

Agenda Item No:	5	
Committee:	Overview & Scrutiny	
Date:	20 February 2017	
Report Title:	Progress in Delivering the Environment Corporate Objectives 2016-2017	

Cover sheet:

1 Purpose / Summary

This report sets out the Council's progress in delivering the corporate objectives from April 2016 to December 2017. This is to ensure that members have the most up to date information possible.

2 Key issues

Particular successes are:

- 54% of our household waste is being diverted from landfill by either recycling or composting
- 95% of all rapid response or village response requests are being actioned either the same or next day
- 98% of inspected streets are meeting our cleansing standards
- The Stage 2 £1.9million Heritage Lottery Bid for Wisbech High Street was successful and work is underway
- There are now 20 Street Pride groups, made up of over 300 volunteers
- St George's Fayre, Chatteris Midsummer Festival, Whittlesey Festival and March and Wisbech Christmas Fairs were all successfully delivered
- The Community Safety Partnership has reviewed its action plan.

3 Recommendations

It is recommended that the Panel considers the progress made by the Council in delivering the corporate objectives in the Corporate Plan.

Wards Affected	All
Forward Plan Reference	
Portfolio Holder(s)	Councillor Peter Murphy, Portfolio Holder for Environment Councillor David Oliver, Portfolio Holder for Community Safety & Heritage

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Background Paper(s)	Corporate Plan 2015-2018

Overview & Scrutiny

Progress against the Environment priority

April 2016 to December 2016

Cabinet Members



**Councillor
John Clark**
Leader of the Council



**Councillor
Ralph Butcher**
Cabinet Member for
Growth



**Councillor
Mike Cornwell**
Cabinet Member for
Communities



**Councillor
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**Councillor
Michelle Tanfield**
Cabinet Member for
Leisure & Young
People



**Councillor
Simon King**
Cabinet Member for
Equalities & Transport

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL8 % of collected household waste diverted from landfill (recycled and composted)	51%	54.1%	54.1%	

Comparison of Quarters 1-3 2015/16 and 2016/17

	Quarters 1-3 2015/16	Quarters 1-3 2016/17	Change	%
Dry Recycling (Blue Bin)	6,484	6,636	+152	+2.3%
Compost (Brown Bin)	10,097	10,281	+184	+1.8%
Residual Waste (Green Bin)	14,464	14,316	-148	-1.0%
Overall tonnage	31,045	31,233	+188	+0.6%
Dry Recycling %	21.0%	21.2%		
Compost %	32.5%	32.9%		
Dry Recycling & Compost Total %	53.5%	54.1%		

We would expect the general waste overall to increase each year with property growth, and indeed it has done so over recent years. What can be seen from the table above is that the Recycling Action Plan work and customer efforts continue to move materials from the green bin to the dry recycling bin. This creates an improved income for Fenland and reduces the materials that need to be treated and disposed of by the County Council.

The results up to this point in the year are on target to achieve the year end result of more than 50% of collected household waste being recycled or composted.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI % missed bins collected the next working day	90%	91%	91%	

Number of Reported Missed Collections Responded to Within Service Standard

	Quarters 1-3 2015/16	Quarters 1-3 2016/17
Collections reported as missed	2387	2654
Responded to by end of next working day	2079	2407
Percentage	87%	91%

The overall response rate has improved against last year and is within target, although the total number of reported missed collections has risen by 267. This remains within usual levels of around 12 per collection day and is 0.01% of the total number of the 2.4 million potential collections in this period.

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded (Apr-Dec)	No of customers satisfied (Apr-Dec)	% 16/17	Variance
LPI CEL9 Customer satisfaction with refuse & recycling services	98%	90%	52	52	100%	

Two of these customer satisfaction processes are scheduled throughout the year. The first of these was undertaken in September when 300 questionnaires were sent out to properties selected at random.

The results of this survey are above standard with all 52 responses returned being satisfied or above. This reflects how well respected customers consider this service and similar previous processes have seen a consistent performance achieved within the 90's%.

This demonstrates the highest level of quality and commitment by this team who overcome daily issues of traffic, inclement weather, breakdowns and similar and still continue to perform at the highest level.

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

Business Plan Action: Maximise the value of materials collected for recycling

Portfolio Holder: Cllr Peter Murphy

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Income generated through recycling materials	£350,000	£266,474	£266,474	

Income and Treatment Costs for Fenland Household Recycling

	Quarters 1-3 2015/16	Quarters 1-3 2016/17
Income from Recycling Credits	-£286,322	-£303,191
Income from Textile Banks	-£7,587	-£9,316
Cost of recycling transport and sorting	£34,050	£46,033
Total Income	-£233,859	-£266,474

The aims of the Recycling Action Plan were to improve the quality and quantity of domestic blue bin recycling. The first stage of this work has been delivering a positive campaign of communication to customers across Fenland and so far has inspected 19,800 blue bins and delivered communications to customers on how to improve their recycling. This focus has resulted in more blue bins being rejected for incorrect materials by the collection crews; with 6,226 so far this year compared to 2,969 last year. This work all contributes to the improved results despite increases in processing costs.

This has seen an increase the quality of the materials delivered to the processor, an increase of 152 tonnes in materials collected and an increase in income of £32,615.

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 local code of practice

Portfolio Holder: Cllr Peter Murphy

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	95%	95%	

Response to Public Requests for Service Apr-Dec 2016

Area	Requests	Requests Met	Performance
Chatteris	127	125	98%
March	176	169	96%
Villages	254	242	95%
Whittlesey	164	154	94%
Wisbech	509	479	94%
Totals	1,230	1,169	95%

Overall the response to requests by customers to deal with fly-tipping, litter, dog-fouling, street sweeping, glass, drugs related litter and similar is performing above target.

The levels of response are consistent across Fenland and total numbers are comparable with last year.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	90%	98%	98%	

The Street Scene Team monitor cleansing standards across a range of areas using set performance criteria. From April to December the 1,005 inspections made have found

the area inspected to be of a suitable and clean condition. Where areas do not meet the standard these are immediately reported for rectification.

Cleansing Inspections - Apr to Dec

Area	Inspections carried out	Standards met	Performance
Chatteris	229	222	97%
March	267	266	99%
Whittlesey	266	258	97%
Wisbech	243	240	99%
Totals	1,005	986	98%

Across the year, more than 1,000 specific inspections have taken place and 98% have been of a good standard.

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded (Apr-Dec)	No of customers satisfied (Apr-Dec)	% 16/17	Variance
MPI Community satisfaction with cleansing services	88%	80%	48	37	77%	

Two of these customer satisfaction processes are scheduled throughout the year. The first of these was undertaken in May when 300 questionnaires were sent out to customers who were selected at random.

The most recent survey achieved 37 of the 48 responses returned being satisfied or above. This is a very good achievement for this service where recent processes have seen a consistently high performance. This reflects how valued customers consider this service.

Each customer who provided a comment and details was individually responded to and any issues raised were investigated. Many of the comments were actually in relation to other services and not directly related to street cleansing.

The nature of the issues raised were flytipping, drains, grass edges, highway trees, litter near schools, shops causing litter, leaf litter problems, dog fouling and weeds in the highway.

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

Business Plan Action: Work with key stakeholders to deliver an advanced waste partnership in Cambridgeshire and Peterborough

Portfolio Holder: Cllr Peter Murphy

Project
RECAP Cambridgeshire Waste Partnership
<p>The last 9 months have seen the RECAP partnership developing a range of communications in support of blue bin recycling and these can be seen at www.fenland.gov.uk/education and via the RECAP website.</p> <p>The campaigns this year were based around compost week, recycling week and a special Christmas campaign. This allowed the messages to fit in with those happening nationally.</p> <p>The RECAP Board has also commissioned work through Local Partnerships to review the effectiveness of the partnership and provide a future road map for the partnership. This report will be ready in the summer of 2017.</p>

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

Business Plan Action: Develop a business case for implementation regarding a self-funding garden waste service

Portfolio Holder: Cllr Peter Murphy

Project

CSR – Fenland Garden Waste Service

The first phase of the garden waste project saw 6,600 customer sign up to direct debits online prior to 10th January. Customers were also able to complete the transaction on computers at council shops/hubs. A small number of customers who didn't have transport or access to the internet were taken through the direct debit process over the telephone.

The communications continue with letters being delivered to all properties at the end of January and further measures to ensure that all customers have the opportunity to subscribe if they wish to and to understand the other options available.

The level of interest remains strong with customers continuing to sign up in large numbers each day now that all the payment options are available.

During the first phase of the communications 11,318 customers visited the garden waste webpages for information on the service and other options. These customers viewed more than 85,000 pages between 1 December and 10 January.

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

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

Portfolio Holder: Cllr Peter Murphy & Cllr David Oliver

Project

Streets Ahead Enforcement Project Update

Planning Enforcement

A total of 19 new cases were reported to us over the period (April to December) and some 25 cases were closed. In 4 cases the property was found not to be in such a condition that enforcement action could be justified.

In 18 cases officers secured satisfactory improvement to the properties in question. Of the 18 successfully resolved cases only two involved the serving of formal notices. One was at Market Street Wisbech and the other was at Newgate Street (see below). Doddington. In terms of the latter, prosecution action was taken in order to secure compliance by the owner.



Repair works to 1 Nene Quay, Constantine House, are now complete. Issues regarding a water leak, access to the property by pigeons and security of the building in general were resolved by working with the property owner.



16 Foot Bank, Stonea (above)

Enforcement provisions and mainstreaming of Streets Ahead work

Officers continue to work more closely across teams on cases than in previous years.

During 2016, officer delegations have been reviewed and new enforcement provisions adopted where appropriate. These legal provisions enable them to carry out investigations, enter premises to inspect or make enquires. The level of delegation is based on training and experience.

Streetscene and Environmental Health staff now have shared legal provisions for certain matters to allow for more efficient investigations. For example a Streetscene Officer may make enquiries on behalf an environmental health function and vice versa. Environmental Health staff also carry out all investigations in relation to licensing compliance. Customer feedback is very positive as often business proprietors have a wide range of regulatory queries when Council officers visit and value a 'one stop' solution for advice.

Day to day casework benefits from a shared approach across all services, planning, environmental health and streetscene. Often there are related issues which require a joint approach. Services now benefit from a shared computer system which means officers can access case information and are aware when another service is involved in a case.

Mainstreaming of this case work will continue through 2017.

New Powers

New fixed penalty notice powers (FPN) were adopted in May 2016 which allows an FPN to be served for minor fly tipping. The value of the FPN was initially £200 however Cabinet exercised their powers to increase this to £400 from January 2017.

5 FPNs for minor fly tipping have been served since July 2106.

Portfolio Holder:

Cllr David Oliver

Project

Support the Council's programme to improve and enhance the dilapidated Wisbech Town Centre buildings

In June 2016, the Council was successful in its second stage bid to the Heritage Lottery Fund (HLF) for a Townscape Heritage bid of £1.9million for Wisbech High Street.

A full programme of activities will complement the physical regeneration of the High Street and opportunities for property owners to submit grant applications will begin shortly.

Taleyana Fletcher has recently been appointed as Wisbech High Street Townscape Heritage Project Officer, who will oversee the 4 year project delivery and co-ordinate all interested parties.

A Core Team of officers, and a Consultative Group of partners, local organisations, voluntary groups, and members of the community will also support Taleyana to deliver the activity plan.

Portfolio Holder:

Cllr Simon King & Cllr Ralph Butcher

Project

Manage the operation and maintain FDC-owned public car parks

Throughout 2016 repair, maintenance and minor improvement works were undertaken within FDC owned Car Parks throughout the District. These works consisted of:

- Patching works repairs in Chapel Road, Church Lane and City Road Car Parks.
- Fencing repairs in Chapel Road
- Rat prevention measures in City Road
- Signage replacement and improvements in Grosvenor Road and Furrowfields car parks.
- Bollard replacements in Church Terrace, Woolpack Lane, and Queen Street car parks.
- Surface water linear drainage repairs/replacement in Somers Road car park
- Gully emptying to all FDC car parks across the District.
- Road Marking renewal in Furrowfield car park
- Coping Stone repairs in Parkinson Lane
- Winter Gritting operations were tendered for all FDC car parks, leisure and business centres.

Further repairs, maintenance and minor improvements are scheduled for early 2017 within Church Terrace and Grosvenor Road car parks. Additionally tree works have been programmed prior to Spring within City Road, Church Terrace, Furrowfield, West Street and Chapel Road car parks.

All of these essential improvements ensure that the FDC public parking facilities are kept safe and remain operational whilst continuing to improve the asset and create better access for the general public. Some of these facilities are also strategically placed to assist the delivery of integrated journeys made by public transport which is supported by our transport policy LP15.

Portfolio Holder:

Cllr Peter Murphy

Project

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

Throughout 2016 repairs and maintenance works were undertaken to FDC owned

highway related street furniture assets to include:

- Replacement of 67 Street Name Plates at various locations across the District
- Painting of various FDC owned town centre street furniture items within Chatteris
- Replacement of 2 FDC seats in March and I in Chatteris
- Installation of new access gates to the FDC awarded watercourse at Common Drove Whittlesey
- Repainting of FDC cycle shelter in Horsefair Wisbech
- Replacement of glass panels to various FDC bus shelters
- Replacement of parking and market signage on March market place

Further maintenance and minor improvement works are scheduled for early 2017 to various FDC owned seats, bus shelters and highway related infrastructure.

These essential works ensure that FDC highway related street furniture remains in a safe and suitable condition, providing better facilities for pedestrians and motorists alike whilst supporting the need for multi modal transport journeys.

Portfolio Holder:

Cllr Ralph Butcher & Cllr Simon King

Project

Manage and maintain district, parish and Roddons' street lighting

Throughout 2016 routine repairs and maintenance works were undertaken by Balfour Beatty as part of the street lighting R&M contract to FDC, Parish and Roddon owned street lighting assets. Works included electrical testing, bulb changes and bowl cleaning.

Additionally a number of rechargeable work items were undertaken to include replacement of lanterns, column doors and straightening of leaning columns in rural locations.

Project**Street lighting improvements**

In 2016 one routine replacement column was ordered on behalf of FDC, and two FDC columns were permanently removed from Bath Road skate park as the result of continued anti-social behaviour.

A number of inquiries were made by some of the twelve Parish Councils directly to Balfour Beatty in respect of obtaining replacement costs for their Category 2 street lighting assets.

A jointly funded street lighting scheme being led by March Town Council to improve the street lighting along Wimblington Road, March was agreed. The scheme which is being funded by FDC, March Town Council and Cambridgeshire County Council will see the permanent removal of 8 FDC street lighting assets and replacement with 19 new units to highway standards. The scheme includes appropriate commuted sums which will allow adoption as CCC PFI assets on completion. The scheme is being coordinated by the County Council and delivered by Balfour Beatty with implementation scheduled for early 2017.

Fourteen street lighting assets belonging to Benwick Parish Council were identified as category one defective. Twelve new street lights were ordered for replacement with two street lights ordered for permanent removal upon Parish request.

The remaining programme of category one defective lighting replacements is being taken forward, although this has been somewhat prolonged by the impact on 3rd party works of an internal restructuring at Balfour Beatty following the end of the Countywide street lighting replacement programme. Balfour Beatty assure us that 3rd party works remain a priority and they are addressing their backlog. Repairs and maintenance by Balfour Beatty has been unaffected.

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

Business Plan Action: Deliver the Street Scene Officer service and a fair approach to enforcement of environmental standards across the district through education, guidance and the appropriate use of the Council's powers

Portfolio Holder: Cllr Peter Murphy

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Memorial inspections completed	5,000	4695	94%	

During April to December the Street Scene Team have been following a programme of memorial inspections based on areas of risk.

Inspections have been carried out in the following cemeteries: Mount Pleasant, Eastwood, Tillery, Newton, Walsoken, Elm, Doddington, Station Road, Whittlesey and Manea.

A total of 4695 inspections have been carried out during this period with a total of 356 being identified as being unsafe. Our contractors have then taken the necessary steps to make these safe, methods include laying the memorial, staking or cordoning the area off.

As a comparison, during April to December 2015 the Street Scene Team carried out 3503 memorial inspections of which 150 were identified as needing to be made safe.

Inspections took place in the same cemeteries as part of the rolling inspection programme. There were fewer unsafe memorials found during this period due to the newer age of the areas being inspected.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Hours spent on active town patrol	4000	3296	82%	

During this time period officers have carried out a total of 3296 hours on active patrol within the Fenland district. Broken down into locations as follows;
Wisbech: 1274

March: 795
Whittlesey: 759
Chatteris: 519
Rural :139

The following is a summary of the work undertaken by Streetscene Officers between April and December 2016. Where numbers vary significantly, when compared to the same period in 2015, an explanation has been provided.

Whilst out on patrol Officers have dealt with;

- 245 reported abandoned vehicles where 31 were removed by our contractor. The number of reported vehicles increased this year although those actually abandoned and removed by contractors were 9 more than the same period the previous year.
- 116 nuisance vehicles relating to cars parked illegally, untaxed, uninsured, parked on our open spaces and neighbour disputes. This is twice as many than the previous year. These types of matters are generally dealt with informally unless trading consent or other legal provisions apply.
- 308 matters relating to our open spaces. In the main service requests to our contractor. A similar number to last year.
- Been involved with 466 matters relating to fly tipping. Including reporting tipped waste, attending scenes looking for evidence and carrying out follow up investigations. This is 200 more than last year. Fly tipping investigations remain a large part of the Streetscene Officers' work. Residents are aware of this work and are reporting issues frequently, often providing evidence to support prosecution.
- 335 Street Scene related queries. Ranging from environmental issues & general enquiries from the public or other organisations.
- 269 matters relating to cleansing. Such as litter pick requests, overflowing bins, toilet issues & detritus.
- 212 matters relating to dog issues. In the main issues relating to dog fouling generally rather than specific instances. The number reported this year is slightly increased on the same period last year, in the main due to residents contacting officers to support with localised issues and investigations.
- Removed approximately 350 fly posters from around the district.
- 112 Resolved trade waste matters.
- Reported 111 matters to Highways.
- 67 Domestic refuse issues resolved.
- 34 ASB matters relating to our open spaces
- 31 reports made to Circle Housing regarding issues with their land.
- 28 Reports to Assets relating to our street furniture.
- 32 site visits supporting regulatory services- environmental health and planning.
- Reported 8 matters of offensive graffiti.
- 4 issues relating to fly grazed horses.

As a comparison during April to December 2015 the Street Scene Team carried out

a total of 3015 hours on patrol broken down as:

Wisbech: 1150
March: 767
Whittlesey: 693
Chatteris: 560
Rural: 204

Project

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

During April – December 2016 a number of fly tipping cases were referred to court for prosecution. Some of the work from this is outlined below:

- In August 2 members of the public pleaded guilty to fly tipping offences and were fined a total of £370 with £1060 costs and £43 victim surcharge by Peterborough Magistrates' Court.
- In September 2 members of the public pleaded guilty to a fly tipping offence and were fined a total of £240 with £100 costs, compensation to FDC of £900 and a victim surcharge of £40 by Peterborough Magistrates.
- Since May 2016, Councils have been able to use a new legal provision of fixed penalty notice (FPN) for minor fly tipping offences. Since that time 5 FPNs have been issued to individuals for fly tipping offences. 3 have been paid and 2 are being considered for prosecution.
- 7 formal interviews under caution were carried out by officers
- 18 witness statements taken and used for evidence gathering.

Other enforcement actions taken by officers include:

- 44 FPNS for Parking offences on March Market Place
- 20 FPNS for Littering
- 1 FPN for dog fouling
- 9 Notices issued for failing to produce evidence of trade waste compliance when asked by an Officer.
- 2 FPNS for non-trade waste compliance.
- 1 trade notice issued for failing to produce evidence of suitable trade waste receptacles when asked by an Officer.
- 41 written warnings where there was not sufficient evidence for legal proceedings but evidence of non-compliance.

Officers have also run dog fouling campaigns in partnership with the Dogs Trust for schools to design anti dog fouling posters. This has taken place with schools in Chatteris, Whittlesey, Wisbech, and March as well as for rural areas in Benwick &

Coates. Winning poster designs have been made into colourful signs which have been displayed in areas reported to have high levels of dog fouling in the towns.

In 2015 2 fly tipping prosecutions were taken to court and 7 interviews under caution were conducted.

Other enforcement actions for the same period last year were;

- 34 FPNS for Parking offences on March Market Place
- 19 FPNs for Littering
- 1 FPN for dog fouling
- 8 Notices issued for failing to produce evidence of trade waste compliance when asked by an Officer.
- 39 written warnings where there was not sufficient evidence for legal proceedings but evidence of non-compliance.

Project

Implement Public Space Protection Orders (PSPOs)

In December 2016 public and partner consultation commenced on proposals to transfer current powers for dog control matters, such as dog fouling and loose dogs, to new powers known as Public Space Protection Orders.

The existing Council powers were declared in 2012 following a comprehensive public consultation. It is not proposed to change the policy approach approved at that time but to transfer the powers, as required by new legislation.

Without these new powers dog fouling and other nuisance dog issues will be unenforceable after October 2017.

Current powers require:

- Dog fouling to be picked up
- Dogs excluded from gated play areas and open cemeteries
- Dogs to remain on a lead in closed cemeteries
- Dogs to remain on the lead in some open spaces and play areas.

Consultation closed on 31st January with 98% of respondents in support of the transition to public space protection orders.

It is envisaged the new powers will be in place by May 2017.

A project will also be developed in 2017 to review the existing Designated Public Protection Orders relating to alcohol and implementing new PSPOs where evidence suggests they are required.

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	163	80%	

163 events took place in the first 3 quarters of 2016/17. This is slightly less than the same period of time in 2015/16 however the events in 2016 have been slightly more challenging to organise as different projects have been achieved.

During 2016 / 17 the Council's Street Pride Coordinator has been working with a wider range of community groups including 'In Bloom' and 'Friends' organisations. There are over 300 volunteers constituting 20 groups throughout Fenland who are supported by the Council.

In October 2016 the Street Pride Celebration evening was well attended and included members of the wide range of community groups including Friends of, In Bloom and Street Pride.

As well as regular work party dates, a number of additional events have been organised by the groups ranging from promotional stalls to partnership events and unique floral displays such as the train planter Chatteris designed in memory of a founding member who sadly passed away in 2014.

Project

In Bloom Awards

2016 proved another successful year for Fenland's communities taking part in the In Bloom competition. Despite a challenging start to the season, with grass growth considerably higher than usual, Fenland communities once again provided In Bloom judges with excellent displays, reflecting the awards gained.

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

Wisbech won Gold again, for the ninth year running.

All of the volunteers and partners involved should be very proud of themselves. The In Bloom volunteer work is one aspect of our open spaces that help people feel good about the place that they live in, strengthening community cohesion in the District.

Project

Whitemill Coldham / Glassmoor and Ransonmoor updates

From April – December £9,950.00 has been awarded through the Glassmoor Fund for environmental community projects and £3,885.00 has been awarded through the Whitemill Fund.

The funding from Glassmoor will go towards two projects. The Wildlife Trust with the Friends of Lattersey Nature Reserve were granted £2,750 for their 'Lovely Lattersey at 30 project', which will involve volunteer parties working together on a series of activities to celebrate 30 years of the reserve. £7,200 was also awarded for a project that will enable 720 students from 7 local schools to learn about renewable energy in the classroom and at an environmental education centre.

The funding from Whitemill will go towards a project that will enable students from local schools to learn about renewable energy in the classroom and at an environmental education centre. Another project enabled the local Women's Institute to visit Swaffham Wind Turbine.

The Ransonmoor Fund's first bidding round in September saw £2,456.00 awarded for environmental community projects to groups within Benwick, Doddington and Wimblington. This funding will go towards LED lights for a santa sleigh, water butts for allotments and materials to enable environmental enhancements for a churchyard.

As a comparison from April – December 2015/16, £17,470 was awarded through the Glassmoor Fund for environmental community projects such as Wind and Solar Power Street Lights at a village hall and another for a project that will enable students from local schools to learn about renewable energy in the classroom and at an environmental education centre.

Each year there is £30,750 available across the three funds for community groups although not all funding is allocated at each bidding round.

Project

Grounds Maintenance Contract Update

2016 was the first season that ISS Facility Services has managed the Fenland Open Spaces contract. The first year of a contract is typically challenging and this proved the case for ISS.

Unfortunately at the point of contract award, the contract manager and a key supervisor decided to remain with the previous contractor. This left ISS without 2 key staff members. As the Council started the contract during November - a very quiet time for open spaces work – this unforeseen change in staffing was managed effectively.

An added complication this year has been the Circle / Roddons open spaces work; previously this was included in the Fenland open spaces contract, but Circle / Roddons decided to manage it themselves this year. This led to confusion amongst the community regarding why certain areas of grass were not being attended to. As the Council had previously carried out all works, it was presumed that the Council was at fault – however this was not usually the case.

The start of the grass cutting season was marked with exceptionally high grass growth rates. This change, linked with the new contract and the Roddons complications, did lead to some negative community feedback regarding grass height. The Council added extra support to address problem areas and by mid-summer all routine grass cutting was in hand.

Additional issues arose as a result of the exceptional grass growth in the form of shrub bed growth and maintenance. ISS could not maintain several areas according to the contract specification and again the Council added additional support to specific high visibility areas of the contract.

Despite the staffing considerations at the start of the contract, grass growth and maintenance and shrub bed growth, between ISS, the FDC open spaces team and additional support procured by the Council, the summer grounds maintenance proved a success. In Bloom results reflect the high regard that the competition judges viewed entries across Fenland. Further, customer satisfaction rates reflect an overall positive picture with regards to the open spaces, with the new staffing arrangements at ISS being reflected in more recent feedback giving an unprecedented 96% positive feedback.

As a result of the difficulties experienced over the past 9 months, ISS has drafted in a new contract manager and additional staff to help ensure that the contract will run smoothly in the coming years.

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded April - December	No of customers satisfied April - December	% 16/17	Variance
LPI CEL13 % of those asked who are satisfied with horticultural / gardening services in FDC's open spaces	85%	82%	310	281	91%	

Customer satisfaction remains high with Fenland's open spaces. This reflects the considerable efforts that ISS has put into the area in the past three months. The past three months satisfaction has sat at 96%, compared with an average of 82% for the first part of the year.

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

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

Portfolio Holder: **Cllr Peter Murphy**

Project
<p>Four Seasons Events</p> <p>During this period the Council directly supported four community groups to run 5 events. These were:</p> <ol style="list-style-type: none"> 1. St Georges Fair held on the 24th April 2016 2. Chatteris Mid-Summer Festival held on the 25th & 26th June 2016 3. Whittlesey Festival held on the 11th September 2016 4. March Christmas Market held on the 4th December 2016 5. Wisbech Christmas Market held on the 11th December 2016 <p>A record number of visitors came to these events this year, a sign that they are</p>

growing year on year. Feedback is captured both from the group members and those attending so that improvements can be made each year.

It is important to capture feedback from those who attend to be able to shape the future of these events.

Feedback about the new Council guidance 'Supporting Communities to Celebrate' has been very positive with new community groups being able to identify the support available to ensure safe and well run events.

Below are some of the comments received;

"Great Entertainment"

" My daughter really enjoyed the ice rink – great fun"

"Great atmosphere but could do with more things for younger teens"

"Excellent"

"Very good will come again"

Project

Markets Action Plan Update

We have continued with the popular "321" incentive to attract new traders onto our markets and our website information is continually updated and content revised. All information needed to trade at one of our markets is readily available and easy to find. Shoppers are also advised what they will find at our markets and who the traders are along with a bit of history about the town. We are also promoting our local markets through our tourism website.

The electrical improvement work at March Market Place saw the old ground pit towers be replaced with 4 new modern above ground electrical pillars. The scheduled works took one week longer than expected due to unforeseen works required underground. Traders were able to continue on site with interim measures in place.

A brief update on each individual market is outline below:

Chatteris Market

Chatteris has a small market which is well attended by regular traders and popular in the town. Our long serving fruit and veg stall holder retired in the summer and officers secured a replacement trader who started in October 2016.

March Market

After many years on the market Coldham Fruit and Veg ceased trading in 2016. The vacancy has been filled by a trader from Whittlesey. A new catering stall has joined

both March market and Whittlesey Friday market. March offers a large market area and at the moment is not at full capacity. Promotion of the 321 incentive and referrals from other traders is helping to attract some casual traders.

Whittlesey Market

The Whittlesey Market is running at almost full capacity and traders have feedback that the market is busy.

What do our customers say?

Description	Baseline	Target 16/17	No of customers who responded (April-December)	No of customers satisfied (April-December)	% 16/17	Variance
LPI CEL12 % of those asked who are satisfied with FDC's events	99%	90%	311	300	96%	

311 survey forms were completed during this time period with 300 of those asked being satisfied with the event and keen to come again. The number surveyed was greater than last year.

Community groups are keen to receive more feedback and new ways of collecting views are being considered for next year's programme of events.

We recognise that this is only a small portion of the footfall and to be able to capture more feedback we have looked into ways to resource this during events and have asked our partners to assist where possible going forward.

For the same time period for 2015: 196 members of the public were surveyed with 195 saying they would attend the event again giving a slightly higher satisfaction percentage of 99%.

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

Business Plan Action: Work with our partner organisations to reduce crime and anti social behaviour in Fenland through the Community Safety Partnership action plan

Portfolio Holder: Cllr David Oliver

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	1,752	1,752	

During April 2016 – December 2016, the Council was able to respond and detect 1,752 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 slight decrease as compared to April 2015 – December 2015 in which 1,844 incidents were reported.

A breakdown of incidents by town:

Chatteris = 85
 March = 246
 Whittlesey = 67
 Wisbech = 1,354

A breakdown of incident category (top 5) by town:

Chatteris

- Disorder / nuisance / other = 17, Alarm = 12, Concern for person(s) = 8, Drugs = 8, Traffic = 8.

March

- Disorder / nuisance / other = 41, Concern for person(s) = 20, Traffic = 24, Missing from home = 18, Violence against Person(s) = 17.

Whittlesey

- Concern for person(s) = 10, Disorder / nuisance / other = 10, Missing from home = 9, Violence against Person(s) = 6, Criminal damage = 4.

Wisbech

- Street drinking = 218, Disorder / nuisance / other = 167, Concern for person(s) = 89, Missing from home = 81, Theft shoplifting = 79.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of positive outcomes as a result of CCTV intervention	250	376	376	
<p>During April 2016 – December 2016 the Council was able to achieve 376 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This is a big increase as compared to April 2015 - December 2015 in which 258 positive outcomes were achieved.</p> <p>These included arrests and fines for burglary, violence against the person, drink driving, theft shoplifting and supporting local enforcement partners in tackling inconsiderate parking.</p> <p>Positive outcomes achieved:</p> <p>Arrests (CCTV led) = 77 Assisted arrests = 92 Fixed Penalty Notices (CCTV led) = 53 Assisted FPNs / warnings = 154</p>				

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
Number of incident reports shared by members of SIRCS <i>[Secure Incident Reporting and Community Engagement System]</i>	500	420	420	
<p>During April 2016 – December 2016, members from SIRCS which includes representation from the four market towns in Fenland from retail, commercial and licensed trade submitted 420 incident reports for circulation.</p> <p>The reports vary but include; retail related theft, business related crime and alcohol related incidents including violent crime within licensed premises.</p> <p>This approach continues to support both local business and partner agencies to pro-actively tackle business related incidents to help reduce incidents of crime in Fenland by providing a secure and consistent method to information sharing across the district between business and trade with local enforcement partners.</p>				

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of FDC ASB cases where positive action is taken	90%	47 cases	98%	98%

47 cases managed between April 2016 and December 31st 2016

4 cases – work on-going

Breakdown of area:

- Whittlesey: 5
- March: 10
- Chatteris: 7
- Wisbech: 25

Breakdown by ASB type

- Nuisance/ Personal = 39
- Environmental/ community impact = 8

Case Study Example

A location in the Wisbech area was subject to high level youth related ASB, with local residents being affected on a day to day basis. The Council led the case working with partners to resolve the issue. Within two weeks a joint visit with the housing provider of the building was conducted to the complainants where advice, reassurance and log sheets were provided. A meeting was arranged to discuss the issues with the manager of the building (young people's housing). A community door knock was conducted to identify the alleged perpetrators and a request put in for the fly-tipping behind the building to be removed. Partnership work with the fire and rescue team also provided some evidence that there was a fire risk at the property due to the large amounts of rubbish which prompted the housing provider to move swiftly in removing the rubbish. The issues persisted, with damage to property being highlighted as an issue. A partner meeting gathered all known intelligence and evidence leading to an intervention plan with the perpetrators. Over a 2 month period this was implemented leading to alternative and more appropriate supported accommodation being provided. The ASB issues have ceased. Follow up calls were made to the complainants to update them on the situation. This case study displays the effectiveness of partnership working in resolving community safety issues, with all parties involved/affected having a positive outcome with the actions taken

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
MPI Number of Safety Zone Events	3	2	2	

Safety Zones were delivered to Schools within Whittlesey and Wisbech during April to December 2016. The safety zone scenarios have been reviewed and refreshed by partners to ensure that relevant safety messages are delivered to our young people in Fenland that will help support both local community safety priorities and reduce risk taking behaviours.

The following attendance was achieved to date;

Whittlesey: 3 Schools, 168 students.

Wisbech: 13 Schools, 367 students.

Feedback from the Schools has been very positive with one School quoting "The best Safety Zone yet", "The new scenarios work really well".

Chatteris and March Safety Zones are due to be delivered in March 2017.

Description	Target 16/17	Achieved	Cumulative for 16/17	Variance
Performance Measure				
Number of Community Action Areas identified by Community Safety Partnership where positive action is taken	4	2	3 (one ongoing)	

The Council has supported 2 Community Actions Areas (CAA) during April – December 2016 to help reduce areas of reported ASB which is affecting the local community.

Locations:

- West Street, Wisbech (Community impact concerns – ongoing).
- Godwit Close, Whittlesey (illegal encampment on residential private land).
- Ghost Passage, Wisbech (please see below).

Here is an example of one of the CAAs delivered by the Council in partnership:

Ghost Passage, Wisbech

This area has been subject to long term alcohol misuse leading to high level of environmental harm (defecation, urination and littering). The alcohol partnership has tackled the area through increased high visibility foot patrols with the use of both Council and Cambridgeshire Constabulary officers.

The Council has maintained daily cleansing of the area to mitigate the defecation, urination and littering that takes place there.

However, even with all these interventions local alcohol related issues remained and the perpetrators causing these issues were not being identified for further action or support.

As such, the Wisbech Alcohol Partnership, with support funding from the Community Safety Partnership (CSP) requested a Public Space re-deployable camera to be introduced to the location to help provide ongoing observations and detection of alcohol related misuse and to identify vulnerable and problematic drinkers.

The CSP approved the decision and allocated the funding to allow the camera to be installed to cover the immediate area affected by alcohol misuse.

The camera was installed in early October and linked directly to the Council existing 24/7 control room.

Instantly, the CCTV operators were identifying persons urinating and drinking within the location and this was reported to enforcement partners for intervention.

There has been a noticeable decrease in alcohol related littering and levels of defecation and urination have also reduced to very low levels improving the local street scene. Performance data on this deployment and feedback from the local community on the effectiveness of this CAA will be captured in Spring 2017 (6 months after deployment made).

Partnership Activity

Community Safety Partnership

During April 2016 – January 2017, The Community Safety Partnership (CSP) held 4 partnership board meetings during April, July, October and January. At the meetings the board reviewed the partnership action plan and discussed local performance. The board, through the delivery of the quarterly assessments, also discussed, reviewed and agreed on recommendations for the partnership action plan to take forward.

The following strategic assessments were delivered during April – December and focused around the following key themes;

Empowering communities to community safety messages and delivery, Children and Young people and familial abuse.

The CSP provided a full update on the action plan delivery to O&S in September 2016.

The partnership, after feedback from the September O&S meeting, is following this up with a further session to allow O&S members to discuss future work delivery and action plan support. This session is scheduled on the agenda plan for this meeting.

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

Business Plan Action: Support the Fenland Diverse Communities Forum (DCF) to deliver the Fenland Community Cohesion Strategy

Portfolio Holder: Cllr Mike Cornwell

Partnership Activity

Fenland Diverse Communities Forum

The Fenland Diverse Communities Forum (DCF) has a specific focus on promoting integration and community cohesion, and supporting work which encourages good relations between people from different cultures and backgrounds in the fens. It also creates a central hub for Integration and Cohesion within the district and helps the Council deliver its statutory Public Sector Equality Duty by promoting good relations in and between communities. Membership of the DCF is from statutory, community, voluntary and faith groups.

Consultation and evidence from partners inform the challenges they have to address. Agencies in the field of safety, education, health, economic activity and housing, play key roles in response to the fundamental needs of our communities and families, and by good partnership working between agencies provide us with the ingredients to address cohesion issues, build integration and deliver agreed partnership actions and priorities.

The DCF recognises that local people are the heart of the decision making process in the fens and that the Council is committed to support, develop and build capacity in the members of the DCF to help them strengthen communities. The actions to support the work of the DCF were developed and agreed at its broader Community Forum and are as follows:

- Better Life Opportunities Aspiration & Skills;
- People feel a sense of belonging – Improving Access to Services;
- People feel a sense of belonging – Integration & celebration;
- Positive relationships within & between communities – Reducing Crime & Promoting a Safer Community
- Diversity is valued – Supporting the most Vulnerable people.

A Communities and Local Government representative has looked at the Council's approach and endorsed the work being undertaken as best practice.

Below are examples of the work that has been undertaken in 2016:

Hate crime reporting

In some cases victims/witnesses of Hate Crime do not feel comfortable reporting the matter directly to the Police and may be more comfortable reporting it to someone they are familiar with.

To ensure all victims/witnesses are able to report Hate Crimes, FDC and the Police work in partnership with a wide variety of partners who perform the role of 3rd Party Reporting Centre's. Staff within 3rd Party Reporting Centre's have been trained to assist a victim or witness in submitting a report to the police and can make such a report on the victim/witnesses behalf.

To date whilst it is still developing we have seen a substantial increase in reported crime over the last year this is summarised below in a table format.

Date	Number of reported Hate Crime incidents
July 2011 – June 2012	27
July 2012 – June 2013	22
July 2013 – June 2014	27
July 2014 – June 2015	23
July 2015 – June 2016	44

Partners recognise more work is needed in this area. A revised website will help to ensure that information and event detail are accessible online. A simplified reporting form has recently been launched to help remove barriers to reporting hate crime, and the viability of the website being explored.

Work to raise the awareness and confidence to report when being a victim of such crimes is ongoing and at the time of writing the Police have 5 cases going through proceedings.

Joint Strategic Needs Assessment Migrant JSNA

The DCF provided the vast majority of the data intelligence relating to the make-up and issues of Central/ Eastern migrant communities in order to effectively identify the challenges and issues facing service providers and clients. Work is ongoing on with partners in other parts of the County to deliver the action plan developed to support the JSNA.

Examples of actions identified:

- Local Resident Services information guide
- Condition of private rented sector (being looked at by the member task and finish group)
- Increasing GP registration within the migrant community
- Providing opportunities to learn English (English for speakers of other language ESOL)

One of the biggest challenges is to identify resources to deliver this plan. A joint working group has been established to support Public health & a number of bids have been made to the new Controlling Migration Fund to help resource the planned delivery.

Aspiration & Skills

The Greater Cambridge Greater Peterborough Enterprise Partnership (LEP) has selected seven projects from across their area to each receive £40,000 each to help those furthest from the workplace gain the skills and experience they need to become work ready, more socially mobile, and ultimately secure employment

Three projects that have received awards are in Fenland.

Two of these projects are in Wisbech, and with the aid of the core group of the forum were developed in partnership and will be delivered by the lead agency (The Ferry Project & Rosmini centre) with the support of partners in the DCF

- **The Ferry Project** – Building on the success of previous job clubs, the funding will enable The Ferry Project to run more frequent job clubs with a regular programme of speakers and activities designed to help people return to work. Those attending the clubs will receive tailored support, including transportation and specialist ESOL qualifications where required. The team will also run a Jobs Fair in Wisbech to help connect those seeking work with local employers.
- **Rosmini Centre** – Situated in Wisbech, the Rosmini Centre has highlighted the challenges local mothers face with securing appropriate childcare, particularly short notice and out of hours' care, in the local area. The team will facilitate a four tier childcare scheme to improve childcare options for local families, particularly from migrant communities, to enable them to find employment. The project will provide training to improve English language skills, as well as training and qualifications that will support the migrant community's integration with the existing local community.
- **Reuseful UK** – Based in March, Reuseful will create jobs and work placements for long-term unemployed individuals through de-branding and remanufacturing uniforms and corporate workwear. The money made from the remanufacturing will be reinvested into the project to reduce waste and increase employment opportunities for local people.

Each of these groups has been awarded £40,000 to run their projects for a year from January 2016. At the end of the year all seven projects will be reviewed and up to three projects will receive a further £50,000 to enable them to expand their projects in 2017.

Information Advice & Guidance

The Rosmini centre in Wisbech is used to having visitors. Every week migrant

workers pass through its doors for information advice and guidance. Some are in desperate need of help. Others want to take part in the centre's language classes. Many just want to have a coffee and a quiet chat but the main focus of its work is around cohesion and integration.

The Rosmini Centre has over 4,000 Central/ Eastern Europeans on their books looking for information, advice and guidance. The team are able to speak to those who come there in their own community language and with many having made the trip to Britain before their clients are able to emphasis with the challenges they have.

KLARS

The work of King's Lynn Area Resettlement Support (KLARS) is now funded until the end of 2019. The Council having worked with them on a recent funding bid to obtain this resource.

Their current drop-in and appointment services, which provides Information Advice and Guidance, will continue to be available in Wisbech, which sees around 500 people per month, but they will also be developing their work:
To:

- 1) Developing partnership working to aid prevention and improve service delivery;
- 2) Providing specialist services in addition to our general advice services;
- 3) Developing a broad based strategy to fund future development plans.

The Diverse Communities Forum are currently discussing these proposals with KLARS to ensure that they meet the needs of the community and link to the outcomes identified to aid integration.

Tension Monitoring Group

This group links to the DCF and identifies community tensions at the earliest possible stage, and then develops interventions to mitigate any identified adverse impact.

An example of this was Operation Padshaw which ran leading upto and following the EU referendum. Police led the operation working of concerns such as Wisbech being highlighted in the media to be allegedly the second least integrated town in the UK. There was extensive TV and press coverage at the time, although many local people could not recognise the way the town was being described as the place where they live.

The Operation was then put in place and its main aim was to offer/ give public reassurance.

Actions included:

- Increase Police Officer patrols in specific areas for reassurance, and engagement. A report sheet is completed by the Officers and then data base updated.
- Community tension reporting was collated by the Council, mainly from reports from community hubs and members of the community.
- All results are then fed back and if any action is needed e.g. to address misinformation then this occurs.
- This approach minimised the tensions and frictions that arouse.
- Ongoing monitoring will occur as we move further forward in the process to exit the EU.

Examples of other work that was undertaken through the Forum:

- Training and awareness –training has been given to staff in the Council, Police, Fire & Rescue Service, Housing Associations, and third sector organisations, around Hate Crime, PREVENT, Eastern European culture, Islam & Muslim culture and Gypsy Roma Travellers;
- Children & Young People – safeguarding;
- Confidence building to all of the community;
- Visits to local cultural centres e.g. Mosques in Peterborough to give participants new cultural and educational experiences;
- Offered practical advice on fuel poverty and debt management;
- Encouraged activities for young and senior citizens to increase understanding and tolerance;
- Built sustainable relationships with groups, families, and individuals. Through cultural exchange, music and sport;
- Volunteering opportunities for people with low esteem, vulnerability and or learning disabilities to develop their skills.

