

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

January 2018

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: Portfolio Holder for Finance

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	8.6 days	9.5 days	1.5 days
LPI CS5 Days taken to process Housing Benefit – new claims and changes	8 days	8.5 days	9.5 days	1.5 days

The outstanding work position has remained healthy and relatively up to date since our Team Challenge day back in the summer. This 'days to process' figures continue to move but only marginally. We are continuing to work with staff to ensure best practices are followed and decisions on new claims and changes in circumstances are made in as timely a fashion as possible.

Universal Credit

The rollout of Universal Credit (UC) continues; we've been live in Fenland for single people for a year. Peterborough Jobcentre Plus went live with full service (that's a move from just single people to all people) on 15/11/17, affecting PE7 1 and PE7 2 postcodes of Whittlesey and surrounding area. We currently have 600 working age Housing Benefit (HB) claims in this area, so this indicates there will be a slow transition to UC but this will help us gauge the effects of full service; it will primarily affect our Whittlesey Community Hub. We have written to all 600 customers letting them know about UC and how to claim it.

Our staff at the Whittlesey Community Hub have been trained about UC, we have self-service terminals there for customers to use (as applications are on-line) and we will

help customers use the terminals. We also have a range of info (including links to sources of help, the on-line application and also a YouTube video that explains the application process) on our website at www.fenland.gov.uk/UC

All our Shops and Hubs also have free Wi-Fi so customers can access services free of charge through their smartphones and other devices if they do not wish to use the self-service terminals provided at each location (and in Business Reception at Fenland Hall).

We have £10k funding for UC rollout in 17/18 that we are using for capacity in our Benefits team to deal with UC related cases, mailshots, an additional self-service terminal at Whittlesey Hub, staff training and additional capacity at Whittlesey to provide help for customers completing applications on-line. In addition, personal budgeting support (PBS) still attracts income of £25 per case that Citizens Advice do the PBS work on for us. No announcement about 18/19 funding has yet been made.

Important announcements were made following the Chancellor's Budget last November:

- The one week waiting period before a UC claim starts will be abolished from February 2018. This effectively reduces waiting time for first payment from 6 to 5 weeks.
- Existing HB claimants moving to UC will still get HB for 2 weeks after their UC claim starts, offering a safety net. This will start in April 2018.
- Advance payments will be repayable over 12 months instead of the current 6, from January 2018.
- UC live service has now ended. This means that customers in Fenland will only be able to claim UC for the first time if they live in the PE7 1 and PE 7 2 post-codes, until the rest of Fenland goes live with full UC service in September 2018. In practice this means single people who would have claimed UC irrespective of where they live, will now claim HB instead unless they live in the post codes above.

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: Portfolio Holder for Neighbourhood Planning

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	21	197																			
<p>At the end of December 2017, the Council had provided 71 positive interventions on new requests for service for Houses in Multiple Occupation (HMOs) across the district.</p> <p>The Council had also investigated 126 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.</p> <p>The geographical spread is as follows:</p> <table><thead><tr><th></th><th><u>HMOs inspected</u></th><th><u>Privately Rented Homes investigated</u></th></tr></thead><tbody><tr><td>Wisbech</td><td>62</td><td>66</td></tr><tr><td>March</td><td>5</td><td>19</td></tr><tr><td>Chatteris</td><td>0</td><td>12</td></tr><tr><td>Whittlesey</td><td>0</td><td>10</td></tr><tr><td>Villages</td><td>4</td><td>19</td></tr></tbody></table>						<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>	Wisbech	62	66	March	5	19	Chatteris	0	12	Whittlesey	0	10	Villages	4	19
	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>																				
Wisbech	62	66																				
March	5	19																				
Chatteris	0	12																				
Whittlesey	0	10																				
Villages	4	19																				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI Number of households prevented from becoming homeless	115	3	103	
<p>Homeless individuals and families have been assisted in a variety of ways. The team have been able to keep households in their homes either by debt management or</p>				

mediation. Other households have been assisted by being found alternative accommodation so that they didn't face homelessness.

Breakdown:

Mediation to resolve homeless risk = 18

Debt advice to stop homelessness risk progressing = 27

Resolve rent arrears = 10

Supported Hostel accommodation (non FDC) = 6

Private rented with deposit support = 5

Private rented without deposit support = 8

Accommodated by family = 2

Sheltered/Supported accommodation = 21

Housing Register Offer = 4

Reconnections to country of origin = 2

Rough Sleepers

The council continues to focus on rough sleepers within the district. The Council's successful Controlling Migration Bid has provided an outreach worker who is working with the police to map and engage with all rough sleepers and provide advice and assistance around support, housing and employment.

The recent encampment at the A47 has been disbanded following a notice served by Highways England. The residents were given advice leading up to the eviction as to options open to them going forward.

Homelessness Trailblazer Project

The project is still having success in preventing homelessness across Cambridgeshire and Peterborough. The highest number of referrals received to date is from Fenland; 247 referrals in total and 109 from Fenland. Referrals come from a wide variety of public sector agencies which include Children's services, Adult Social Care, Probation, voluntary agencies and Housing providers and more.

Key to the success of the project is effective partnership work including training to help tackle homelessness earlier and prevent it from taking place. The team regularly visits teams to talk about early prevention and encourage intervention at an earlier stage and aims to change the culture of housing being involved at crisis point. The team have established a regular presence within the Multi Agency Safeguarding Hub (MASH), a partnership between Social Care and the Police who deal with child and adult safeguarding reports and investigations. They are also present at the Early Help Hub who co-ordinates the support for families who do not meet the threshold of Social Care. This has proven to be extremely successful and Professionals are encouraged to think about housing needs as well as other concerns. Linking in to these teams and other agencies has meant that early signs of homelessness have been identified and prevented 46 families and individuals from becoming homeless due to a range of solutions, including completion of housing benefit forms, payments of deposits and repayment plans to deal with rent arrears and preventing eviction.

To date the project has prevented 18 families and individuals from becoming homeless from Fenland.

Finally, the team have been working to improve relationships with local private rented landlords and increase the supply of accommodation that is affordable and accessible. Recently they were able to secure a flat for an individual who was already homeless and was being supported by the trailblazer team.

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	16	121	

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 December 17, The Council has assisted 121 households with adaptation works.

The geographical spread is as follows:

Wisbech	29
March	25
Chatteris	21
Whittlesey	12
Other villages	34

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%	7	7	100%	

During December, 7 surveys were handed out at homeless interviews and 7 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 94.

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%	4	4	100	

4 new clients responded to the survey in December 17 for this performance measure.

20 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: Portfolio Holder for Communities

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%	100% (19 responses)	100% (39 responses)	

A celebration event was held in December at the Salvation Army Hall, over 20 current and former clients attended to reflect on their successes and development. The event was run by volunteers and self-funded.

The Council has seen considerable improvement in one of the clients that we have been working with over the past month or so, he has made an effort in improving his appearance and he is more confident and participates in the group sessions.

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: Portfolio Holder for Communities & Portfolio Holder for Community Safety & Heritage

Wisbech Alcohol Project

Representatives from the Wisbech Alcohol Partnership which included officers from Fenland District Council and Cambridgeshire County Council attended an afternoon tea reception at the Houses of Parliament on Monday 18th December 2017.

The event was to celebrate the launch of the second phase of the Local Alcohol Action Areas (LAAA) programme in England and Wales.

The event was hosted by Victoria Atkins, Minister for Crime, Vulnerability and Safeguarding.

The event which was formally opened by Victoria Atkins MP, and also included short talks from key note speakers including Chief Inspector Mark Stanley, Nottingham LAAA2 programme manager, to highlight ongoing work and achievements in his local area under the programme, Dr James Nicholls, Director of Research and Policy Development at Alcohol Research UK, to emphasise the benefits of local partnerships in addressing alcohol related health harms, Philip Kolvin QC, Chair of the Mayor's Night Time Commission, about the Mayor's Vision for the 24 Hour Economy and the benefits of diversification, and finally Elaine Hindal, Chief Executive of Drinkaware, about their support for the programme and the success of the Drinkaware Crew initiative in a number of LAAA2 areas.

After the key note presentations there was an opportunity to network and discuss with other areas successes and challenges being faced to help inform local plans.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support our ageing population and young people

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

Portfolio Holder: Portfolio Holder for Communities

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of people who attend the Golden Age events	300	132	246	

132 visitors attended the Christmas Golden Age Fair on Monday 4th December at the Braza Club in March, which involved around 30 different partner organisations.

In terms of health and wellbeing organisations:

- **New Vision Fitness** saw 100 people advising on health issues and took 70 blood pressure readings and conducted 50 health MOT's
- **Everyone Health** (the Community Health Training Service) saw 25-30 people and made one referral to falls prevention and had many people try their healthy wraps!
- **Boots & Lloyds (on behalf of NHS Pharmacies)** saw around 30 people and also made useful links with other Golden Age Partners
- **Breathe Easy March** saw 19 people and signed up one new member
- **Forever Active** took the details of 10 people who are going to start to attend balance and strengthening classes
- **Alzheimers Society** saw more than 20 people and gave details of the March Dementia Café to a number of residents
- **Cambridgeshire Alliance for Independent Living** attended the event for the first time and found a lot of useful networking opportunities and wish to become partners of the Golden Age going forward
- **Macmillan Cancer Support** saw eight residents and passed on details of their services

Other support providers:

- **Centra** talked individually to 30 people and as a result made 12 referrals in to their service which aims to help people live independently.
- **Cambridgeshire Libraries** saw over 30 people and referrals were made to their on-line resources
- **CCC Community Protection Team (Trading Standards)** saw over 20 people and made links with five other Golden Age partner organisations
- **The Bobby Scheme** saw a number of people and made appointments to see a number of residents to advise on crime prevention measures in their homes.

- **StreetPride** saw 42 people and had one volunteer sign up as well as making four hours worth of recycled mince pie tins
- **Cambridgeshire Fire & Rescue Service** exchanged 15 electric blankets and one referral for a home safety visit
- **Age UK** saw over 80 people, made referrals to the home help and handyperson scheme and also booked in appointments for attendance allowance checks

There were also a number of other partners in attendance who found the event helpful for both their client base and networking opportunities

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded – Dec event	No of customers satisfied – Dec event	% 17/18	Variance
LPI Customer satisfaction with Golden Age events	97%	90%	22	22	100%	

The Council received 22 completed visitor feedback forms at this event (the Council has now received 60 in total across all the fairs), all of which have expressed 100% satisfaction with the event(s). Comments from this event included “excellent way to get information out there to people who might not know how to find it” and “a really nice social event where I saw lots of friends I hadn’t seen for a long time” and one 83 year old lady said “I have stayed here for the whole three hours and have loved every minute of it as it’s the first time I have made an effort to leave the house in months”.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support our ageing population and young people

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

Portfolio Holder: Portfolio Holder for Leisure & Young People

Children's Change Programme

In December a meeting of the East Cambs and Fenland children and young people partnership was held. Highlights included:

An update on missing, exploited and trafficked children and young people partnership work and how organisations can support in terms of information sharing and eyes and ears when out and about on core work.

An explanation to the Homelessness Trailblazer work across Cambs and Peterborough that FDC is leading on and how partners can receive training and support to help tackle homelessness earlier.

A Department of Education funded project to improve social mobility, running for a fixed term to 2021 (end of school year) with a view to;

- Support existing offerings with other agencies and partners
- Tailor existing DoE programmes and making them bespoke to Fenland and East Cambs Area
- Introduce new projects- locally determined, and designed by local people.
- Build key relationships with schools and partners to sustain the project once the funding ends in 2021.

The partnership said it was keen to understand the work as it progresses and ensure the work coordinates with other projects in the area.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote Health & Wellbeing for all

Business Plan Action: Deliver the Council's Leisure Strategy

Portfolio Holder: Portfolio Holder for Leisure & Young People

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI LS1 Number of paid visits to our leisure centres	837,588	42,849	645,762 (Target 607,983)	
<p>Attendance levels at the leisure centres continue to exceed targets, reflecting the increased income levels that the centres are experiencing. In the second week of January income exceeded the £2m mark – this being three weeks ahead of the same income level from the previous year.</p> <p>January performance is strong as expected, with swimming sessions particularly picking up this year. Social media is being used to promote fitness classes and swimming. To give an insight into the reach of social media, one New Vision paid Facebook post regarding swimming has reached more than 20,000 people and gained 1,000 engagements (i.e. click throughs from the advert).</p>				

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%	645	579	90%	
<p>Since the start of the financial year New Vision Fitness has received 645 items of feedback following surveys sent out to visiting users.</p> <p>Customer satisfaction currently sits at 90% (581 responses from satisfied customers) - higher than our target for the year.</p> <p>With regards to the 66 negative responses, these were typically about cleaning standards and other general areas regarding the service, for instance types of gym equipment, opening hours or fitness classes desired.</p> <p>The leisure team understands that customer satisfaction is crucial to generating</p>						

continued, repeat visits to our leisure centres, as well as the word of mouth to family and friends to generate other people visiting. Staff are conscious of the positive impression that they give and are also focussed on cleaning standards within the centres, keeping these as high as possible. The recent improvement in the ladies changing facility in Whittlesey has reduced the number of comments regarding cleanliness from that centre.

Description	Target	Achieved		Variance
Performance Measure				
MPI Number of Direct Debit members	3,100	2,899		

Whilst direct debit membership is slightly lower than planned, a jump is anticipated in January. Despite the current level, direct debit income for the year is still exceeding targets with this expected to continue until the end of the financial year.

Leisure Operator Procurement Project

The Council has reached the formal procurement stage of the Leisure Management Procurement project. The opportunity to operate and manage Fenland's four leisure centres went out to an EU procurement process in mid-December 2017. Whilst the process is ongoing, we will not know until late March 2018 the level of interest in the opportunity, nor whether any bids will match the Council's financial and quality aspirations.

The market for this type of contract is busy and the intelligence we have from leisure operators suggests that the Fenland opportunity should be attractive and well received.

It is important to remember that this process is not the Council 'selling off the leisure centres', but instead we are seeking a professional, experienced partner to operate and manage the facilities in a financially sustainable way, allowing the Council to continue to provide quality leisure facilities for the Fenland Community.

Staff Side has been working with the project group regarding this project and sessions are being run with the leisure team to keep them informed of the project's progress.

The next key date in this project will be late March 2018 when we close the tender and review bids received over the following 4 weeks.

Active Fenland Update

Active Fenland is now in its third and final year of Sport England Funding. Sustainability and monitoring and evaluation have been the main focus of this year.

Active Fenland is currently in a strong position, remaining on target for the KPI's which focus on attendance and individuals engaged.

In relation to sustainability, the Council has secured funding from the County Council Public Health team to become part of the county-wide project 'Let's Get Moving'. As a result, Active Fenland will continue to be the leading sports development brand for the Council, allowing the recruitment of another member to the team for further activity session development, community use and brand and marketing development.

The Public Health funding will allow Active Fenland sessions to continue and be supported where needed, whilst also widening our activity offer to target other inactive populations in Fenland.

To ensure Active Fenland's sustainability further the Council's Sports Development Team has also been applying to other funders.

Partnership building has also been a crucial and important part of Active Fenland's sustainability. One significant example of this is with Clarion Futures (Housing Group) who have pledged partnership funding to support projects this financial year.

Sports Development Funding to support clubs and ongoing programmes

Sport England Children and Families Fund – 2nd stage application

As part of a countywide group, an application has been shortlisted to the second round of the Family's Fund (from over 400 applications nationally to the last 32). Over the past two months the group, including Cambs Public Health, Living Sport and other District Councils, have been developing the second stage submission. If successful this project will prioritise to Fenland, Peterborough and Cambridge City.

The funding focus is on deprived families with children ages 5 - 15 years. Sport England will make their final funding decision in March, with the project expecting to start in April 2018. Partnership funding from Clarion Futures (Housing Group) has been approved to support the project.

A Cambridgeshire bid is also being made to Sport England's Core Markets fund; note that Fenland is not involved in this process as it is focussing on new communities as a result of larger scale housing development.

Sport England Tackling Inactivity and Economic Disadvantage Fund – 1st stage application

FDC developed a submission to the Inactivity Fund in November. This is a Fenland only

bid focusing on those people with low income but in employment, in deprived areas within the District that show high levels of physical inactivity. The submission was developed using insight gathered from Wisbech and March, assistance from Public Health and Living Sport. This will be an extremely competitive national process with in excess of 480 applicants for a limited funding pot.

Controlling Migration Fund

A submission to the Controlling Migration Fund was made in November This application is a Fenland only bid focusing on using sport to develop improved community cohesion within a locality and to reduce social isolation of different cultures living within the same area. The submission was developed based on insight gathered from Wisbech and March, assistance from Cambs Public Health, Living Sport.

Satellite Funding

The Sports Development Team has successfully secured Satellite Funding from Living Sport. This funding will be used to provide new opportunities to attract inactive targeted populations to be more physically active. This funding will allow the following clubs to develop over 18 months from January.

- Girls Clubbercise Club = £4,110
- Rosmini Centre UV Table Tennis Club = £5,101

The Sports Development Team is encouraging and supporting other applications within the community to bring further Satellite Funding into Fenland's clubs.

Let's Go Girls Funding

£785 has also been secured to run 'Back to Netball' sessions this year. These sessions will target inactive females and feed into Active Fenland sessions such as Walking Netball and local Netball. This funding is in line with the This Girl Can national campaign from Sport England.

Clarion Futures (Housing Group) Partnership

A strong partnership has been built between the Sports Development Team and Clarion Futures who have supported several recent Sports Development funding submissions to Sport England.

Clarion is also funding the following projects targeting inactive populations of Fenland, many of which are Clarion residents.

- West End Park parkrun route improvements £5,998

Investment is being made to the safety of the route that parkrun, beginners running and 3,2,1 running routes use in West End Park, March. This will ensure the sustainability of the sessions that Active Fenland has set up and supported.

- Inactive Mums £4,037

Multiple projects to target inactive mums and with young children as insight locally recognises that this group shows high levels of inactivity. This will contribute to the This Girl Can national campaign. Examples of activities will include: Pre/postnatal classes,

Buggy Runs and Yoga and Mindfulness sessions.

- Older Adults £1,819

Funding is in place to target inactive over 55's living in Clarion accommodation in line with the Council's agenda to support the aging population within Fenland. This funding will allow the Team to trial new disability multi-sports sessions and purchase equipment to use at the accommodation.

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: Portfolio Holder for Communities

Health & Wellbeing Strategy

Cabinet and Council approved the Council's Health and Wellbeing Strategy at their meetings in December 2017, including the delivery plan for 18/19.

Cabinet were also made aware of the review across Cambridgeshire of local Health & Wellbeing partnership arrangements which has resulted in work to create local 'Living Well Partnerships', which will replace both the local Health & Wellbeing partnerships and the Clinical Commissioning Group (CCG) Executive Partnership Board for Fenland & East Cambridgeshire. Fenland Council remains a member of this local new partnership. Meetings are currently being arranged in order to coincide with other relevant health and wellbeing committees and boards.

Energy Conservation

Selective Community Switching with iChoosr

Residents who would like to reduce their current energy tariff can register currently until 31 March 2018. A leaflet is being sent with Council tax bills to raise awareness of this scheme and give residents a choice to reduce their energy bills.

The community switching scheme is very popular and can be applied for either on or off-line. Once registered residents are offered a new energy deal which they may either accept or decline as signing up is not commitment to switch.

Stay Well

The County wide scheme aimed at keeping residents warm and well through the winter months has been very successful in Fenland this winter.

In previous years the scheme has not seen a great take up by Fenland residents even in areas where there is a great need. To access the fund residents must be referred by and partner organisation.

During the winter months in 2017 more than £7,000 has been awarded to over 100 Fenland residents to assist with heating their homes this winter.

The allocation of funding in Fenland alone was nearly half the funding overall across Cambridgeshire authority areas. This is a positive result for the partnership project and the group are pleased to see the funding reaching resident's in need.

Many of the referrals have been made by the Citizen's Advice centre in Wisbech as they are a partner of the project. The Council has been supporting with referrals by staff and publicity about the scheme.

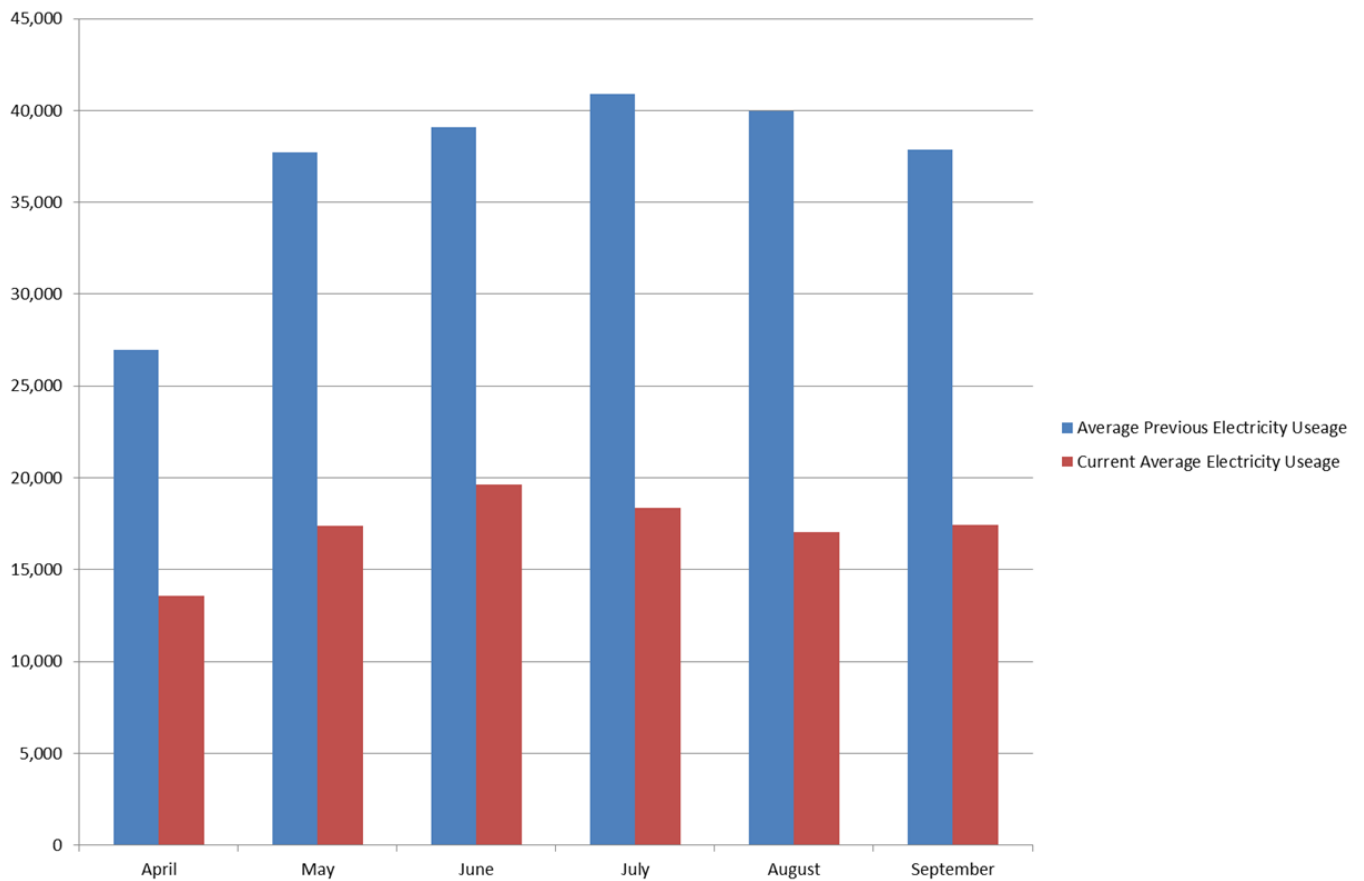
The remaining funding will be rolled out through early 2018. For more information visit: www.nhs.uk/staywell

RE:FIT Leisure Energy Efficiency Programme

The works throughout the Council's leisure centres have been completed for some months now and the Council is continuing to benefit from substantial reductions in energy use.

The project had planned considerable reductions in energy usage and this is confirmed by a comparison of the amount of electrical energy used in 2016 compared with 2017, as highlighted by the chart below;

Fenland District Council; Leisure Centre Electricity Consumption (kWh) Reduction



In addition to a reduction in electrical energy use, the Council is also benefitting from reduced gas consumption.

Monitoring of the amount of energy used by the leisure centres will continue to take place, ensuring that energy reductions match those ambitions set by the project.

It should be noted that the Council will continue to benefit from these cost reductions if the leisure operator procurement project appoints a contractor to manage the facilities.

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: Portfolio Holder for Environment

Description	Target 17/18	Achieved November 17	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL8 % of collected household waste – blue bin recycling	28%	27%	28%	

Collected Household Waste Blue Bin Recycling

Half Year	Quarters 1 & 2	Oct	Nov	Overall
Dry Recycling (Blue Bin)	4,571	739	678	5703
Residual Waste (Green Bin)	10,626	1,833	1,876	14,621
Dry Recycling % of waste	30%	29%	27%	28%

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 to encourage customers to correctly present their dry recycling materials. During October, November and December 4,100 inspections took place which saw 454 properties thanked for being very active recyclers on the second visit; this is up from 221 prior to the education work.

The overall recycling rate for Cambridgeshire remains above 50% through customers using their blue bins along with the materials recycled at local household waste sites and through the garden waste service.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI % missed bins collected the next working day	92%	98%	90%	

The number of missed collections remains low across all services and given the number of working days in December, the number is lower than the normal level.

Missed Collections December (Blue and Green Bins)

	Dec 17	Overall
Missed Collections Reported	147	1,874
Collected next working day	143	1,660
Percentage	98%	90%

The total number of missed brown bin collections reported in December was 17.

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: Portfolio Holder for Environment

Description	Target 17/18	Achieved November	Cumulative for 17/18	Variance
Performance Measure				
MPI Income generated through recycling materials	£279,000	£22,029	£217,133	

The first eight months of recycling have generated more than £200,000 of income.

Variations in the market values of some recycling commodities as reported by AmeyCespa are reducing income potential.

From October to December the recycling collection crews found more than 2,000 blue bins that contained incorrect materials that prevented them from being collected. The biggest issues reported are textiles and bagged waste. Education and community engagement will focus on these areas in future promotions.

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: Portfolio Holder for Environment

Garden Waste Service Update

The preparations and communications for the second season of the garden waste service are going well. Already more than 11,000 customers are signed up, with the majority taking advantage of the annual direct debit discount.

All current subscribers have been written to or emailed directly about the move to the new season, along with information for customers on the Christmas bin tags delivered to all properties, in local newspapers, parish newsletters and on the council website.

Subscription sticker packs will begin being delivered from the end of January and customers are being informed that they can use the sticker on their bin immediately.

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: Portfolio Holder for Environment

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%	98%	96%	

Cleansing Rapid and Village Response December 2017

Area	Requests	Requests Met	Performance
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Chatteris	12	12	100%
March	18	18	100%
Villages	29	28	97%
Whittlesey	8	8	100%
Wisbech	30	29	97%
Totals	97	95	98%

Levels of reports of cleansing, fly-tipping, dog fouling and similar issues remained relatively low during December and the team managed to attend 98% of the reported incidents on the same or next day.

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%	99%	96%	

December Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	30	30	100%
March	30	30	100%
Whittlesey	30	30	100%
Wisbech	30	29	97%
Totals	120	119	99%

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: Portfolio Holder for Environment

Cambridgeshire & Peterborough Waste Partnership (RECAP)

The RECAP board will meet on January 17th to hear about proposals from AmeyCespa to add an energy generation element to the existing mechanical and biological waste treatment plant at Waterbeach which they run on behalf of the County Council.

The board also heard about the challenges facing recycling markets with recent changes to the paper and plastics markets.

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: Portfolio Holder for Community Safety & Heritage

Wisbech High Street Townscape Heritage Project

A planning application for the temporary structure at No 24 High Street (The Gap) has now been submitted by the design team. A press release was issued and we had good coverage in the local press and on various social media outlets. Public reception of the plans has been mixed and the High Street Project is responding to questions raised via a FAQ section on the projects website.



Artist's Impression of The Gap

Discussions with the owner of two derelict buildings at 11 and 12 High Street are ongoing with support from the projects Core Team. We will have established a way forward by end of February 2018. All options are being considered to ensure this site is addressed under the HLF scheme.

Following the gutter clean event in November we were made aware of the dangerous condition of one of the shop canopies on one of the derelict High Street buildings. Soil, water and vegetation had been accumulating over several years causing this part of the structure to bow considerably. In order to make this safe urgent works were undertaken over the Christmas period. The cost of this work will be met by the property owner.

We have a temporary exhibition in Wisbech Library which includes some artefacts relating to the High Street kindly loaned by Wisbech Museum. Alongside the display are posters giving information about the project and also a display of the plans for The Gap.

The second in our series of photography workshops being delivered as part of the project Activity Plan took place in early December. Our venue for this session was the derelict chapel at Wisbech General Cemetery which is currently undergoing restoration as part of a separate HLF Project being run by The Wisbech Society. This was a great opportunity to link in with another local HLF Project and to help promote the work of both schemes.

Portfolio Holder:

Portfolio Holder for Growth

Manage the operation and maintain FDC-owned public car parks

No repairs and maintenance works to report this month. Gritting undertaken as required.

Portfolio Holder:

Portfolio Holder for Environment

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

Actions this month;

- 1 street name plate relocated
- Crowns lifted and wood bark added to trees along Nene Parade Wisbech
- Replacement bus shelter Broad Street March on order and will be installed when received.

Portfolio Holder:

Portfolio Holder for Finance

Manage and maintain district, parish and Roddons' street lighting

25 street lighting fault reports received this month. Tender for District and Parish street lighting R&M being prepared to be sent out in January 2018.

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: Portfolio Holder for Environment & Portfolio Holder for Community Safety & Heritage

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Streetscene Officer hours spent on active town patrol	4,000	541	4755	

Throughout December patrols by Streetscene and Kingdom officers have continued. Kingdom staff patrol hot spot areas in the market towns identified by the community and release capacity in the Streetscene team to investigate rural issues such as fly tipping and dog fouling.

Hours on patrol this month:

March: 140

Wisbech: 211

Chatteris: 89

Whittlesey: 93

Rural: 8

Following feedback from Councillors at Overview and Scrutiny Panel and the All Member Seminar in November last year patrols have been focussing on the hot spot areas which had not improved during the first 5 months of the project. These areas were in Whittlesey, March and Chatteris. Hours on patrol in December therefore are more than in previous months.

Fixed penalty notices served in December:

Location	Fixed Penalty Notices served
March	13 for littering 1 for parking offences
Wisbech	122 for littering 1 Section 34 notice for Trade Waste
Whittlesey	5 for littering 1 for Fly Tipping
Chatteris	0
Total	143

Fly tipping investigations and enforcement

The additional resource provided by the Kingdom officers enables Streetscene officers to focus on matters such as fly tipping and during December more than 40 cases of fly tipping were investigated. A number of these investigations are continuing. During December 1 fixed penalty notice for fly tipping has been served.

Prosecutions for littering offences – Tidy Fenland

Prosecution of cases through the Magistrates' Courts commenced in December 2017. All cases where the fixed penalty notice is not paid will be considered for prosecution following Council processes and after consideration of the public interest test.

If prosecution goes ahead a summons is served and a final option to pay the fixed penalty plus costs is offered. A number of fixed penalties have been paid upon receipt of the summons and the summons is then withdrawn.

So far 18 cases have been heard, 16 defendants were found guilty. Fines and costs awarded for each case total approximately £400. The Court receives the fine and the Council our costs. Two defendants have pleaded not guilty and trial dates have been set. Further court dates are set for January, February and March.

The table below shows progress since June 2017 overall including the number of fixed penalties served, withdrawn, payment rates and referrals for prosecution.

The number of fixed penalty notices paid is an average of 68% up to and including November. The service is being delivered at nil cost to the council.

As is expected the percentage paid is lower in December as payment is not required for 28 days.

Fixed penalty notices withdrawn or cancelled will not be referred for prosecution. The reasons for withdrawal or cancellation include; incorrect personal details taken or provided or a shortfall in evidence such as incorrect details of the location where the offence took place or dates and times being inconsistent.

As is usual with a new service the number withdrawn and cancelled is higher in the early months. This figure should continue to reduce as the service settles in.

Month	Fixed penalty Notices Served	Referred for prosecution	Withdrawn/ cancelled and	Paid	%age paid
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			not referred for prosecution		
June	173	29	24	120	69%
July	105	21	12	72	69%
August	330	81	42	219	66%
September	196	63	10	123	63%
October	127	17	17	93	73%
November	150	n/a	6	105	70%
December	140	n/a	1	71	51%
Total	1221	211	112	803	68%

Other Street Scene actions

- 20 Reports of abandoned vehicles of which all were removed by persons unknown after receiving notices.
- 17 nuisance vehicles were reported and actioned.
- 14 matters relating to our open spaces.
- Marked 19 graves.
- 32 General street scene actions, including requests for service and general enquiries.
- 27 dog fouling issues.
- 14 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- Removed 77 fly posters from across the district.
- 15 site visits for other service areas.
- 6 trade waste matters resolved
- 3 reports to Highways regarding issues on their land.
- 4 Reports to Circle Housing regarding issues on their land.

Portfolio Holder:

Portfolio Holder for Environment

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Memorial inspections completed	5,000	650	4617	
<p>Memorial Inspections took place this month in Whittlesey cemetery, Leverington Road and Eastwood in March. A total of 650 inspections were carried out. Out of these 36 were identified as being made unsafe and service requests have been raised to our contractors for them to be made safe.</p> <p>This brings the total amount of inspections carried out to be 4,617 and the total unsafe to be 681 since April 2017.</p>				

BUSINESS PLAN AREA: Environment

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

Business Plan Action: **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:

Portfolio Holder for Environment

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	14	153	
<p>14 events were held this month by community groups to improve the environment. December, and usually November, targets for events are slightly lower than other months in the year. The target for 204 events by April 2018 is still likely to be met.</p> <p>As well as regular work parties, key promotional festive events took place:</p> <ul style="list-style-type: none">• Both March Street Pride / In Bloom & Whittlesey Street Pride utilised marketing opportunities from festive events by having a stand at March Christmas Market & Whittlesey Christmas Extravaganza.• Wisbech Street Pride decorated a Christmas tree for St Augustine Church Tree Festival• Whittlesey Street Pride held their annual Christmas Social evening in December.				

This time of year is great for the volunteers to celebrate their hard work and mix socially.

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 were recognised under step 3 – working with partners.

Wisbech Street Pride, were recently given permission from Knowles Transport to plant daffodil bulbs along their boundary of Cromwell Road. The group, along with members of In Bloom spent two days over the Christmas period planting the bulbs and due to the generosity of a local business, residents and visitors will soon see a wave of colour when driving through this part of the town.

Grounds Maintenance Contract Update

Winter is a quieter time for the ISS team supporting FDC's open spaces programme, with autumn hedge works now completed.

Whilst core work reduces, catching up on additional works such as tree maintenance takes place.

Wisbech Skate Park Project

The skate facility at Bath Road reached the end of its useful life in 2017 after some 15 years in use. This was the only skate facility in Wisbech and the community and Town Council is committed to replacing the old facility with an improved, concrete park.

Section 106 funding has been identified by the Town Council. Community consultation is taking place in January and February with local people via social media and face to face events such as Oasis Family day and school engagement.

You may find a copy of the survey here: [Wisbech Skate Park Survey](#)

Feedback from this consultation will then be used to develop funding bids to

organisations such as WREN. This process takes some time and is dependent on securing additional funding; realistically the park could be open in late summer / autumn should funding be forthcoming.

Whitemill Coldham / Glassmoor and Ransonmoor updates

3 applications have been received this month to the Glassmoor Local Environment Fund. The bids from local organisations include a privet hedge for Pondersbridge Church, environmental education workshops for schools and solar lighting for Ramsey Mereside Village Hall. If the bids are deemed to meet the desired criteria by the committee of local volunteers at their next meeting in January, residents of Whittlesey and surrounding villages will benefit from £17,000 of grant funding.

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: **Portfolio Holder for Environment**

Four Seasons Events

Several thousand people turned out for March Christmas Market this year. The Council has supported March Events Committee in delivering the event. Highlights included school performances on the market place and sponsorship from local businesses which meant that many of the attractions were offered free of charge to families.

Despite the snow Wisbech Christmas Fayre was a great success too. Staff and volunteers delivered the event even though other similar events were being cancelled due to the weather. This shows the dedication and commitment of the event staff and volunteers.

Fewer stallholders than planned attended however the event remained a huge success with those attending showing huge positivity towards the difficult conditions. Visitors enjoyed seeing live reindeer and riding on the miniature steam train located off the market place. The atmosphere was made especially festive by live music provided by local groups, Santa's sleigh, a walking nativity from St Peters Church.

Markets Action Plan Update

During December there have been two community carol performances at the market place on market days. This has brought a festive feel to the Market to draw shoppers in.

Three Charity stalls attended March Market during December.

A new baking stall has joined the March Saturday Market and is doing well and is popular among the shoppers.

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI CEL12 % of those asked who are satisfied with FDC's events	90%	299	293	98%	+8%	

Feedback from Wisbech Christmas Fayre included:

"It's always fantastic to see Wisbech come together for the fayre, whatever the weather!"

"The Christmas fair was well attended in spite of the snow. People really got into the Christmas spirit to enjoy themselves. A big thanks to the organisers, the shops that opened and to all the stallholders that braved the snow to make it a success."

"Lovely unique handcrafted gifts by the lovely ladies and Wayne. Well done for organising"

"In spite of the cold & slush Wisbech Library welcomed over 75 families through their doors for the Christmas Fayre."

BUSINESS PLAN AREA: Environment

Business Plan Priority: Work with partners to keep people safe in their neighbourhoods by reducing crime and anti social behaviour and promoting social cohesion

Business Plan Action: Work with our partner organisations to reduce crime, hate crime and anti social behaviour in

**Fenland through the Community Safety Partnership
action plan**

Portfolio Holder:

Portfolio Holder for Community Safety & Heritage

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	108	1,726	
<p>During December 2017 the Council was able to respond and detect 108 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 December 2016 in which 190 incidents were reported.</p> <p>A breakdown of incidents by town for December:</p> <p>Chatteris = 4 March = 18 Whittlesey = 5 Wisbech = 81</p>				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of positive outcomes as a result of CCTV intervention	240	12	210	
<p>During December 2017 the Council was able to achieve 12 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This is a decrease as compared to December 2016 in which 57 positive outcomes were achieved.</p> <p>These included arrests for theft shoplifting, criminal damage and affray offences.</p> <p>Positive outcomes achieved for December:</p> <p>Arrests (CCTV led) = 5 Assisted arrests =7</p>				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
Number of incident reports shared by members of SIRCS <i>[Secure Incident Reporting and Community Engagement System]</i>	250	14	251	
<p>During December 2017, members from SIRCS which includes representation from the</p>				

four market towns in Fenland from retail, commercial and licensed trade submitted 14 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%	

There has been 1 new ASB case in December. This was responded to and actioned within the appropriate timescales. This case was referred into community safety team internally from another FDC team. This is a complex ASB case involving a long running neighbour dispute with a multiple categories of alleged ASB in a remote rural area. The community safety officers are maintaining victim support and investigating the alleged issues that have been reported. This case will require a multi-team approach to provide long term resolution; appropriate partners have been identified and contacted to provide support in respect of their area of specialism.

The total ASB cases year to date is 57.

Community Safety Partnership Update

During December and particularly during the run up to Christmas, the Community Safety Team has been supporting Cambridgeshire & Peterborough Domestic Abuse and Sexual Violence Partnership promoting a 'do you recognise yourself' campaign.

This also linked to the Fenland Community Safety Partnership priority Protecting Victims.

There were seven posters, each of which focused on an individual victim and/or offending classification. They covered male & female victims, those with disabilities, same sex relationships, forced marriage and honour based violence.

Through the CSP Twitter account, accompanied by key messaging, one poster a day was circulated on the seven working days before Christmas and a selected few on the days approaching the New Year. The Diverse Communities Forum was also provided with a selection of the posters for wider distribution amongst their contacts.

Working with FDC Licensing and PubWatch, licensed establishments were encouraged to display a relevant poster in each of their facilities over the Festive Season and beyond.

Street Drinking Update

The four active Public Spaces Protection Orders that cover the Wisbech town centre area continues to be actively supported by the Council and its supporting enforcement partners.

During December there have been 21 recorded ECINs entries relating to patrol activity by Cambridgeshire Police. Some of these entries account for multiple patrol activity throughout a duty day and by multiple people.

On 5 occasions there has been the need to dispose of alcohol and persons provided with education and prevention advice.

There have been no prosecutions or use of fixed penalty notices to date.
For more information on the PSPOs visit: www.fenland.gov.uk/pspo

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: Portfolio Holder for Communities

Fenland Diverse Communities Forum

Diverse Communities Forum – core group meeting

The group at its meeting in December looked at the DCF action plan and discussed any project that might need partner's assistance to ensure delivery, and updated the action plan as necessary.

All projects are either on course for delivery or will be via profiling the delivery timescale for when they will start and end.

A variety of community engagement activities have been put together over the summer/ early autumn, these were shared with all members of the group and the wider Diverse Communities Forum and aim to bring all sectors of the community together.

The Controlling Migration Fund was discussed and updates given on the successful bids. Partners are recruiting for example the 2 enforcement posts to tackle rogue landlords and are in the process of putting together the delivery plan for projects and are entering into grant agreements with the Council. A meeting of the successful bids of the Ferry project (night shelter), The Rosmini (community intelligence) and the Council (Migrant outreach and enforcement) is to be held to understand how the bids link and can help each other to meet the goals of the funding given.

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: Portfolio Holder for Growth

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	Variance
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			17/18	
Performance Measure				
MPI BE4 Number of inward investment enquiries handled	17	2	7	
Two significant new enquiries regarding the expansion of existing investors are being supported in collaboration with DIT.				

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	5	670	

Visit our Twitter page: [Fenland for Business](#)

- **203 profile visits** – Visitors to the '@fenlandbusiness' page.
- **13 tweets** – Original content material published from the '@fenlandbusiness' account.
- **5 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
- **4,977 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.

Employment, Skills and Apprenticeships

Skills

A March-based company is interested in developing a strategy for working with the schools that their apprentices come from with the view to meeting their skill requirements now and in the future. The schools they predominantly draw from are Neale Wade, Thomas Clarkson and Cromwell Community College. The company is also interested in becoming a LEP 'Cornerstone' employer. At the end of the January, GCGP are holding a launch event for the Cornerstone Employers to which members of schools, businesses and representative from the [Opportunity Areas](#) are being invited.

Another March based business is looking to build a more cohesive approach to recruitment. They offer a number of apprenticeships which they are struggling to recruit to. The Economic Development Team will be arranging a follow up meeting with the HR Director in January together with staff from Neale Wade and the College of West Anglia to look at how they can together meet their skills needs.

December saw Thomas Clarkson open its doors to a [Construction Apprenticeship event](#). Representatives from over 15 companies such as Anglian Water, Skanska and JCB spoke with students about the opportunities their organisations had together with running a series of workshops during the day. The day was organised through Bar Hale and supported by the Skills Service in Fenland.

Further to a recent Ofsted Inspection, Thomas Clarkson has improved their rating to 'Requires Improvement', which reflects concerted efforts of all staff, students and stakeholders. This can only be good news for staff, students and the wider community.

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

The Economic Development Team are receiving a growing amount of enquiries from our Fenland Businesses searching for funding for business growth, training etc.

The Economic Development Team and Environmental Health Team jointly attended a '[Better Business for All](#)' Workshop. Better Business for All (BBfA) brings together businesses and local regulators to consider and change how local regulation is delivered and received.

Although the regulations themselves cannot be modified at a local level there is plenty of scope to transform the way that businesses and regulators work together. There are over 160 local authorities in 18 LEP areas involved with the programme, preparing and implementing action plans for their areas and sharing good practice. Huntingdonshire District Council is taking the lead role on this project for our area.

Grant Finder

Since subscribing to the Grant Finder system, FDC users have undertaken 58 searches of grant opportunities both on behalf of the Council and following engagements with local businesses.

At this stage Economic Development Officers are undertaking initial searches and

signposted, however it is hoped to develop this officer to include assisting with and reviewing businesses grant applications.

In terms of a summary of activity:

Reporting Period	From Start 1 August 2017 to 8 January 2018
Logins	44
Searches	58
Funds viewed	70
Fund reports run	7

Business Engagement & Inward Investment

Officers have been involved with preparing and submitting a case to have the Wisbech Garden Town project included as an investment proposition within the Department for International Trade (DIT) [Investment Portfolio](#) for the South East. A meeting is planned with the DIT Regional Manager for Regeneration and Infrastructure visit in January. Initial feedback has been very positive and Officers are hopeful that the submission will be advanced to the next stage of the process.

Discussions with a leading food and drinks logistic company regarding expansion of their existing operations are progressing positively. Introductions have been made to JCP regarding potential employment of the long term unemployed.

Work is ongoing with another large food and drink company to assist with the expansion at the Wisbech facility. The company plan to build on a 5 acre field they currently own. The new facility will be used to store produce in containers, a line to break down the goods from the containers and there might also be a ripening section.

Information supplied to address issues raised by the company includes;

- Architects for the food and drink sector
- Links to the FDC planning team
- Introductions to The Skills Service
- College of West Anglia
- Apprenticeships
- R&D tax credits

A third, large international food and drink company is also being supported in their plans for a £20m capital investment programme at the Wisbech facility to update the manufacturing process. The company already work with the College of West Anglia and the National Skills Service and claim R&D Tax credits.

Information supplied to address issues raised by the company includes;

- Introduction to the local Skills Service so that the company have links into the local schools
- Links to providers for apprenticeships in leadership and management as the

company want to develop existing workers to replace the aging management in the workforce

- Introduction to the DIT Agri-tech R&D specialist as the company are looking to partner with food research establishments regarding existing products and how they react in the manufacturing process

A local engineering company continues to be supported in the search for a new site for expansion. Sites have been identified by the company and FDC staff has advised on suitability and ownership.

A meeting took place with a security company. The company has recently been award a new contract; for the company to deliver the new contract they need to grow. The company are looking for grant support to take on two new engineers, with the requirements of: vehicles, laptop, mobile phones and workwear. FDC are working with the company to identify grants.

The Economic Development team met with [NWES](#) as part of its regular engagement to ensure that the service NWES offers businesses is being received by Fenland businesses. Officers are working with NWES to ensure the message is getting out to Fenland businesses for the free support they can receive that can play a significant role in encouraging enterprise and assisting with long term economic sustainability and growth, through the design, development and delivery of our products and services

- Help in expand business development services to assist the growth of new and existing businesses
- Stimulate business education engagement, to shape the future work force

Events

The business networking event on December 5th at South Fens, Chatters was very well attended and received. The theme was cyber security and featured a talk from a Cyber Security Advisor from Cambridgeshire Constabulary. Many attendees said they felt they'd learnt new information about how cybercrime works and how to protect themselves from common attacks.

As additional support, literature has been shared electronically with simple tips and advice for businesses and individuals which will be shared via twitter and the newsletter.

Left:

Rebecca Tinsley from Cambridgeshire Constabulary providing guidance to businesses on the threats and need for Cyber Security.



Fenland for Business website

www.fenlandforbusiness.co.uk

In line with the traditionally quieter festive period, activity has dipped for the website but it still shows promising pages per session, suggesting visitors find what they need relatively easily but may take some time to look elsewhere for additional information, such as the news and events page.

Organic search makes up just over 50% of visitors to the website. Around 40% of traffic was direct, meaning the visitors know the website address. Around 15% of visitors were referred from other websites and social media.

The most popular pages were:

- Home Page
- News and Events
- Invest in Fenland – The Fenland Economy
- Contact us
- Support for Business – Growing Your Business – Business Opportunities

Marketing and Communications

Questions have been sent to willing subjects to begin compiling case studies for the website and to support inward investment activities. These will ensure the case studies are relevant and consistent.

The Economic Development Team is using Email Blaster to regularly communicate with the business community.

The December edition of the Fenland for Business Newsletter, focussed on the Industrial Strategy, GDPR and the availability of Grant Finder, and other funding sources. The newsletter currently has 664 Subscribers. (Summary table below)



Fenland Agri-Food Projects

The Economic Development Team is working with the GCGP LEP Agri Team to raise awareness and encourage enquiries to the Agri-tech fund. Proactive engagement via events, 1:2:1 meetings and direct contact is helping to stimulate enquires and indeed drive further applications to the Agri-Tech fund.

A meeting was held with an Agricultural Plant Hire Company, the company are the developers and producers of prototype agricultural machinery. In order to meet the growing demand for the machinery the company are looking for investment which will increase production of the two new unique machines. The company has been sent information on Agri-tech grants and are looking to submit an application to both GCGP LEP Agri-tech funding streams.

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: Portfolio Holder for Growth

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI BE1 % of business premises and light industrial units occupied across the estate	87%	88%	89%	

Boathouse Business Centre:

This month we have issued Heads of Terms to one potential tenant following their viewings last month. They are looking to take occupation of one of our premium offices on the first floor in the early part of 2018.

Leases for two new tenant companies are due to complete in January / February, which will have a positive impact on the overall occupancy of the premises.

The Ground and First Floor corridors have been redecorated and this has been welcomed by tenants. This is the first time the corridors have been refreshed since the building was completed in 2009. The corridor carpets will be replaced in January once the painting is completed and this work continues to meet and often exceed the standards expected by our tenants and prospective occupiers.

South Fens Business Centre:

Negotiations have taken place to secure the lease renewal for two tenants at South Fens. A further two companies who were minded to vacate, have chosen to remain at the Business Centre, but have decided to downsize to smaller offices which better suit their business needs.

The main conference corridor has been decorated and re-carpeted this month; the carpet replaced the original one that had been in-situ since the Business Centre opened in 2005.

South Fens Enterprise Park:

Remains 100% occupied.

Light Industrial units

There are currently only 2 vacant units and both are under offer and once concluded

this will result in 100% occupancy:

Boleness Road – new lease to an existing tenant who wishes to offer additional wheel alignment services. Heads of terms have been issued.

Venture Court – new lease to a new business involved in computer storage solutions – Heads of terms agreed, references checked and the Legal Team are due to be instructed.

There are likely to be minor changes at Boleness Road as an existing business reorganises their company structure, however there will be no loss of occupancy as a result of these changes.

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;
- Improving signage to prompt further enquiries.

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 7,654 m² out of a total available 8,660 m².

South Fens Business Centre	60%
South Fens Enterprise Park	100%
Boathouse Business Centre	82%
Light Industrial Units	94%

Overall Business Premises Estate occupancy is currently on target at 89%

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: Portfolio Holder for Growth

Nene Waterfront Project

The development of the Lot 3 site is ongoing. There are now just 13 remaining plots to be completed to wind and watertight stage. Sales of the completed units are keeping pace with completion, creating a steady supply of new, good quality homes for first time buyers and those already on the housing ladder.

FDC's Housing Infrastructure Fund (HIF) 'Marginally Viability' bid was submitted before the deadline on the 26th September 2017. We continue to await an announcement following the request for additional information in October 2017.

BUSINESS PLAN AREA: Economy

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

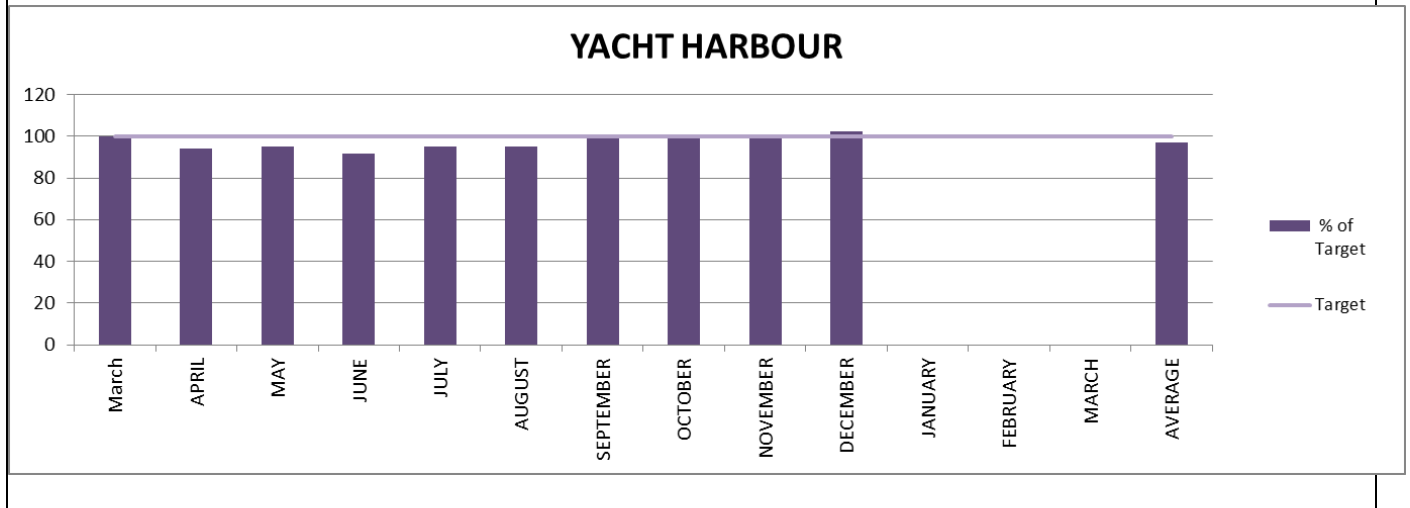
Business Plan Action: Deliver a proactive and effective Marine Service to meet our statutory obligations and promote business opportunities for the River Nene environment

Portfolio Holder: Portfolio Holder for Growth

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	90% (of 85 berths)	87	97%	

With three new arrivals and no departures, December has seen the occupancy rise to 87 berths. We continue to receive numerous enquiries for new berth holders and continue to promote through marine publication.

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	20	284	
LPI MS3 Number of vessel lifts	155	9	121	

During December another two of the Kings Lynn fishing vessels used the yard for annual out of water inspections.

The Eastern inshore fisheries removed one of their vessels for the Christmas period.

It was busy for leisure vessels with a total of 5 boat lifts. December is always quiet with the run up to Christmas however there was still a small amount of activity amongst boaters.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
Gross Tonnage to Ports	445,000	31,640GT	315,655 GT	

			(against a projection of 326,543GT) 97%	
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Port Sutton Bridge

Imports to Sutton bridge were under target for the monthly forecast with a total of 25,256 GT of cargo (89% from target); this consisted of Steel, Grain, Salt, Fish Meal, Beans, Furnace bottom. The total number of vessels to call at Sutton Bridge was 13.

Port of Wisbech

Imports to Port of Wisbech were down on the monthly forecast target as a result of slightly smaller than normal vessels to call at the port, so carrying less cargo with a total of 7,293 GT of cargo (81% from target) and weather restricting two cargo's that have moved into the new year this consisted of Timber, Bricks. The total number of vessels to call at Wisbech was 3.

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 – Commercial & Leisure Moorings

The marina at Sutton Bridge, known as Cross Keys Marina is now open 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 moorings are almost fully occupied and works have been commissioned to seek to provide additional lighting and power points to enable additional smaller vessel to moor much more closely.

FDC Officers are currently in the process of agreeing the draft Operating Agreement with LCC. It is anticipated that the agreement will be signed in early 2018.

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: Portfolio Holder for Growth

Wisbech 2020

The Fenland and East Cambridgeshire Opportunity Area Programme aims to help remove obstacles to social mobility and help young people to fulfil their potential. The programme will have access to £6m of funding over the next 3 years to deliver its priorities for the area (please [click here](#) to access the Opportunity Area delivery plan).

One of the plans four priorities is to “Recruit, develop and retain the best leaders and teachers in Fenland and East Cambridgeshire”. This links to action 1A1 of the [Wisbech 2020 Vision](#) to recruit the best teaching talent to Wisbech. Work is progressing as to how officers from both partnerships can work together to achieve this important action to help raise educational attainment levels and increase social mobility in the Wisbech area.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Portfolio Holder for Leisure & Young People

Cambridgeshire Fens Tourism Partnership Update

The visitcambridgeshirefens.org website continues to present a fantastic window on what is available for visitors to Fenland. Web hits continue to hover below the 1,000 per month mark and efforts are being made via social media to improve this rate.

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: Portfolio Holder for Neighbourhood Planning

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI EC2 % of major planning applications determined in 13 weeks (or within extension of time)	75%	100%	96%	
<p>5 major applications were decided in December with all of them being determined within target.</p> <p>Permission in the month was given to:</p> <ul style="list-style-type: none"> a 34 dwelling development at the former highways depot adjacent March train station 				

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%	90%	95%	
<p>42 applications were determined, with 4 being outside of the target timeframe. These applications were proposed for refusal and so the applicant was not inclined to agree to an extension of time.</p> <p>Permissions have been given for a:</p> <ul style="list-style-type: none"> total of 26 dwellings were given in the month 5 unit industrial development in Sandall Road, Wisbech 				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI EC4 % of other planning applications	90%	97%	98%	

determined in 8 weeks or within extension of time)				
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29 applications were determined, with 1 being outside the target time period. As the application was proposed for refusal the applicant was not inclined to agree an extension of time.

Brownfield Register Update

Register published to the Council website in December and also the data was issued to Government in the prescribed format.

Custom & Self Build Register Update

Since the introduction in the autumn of a small application charge and the requirement to provide information to support the local connection test, there has only been one application received and no other persons that previously applied have renewed their registration having being advised that re-registration is required.

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: Portfolio Holder for Growth

Progress against Regeneration Action Plan

The Regeneration Plan is a collective of targeted and corporately significant projects which are the responsibility of a number of different teams across the Council, led by Officers from the Regeneration Action Plan Team and headed up by the Council's Chief Executive.

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

Portfolio Holder: Portfolio Holder for Growth & Portfolio Holder for Neighbourhood Planning

Broad Concept Plans Update

East Wisbech

It is expected that a Broad Concept Plan (BCP) for East Wisbech will be taken to Planning Committee in spring 2018. There are a number of tasks ongoing to meet this commitment as follows:

- Evidence based studies are expected to be completed during January 2018. Studies relating to landscape character, ecology, trees and surface water drainage are nearing completion
- Transport modelling has been commissioned. This is to understand the impact of work that has been completed to determine road access points to and from the development site. Networks for Walking and cycling within the development and linking the development to the rest of Wisbech are also being developed
- Discussions have been ongoing with the two education authorities and a joint approach has been agreed. A position statement is in progress
- A workshop is to be held in January 2018 to bring together the results of all the evidence base work. This workshop will include the development of a draft BCP for public consultation.

South Chatteris

The planning application is expected to be brought before planning committee in February.

South West March

A group of landowners are continuing to work with a developer with a view to potentially preparing a BCP.

East March

A developer is commissioning site studies with a view to bringing forward a BCP.

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:

Portfolio Holder for Growth & Portfolio Holder for Neighbourhood Planning

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: Portfolio Holder for Community Safety & Heritage

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)	1,311	14,743	

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).

BUSINESS PLAN AREA:	Economy
Business Plan Priority:	Promote and enable housing growth, economic growth and regeneration across Fenland
Business Plan Action:	<i>Use the Council's assets to support and deliver sustainable economic and residential growth across the district</i>
Portfolio Holder:	Portfolio Holder for Growth

Surplus Asset Disposal Programme

There are 2 sites remaining to be sold through the existing contract with the auctioneers. One of these has been sold subject to contract at auction on 7th December 2017 and should complete on 5th January 2018. The remaining 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

Cambs Flood Risk Management Partnership met this month. Key points of interest;

- CCC as Lead Local Flood Authority (LLFA) establishing local Community Flood Group in March. Training has been rolled out to the 3/4 local volunteers who have come forward so far.
- A regional rain gauge project is moving towards the tender process and will include gauges in Fenland which will provide live data to help manage future flood risk.
- Scheme proposed by North Level IDB to resolve flooding in High Road Wisbech St Mary's subject to resident contributions.
- CCC as LLFA seeking to establish joint scheme with riparian owners to resolve long standing flooding in Birch Grove, Elm

Heavy rainfall over Christmas and New Year period resulted in flooding and drainage issues at Birch Grove Elm, Gold Street March, and Gaul Road March. CCC/LLFA and Anglian Water are investigating and working towards possible actions to reduce future risk. If any Members are aware of flooding in any other locations in Fenland over this period, the Flood and Water team at CCC are keen to be made aware to help build a bigger picture of any problems across the County - email any reports to:

FloodAndWater@Cambridgeshire.gov.uk

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: Portfolio Holder for Finance

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS6 % of Council Tax collected	97.5%		84.03%	
LPI CS8 Net Council Tax receipts payable to the Collection Fund	£49,115,714		£42,536,696	

In year collection is slightly below target at present however we have overall collected £250k more than expected at this point in the year so are confident we will meet our collection target at year-end.

In December we took the following recovery action in respect of Council Tax arrears:-
 We sent 1,006 reminders for arrears of £144k (last December it was 1,007 for £150k)
 We sent 699 final notices for £309k arrears (last December it was 665 for £278k)
 We did not send summonses during December as they would have arrived too close to Christmas.

Currently there are 1,741 items of work outstanding. This is an increase on previous months. This has been due to a number of contributory factors including a power outage at Fenland Hall, loss of the EDMS system for almost a whole day, issues with cash posting on another database which required priority action. Over the next few months the numbers of recovery documents being issued will reduce allowing more time for processing to bring all databases as up to date as possible for annual billing.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS7 % of NNDR collected	98.5%		84.69%	
LPI CS9 Net business rates receipts payable to the Collection Fund	£25,786,366		£21,362,953	

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

In December we took the following recovery action in respect of NNDR arrears:-
 We sent 25 final notices for £53k arrears (last December it was 14 for £100k)
 Normally reminders and summonses would have been issued towards the end of the month but due to the Christmas break this is delayed until January.

We currently have 188 items of correspondence outstanding.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS10 % of contact centre calls answered within 20 seconds	50% (profiled target 44%)	61.4%	47.0%	
LPI CS11 % of contact centre calls handled	90% (Profiled target 84%)	87.7%	78.5%	

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 December. At that point, our target was to have answered 50% of calls this year so far within 20 seconds, we performed better than this by answering 47% 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 December. At that point, our target was to have handled 84% of calls. We did not meet this target, only handling 78.5% of calls. Although still below target we are improving month on month as can be seen by the stronger in-month figure for December only. The shortfall in December was caused by reduced capacity at key times which we were unable to back-fill at the time.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS12 % customer queries resolved at first point of contact	85%	94%	93.9%	
<p>We continue to ensure we provide a high quality service to our customers by helping them with their query at the first point of contact wherever possible, reducing failure demand and also saving customers unnecessary repeat visits to us. The continuing high performance for this PI bears this out.</p>				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS13 % of Customer Satisfaction with the Contact Centre	95%	92.0%	84.8%	
<p>Our cumulative performance this year remains disappointing; however the December surveys we carried out showed the best in-month figures of the year so far. Of the 73 customers asked for feedback in December only 2 offered a neutral reply and 3 were dissatisfied.</p>				

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: Portfolio Holder for Community Safety & Heritage & Portfolio Holder for Finance

Channel Shift
<p>Garden Waste Project – Year 2 To build on the success of the 19,500 subscriptions in the first year of the service, we have been working on ensuring that good practice is maintained and that customers have a smooth transition to year 2. Updates to the following material have been completed for the launch on 1 December 2017;</p>

- Web pages – including new payment form
- Service leaflet
- Customer letter
- FAQ fact sheet
- Council Tax leaflet
- Bin Sticker & envelope
- Vehicle livery

All materials are designed with a different colour to identify a new year. We are currently working on Advertising and Communications material which we will roll out in January 2018. These will include the 2 local newspapers and various local town and parish newsletters.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI PC1 Number of visits to the FDC website	510,000	46,222	423,882	

News Survey & Social Media Update

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

Main articles included;

- Litter crackdown cleans up streets as offenders ordered to pay out £1,750
- Christmas opening hours
- Helping stop the spread of Japanese Knotweed
- Golden Age Fairs continue to make a difference
- Bold plans submitted to transform The Gap
- Extra funding to support vulnerable residents
- Council begins leisure procurement process
- A clean, green start to the New Year in Wimblington

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 December;

Facebook = 98

Twitter = 133

We currently have 1,487 likes on Facebook and 7,855 followers on twitter.

FDC Twitter	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
	133	109K	1,943	112	26	7,855

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	98	24,960	11,228	69	1,487

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

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

Please find below an update for the Cambridgeshire and Peterborough Combined Authority (CPCA). Hyperlinks have been included which will take you to the relevant news article on the CPCA website

[A new national housing agency – Homes England](#)

Housing Secretary Sajid Javid chose Alconbury in Cambridgeshire as an ideal place to launch the new national housing agency called Homes England. The agency will be key to providing the additional homes needed for our area and will help more local residents to get on the housing ladder.

The CPCA has already outline its intentions to use the £170m of funding negotiated with Government to bring forward more affordable housing and will work closely with Homes England to deliver these plans. Should the Wisbech Garden Town scheme be found to be viable, Homes England will no doubt play an integral role in providing the 12,000 new homes planned for the area.

[Transport Secretary's visit to discuss proposed works to Ely North junction](#)

The Secretary of State for Transport recently visited Ely North Junction to discuss the proposed improvement works. The upgrading of this busy intersection has been described as essential if the Wisbech to Cambridge rail link is to be reinstated.

[Combined Authority's draft budget](#)

The CPCA recently consulted on their draft budget which will be reviewed at the next Board Meeting on 31 January.

[Review of Cambridgeshire and Peterborough economy](#)

The recently launched Cambridgeshire and Peterborough Independent Economic Review (CPIER) is due to undertake a major review of the Cambridgeshire and Peterborough economy. Chaired by Dame Kate Barker, the CPIER aims to help the greater Cambridgeshire and Peterborough area to consider the case for greater fiscal development and powers to unlock the delivery of major infrastructure.

The review is jointly funded by CPCA, the GCGP LEP and Cambridge Ahead (which represents some of the most influential organisations in the Cambridge region).

[Creation of New 'Business Board'](#)

The CPCA has announced a proposal to create a 'Business Board', which includes a fundamental re-structure of the GCGP LEP. The Business Board will also see private and public sectors working more closely together, concentrating on the issues which are important to the fast-paced growth of the local economy.

Chairman's Christmas Carol Concert

The Chairman of the Council hosted the annual Community Carol Service at the Parish Church of St Andrew, Whittlesey on 1 December 2017. In a break with tradition this was the first time the event was held on a Friday evening. In spite of the bitterly cold weather in excess of 120 guests were in attendance, which is a significant increase on previous years and the event was a great success.

Chairman's Christmas Visits

In recognition of all the hard work of staff who work at Fenland District Council the Chairman visited Fenland Hall and all its satellite offices with mince pies and sausage rolls to say thank you for all their hard work throughout 2017. The Chairman's Christmas visits are a well-established tradition and are greatly appreciated by the significant numbers of staff who attend.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Consultation and Engagement

Business Plan Action: *Appropriately engage and consult with residents about Council services and proposals*

Portfolio Holder: Portfolio Holder for Leisure & Young People and Portfolio Holder for Finance

Business Plan & Budget Consultation

We have updated the draft Business Plan 2018 and are finalising the public consultation that will launch on 2 January 2018.

The final copy of the Business Plan and Budget will be taken to Cabinet and Council on 22 February 2018.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Consultation and Engagement

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

Portfolio Holder: Portfolio Holder for Leisure & Young People

3Cs Update

3Cs category	Measure	1 Oct 17 – 31 Dec 17	1 Oct 16 – 31 Dec 16	% Change + / -
Compliments	Total number received (over given period)	40	25	+60%
Comments	Total number received (over given period)	10	20	-50%
Correspondence	Total number received (over given period)	39	54	-28%
Complaints	Total number received (over given period)	67	76	-12%
Total contact (over given period)		156	175	-11%

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Performance Management

Business Plan Action: *Set challenging performance targets to ensure effective delivery of the priorities in our Business Plan*

Portfolio Holder: **Portfolio Holder for Finance**

Register of Electors Re-Publication 2017

The Register of Electors was successfully re-published on 1 December 2017. This is in line with the requirement for the Electoral Registration Officer to undertake an Annual Canvass of the 44,000+ residential households in the District to establish who should appear in the register of electors each year.

A 95% response rate was achieved, which is comparable with previous years. The current total electorate figure is 75,490, which is an increase of 104 electors from when the register was last published on 1 December 2016.

22% of properties (9,838) completed their HEF by web compared to 19% of properties (8,385) in 2016. Every time the Council receives a digital electoral registration it helps to save money by reducing the number of letters required to be sent to households in addition to follow up visits from door to door canvassers.

There are currently approx. 5,300 people who are in the various stages of being invited to register.

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:	Portfolio Holder for Communities

Meet Equality Act Requirements

Unauthorised Gypsy and Traveller encampments in Fenland, like a number of other areas in the country is an ongoing issue. Romany and Scottish Gypsies and Irish and Scottish Travellers are recognised ethnic groups under the Equality Act 2010 under the protected characteristic of race. Many new travellers can also be afforded protection under the Act too. Therefore it is important that health, welfare and human rights assessments are conducted on a location by location basis. The completed assessments establishes all issues and both better informs the decision making process and establishes an audit trail if the Council are challenged by lawyers acting for those there looking to thwart any eviction, this approach ensures that the Council complies with its legislative responsibilities.

The frequency and scale of these encampments varies but despite the numbers of caravans and people at a location the amount of disruption can be relatively large if not addressed and issues resolved promptly.

During the summer months the Council had 63 occurrences of unauthorised encampments on land, last year during the same time period we saw 59.

FDC looks to resolve all such encampments via negotiation and this has proved a successful course of action to date.

All of the encampments mentioned above were moved on without having to go to Court, and those who moved on left the land in a neat and tidy condition. This saved both legal and clean-up costs and moved the encampments on quicker than would have been possible via the Courts. This cost effective approach sets the benchmark for others to emulate.

This approach was shared in Parliament with the government committed to a review on current and potential legislation concerning unauthorised encampments, the All Party Parliament Group (APPG) for Gypsies, Travellers and Roma (GTR), provide a forum for parliamentarians to identify issues facing the GTR and to raise the profile of those issues in parliament. An Officer from the Council attended to explain our approach to inform best practice.

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: **Portfolio Holder for Growth**

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.

The overall condition survey report and maintenance programme has been prioritised and has been presented to Senior Members for consideration. The maintenance programme will set out where the repairs and maintenance expenditure is required and when it will be programmed over the next 5 years.

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: **Portfolio Holder for Growth**

One Public Estate

One Public Estate meetings are quarterly and as Fenland has no current live projects, there are no updates to report in December. The next planned meeting is in January 2018, where some discussion will be held with Board Members around the integration with the Combined Authorities plan around a 'Land Commission' for Cambridgeshire & Peterborough.

BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Asset Management and Investment**

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

Portfolio Holder: **Portfolio Holder for Growth**

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.

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: **Portfolio Holder for Finance**

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 during the last assessment process:

"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 continue to 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: Portfolio Holder for Finance

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: Portfolio Holder for Neighbourhood Planning

Planning Enforcement Update

No. of enforcement service requests = 15 (239 In year to date)

No. of enforcement cases closed = 34 (240 In year to date)

In relation to the cases closed:

- 21 cases of there being no breach of planning control being found
- 7 cases of the breach being addressed voluntarily by the owner / occupant
- 4 cases of retrospective planning permission being granted
- 2 cases falling outside our legal powers and referred to the County Council

Littering Enforcement

Since October 2017 the Legal team has received 132 separate littering prosecution instructions cases as a result of the Kingdom enforcement pilot. All of those files have been reviewed, and summonses issued at court where appropriate. The majority of the court dates are in January, February and March 18.

The results so far are as follows:

To date 19 successful prosecutions; which represents a 100% success rate of those cases prosecuted to a conclusion.

There are two trials listed for February where 'Not Guilty' pleas have been entered. 10 cases have been withdrawn largely due to payment of the FPN subsequent to issuing court proceedings.

Court dates are awaited for the remaining cases which are anticipated for April 2018.

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: **Portfolio Holder for Finance**

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: Portfolio Holder for Finance

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 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.