Sleepers

Following the successful bid under the Controlling Migration Fund, the Council's Migrant Outreach Worker is engaging with Police colleagues to undertake regular joint patrols to assist and advise individuals who are sleeping rough. A Rough Sleeper Process has been revised to reflect the new post. Our outreach worker is currently engaged with 16 individuals.

The Council has a statutory obligation to provide emergency accommodation during severe cold weather. The scheme is called Severe Weather Emergency Provision (SWEP) and comes in to force when the temperature reached 2 degrees or below. The provision is for anyone rough sleeping or homeless to be provided with accommodation overnight.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of homes adapted to assist vulnerable and disabled residents to remain in their home	130	11	87	

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 October 17, The Council has assisted 87 households with adaptation works.

The geographical spread is as follows:

Wisbech	22
March	19
Chatteris	12
Whittlesey	8
Other villages	26

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of households receiving the Healthy Homes service / Handyman service (Quarterly)	125	106	178	

The handyperson service continues to be very popular in Fenland. In quarter 2, a total of 72 households receiving interventions that were facilitated for older vulnerable people. This included 135 grab rails.

The service has enabled 18 hospital discharges to be facilitated. This service is a fast track service designed to enable people to return home safely from hospital and prevent bed blocking. This work includes installation of key safes, bed moves, installation of bannister and grab rails, enabling older and vulnerable people to continue to live safely and independently within their own homes without having to access acute services. This included 3 key safes that were the only issue preventing a return to home and were facilitated the same day.

As part of the service, there were 30 onward referrals to other support agencies e.g. Social Care.

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
MPI Number of households very satisfied or satisfied with the services provided by the Housing Options team	100%	90%	9	9	100%	

During October 9 surveys were handed out at homeless interviews and 9 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 72.

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%	5	5	100	

5 new clients responded to the survey in October 17 for this performance measure.

15 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
Performance Measure				
MPI Percentage of DWP customers who feel more confident to access work as a result of this project	75%	4	20	

The Community House Relaunch event took place on Monday 30th October. The event was attended by over 30 people, comprising of clients previously supported by the project, volunteers, community groups, partner organisations and elected members. The event highlighted the importance of partnership working and formed links between new organisations previously not involved with the project including the Foyer (16-25 year old supported housing), the Salvation Army and Agenoria House

(mental health support).

One of the previous clients of the project has been commissioned by the Council's Economic Development Team to provide photographic images of the four market towns in Fenland. The client has also held a photographic exhibition and is involved in the Wisbech High Street project.

BUSINESS PLAN AREA: **Communities**

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

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

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

Wisbech Alcohol Project

The four Public Spaces Protection Orders (PSPOs) to support reducing the impact of alcohol misuse and harm in specific areas within the district have been implemented. The four PSPO's cover Wisbech locations that have been suffering from long term alcohol misuse. This includes St Peter's Gardens, Tillery Field and The Crescent Gardens, as well as a wider PSPO covering the town centre.

The PSPOs will make it an offence within three specific locations to have an open alcohol container with the wider 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.

Currently, the Council and supporting partners are completing an education period providing advice and guidance to any persons observed drinking in these areas until 4th December 2017. After this date, where applicable, enforcement will be utilised to support tackling any PSPO breaches. 12 times alcohol has been poured away in the early days of the education period.

The Wisbech Alcohol Partnership continues to meet monthly to deliver the Local Action Area Program by working on the agreed action plan.

A number of actions were agreed which include work focus around the implementation of an effective OffWatch scheme in Wisbech, supporting the promotion and education of the recently implemented alcohol related PSPOs and the

delivery of alcohol related campaigns during the upcoming seasonal period.

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

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
Performance Measure				
LPI LS1 Number of paid visits to our leisure centres	Annual: 837,588 October: 69,801	81,807	544,420	

Leisure Centre attendances continue to exceed expectations, with the knock on effect of income also being higher than target. This is excellent news, highlighting the good work that the teams are doing within the centres.

Description	Target	Achieved		Variance
Performance Measure				
MPI Number of Direct Debit members	3,175	2,931		

The slight fall in membership numbers is split between an increase in daytime (off peak) members, with a fall in anytime (peak) members. A drop is inevitable in the winter months, with some of this fall being attributable to the end of memberships taken out at this time last year.

To increase membership numbers in the short term, New Vision Fitness is running the Black Friday deals at the end of November again. This programme consists of a selection of compelling offers targeting a wide range of products and memberships. It is anticipated that this promotion, linked with other pre-Christmas, Black Friday offers going on across the country will improve the membership position.

Leisure Procurement

Following a concerted effort to develop the necessary paperwork for this key procurement project, the project team is now in a position to move to OJEU (European) Tendering within the next few weeks.

Our advisors expect that the Fenland opportunity will be attractive to the wider leisure operators market, with several bids expected. Given the current timetable, initial bids are expected in March 2018.

Sports Development Update

New Activities

Following a successful funding bid for £10,000, the Council has initiated a project with our partners Clarion Housing and Groundworks to offer after school football sessions for young people in the Waterlees area. Around 15 – 20 people are attending each session weekly. A Christmas tournament in the area is being planned.

The Sports Development team has submitted three significant funding bids in the past month. Should any bid be successful they will funding into Fenland to have a positive impact on the amount of physical activity that the local community undertake.

Work continues with the Active Fenland Project. Over 65,000 visits have taken place to Active Fenland sessions in the past two years, with more than 5,500 different people having taken part.

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI CEL5 % of those asked who are satisfied with FDC's Leisure Centres	84%	82%	308	271	82%	

Feedback from the leisure centres demonstrates high levels of satisfaction overall, with the Fenland business exceeding national customer feedback scores.

Recent improvements in the changing facility at the Manor have seen improved scores at this facility in the past year.

Customers commented that cleansing could at times be a concern, and as a result our teams are mindful of this issue and remain committed to maintaining good standards of cleanliness.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing for all

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

Portfolio Holder: Cllr Mike Cornwell

Health & Wellbeing Strategy

Following input from the Overview & Scrutiny panel in August, it is intended that the Health and Wellbeing strategy will be presented for adoption to Cabinet and Council at their December meetings.

During November all members will have an opportunity to make any additional comments on the draft strategy.

Portfolio Holder: Cllr Peter Murphy & Cllr Mike Cornwell

Energy Conservation

97 households have signed up to see if they can reduce their energy tariff by taking part in the October community energy switching auction. 23 applicants were assisted by the Council with a paper application form.

The average saving per household last year was around £200 so most households look set to benefit from a significant saving should they choose to switch. The deadline for switching is the 28th November so there is still time for new applicants to sign up for the scheme.

www.fenland.gov.uk/energyswitch

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
Performance Measure				
LPI CEL8 % of collected household waste – blue bin recycling	30%	28%	30%	

Collected Household Waste Blue Bin Recycling Half Year Results

Half Year	2016/17	2017/18	Change
Dry Recycling (Blue Bin)	4,111	4,571	+460
Residual Waste (Green Bin)	10,377	10,626	+249
Dry Recycling % of waste	28%	30%	

Dry recycling has increased when compared to the same period last year, but 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.

The RECAP partnership authorities are working collaboratively with the aim of improving the performance of the dry recycling contract across Cambridgeshire and Peterborough.

To accompany this partnership approach, work continues each week to encourage customers to correctly present their dry recycling materials. During October 1,200 inspections took place which saw 133 properties thanked for being very active recyclers on the second visit; this is up from 61 prior to the education work.

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
Performance Measure				
MPI % missed bins collected the next working day	92%	94%	90%	

The number of missed collections remains low across all services.

Missed Collections October (Blue and Green Bins)

	Oct 17	Overall
Missed Collections Reported	190	1524
Collected next working day	179	1366
Percentage	94%	90%

The total number of missed brown bin collections reported in October was 37.

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
Performance Measure				
MPI Income generated through recycling materials	£279,000	£24,884	£166,750	

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

The team are ready to commence the communications for the 2018-19 subscriptions which start with the Christmas collection information being delivered to all properties in November advertising the sale of subscriptions.

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
Performance Measure				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	97%	96%	

Cleansing Rapid and Village Response October 2017

Area	Requests Oct	Requests Met	Performance
Chatteris	15	15	100%
March	20	19	95%
Villages	34	34	100%
Whittlesey	16	14	88%

Wisbech	34	33	97%
Totals	119	115	97%

Levels of reports of cleansing, fly-tipping, dog fouling and similar issues remains low and the team managed to attend 97% of the reported incidents on the same or next day during October.

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

October Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	30	30	100%
March	30	30	100%
Whittlesey	32	32	100%
Wisbech	30	30	100%
Totals	122	122	100%

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.

A full complement of cleansing staff along with adapted cleansing schedules for the commencement of the Autumn season have seen the areas inspected being maintained to a suitable standard.

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)

The RECAP partnership has recruited a new partnership manager who will start work in the new year. Bryony Rothwell is an experienced waste professional with extensive knowledge of managing waste partnerships and experience of working in Cambridgeshire and the Eastern Region.

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

Essential roof repairs are now underway on one of the larger High Street properties which the owner needed to undertake to secure a new tenant. The Co-operative Funeral Care Service has now secured a lease with the owner and works to the ground floor are now underway.

Negotiations are underway with a High Street chain for a new shopfront on one of the buildings identified as being of local historical interest. They have put forward plans for a shopfront using the Shopfront Guidance produced for the project. We are encouraging them to consider the buildings original 1930s appearance and come up

with a design to reflect this.

Plans for No 24 (The Gap) are nearing completion and following community feedback a disabled toilet has now been incorporated into the design, situated at the rear of the building. This will make the space more attractive for those wanting to hire out the site as a venue for private events. A meeting with the Cambs Fire Authority in October went well with no major concerns about the proposed development being raised.

The Townscape Heritage Officer with support from the Core Team is still 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. All options are being considered to ensure this site is addressed under the HLF scheme.

We are currently planning one of the key practical events defined in the projects activity plan. The High Street Gutter Clean Day is due to take place on 23rd November in conjunction with Society for Protection of Ancient Buildings (SPAB) Building Maintenance Week. We will be hiring a cherry picker to clear gutters and drains of vegetation and obstructions which can cause damp and damage to the historic fabric of buildings. This event will be publicised through various social media outlets and a press release. Owners and tenants have been contacted to gain their permission.

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 Comms team are also regularly sharing and promoting project news stories and updates through social media and press releases.

Portfolio Holder:

Cllr Ralph Butcher

Manage the operation and maintain FDC-owned public car parks

During the month of October works were undertaken that are associated with the following FDC managed Car Parks:

Chapel Road Car Park, Wisbech – Diseased Tree was felled

City Road Car Park March/Junction of Brewin Chase – Diseased Tree identified for felling in November

Tender packages were prepared and put out in October for Car Park and Business Centre Winter Gritting, and Car Park Gully Cleansing and two specialist Contractors appointed.

Relining works to the following Car Parks are scheduled to take place on 9th

November:

Market Place, March
City Road Lorry Park, March (in part only)
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 October the following works were undertaken, or have been scheduled:

1. Installation of Street Name Plates at 16 locations within the District and refurbishment of 1 SNP
2. Emergency call out to FDC bus shelter on Broad Street March following a RTA
3. Emergency call out to FDC cycle stand on East Park Street Chatteris following a RTA

Portfolio Holder: **Cllr Ralph Butcher & Cllr Simon King**

Manage and maintain district, parish and Roddons' street lighting

51 street light faults were reported by FDC officers or members of the public and were attended to by FDC contractors during the month of October.

Portfolio Holder: **Cllr Ralph Butcher & Cllr Simon King**

Street lighting improvements

Tendered works to replace 106 Category 1 defective street lights has been scheduled to commence late December, early January upon receipt of the various street lighting materials and components.

A further 76 street light replacements are likely to be undertaken using the tendered rates within the contract on behalf of Circle Housing Association for lights which are

managed by Fenland District Council.

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

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Streetscene Officer hours spent on active town patrol	4,000	598	3497	

Tidy Fenland Update

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

Broken down by area patrol hours achieved this month are:

March: 126 hours
Wisbech: 226 hours
Chatteris: 92 hours
Whittlesey: 145 hours
Rural areas: 9 hours

Fixed penalty notices served by type during these patrols:

Location	Fixed Penalty Notices served
Chatteris	6 for littering
March	24 for littering 9 for parking offences
Wisbech	83 for littering
Whittlesey	13 for littering
Total	135

During October more than 100 business visits have been completed encouraging

local businesses to join the campaign. There are campaign posters being displayed by local businesses. Feedback has been very positive from local business and residents who are supportive of the Council's approach to environmental enforcement.

Fly Tipping

The total number of fly tipping incidents recorded for October is 150. Broken down into locations:

Chatteris: 16
 March: 13
 Whittlesey: 9
 Wisbech: 54
 Rural: 58

Officers have attended and investigated 45 Fly Tipping sites to follow up any evidence which may have been found.

Other Street Scene actions

- 33 Reports of abandoned vehicles of which 4 were removed by our contractor & 6 nuisance vehicle reports.
- 27 matters relating to our open spaces.
- 41 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- Removed 98 circus and fair posters.
- 53 General street scene actions, including requests for service and general enquiries. Including 8 dog fouling issues.
- 16 site visits for other service areas.
- 9 trade waste matters resolved
- 4 reports to Highways regarding issues on their land.
- 4 Reports to Circle Housing regarding issues on their land.

Description	Target 17/18	Achieved October	Cumulative for 17/18	Variance
Performance Measure				
MPI Memorial inspections completed	5,000	177	2986	

Memorial Inspections took place this month in Wimblington Church Yard, and Mount Pleasant and Whittlesey cemeteries. A total of 177 inspections were carried out. Out of these 54 were identified as being made unsafe and service requests have been raised to our contractors.

This work brings the total number of inspections carried out to 2986 and the total found to be unsafe as 455.

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 October	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	19	126	

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

Regular work parties were held as well as March Street Pride completing their winter bedding programme of planting up troughs and 3 tier planters.

There was an opportunity to gain hands-on learning experience in a natural environment with a forest schools session held at Rings End Nature Reserve.

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 volunteer group's activities was recognised under step 3 – working with partners.

At the latest annual Greater Anglia Station Adopter awards the Friends of March Railway Station group were shortlisted in five categories and Max Mobius won the Personal Contribution category for his work on the Memorial Station Garden. These awards and short listings are thoroughly deserved as all members of the group are great advocates for volunteering.

Grounds Maintenance Contract Update

2017 has seen a successful year of the contract between ISS World and FDC. Core contract works have been completed, on the whole, to a good standard within the Council's expected timeframes.

It is worth noting that this has been achieved despite the contractor suffering three burglaries where significant pieces of equipment were stolen.

Following the end of the season, ISS is now completing the hedge cutting regime across the District and preparing beds for next year, alongside completion of outstanding works from the busy summer period.

Bath Road Skate Facility

With the Bath Road facility now removed as it had exceeded its lifespan, a meeting was organised with local partners to investigate an improved facility at the location of the original skate park at Bath Road.

Partners include Wisbech Town Council, Clarion Futures, Oasis Centre, County Council and local people. Wisbech Town Council has considered the use of S106 funding and has asked FDC to set aside £35,000 of Wisbech S106 funding to support this project. Funding bids will be developed in the next 2 months, with a total project cost expected to be in the region of £70,000.

A strong bid to potential funders will be community centred and the focus of the group will be on ensuring that this is fundamental to the project. Community consultation is therefore a key aspect of this type of work and is planned for December.

Whitemill Coldham / Glassmoor and Ransonmoor updates

The current bidding rounds are open for the 3 funds. Grants are available to help local community groups improve their environment.

Applications close on January 2nd for Glassmoor, February 2nd for Whitemill and March 2nd for Ransonmoor.

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

This has been a very busy month with the organisation of March Christmas Market, to be held on Sunday 3rd December (10am – 3pm), and Wisbech Christmas Fayre on Sunday 10th December (9am – 3pm).

Visitors will find everything they need for Christmas including decorations, traditional foods and gifts. Businesses within each of the towns will also be opening especially for the events.

More than 100 stalls have been booked for each event which will encompass much of the town centre in both cases.

Extra attractions will include, Father Christmas, a craft fair, children's rides, falconry, live entertainment and at Wisbech a steam train, snow globe and reindeer.

Markets Action Plan Update

A successful capital bid has been approved for improvement works to the electrics at Whittlesey Market Place. £15,000 has been awarded for the erection of 2 above ground electricity pillars. Consultation will take place with those affected or involved in the next few months.

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 (October)	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	170	1,469	
<p>During October 2017 the Council was able to respond and detect 170 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 October 2016 in which 229 incidents were reported.</p> <p>A breakdown of incidents by town for October:</p> <p>Chatteris = 5 March = 19 Whittlesey = 4 Wisbech = 142</p>				

Description	Target 17/18	Achieved (October)	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of positive outcomes as a result of CCTV intervention	240	20	182	
<p>During October 2017 the Council was able to achieve 20 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This is a decrease as compared to October 2016 in which 30 positive outcomes were achieved.</p> <p>These included arrests and fines for theft shoplifting, criminal damage and affray offences.</p> <p>Positive outcomes achieved for October:</p>				

Arrests (CCTV led)	= 5
Assisted arrests	= 9
FPNs (CCTV led)	= 2
Assisted FPNs / warnings	= 4

Description	Target 17/18	Achieved (October)	Cumulative for 17/18	Variance
Performance Measure				
Number of incident reports shared by members of SIRCS [Secure Incident Reporting and Community Engagement System]	250	15	225	

During October 2017, members from SIRCS which includes representation from the four market towns in Fenland from retail, commercial and licensed trade submitted 15 incident reports for circulation.

The reports vary but include; retail related theft, business related crime and alcohol related incidents including violent crime within licensed premises.

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

Description	Description	Target 17/18	Achieved	Cumulative for 17/18
Performance Measure				
MPI Number of FDC ASB cases where positive action is taken	90%	100%	100% (9)	54

We received 9 new ASB cases into the Community Safety Team; all were responded to and actioned within the relevant timescales. These 9 cases included vandalism to parks in residential areas, neighbour ASB, rural crop damage from quad bikes, bullying & harassment, Unauthorised van dwelling, bullying & harassment, noise nuisance with associated ASB behaviours.

The total ASB cases year to date is 54.

Community Safety Partnership Update

Over two days (16/17th October) having worked in partnership with the four Fenlands Academies, the Community Safety Partnership facilitated the 'Alter Ego' performance company to present their Child Sexual Exploitation (CSE) production called Chelsea's Choice at each of the Academies.

The focus age group was Year 10 (14/15yr) with the intention of raising the awareness of CSE, victim indicators and perpetrator tactics. Approximately 950 students across all four Academies watched the performances.

In addition to the four Academies there was an evening performance for 'looked after children' and those living in supported accommodation which was attended by approximately 20 young people.

The performances were supported by partnership organisations including Terrance Higgins Trust; Link to Change and CASUS (the substance misuse support organisation for Children and Young people in Cambridgeshire). Representatives of these groups were available at the performances to provide support, guidance or advice if required.

It is known at least 2 students sought some advice/support following the performances. All students have been encouraged to complete an online survey before and after a performance. The surveys will provide an indication of how the individual's knowledge and understanding of CSE has developed since watching the performance. The results of the survey will not be known until mid-November.

BUSINESS PLAN AREA:

Environment

Business Plan Priority:

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

Business Plan Action:

Support the Fenland Diverse Communities Forum to deliver the Fenland Community Cohesion Strategy

Portfolio Holder:

Cllr Mike Cornwell

Fenland Diverse Communities Forum

The Controlling Migration Fund is about to pause, until further notice, but in order to maximise this before it closes on the Council coordinated the submission of four further

bids amounting to a potential £610,910.40 of additional inward investment. These bids have been developed to address identified issues and robustly compiled bearing in mind:

- i) The level of scrutiny the Board will give bids in November as we face a CMF pause period
- ii) The likely areas of challenge considering Fenland's strong track record of securing CMF funding

The Council should hear in late November/ early December if we have been successful and updates will be given once we have heard from the DCLG.

The bids submitted are listed in the table below:

Citizens Advice Support	Citizens Advice Rural Cambs	The project will provide dedicated access to established community members who struggle to make contact with Citizens Advice due to the large number of new arrivals seeking advice	£ <u>240,910.40</u>
Migrant Worker Statistical Data	Rosmini Centre	To fully understand the makeup and needs of an ever changing community. To minimise frustration and potential community tensions.	£ <u>119,500</u>
Bi-lingual advisor & ESOL project	Rosmini Centre	A two part project to: 1. Recruit & train volunteer bi-lingual advisors with the relevant language skills and cultural knowledge reflective of the local communities providing multi-lingual support service to support members of the local community to engage with statutory and/ or voluntary organisations; 2. Provide volunteers to support members of the settled migrant communities to improve English language skills, gain basic qualifications relevant to the work available in the area.	£ <u>110,500</u>

Community cohesion built through sport & physical activity	FDC Sports Development Team	The purpose of this project is to use sport and physical activity as a vehicle to address social segregation	£ <u>140,000</u>
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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
Performance Measure				
MPI BE4 Number of inward investment enquiries handled	17	2	5	

A presentation is being prepared for the Department for International Trade (DIT) for a Turkish food and drink company which will highlight the South Fens Business Centre as a potential location for the company's UK HQ.

The Economic Development Team are also working with a company looking to open a retail facility in Fenland

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI BE5 Number of social media followers (Fenland business engagement and profile enhancement)	600	16	642	

Visit our Twitter page: <https://twitter.com/FenlandBusiness>

- **433 profile visits** – Visitors to the '@fenlandbusiness' page.
- **41 tweets** – Original content material published from the '@fenlandbusiness' account.
- **17 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. As we had an event this month we had a particularly high number of mentions
- **14,500 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
Performance Measure				
MPI BE6 Number of businesses referred to Economic Development from Business Ambassadors network (Annual)	30	0	0	

Group catch-ups between the Business Ambassador cohort have continued on a monthly basis by email. One additional BA has recently been introduced to the group.

1 to 1 meeting with new BAs proved to be an effective delivery method, both in time and engagement.

Further work is continuing to improve communications and referrals from said BA's.

Employment, Skills and Apprenticeships

Skills

October saw the annual Cromwell Careers Convention take place. A mix of businesses, colleges and universities met with Cromwell's key stage 4 and sixth form students. Cromwell's feeder primary schools attended with approximately 200 year 6 children. Feedback from both exhibitors and students was very positive.

The Mentoring Programme with Neale Wade is currently in the planning phase, with potential mentors committing their time for an academic year, which is incredibly generous. Training will happen in December with the mentoring commencing in January.

The Opportunity Areas fund continues to dominate conversations within schools. There was a presentation to Heads and Chairs of Governors of both Fenland and East Cambs schools, which detailed what projects were currently available to be involved with as well as how to bid for a project for a single or cluster of schools.

November sees Thomas Clarkson's Careers Fair take place on the 15th together with mock interviews for the year 13's on the 23rd.

Apprenticeships

The Economic Development Team have regular 'awareness raising' meetings with the Director of Employer Engagement at CoWA with a particular emphasis on encouraging Apprentice take-up with local businesses. COWA is assisting the Economic Development team in building a comprehensive picture of provision, with the next planned meeting to be held in January 2018.

LEP Engagement & Funding Activity

Seven FDC officers are now trained to use GRANTfinder and so far 77 searches have been undertaken covering a wide range of potential funding streams from projects to support local businesses to identifying funding opportunities for FDC's own projects.

The Economic Development Team has undertaken 8 new searches which have been circulated to internal sources and 3 to external sources.

An article on GRANTfinder will be included in the November's e-newsletter from Fenland for Business and regular awareness rising through the newsletter and social media will help to encourage businesses to contact us to help find funding opportunities for them.

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](#).

Business Engagement & Inward Investment

Increased contact with Agri-businesses and their respective subsidiaries has taken place, building a comprehensive picture of this important sector for Fenland. This formed the basis for the development of a detailed contact list for this sector allowing the Economic Development Team to improve future engagement with this often hard to engage sector.

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

A meeting was undertaken with an Agri-food company that supplies vegetables to the major supermarkets. Price pressure is an issue as is innovation both in the operation at the facility and production of crops, especially with the planned EU ban on certain

pesticides. The company will be introduced to food research facilities, such as Rothamstead and information on possible grants was supplied relating to the company's plans to introduce robotics to the end of the production line.

A meeting is to be arranged with a product testing company following building a relationship with the DIT Account Manager who has a relationship with other sites in the UK.

A number of general business enquires have been made and throughout the month. Enquiry topics have included funding and grant availability, business rates discounts, together with questions around planning and licensing.

Events

The business networking event on October 31st at South Fens, Chatters was very well attended and received. The date was selected to tie-in with the National 'Agri Tech' week. This was the first sector-based event that the Economic Development Team have hosted, and despite proving a more challenging sector to engage with, provided a rich mix of individual linked to the Agri / Food production sector. In excess of 180 businesses and linked subsidiaries received an invitation to this event.

Two guest speakers offered an array of sector-based funding opportunities with the third speaker sharing some valuable tips on farm diversification. Mayor James Palmer attended this event, mingled with businesses and shared his viewpoint for Fenland as part of his closing address. This was extremely well received, resulting in some great feedback after the event. The event also underlined the significance of Fenland for Business as a portal for information and signposting. Business engagement events such as this prove face-to-face engagement really does yield results.

It was also encouraging to receive the following feedback:

"Thank you for providing the networking today".

"Thank you for yesterday, very informative session and good to meet you. I have contact details and literature from Martin (LEP) and Kieran (Fens LEADER) so will be making contact with them in the next day or so. Thank you for providing such an informative event".



Pic i



Pic ii denotes guest speakers, Major James Palmer and FDC EDO

Heads of Business Economy was kindly invited to attend and present to the Whittlesey & District Business Forum. Where the support from Fenland for Business was discussed. The presentation was well received and yielded enquiries and questions from a local

charity on how to go about potentially securing premises; an enquiry from a business on Local Government procurement and a further enquiry regarding a Planning matter.

The Business Forum is a well-attended and supported organisation with almost 60 members and 30 in attendance on the evening. The Head of Business & Economy has committed to forging closer ties with the Forum to ensure that the businesses receive the support they need.

Fenland for Business website - www.fenlandforbusiness.co.uk

A review of the website's content is underway to ensure information is current, accurate and to identify any gaps in the content that visitors may be expecting to see. New images will continue to be added to show upcoming events and engagement activity.

This content cleanse has skewed the analytics as we see a huge increase in the average page views and session length.

The way that visitors arrive at the website has returned to more standard acquisitions. The vast majority are from searches, around a quarter are direct links and around 15% are from a combination of social media and referrals (links on other websites). The biggest referral site is Fenland District Council which highlights the importance of working closely with the internal communications team.

The most popular pages were:

- home page
- news and events
- support for business – specialist support
- support for business – starting a business – finding or adapting property
- support for business – growing your business – accessing new markets and clients

	October result (without maintenance days of 10 & 24 Oct)	October – September change	September result	September -August change	August result	August – July change
Sessions	151 (123)	+7%	141	+45%	97	-6%
Users	97 (91)	-20%	121	+53%	79	-10%
Page views	455 (441)	+66%	274	+12%	243	-0.004%
Pages/Session	3.01 (2.60)	+1.07	1.94	-0.57	2.51	+0.16
Average session duration	00:04:32 (00:03:38)	+00:03:01	00:01:31	-00:01:23	00:02:54	+00:02:16
Bounce rate	48.34% (44.3%)	-27%	65.96%	+6.62%	61.86%	-2.56%
New sessions	57.6% (53.6%)		83% (116 sessions)		67% (65 sessions)	
Returning visitor	42.4% (46.4%)		17% (25 sessions)		33% (32 sessions)	

Marketing and Communications

A software application (Email Blaster) was trialled this month for the purposes of sending out the monthly e-newsletter and communications with Fenland for Business subscribers.

A press release was issued in connection with the Fenland for Business 'Agri-Food' event and was reported in the Fenland Citizen and on the Fenland District Council website and a press release will be produced to promote the upcoming event in December. Imagery will also be produced for social media and flyers which will be distributed at the Business Centres, by partners and wider networks.

Fenland Agri-Food Projects

The Agri/Food event provided an additional platform to raise awareness of this project and the Economic Development Team continue its programme of direct contact with associated businesses to raise awareness and encourage enquires with the GCGP LEP Agri Tech Team.

At the Agri Tech event additional 'funding surgeries' were offered at South Fens, Chatteris (after the networking event) and were taken up by businesses in attendance.

Work Experience Placements & Work Opportunities Programme

The Council provides a comprehensive programme of work experience placements each year, working closely with local schools to facilitate as wider range of opportunities as possible. This year we had seven placements across the Council from local schools.

We also work closely with a number of different organisations and partners to be able to respond to requests for other work placement opportunities.

In addition to this, the Council also support opportunities within the workforce to promote shadowing and work experience placements to assist with the ongoing development of our staff's skills.

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

The Council has been actively involved in the development and delivery of employment preparation workshops for local schools; and we currently deliver interview skills and CV preparation workshops.

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

The Council takes part in a programme of Careers Fairs across the region to promote the Council and employment opportunities for young people and the local community. We provide examples and practical information during these events to young people on the minimum entry requirements for the Local Government careers, and potential subject choices that might assist with certain careers.

BUSINESS PLAN AREA: Economy

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

Business Plan Action: Promote and develop our business premises at South Fens, The Boathouse and our light industrial estates to encourage investment, job creation and skills diversification

Portfolio Holder: Cllr Ralph Butcher

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI BE1 % of business premises and light industrial units occupied across the estate	87%	87%	90%	

Boathouse Business Centre:

Three viewings, two of which have resulted in second viewings have taken place at

the Boathouse this month. Senior managers within these companies are now reviewing their options as both are looking for new office accommodation in the New Year, we will continue to work with these businesses in their decision making process. A tenant that had two offices has relinquished one, this was a planned vacation, the second office was dependant on their sales. We are due to complete on four offices with two new clients in November 2017.

South Fens Business Centre:

A tenant vacated their office as planned at the end of September; this vacation reflected in the occupancy figures in October.

A tenant was due to vacate their office premises at the end of October, however the completion of the purchase of their new unit has been delayed so they will remain in situ until mid to late November.

The two tenants who are looking to upsize their offices have yet to make a final decision, however they are still in discussions with us which is a positive sign.

We have agreed terms for the renewal of a lease and have entered discussions for a further three.

Two businesses are due to complete office moves in November which will slightly increase the floor space that they occupy.

Three viewings have been conducted this month; one generated via our adverts on Rightmove Commercial.

South Fens Enterprise Park:

We completed this lease ahead of schedule and are now 100% occupied, which is great news. This will be fully reflected in the occupancy figures next month, a pro rata element has been apportioned this month.

Light Industrial units

There are currently only 2 vacant units and both are under offer and once concluded this will result in 100% occupancy:

Bolness Road – new lease to an existing tenant who wishes to offer wheel alignment services. Heads of terms to be issued.

Venture Court – new lease to a new business involved in computer storage solutions – references are being sought.

There are likely to be minor changes at Bolness Road with one tenant of 3 units surrendering back and there would be a back to back re-letting of 1 unit to the same tenant and of 2 units (combined) to a new tenant.

Marketing & Promotion:

The Business Premises Team are currently reviewing marketing options for South Fens, to ensure that we maximise opportunities to increase occupancy, activities include;

- Reviewing and refreshing our web presence; this is now at the test phase;
- Increased output via 'Fenland for Business' & FDC's Twitter feeds which is ongoing;

- 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, if and when appropriate.

Current floor space occupied 7,525 m² out of a total available 8,660 m².

South Fens Business Centre	68%
South Fens Enterprise Park	88%
Boathouse Business Centre	76%
Light Industrial Units	94%

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

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
MPI BE2 % of satisfied tenants	100%	92%	16 (40 issued)	16	100%	0

An annual tenant satisfaction survey is undertaken in October of each financial year, 40 surveys were sent out to tenants at South Fens and the Boathouse Business Centres, of which 16, (40%) took the opportunity to complete them.

100% the service as very good or excellent. Examples of which include:

- The team are helpful & quick to respond to any query I have. Also, they are really easy to talk to and nothing seems too much trouble!
- The onsite staff are excellent and generally the building is well managed.
- Reception staff & manager are always available to assist with any anomaly. Happy to help attitude goes along way.
- Always extremely helpful.
- The team on reception are amazing; nothing is too big or small and they always have a smile for us. They really take care of us.
- The team at the business centre are; helpful and efficient

- Reception staff go above expectations, they are a true asset to the site and its tenants.

The survey also produced some very useful constructive feedback regarding the repair and maintenance at the Business Centre's. Matters that Officer are going to pursue and feedback to tenants at our next tenant forum meetings.

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
MPI BE2 % of satisfied conference customers	100%	92%	23 103 (issued)	22	96%	+ 4%

Feedback requests are provided to conference organisers. This year we have received 23 responses all of which provided very positive feedback which included the following comments:

- Great centre in a location
- Very helpful staff – always willing to help
- Excellent facilities
- Very knowledgeable staff
- Booking process was very easy

Comments included:

- Grounds maintenance around the Boathouse and South fens. We are working with colleagues in parks and Open Spaces to improve the ongoing maintenance around the Boathouse and the planting around South Fens.
- Decoration in the small meeting rooms at Boat Centres which have commenced as part of our planned maintenance programme.

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. At the end of October a request was received from the Developer to draw down a further four plots. There are now just 13 remaining plots to be completed to wind and watertight stage.

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.

Because the HIF funding pot is heavily over-subscribed, the Homes & Communities Agency has recently contacted all HIF bid applicants requesting further information, in an attempt to find the most competitive bids. FDC is currently working on providing further information to support its bid for the Nene Waterfront site.

BUSINESS PLAN AREA: Economy

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

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

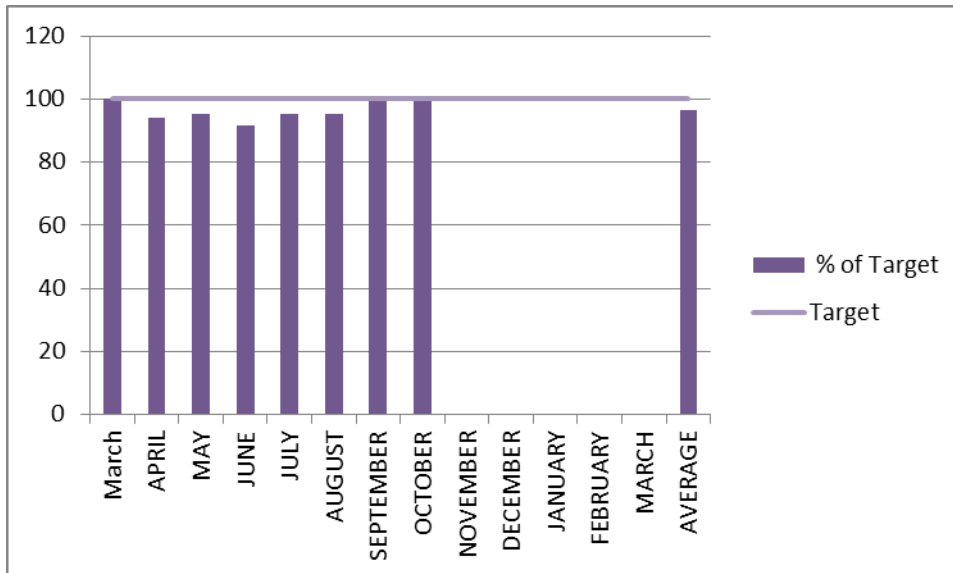
Portfolio Holder: Cllr Ralph Butcher

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

Wisbech Yacht Harbour

Throughout October yacht harbour numbers remained at 100% in regards to berth numbers. Four new vessels arrived and there were four vessels to leave the yacht harbour, we continue to receive numerous enquiries for new berth holders, two vessels have taken out the new winter storage package that is now available to customers.

Wisbech Yacht Harbour occupancy achieved year to date:



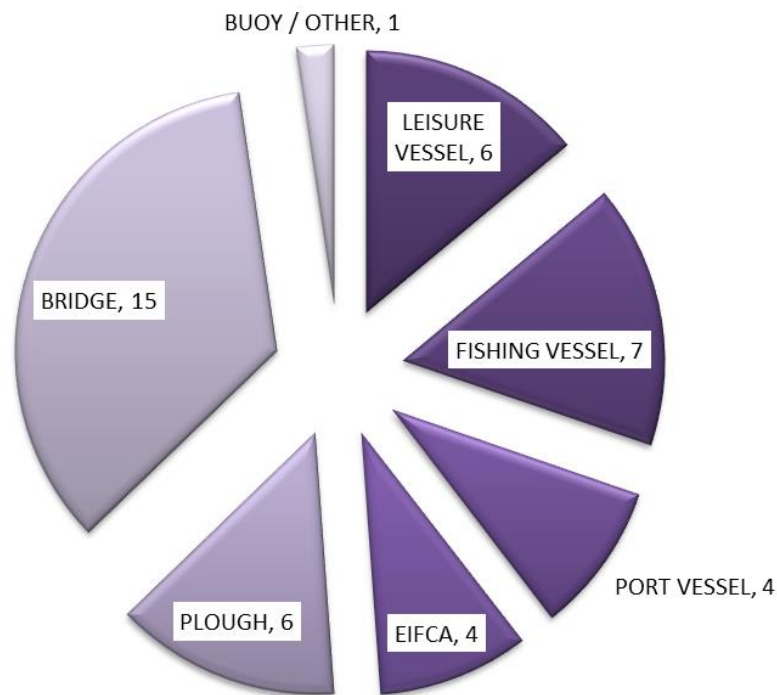
Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI MS2 Number of boat lift operations at Wisbech Port	300	43	228	
LPI MS3 Number of vessel lifts	155	21	97	

During October two of the inshore fishery research vessel used the yard for annual out of water inspections.

A number of Fishing vessels from kings Lynn & Boston also used the lift out facilities.

It was busy for leisure vessels in regards to boat lifts it was also a busy month for berth holders working on their boats in the yard getting ready for winter.

OCTOBER



Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
Gross Tonnage to Ports	445,000	39,531	245,792 GT against a projection of 254,091GT 97%	

Port Sutton Bridge

Imports to Sutton bridge were on target for the monthly forecast with a total of 31,711 GT of cargo (104% from target); this consisted of Steel, Grain, Salt, Fish Meal, Beans, Furnace bottom ash and Soya meal. The total number of vessels to call at Sutton Bridge was sixteen. October was the third consecutive month with increased tonnage.

Port of Wisbech

Imports to Port of Wisbech were up on the monthly forecast target with a total of 7,820 GT of cargo (145% from target), this consisted of Timber, Bricks and scrap metal. The total number of vessels to call at Wisbech was five.

Yacht Harbour Marketing Plan Update

A jointly funded approach with the various Wash Ports is under development for a potential 'Sail the Wash' marketing strategy. This will link to a potential funding bid to the Government's Coastal Communities Fund for both revenue funding and capital for enhanced infrastructure.

Sutton Bridge Marina

The marina at Sutton Bridge, known as Cross Keys Marina is now open following with thanks to funding from Lincs County Council (LCC), Fenland District Council (FDC) and Eastern Inshore Fisheries and Conservation Agency (EIFCA) to offer both commercial and leisure moorings.

The lease agreements have been approved in principle and legal officers need to complete these as well as prepare a sublease of 50m of the commercial moorings from FDC to EIFCA.

FDC is contracted by LCC to provide operation of the moorings and the operating agreement has been provided by LCC in draft format. Officers are currently in the process of agreeing the final draft with LCC.

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

Following the successful Wisbech 2020 Vision Summit held on 20 October 2017, two new members have now been welcomed to the Steering Group. Representatives from the College of West Anglia and Clarion Housing (Neighbourhood Investment) will

join other partners in monitoring the delivery of the Wisbech 2020 Vision actions, ensuring partner input to deliver projects in and around the Wisbech area.

The PowerPoint presentation delivered at the Wisbech 2020 Vision summit can now be found on the Wisbech 2020 Vision website.

BUSINESS PLAN AREA:	Economy
Business Plan Priority:	Promote Fenland as a tourism and visitor destination
Business Plan Action:	<i>Support the Cambridgeshire Fens Tourism Partnership to develop and deliver a comprehensive Tourism Strategy for Fenland, through 'Visit Cambridgeshire Fens' branding</i>
Portfolio Holder:	Cllr Michelle Tanfield

Cambridgeshire Fens Tourism Partnership Update

Reducing the Council's expenditure on tourism was set out as a CSR initiative in late 2015.

In order to achieve CSR aims, improvements to the www.visitcambridgeshirefens.org website have taken place, but have not yielded the anticipated increase in website visitors. The Council's intention was to sell advertising space on the website to tourism businesses, reducing our costs, but given the current number of hits, this plan is not practical.

Next Steps

A further potential cost saving strategy is the setting up of a community interest company, separate to the Council, with a reducing revenue budget to allow set up costs and the embedding of the new organisation. This would ensure continued promotion of the District by a body separate to the Council, that could also access further funding opportunities to support the promotion of Fenland as an area to visit.

A meeting of the Tourism Partnership to discuss setting up an independent community interest company to support and develop tourism promotion in Fenland has taken place. Unfortunately attendance levels at that meeting and a subsequent meeting were low. To move this initiative forwards, the Council is intending to work with a local organisation familiar with the development and support of voluntary organisations. This work will commence in the new year.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Will Sutton

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI EC2 % of major planning applications determined in 13 weeks (or within extension of time)	75%	67%	94%	
3 major applications were determined, with one being determined outside the 13 week / agreed extension of time target timescale. This was due to an extension of time not being requested. Planning permission has been granted for a warehouse and storage facility in Wisbech.				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI EC3 % of minor planning applications determined in 8 weeks or within extension of time)	80%	97%	96%	
39 applications were determined, with only 1 not being determined within target. This was due to the application being proposed for refusal and the applicant being unwilling to agree an extension of time. 23 new dwellings were granted planning permission.				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI EC4 % of other planning applications	90%	100%	98%	

determined in 8 weeks or within extension of time)				
31 applications were determined during the month with all being decided within the target timescale.				

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

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

Broad Concept Plans Update
<p>East Wisbech Owner of part of the site has expressed interest in securing the remainder of the BCP site. BCP expected to come forward for a second round of consultation in Spring 2018.</p> <p>East March Developer is about to commence the production of a BCP with an outline application being prepared in parallel.</p>

South Chatteris

Due to unexpectedly available funding sources, the location of the proposed primary school may be further revised. If so, a new consultation on the masterplan for the application site is expected to take place in November / December.

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

The following work is in progress as a result of the Combined Authority's award of £6.5m to enable the full feasibility work, including the rail study to proceed:

- Royal Haskoning consultants have been appointed to carry out the innovative flood mitigation study for the town which will work with planning, water and drainage partners to challenge the current approach to flood assessment for Wisbech.
- CCC are preparing to procure a connectivity study for the town and are also carrying out preliminary work in advance of the GRIP3 rail study for the Wisbech to March (Cambridge) rail link.
- Engagement with other Garden Town authorities is in train to understand the most appropriate project management and governance arrangements for the Wisbech project.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Simon King

Rail Development Strategy

Station Adoption Awards

Greater Anglia held their annual Station Adopter awards in October 2017. The Friends of March Railway Station were shortlisted in 5 categories. Max Mobius won the best personal contribution award for his role in delivering the March Station Memorial Garden Project.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
Number of journeys made by bus and rail users	Maintain 14/15 level (14,308 journeys)	1,737	11,618	

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), sponsored by CrossCountry and led by Fenland District Council held its first Transport Conference on 12 October 2017. This event was an opportunity for local people and stakeholders to come together to share views and information. There was also an opportunity to have early input into the County Council's new and emerging Fenland Transport Strategy. Strong positive feedback was provided from those who attended on the day. Action points and feedback are currently being collated for discussion and taking forward in the coming months.

Below is a link to the press release that was issued following the event:

<http://www.fenland.gov.uk/article/12773/Debut-Transport-Conference-hailed-a-success>

Wisbech Bus Service Project

The Wisbech Bus Service has now been in operation for 3 months. Monitoring information (from July – September 2017) is showing that the use of the service is small with patronage continuing to increase, which is encouraging. It is however, too early to give any indication of the expected sustainability of the new service. Evidence shows that it takes at least 12 months to build the patronage of any service. Monitoring information for a longer period of time is required to start making assessments about its overall viability.

Significant work is continuing to promote the service. In September 2017 people living in Edina Court went on the bus to Tesco. In partnership with the store they had tea and cakes in the Community rooms before purchasing shopping and travelling home. These visits will now be held monthly. Other such visits are also in discussion. A press release following the first visit was produced and a link to the text is below:

<http://www.fenland.gov.uk/article/12716/All-aboard---for-tea-and-cakes>

From Friday 20 October through to Monday 20 November a promotion is being held in partnership with the Light Cinema in Wisbech. Anyone who travels on the Wisbech Tesco Bus and shows their bus ticket for that day to the cinema staff can claim a free

drink or popcorn. Below is a link to the press release for this promotion:

<http://www.fenland.gov.uk/article/12788/Get-on-board-for-free-cinema-goodies>

BUSINESS PLAN AREA:	Economy
Business Plan Priority:	Promote and lobby for infrastructure improvements across the district
Business Plan Action:	<i>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</i>
Portfolio Holder:	Cllr Simon King

Support strategic transportation objectives

A47

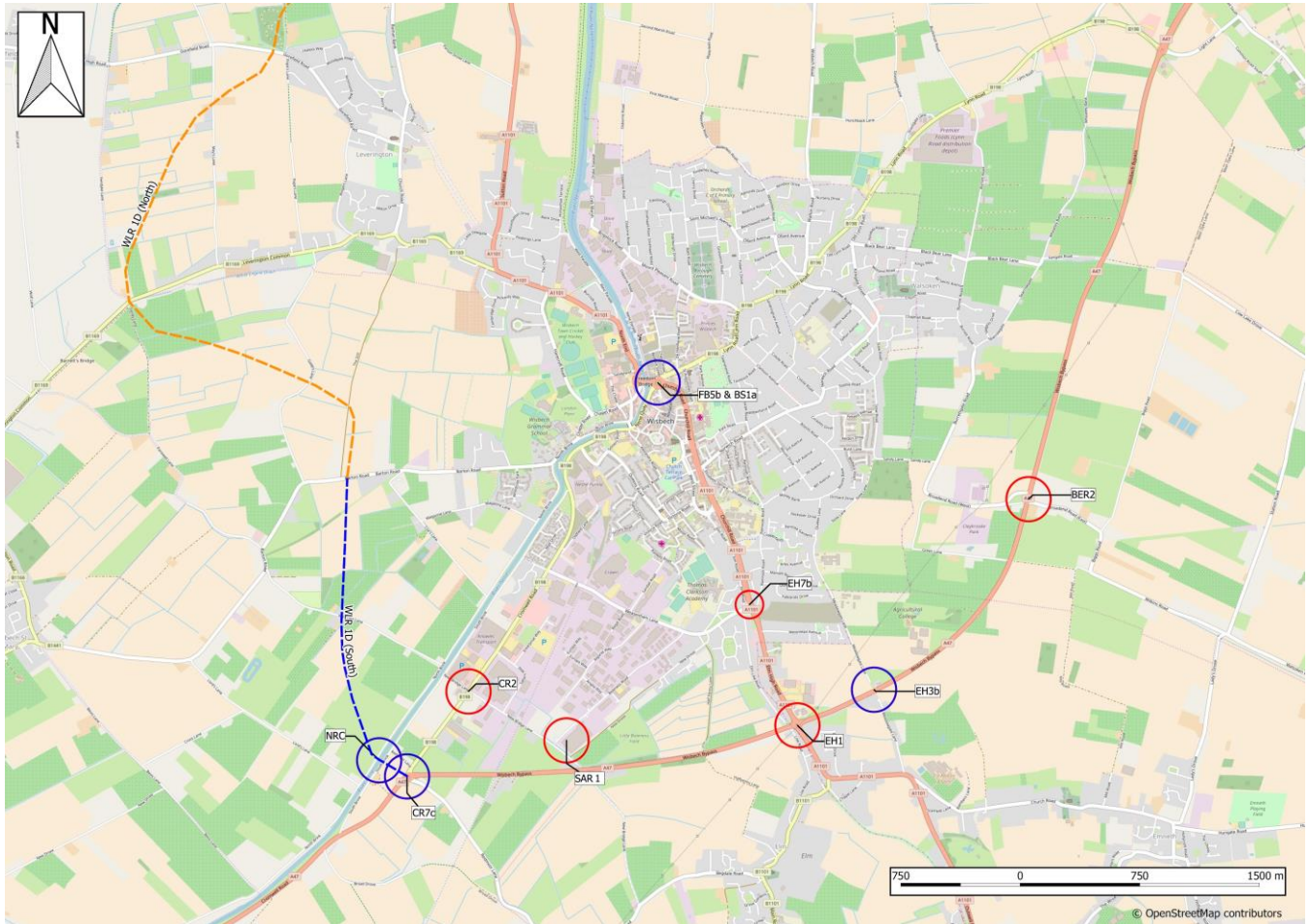
Highways England made the Preferred Route Announcement for A141/Guyhirn Scheme during August 2017. The preferred scheme is an enlarged roundabout that is moved slightly east of its existing location. During October 2017, Highways England published a Delivery Plan for all the schemes in the Roads Investment Strategy, including the Guyhirn Roundabout. The scheme is expected to be delivered in the time period 2020/2021. Below is a website link to the full delivery plan document:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/653395/Highways_England_Delivery_Plan_Update_Supplementary_Annex_2017-18_.pdf

Wisbech Access Strategy

In 2014 Government announced that it was awarding Local Growth Deal funding to the GCGP LEP for Wisbech. The Wisbech Local Growth Deal is £1million for feasibility study work and up to £10.5million pounds towards scheme delivery that is dependent on the satisfactory completion of the study work. The full 2014 announcement can be found using the web link below:

The Wisbech Local Growth Deal work is now known as the Wisbech Access Strategy. The Wisbech Access Strategy is a package of individual transport schemes that aim to improve the transport network in Wisbech. The schemes have been tested to make sure that they are the best solutions to address the current problems on the transport network. They will also support future housing and job growth as set out in the Fenland Local Plan. The Wisbech Access Strategy includes a number of transport schemes in a range of locations across the town. The map below shows the transport scheme locations:



The Public Consultation for the Wisbech Access Strategy is being held from Monday 30 October 2017 – Monday 27 November 2017. All the information that forms part of the public consultation is available on FDC website at:

www.fenland.gov.uk/wisbechaccess

A number of events are being held as part of the consultation as follows:

- Wednesday 1 November 2017 – stakeholder event – Boathouse Business Centre 2.30pm – 7 pm
- Monday 6 November 2017 – public event - Walsoken Village Hall 10:30AM to 1PM and 3PM to 7PM
- Friday 17 November 2017 – public event - Wisbech Market 9AM to 12PM
- Friday 17 November 2017 – public event - Tesco Extra, Cromwell Road 3PM to 7PM

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

There are 2 sites remaining to be sold through the existing contract with the auctioneers. One will be entered into auction on 7th December 2017, offered as being potentially suitable for self-build. The other site has legal title issues that need to be resolved before it can go proceed to auction.

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 have been seeking to rationalise and regularise occupancy at the Port, driving further value from the Council's port-related assets.

Officers have continued to work with the stevedoring company and the structural engineers to ensure that the acquisition of new equipment by the stevedoring company can be accommodated on the quayside.

In addition the areas of the port estate required by the stevedoring company to accommodate its potential business growth have been identified and Officers are in the process of preparing heads of terms, prior to creating a new lease.

Coordinated approach to flood risk management and local drainage issues

The working window for the Ouse Washes bank strengthening works is coming to a close for this season and the Environment Agency have extended their thanks for support and patience.

They will be holding a Feedback session in November to come along to see the progress made this year and whats in store for future years.

They would also like to know what you think about the works so far? What have they done well? What could they do better?

The event will be held on 16 November 2017 at The William Marshall Centre, Hurn Drove, Welney 4pm - 8pm.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Good Customer Service

Business Plan Action: *Provide good quality customer service through our Fenland @ your service shops and Community Hubs, in line with the national standards of Customer Service Excellence*

Portfolio Holder: Cllr Chris Seaton

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS6 % of Council Tax collected	97.5%		65.93%	-0.68%
LPI CS8 Net Council Tax receipts	£49,517,432		£33,178,513	£189,445

payable to the Collection Fund				
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In year collection remains slightly below target, which is expected as the debt shifts to February and March during the course of the year, however the Collection fund is exceeding target by a significant amount.

During October the following recovery documents have been issued:-
Reminders 995 totalling £134k (last October we sent 993 reminders totalling £136k)
Final Notices 431 totalling £199k (last October we sent 773 Finals totalling £383k)
Summonses 493 totalling £311k (last October we sent 388 Summonses for £217k arrears)

Currently there are 1587 (441 less than last month) items of work outstanding. This is showing excellent progress in reducing the total amount of outstanding work and should contribute to reducing the number of time related complaints received.

A new process has been introduced which deals with emails which do not contain sufficient information from the customer. This avoids customers waiting to find their query cannot be dealt with because of insufficient information.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS7 % of NNDR collected	98.5%		66.93%	0.96%
LPI CS9 Net business rates receipts payable to the Collection Fund	£25,786,366		£20,568,620	£580,718

Collection remains above target both in terms of in year collection and collection fund targets.

During October we undertook the following recovery action:-
Reminders 37 with a value of £36k (last October we sent 60 Reminders for £72k)
Final notices 31 with a value of £163k (last October we sent 36 Finals totalling £154k)
Summonses 9 with a value of £45k (last October we sent 16 summonses for £31k)

There are currently 172 items of customer correspondence outstanding.

Bills have been 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.

34 local pubs are now benefiting 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 have benefited 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.

60 local businesses are now being helped with this relief.

Description	Target 17/18	Achieved in-month	Cumulative for 17/18	Variance
Performance Measure				
LPI CS10 % of contact centre calls answered within 20 seconds	40% Profiled target end-Oct	53.6%	43.4%	3.4%
LPI CS11 % of contact centre calls handled	80% Profiled target end-Oct	84.1%	75.5%	-4.5%

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 October. At that point, our target was to have answered 40% of calls this year so far within 20 seconds, we performed better than this by answering 43.4% 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 October. At that point, our target was to have handled 80% of calls. We did not meet this target, only handling 75.5% of calls. Although still below target we are improving month on month as can be seen by

the stronger in-month figure for October only.

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 seven months of 2017-18 we received 54,134 calls compared to 52,659 for the same period last year, an increase of 3%.

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 in month	Cumulative for 17/18	Variance
Performance Measure				
LPI CS12 % customer queries resolved at first point of contact	85%	94%	93.8%	8.8%

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

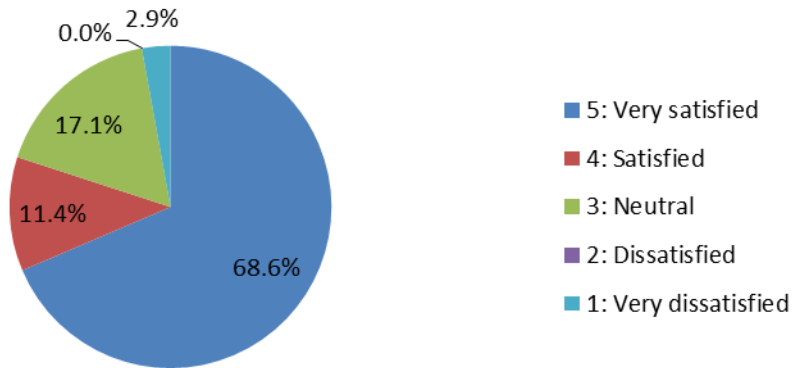
Description	Target 17/18	Achieved in month	Cumulative for 17/18	Variance
Performance Measure				
LPI CS13 % of Customer Satisfaction with the Contact Centre	95%	80%	87%	-8%

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 35 customers have given us feedback on the service they received from our Contact Centre in September. Of these 28 were either very satisfied or satisfied with our service. The distribution was as the pie chart below:

Overall satisfaction with Contact Centre (80%):-



We had a very low number of customers commenting on our service in October. In November we have changed our survey model and are now more actively seeking customer feedback independently from the transaction; in other words a separate member of staff asks the customer about their experiences. We are also increasing the sample size to give more effective feedback.

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
Performance Measure				
LPI PC1 Number of visits to the FDC website	510,000	43,481	334,080	

News Survey & Social Media Update

The number of news stories added to the FDC website and distributed as press releases to local media in October = 20

Highlights included:

- Supporting agriculture and rural business in Fenland
- Green-fingered champions recognised at awards
- Council brews up for Macmillan
- Opportunity to shape workplace travel
- Wisbech 2020 Summit
- Tougher street drinking rules come into force
- Debut Transport Conference hailed a success
- New Vision Fitness Triathletes raise cash for cancer

Social Media Update

Monthly update on FDC social media sites;

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

Facebook = 110

Twitter = 159

We currently have 1,418 likes on Facebook and 7,829 followers on twitter.

FDC Twitter	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
	159	105K	3,083	118	49	7,829

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	110	21,102	3,562	38	1,418

We continue to post 'snippets' of information about council services, performance and 'did you know' facts on our social media sites.

In October we launched **#OurFenland**

This hashtag will be used to showcase some of the local community news and events. Initial #OurFenland included:

- Macmillan Coffee Morning
- Street Pride Celebration Evening
- Wisbech High Street – 1st grant approved

BUSINESS PLAN AREA: Quality Organisation

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

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

Portfolio Holder: **Cllr Chris Seaton**

Elm and Fridaybridge Ward of Elm Parish Council By-Elections

Two uncontested by-elections were held in the Elm and Fridaybridge Ward of Elm Parish Council.

The first arose due to the resignation of Councillor Phil Webb. The by-election was set for 2 November 2017, but only one nomination was received at the close of nominations resulting in Priscilla Adcock being elected.

The second arose due to the resignation of Councillor Robert Pinnock. The by-election could not be combined with the 2 November and was set for 30 November 2017. Only one nomination was received at the close of nominations resulting in Ann Luffman being elected.

External Quality Assessment of Internal Audit

Every 5 years, the Council has to commission an External Assessment of its Internal Audit service to perform an independent review of our compliance with the Public Sector Internal Audit Standards (PSIAS) and Local Government Application Note which are the standards that regulate the work of Internal Audit.

The External Assessor, Ray Gard from CIPFA, undertook a site visit on 6th and 7th November 2017 to undertake a validation of our self assessment and review our evidence against the standards as well as undertaking a number of interviews which included the Chairman of Corporate Governance Committee.

In the final report, the External Assessor stated that Internal Audit 'generally conforms' to the standards which is the highest rating that we can achieve.

Within the report, there was also some recommendations to improve the service

moving forwards. These were minor in nature and we will put plans in place to investigate these further as set out within the action plan within the report.

The External Assessor's report was considered by Corporate Governance Committee on 4th December 2017 and can be found here:

<http://www.fenland.gov.uk/egenda/kab14.pl?operation=SUBMIT&meet=45&cmte=CGC&grpId=public&arc=71>

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 board meeting held on 25 October, the Combined Authority allocated further funding to Fenland to assist with several transport schemes:

- £9m for the regeneration of March, Manea and Whittlesey Railway Stations
- £10.5m for the Wisbech Access Study
- £3.65m for March Junction Improvements

Updates on these schemes will be included in this report as the projects progress.

It was recently announced that the Chief Executive of the Combined Authority (Martin Whiteley) will now also take on the role of Interim Chief Executive at the Greater Cambridge Greater Peterborough (GCGP) LEP.

Cllr Charles Roberts, Leader of East Cambridgeshire District Council, has been appointed as the new Deputy Mayor of the Combined Authority, following the decision by Cllr Robin Howe to step down from the Combined Authority Cabinet.

BUSINESS PLAN AREA:	Quality Organisation
Business Plan Priority:	Equalities
Business Plan Action:	<i>Meet the requirements of the 2010 Equality Act through our core service delivery</i>
Business Plan Action:	<i>Publish an Annual Equality Report</i>
Portfolio Holder:	Cllr Simon King

Meet Equality Act Requirements

Equality Champions: Their Role

We are all responsible for ensuring that we create an inclusive, accessible and welcoming environment for everyone who receives services, works or otherwise engages with the Council: at local level that means identifying the equality and diversity issues that are most pressing for each service and developing appropriate actions to address them in line with the Council's overall approach to equality, diversity and human rights.

To ensure that this works effectively services have appointed a member of their team to act as Equality Champion.

The Role of Equality Champion

The role of Equality Champion is to support the Council in driving forward the Public Sector Statutory Equality Duty and human rights requirements at every service level and to lead on activity to ensure that local issues inform the overall approach. The approach is embedded through the work of Customer Service Excellence accreditation.

Support for Champions

Shortly after appointment training will be provided to ensure that Equality Champions are equipped to carry out the role. In addition Champions are encouraged to improve their understanding of equality and diversity issues by accessing the relevant on-line training modules available.

Champions are kept up to date with developments in the equality and diversity field at the Equality Champions Group which meet quarterly.

The October meeting identified the need to refresh the make-up of the group to ensure that each service is represented. This work is now underway.

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 October the condition surveys on the four Council Leisure Centres were concluded and added to the overall condition survey report. The report provides a programme of maintenance going forward and is currently being prioritised and reviewed prior to presentation to Members.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Asset Management and Investment

Business Plan Action: *Continue working jointly with the public, private and third sector partners*

Portfolio Holder: Cllr Ralph Butcher

One Public Estate

During October a meeting of the Cambridgeshire One Public Estate (OPE) group was held, this followed events earlier in the year where the Making Assets Count (MAC) programme was closed and the remaining projects previously managed under that MAC programme were morphed into a standalone OPE group.

A newly appointed project manager, employed by Cambridgeshire County Council has now taken the lead and this was an inaugural meeting to set the future direction of the programme and establish terms of reference, governance and reporting structures.

The project manager will be meeting all Council member representatives over the coming months.

Somers Road Car Park, Wisbech

FDC is surrendering its Licence to use a Cambridgeshire County Council-owned 40 space car park next to FDC's own public car park at Somers Road in Wisbech. FDC formerly used the area for staff parking but no longer needs it. Wisbech Town Council have expressed a wish to take on the land for public car parking. The County Council has agreed to this and all parties are now working together to achieve this aim and the car park currently remains open.

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)

The Property Investment & Development Strategy (PIDS) has been developed to help FDC increase revenue income; reduce liabilities & outgoings; acquire assets and secure capital receipts & capital appreciation. The PIDS can also assist with kick-starting development and regeneration projects.

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.

During October Officers undertook some due diligence works around potentially offering surplus development sites for sale which might prove attractive to the growing 'self-build' market.

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

Number of new cases reported in month – 30 (190 in the year to date).

Number of cases closed in month – 36 (190 in the year to date).

With regard to the cases closed:

- 23 instances of there being no breach of planning control found.
- 6 breaches were resolved voluntarily by the owner / occupier.
- 5 breaches were resolved by retrospective planning permission being granted.
- 1 breach being resolved through compliance with an enforcement notice.
- 1 breach where no action was taken as planning permission would be granted for the development.

Environmental Health Enforcement

Since July 2017 Environmental Health has been working closely with a local food storage business to resolve food safety concerns associated with consignments of meat products.

The concerns were raised with the Council by the local food storage company who requested officers visit and assist in identifying what were potentially food fraud offences. The batches of meat sent to their store had been relabelled a number of times and gone through freezing and defrosting processes resulting in the age and storage history being disrupted. This meant food safety had been compromised.

The work involved a number of companies and a vast array of meat and meat products from the UK and as far afield as Brazil and Thailand.

To date over 30 pallets of meat products have been destroyed voluntarily as they have been found to fail food safety requirements. Officers are continuing to liaise with other local authorities and the Food Standards Agency Food Fraud Unit.

What do our customers say?

Description	Baseline	Target 17/18	No of customers questioned	No of customers satisfied	% 17/18	Variance
LPI CEL11 Local businesses supported and treated fairly (quarterly)	90%	90%	8	8	100%	

Comments received included; 'Really good, happy with visit, no problems, good advice, helpful'

'Would be handy to know when inspector is coming'

Some visits are undertaken by prior appointment but it is usual for unannounced visits to be conducted, this is a food code of practice requirement.

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