

# Public Document Pack

## COUNCIL

A meeting of Council will be held at Council Chamber, Fenland Hall, County Road, March on THURSDAY, 15 NOVEMBER 2018 at 4.00 PM and I request you to attend accordingly for transaction of the following business:

- 1 To receive apologies for absence.
- 2 Previous Minutes (Pages 3 - 12)  
  
To confirm and sign the minutes of 13 September 2018
- 3 Civic Engagements Update (Pages 13 - 14)  
  
For information only
- 4 To receive any announcements from the Chairman of the Council and/or the Head of Paid Service.
- 5 To receive members' declaration of any interests under the Local Code of Conduct or any interest under the Code of Conduct on Planning Matters in respect of any item to be discussed at the meeting.
- 6 To receive questions from, and provide answers to, councillors in relation to matters which, in the opinion of the Chairman, accord with the provisions of Procedure Rules 8.4 and 8.6.
- 7 To receive reports from and ask questions of Cabinet members with portfolio holder responsibilities, in accordance with Procedure Rules 8.1 and 8.2. (Pages 15 - 102)
- 8 Treasury Management Strategy Statement & Annual Investment Strategy Mid Year Review 2018/19 (Pages 103 - 114)  
  
To review the Council's Treasury Management activity for the first six months of 2018/19.
- 9 Council Audio/Visual Equipment (Pages 115 - 120)  
  
To consider the Audio/Visual Equipment for the Council Chamber.
- 10 Appointment of Corporate Director and Chief Finance Officer (S151 Officer) (Pages 121 - 122)

Following a recruitment and assessment process, Council are asked to approve the appointment of Peter Catchpole as the Council's Corporate Director & Chief Finance Officer (S151 Officer) as recommended by the Member Appointments Panel.

Fenland Hall  
March



Chief Executive

Wednesday, 7 November 2018

**NOTE** The Council may, by resolution, as exemplified below, exclude the public from a meeting during the consideration of any item of business whenever it is likely, in view of the nature of the business to be transacted or the nature of the proceedings that, if members of the public were present, there would be disclosure to them of exempt information as defined in Section 100 I of the Local Government Act, 1972

"Resolved that under Section 100(A)(4) of the Local Government Act, 1972 the public be excluded from the meeting for Item No./Minute No. on the grounds that the item involves the disclosure of exempt information as defined in Paragraph of Part I of Schedule 12A of the Act"

## COUNCIL



**THURSDAY, 13 SEPTEMBER 2018 - 4.00 PM**

**PRESENT:** Councillor Mrs K Mayor (Chairman), Councillor Mrs M Davis (Vice-Chairman), Councillor Benney, Councillor Mrs S Bligh, Councillor G Booth, Councillor M Bucknor, Councillor Mrs V Bucknor, Councillor M Buckton, Councillor R Butcher, Councillor J Clark, Councillor S Clark, Councillor M Cornwell, Councillor S Count, Councillor S Court, Councillor Mrs C Cox, Councillor Mrs J French, Councillor Mrs A Hay, Councillor Miss S Hoy, Councillor S King, Councillor Mrs D Laws, Councillor A Miscandlon, Councillor P Murphy, Councillor Mrs F Newell, Councillor D Oliver, Councillor K Owen, Councillor A Pugh, Councillor C Seaton, Councillor R Skoulding, Councillor W Sutton, Councillor M Tanfield, Councillor G Tibbs and Councillor S Tierney

**APOLOGIES:** Councillor C Boden, Councillor D Connor, Councillor S Garratt, Councillor D Hodgson, Councillor M Humphrey, Councillor D Mason and Councillor F Yeulett

### **C29/18      PREVIOUS MINUTES**

The minutes of the meeting of 19 July 2018 were confirmed and signed, subject to amendment to minute C28/18 to include that Councillor Sutton stated that he would support the update as long as it did not result in money being squandered.

### **C30/18      CIVIC ENGAGEMENTS UPDATE**

Councillor Mrs Mayor drew Members attention to the civic activities undertaken by herself and the Vice Chairman in the weeks preceding Full Council.

### **C31/18      TO RECEIVE ANY ANNOUNCEMENTS FROM THE CHAIRMAN OF THE COUNCIL AND/OR THE HEAD OF PAID SERVICE.**

The Chairman reminded Members that her Civic Reception would be taking place on Friday 14 September at Neale Wade Academy and all Members were welcome. The Chairman also advised Members that she will be hosting the annual Macmillan Charity Coffee Morning on Thursday 27 September 2018. All Members are welcome to attend and donations for raffle prizes to raise money for this worthwhile cause would also be appreciated.

### **C32/18      PETITION - CLINICAL WASTE COLLECTION CHARGES**

The Chairman welcomed Mrs Sue Marshall to the meeting and invited her to present her petition concerning Clinical Waste Collection charges to Council.

Mrs Marshall made the following statement:

‘Good Afternoon Councillors, I am presenting the clinical waste petition on behalf of people who believe that the charge for the collection of clinical waste including sharps boxes is both unfair and discriminates against those residents who need the service. For an explanation of the ‘discriminatory’ description please look at the link contained in the petition. It came as a shock that this charge was to be brought in at very short notice with no consultation with either the public or Councillors.

The public campaign against the charge, this petition, has encouraged you to postpone this introduction to allow a sensible solution to be found. We urge you to permanently drop this charge. Diabetes affects 8000 Fenland residents and many others who use sharps boxes either continually or occasionally. There are also many residents who use the clinical waste service on an adhoc basis often after hospital stays or those being treated by district nurses and carers. Some of you will either be effected directly by the threat of this charge or know of people who will be. Those struggling with illness or disability through no fault of their own already have a heavy burden and we ask you not to impose an additional financial one.

A great risk to public health would be for residents to put sharps and clinical waste into their household rubbish and as you are a waste authority we ask that you do the right thing and minimise that risk by permanently dropping this charge. I have been told that in some instances sharps boxes are being replaced by much smaller ones and this will make the disposal of sharps boxes more frequent, increasing the potential costs to residents. Fenland District Council appears to be the only one in Cambridgeshire to charge for the collection of this waste. You, the Councillors will be seen to be acting unfairly, discriminating and lacking compassion to the sick and disabled, so we ask that you permanently withdraw the threat of this charge'.

Councillor Murphy addressed the petition with the following statement:

'Thank you for your contribution Mrs Marshall. Public opinion on this matter is clearly demonstrated through the petition presented today for our consideration.

It is frustrating that this policy change by the NHS is being contemplated at short notice and delivered without thought to the transferred costs and workload, especially since what we appear to have is a system that works perfectly well for the customer. These changes do not just affect Fenland; this is being implemented across East Anglia and will result in a range of issues for customers.

Given that the decision is the NHS's, I do hope that you will also be petitioning them. Whilst this may save the NHS thousands of pounds across the area, it will potentially cost the local authorities many hundreds of thousands of pounds at a time when it is difficult for local authorities to provide extra money for services and will no doubt result in other services suffering across the area if customers are not required to contribute towards these costs directly.

As you are aware, the collection of clinical waste is expensive because it involves specialist equipment and trained staff. Should the NHS make their proposed changes next year then the demands on the services across the region could be considerable, along with the cost.

Fenland is currently working with partner Cambridgeshire authorities to avoid this situation and aims to provide customers with community collection points, but this will require cooperation from the NHS and pharmacies. As a result, the Cambridgeshire authorities have requested that the NHS delay their changes until April 2019 to provide time for these options to be properly considered by Fenland councillors.

Through regular updates I have kept my member colleagues informed of the initial discussions and will be bringing a paper to cabinet to discuss the options later in the year. Your petition will form part of that consideration.

Thank you again for your time and efforts in bring forward this item'.

Councillor Murphy further stated that the charge of £5 was introduced in 2015, which has never been passed onto the residents who use the service, but if the NHS is insistent on their proposals, the Authority will incur costs of £130,000 resulting in the costs of other services having to be reviewed. The Council would ideally like to keep the service running at a nil charge to customers.

Councillor Murphy advised that the Council only have 9 dialysis customers on its records currently and 100 residents who it collects sharps boxes from, so the cost is currently negligible and that is why it has been able to run as a free collection, but the NHS is trying to pass this charge onto Local Authorities. He stated that the Suffolk Waste Partnership have written to a number of MP's and the Chief Executive of the NHS to raise their concerns over the proposals, and the Recycling Cambridgeshire and Peterborough meeting (RECAP), which he chairs, have raised concerns over this matter with Stephen Barclay MP, and also Stuart Smith from the Primary Care Team of the Eastern Area.

Councillor Murphy mentioned that within the Midlands, the proposals for charging have been delayed and have not yet been implemented and it is hoped that the Eastern Region can also follow suit. He stated that following the RECAP meeting, he has requested that his concerns are raised at the highest possible level within the NHS and also to the Clinical Commissioners. Councillor Murphy stated that with regard to sharps boxes, different sizes can be obtained, and it was worth noting that some boxes that are collected do only contain 1 or 2 needles.

Councillor Murphy proposed that the petition be noted and the concerns raised be acknowledged. He further proposed that this issue be raised again at Cabinet later in the year.

Councillor Oliver seconded the proposal and the item was opened for debate.

Councillor Mrs Bucknor stated that she has listened to what Councillor Murphy has said and the reason why the petition started was because Cabinet had circulated an email in July, informing Members that the Council would start charging £8 per collection for clinical waste and sharps boxes from 1 September 2018, which was made without any debate or discussion.

Councillor Mrs Bucknor stated that she has contacted several pharmacies and GP surgeries in Wisbech and none of them have been made aware of the proposals, along with the residents that would be affected, even though the email stated that it would be implemented by the Council on 1 September 2018. She asked for confirmation as to when it was agreed that the charge would be raised to £8 and would include sharps boxes that were also collected from pharmacies and surgeries.

Councillor Mrs Bucknor stated the only meeting where this matter was raised was at the Overview and Scrutiny meeting in January 2015, where Councillor Mrs French was the Chairman at the time, and it was agreed that customers who had clinical waste would be charged £5, but officers would consider the charge on an ad-hoc basis. In the email to members in July of this year it had stated that customers will be able to contact the Council and a driver will collect the sharps box for a fee of £8 per collection. Councillor Mrs Bucknor questioned whether this will be a private contractor, bearing in mind that there are 8,000 customers.

Councillor Mrs Bucknor stated in another calculation by the Council, it is assuming that only 4,000 people will use the service and, therefore, where will the other 4,000 customers dispose of their needles and clinical waste?. She feels that the proposal has not been considered fully; the current service is efficient and has a simple system for arranging a collection.

Councillor Mrs Bucknor questioned why the Cabinet thought that this issue was not necessary for open discussion amongst Councillors as this proposal is a health and safety issue and discriminates people who have a medical condition. If this petition is not supported, vulnerable persons will be targeted through no fault of their own.

Councillor Mrs Bucknor stated that she understands that negotiations are still ongoing with the NHS, however, discussions have been ongoing since April and the Council have still decided to charge from 1 September 2018. She does not agree that it should go back to Cabinet feeling

instead it should go to Overview and Scrutiny Committee, if there is going to be any discussion or a debate, to enable involvement of all Councillors.

Councillor Mrs Bucknor stated that while she appreciates that Councillor Murphy has put a proposal forward, she would like to propose that there should not be any charges for residents for the collection and disposal of sharps boxes and clinical waste. Councillor Booth seconded the proposal and the item was opened for debate.

Councillor Booth stated that he has listened to both Councillor Murphy and Councillor Mrs Bucknor and he would like to add that the Council has a corporate objective of protecting the most vulnerable persons in our society and this issue goes against that objective. He questioned why this Council is the only one who has announced that it is going to charge?

Councillor Booth stated that he appreciates that it is the NHS who are passing the charge onto Local Government and whilst he commends the action already taken by the Council, the local MP should also be lobbied as he is the Health Minister. In his view, the Council needs to say we are not going to introduce this charge and try to find a way of not implementing it and, therefore, he supports the petition.

Councillor Murphy reiterated that it is the NHS who is passing this charge on to the local authority, but it will not be introduced yet. He stated that the £5 charge was mentioned in the fees and charges in 2015 and with regard to the £8 charge, that is the cost that the County Council would charge for collection as they have appointed a contractor to carry out the collections with customers being able to use any size box and if it is a large box, it may only result in a yearly collection.

Councillor Murphy emphasised that the Council will not implement the charge until the NHS insists that the Council has to charge.

Councillor Booth expressed the view that it is down to this Council as the waste collection authority to decide whether it wishes to introduce this charge.

Councillor Tierney appreciated the valid points made by Councillors Mrs Bucknor and Booth, however, they have not identified where the £130,000 costs are going to be found to fund the service. In order to fund a service that previously did not need to be paid for; any proposal should state where the additional monies required are going to be found, which could mean that a service would need to be withdrawn and then the opposition will state that this service should not be cut.

Councillor Mrs Bucknor referred to the suggestion that the NHS should be contacted and the MP Steve Barclay has already been written to twice but he has not replied. The Council have decided that they do intend to charge, and with regard to the question of where is the money going to come from, we have read in the report about the various savings that are going to be made due to various projects that are taking place, for example the leisure centres.

Councillor Mrs Bucknor stated that currently there is no other authority planning to implement this charge and as Councillor Murphy has indicated that the Council definitely do not want to implement the charge, then it should not be introduced and the petition of 880 signatures should be supported. She expressed the opinion that this proposal is to do with people's health and there have been no factual facts and figures provided of where the £8 proposal has come from and how much the service is going to cost the authority.

Councillor John Clark questioned whether the Council have written to Steve Barclay MP, the Health Minister, and whether there has been a reply. Councillor Murphy stated that yes a letter has been sent; however, a response is still to be received.

Councillor Murphy stated that he has a letter from Suffolk County Council who has explained, that in budgetary terms, the proposed changes will save NHS England approximately £2,000, based on their figures, and in contrast the expected door to door collection and disposal costs in Suffolk are likely to be in the region of over £100,000.

Councillor Mrs Mayor made the point that there is an amendment by Councillor Mrs Bucknor and seconded by Councillor Booth to the proposal and Members need to vote on this amendment first, which is to support the petition and not to charge for clinical waste collections.

The Leader stated that, as Councillor Tierney has already mentioned, currently as an authority this Council is not charging for collections or intending to charge, but if the NHS do implement the charge, the issue could be brought back to Council for discussion on whether there is a way to carry out the service at no charge.

Amy Brown stated that Members have to vote on the first amendment proposed before any further amendments can be considered.

A recorded vote was held on the amended proposal by Councillor Mrs Bucknor and seconded by Councillor Booth.

In favour of the proposal-Councillors Mrs Bligh, Booth, Mrs Bucknor, Bucknor, Court, Mrs Cox, Mrs French and Skoulding.

Against the proposal – Councillors Benney, Butcher, Count, Cornwell, Mrs Hay, Miss Hoy, King, Mrs Laws, Miscandlon, Murphy, Mrs Newell, Oliver, Owen, Pugh and Seaton.

Abstentions - Councillors Buckton, S Clark, J Clark, Mrs Tanfield, Sutton, Tibbs and Tierney.

Amy Brown stated that now that amendment has fallen the next amendment required a seconder in order for a vote to take place.

The Leader proposed that to move this matter forward, if the NHS does impose a charge, the issue be referred back to Council to see if there is any alternative option which can put forward to mitigate this issue. Councillor Tibbs seconded this proposal.

Councillor Booth stated that he supports the Leader's suggestion; however, it is important that core decisions are debated properly at Full Council with the full facts, and, in his view, the full facts concerning this issue have not been provided.

Councillor Sutton stated he had abstained from the first vote as it is still not sure as to what the outcome will be concerning charging and he does not feel able to vote to stop something that is not actually happening. He suggested that all avenues should be looked at, so this charge does not get implemented and that the four one stop shops in each of the Fenland towns have central collection points for residents to take their boxes to be collected.

Councillor Murphy agreed that Councillor Sutton's suggestion could be considered. He made the point that the timescales for the proposal keep being moved and, in his opinion, it may be that the NHS reconsiders their proposal.

Councillor Mrs Bucknor stated that, although she is not happy with the current outcome, she will support the Leader's proposal. She made the point that this issue was a Cabinet decision with their being no further update to the last email received stating the charge was going to be introduced.

Councillor Mrs Hay stated that the subject was never referred to Cabinet as it was a Portfolio Holder decision. It formed part of the fees and charges in 2015, when Councillor Mrs Bucknor and

herself were part of the Overview and Scrutiny Committee, and at that time it was felt that there were so few people who would require a collection that the charge would be waived, but the charge has always been in situ.

**It was AGREED that there be no charge for clinical waste collections until the matter has been returned to Full Council to discuss the options.**

Councillor Mrs Mayor thanked Mrs Marshall for bringing this important matter to our attention and for her contribution today.

*(During the decision making on this item, a member of the public was warned about their conduct and subsequently removed from the Council Chamber.)*

*(The following members expressed a non-pecuniary interest in this item by virtue of the fact that the introduction of charges for the disposal of clinical waste may impact them personally due to underlying medical conditions effecting themselves or family members; Councillors Bucknor, Mrs Cox, Mrs Mayor, Skoulding and Tibbs.)*

*(Councillors Mrs Bucknor and Mrs French declared a non-pecuniary interest, due to the fact that they had signed the petition not to charge for clinical waste, but stated that they remained open minded to be able to take part in the debate and were not pre-determined.)*

*(Councillor Owen requested that it be recorded that he abstained from voting on the second proposal.)*

**C33/18 TO RECEIVE QUESTIONS FROM, AND PROVIDE ANSWERS TO, COUNCILLORS IN RELATION TO MATTERS WHICH, IN THE OPINION OF THE CHAIRMAN, ACCORD WITH THE PROVISIONS OF PROCEDURE RULES 8.4 AND 8.6.**

No questions had been submitted under Procedure Rule 8.6 and Councillor Booth, as leader of the main opposition group, asked questions under Procedure Rule 8.4, as follows:

- Further to the Portfolio Holder email that Members had received yesterday concerning the Wisbech Bowls Club and the fact that this is another decision that has been taken without the engagement of Members, is it now time to change the style of governance within this Council so that we do ensure that all Members are involved in the decision making process? He feels that the Leisure Centre procurement process should have been decided by Full Council, which was not previously supported, and decisions are not being taken in consultation with all Members, and, therefore, the local communities' considerations are not being taken into account. The Leader stated that there is no intention of dissolving the Wisbech Bowls Club, it is on a short term lease of 6 months as the intention was to change the management of the Leisure Centres and the briefing referred to the Council identifying ideas on how to utilise this area. The new Leisure Management Company that are due to assume responsibility of the Leisure Centres will be saving the Council in the region of £350,000 per year, and they are also planning to invest £500,000 in the Hudson Leisure Centre due to expansion. The Bowls Club have an extension until the end of their bowls league and during this time every opportunity will be made to relocate the club and assist in identifying grant funding for them.
- Councillor Booth stated his main concern is the way that decision making is taken at the Council with too many decisions being made by Portfolio Holders and Cabinet, without engagement of the wider back bench Councillors. The Leader stated that the proposal went before the Overview and Scrutiny Committee and there was also a Member Seminar on the subject, although attendance at Member Seminars is low. The Leader stated that Cabinet do their best, they provide Portfolio Holder Briefings, Seminars, attend Overview and Scrutiny and are always prepared to speak to Members to answer any questions or queries



that require a response. Councillor Booth stated that, with regard to the all Member seminars, for those Members that work attendance is difficult due to the time that they are held and if they were held in the evenings it could result in a better attendance.

- Councillor Booth queried how confidential information concerning the property and acquisition of 11-12 High Street had managed to appear in the press. Councillor Booth requested that a full investigation take place.

**C34/18 TO RECEIVE REPORTS FROM AND ASK QUESTIONS OF CABINET MEMBERS WITH PORTFOLIO HOLDER RESPONSIBILITIES, IN ACCORDANCE WITH PROCEDURE RULES 8.1 AND 8.2.**

Standing orders were suspended to allow for full discussion on this item.

Members asked questions of Portfolio Holders in accordance with Procedure Rules 8.1 and 8.2 as follows:

- Councillor Mrs Bligh stated that Murrow residents have worked hard to be the fifteenth Street Pride Group in Fenland, asking for her thanks to be passed to the Street Pride Coordinator for her assistance in setting up the group, but this group have never been acknowledged in the Portfolio Holder report asking if there is there a reason why? Councillor Murphy stated that he would see that this matter was addressed.
- Councillor Mrs Bligh asked the Leader, due to his position on the Combined Authority, to support the retention of the number 46 bus route, making the point that local residents rely on this service. She stated she had mentioned this issue to Mayor James Palmer at the All Member Seminar, but he was unable to comment as to whether it would be saved after April 2019. The Leader stated he will be happy and prepared to support the retention of this bus service.
- Councillor Bligh asked Councillor Oliver for further details of the 52 cases of anti-social behaviour in Fenland, and whether these statistics can be split into areas, including details of where the CCTV is sited. Councillor Oliver stated he would ensure this is actioned.
- Councillor Bligh asked, due to the heightened awareness of 'period poverty' where young girls are missing days of their secondary education due to not having access to sanitary products, whether there is anything that the Council can do to provide support? Councillor Cornwell stated that he will be discussing this matter with colleagues who have undertaken projects concerning this issue.
- Councillor Mrs French stated that it would appear the Fenland District Council website has some errors on it which need updating.
- Councillor Mrs Bucknor referred to her attendance at a meeting with the Department of Work and Pensions concerning the implementation of Universal Credit and a number of issues which customers have encountered, asking if Councillor Mrs Hay would engage with the One Stop Shop in Wisbech to ensure that customers are directed to the Rainbow Savers Credit Union, who may be able to assist them. Councillor Mrs Hay stated that she will liaise with the One Stop Shop and ensure that they have the details of the Rainbow Savers Credit Union.
- Councillor Tibbs asked whether there is any update with regard to Wisbech Vehicle Exchange and also concerning the derelict building on Petts Close where there are reports on drug mis-use taking place. Councillor Oliver stated that there is no update concerning the Wisbech Vehicle Exchange and he will check with Officers to see if there is any progress. With regard to the Petts Close issue, Councillor Oliver stated he will speak to Councillor Tibbs outside of the meeting.
- Councillor Tierney made the point that it is disappointing to learn of the current situation with Wisbech Bowls Club, with the club being a success story for Wisbech, asking that every effort to be made to protect the future of the club going forward. Councillor Buckton stated that there is no intention to close the Bowls Club, but part of the invitation to tender for the Leisure Services Contract, included whether there were any opportunities for the

redevelopment of the bowls hall. As a result of the procurement process, Freedom Leisure, who have been selected as the preferred provider have submitted two options; doing nothing to the bowls hall or redeveloping the bowls hall resulting in an investment of £500,000 into that area of the Leisure Centre increasing the amount of revenue to the Council of £140,000, which over the course of the contract equates to £2,000,000. If the first option had been chosen then the Council would still be in the same position where it would need to subsidise the leisure centres. Councillor Buckton stated that discussions will continue with the bowls club to identify ways for it to continue.

- Councillor Booth commented that the briefing that Members received implied that Bowls Club members would have to play at clubs elsewhere, suggesting that the club would be disbanded. To build a purpose built bowls club will take a considerable amount of time, and therefore, it would be preferable if the existing club can continue at another location. Councillor Buckton stated that the suggestion in the briefing concerning the use of other bowls clubs was just one option. Freedom Leisure have agreed that there will be no redevelopment in that area until the middle of next year, with all options still needing to be considered. Another option is to use the sports hall, which could accommodate short mat bowls, and although it may not be the preferred option in comparison with a full size bowls green it is an option, even if it is an interim arrangement. The Council will do everything it can to enable the continuation of the bowls club, so that the members can continue to enjoy bowls.
- Councillor Mrs French asked Councillor Murphy whether he has applied for the monies available from the 'Champion of Fenland' scheme following an email she has sent to him. Councillor Murphy stated that he is yet to apply.
- Councillor Mrs Bucknor referred to the agenda pack, which contains details concerning the Wisbech port area, mentioning an increase of ships coming to Wisbech, and how the Port has handled the largest amount of cargo in a single month 'ever', feeling that the word 'ever' is a little optimistic. There is also a mention of the yacht harbour marketing plan, where it mentions that a response is still to be received from Central Government regarding funding and she would like members to be informed with regard to the outcome and whether funding has been awarded. The Leader responded that Councillor Oliver is the Portfolio Holder responsible for the Port area and will ensure that Members are notified when a response is received.
- Councillor Mrs Bucknor asked whether the Leader will be attending the next Combined Authority meeting in September where the Wisbech Access Strategy will be discussed? The Leader stated that either he or Councillor Oliver will be in attendance and Members will be advised of any decision made concerning the strategy.
- Councillor Booth asked for clarity with regard to the number of business enquiries which have come into the Council, which had previously been discussed at Overview and Scrutiny and had been noted that there were no actual businesses that had moved into Fenland, and asked whether the figures shown could actually show how many successful moves have actually taken place, to give a better reflection and understanding? Councillor Oliver said that he will take that action forward.
- Councillor Booth stated that on Page 48 it mentions the amount of fixed penalty notices that had been issued and he asked whether these fixed penalty notices are collected or is there a default rate? Councillor Oliver stated that he will check to see what the default rate is.
- Councillor Booth queried the information concerning housing benefit claims, making the point that whilst recognising we are outside of the target, the information in the report is marked in green and it should be red. He referred to page 54, with regard to the number of applications for grants being submitted as 0 out of 8 but is marked in green, and as we are almost halfway through the year there should have been at least 4 applications submitted. Councillor Booth added, on page 67 where it mentions FACT, he would like an update as to the outcome and effects on the Council following the investigation that was held. Councillor Mrs Hay stated that with regard to the information concerning housing benefits, which is marked in green as opposed to red, if the figures are compared over the past couple of months, the figure has decreased from 9.4 days to 8.8 days. She advised that ARP has

recently recruited a number of new staff who have required training and this also needs to be taken into consideration. Councillor Booth stated that although the figures are moving in the right direction, the target has still not been met. Councillor Mrs Hay stated that she will monitor the figures going forward.

- Councillor Sutton asked Councillor Buckton to clarify whether the £140,000 revenue that he mentioned in relation to the Leisure Centres forms part of the £351,000 savings or whether it is additional sum of money. Councillor Buckton stated that it is part of the overall £351,000 savings. Councillor Sutton asked that if the Bowls Club remains, then Council is going to lose £140,000? Councillor Buckton confirmed that would be the case. Councillor Sutton expressed the view that it would be wrong to support any club in any town or village when it would cost the Council that amount of money.
- Councillor Sutton stated that he had noted that the planning results continue to be very good; however, nationally the results of the report are listed as majors and non-majors and asked why we are still reporting the results as majors, minors and others. Councillor Mrs Laws stated that she takes Councillor Suttons comments on board.
- Councillor Buckton clarified that Members need to make a distinction between the bowls hall and the bowls club. It is the bowls hall that is being redeveloped, the bowls club is separate and the Council will do everything it can to ensure it continues.
- Councillor Mrs Bucknor advised Members that Nestle Purina have posted on social media a 3 minute promotional video, which also promotes Wisbech, and she would like it considered when promoting tourism in the area.
- Councillor Mrs Hay advised Councillor Booth that with regard to Council Tax support, there appears to be a typographical error on the latest portfolio holder update where the target is actually 9 days and that is why it is marked in green.
- Councillor Murphy advised Members that he had attended the Anglia in Bloom awards ceremony in Bury St Edmunds. There were over 150 people in attendance from all over East Anglia with a number of awards being presented to various areas in Fenland, including 3 gold awards for Wisbech, a gold award for Chatteris and Waterlees and a silver gilt award for Benwick. Brian Massingham from Wisbech was awarded the Mike Ames award for his contribution to the In Bloom project, which is the highest accolade that the In Bloom organisation presents. Councillor Owen congratulated the Wisbech in Bloom team, but questioned the amount of hours of assistance the Wisbech area receives from the Parks and Green Spaces team compared to other Fenland towns.
- Councillor Sutton congratulated all the worthy winners, but agreed with Councillor Owen and requested a break down in costs, to compare the differences in costs for all of the Fenland areas. Councillor Murphy agreed to provide this detail.

### **C35/18      COUNCIL AUDIO/VISUAL EQUIPMENT**

Councillor Buckton proposed that this item be deferred as Members' required further information on the proposal.

Councillor Booth asked that as part of the report in November, could there be more than one option provided as part of the streaming option.

**Proposed by Councillor Buckton, seconded by Councillor Mrs French and AGREED that this item be deferred until the meeting to be held on 15 November 2018.**

### **C36/18      PROPERTY ACQUISITION AND REGENERATION, WISBECH**

Councillor Oliver presented various options for consideration in connection with an important derelict town centre site, known as "11/12 High Street Wisbech", which is considered a 'high priority' property, located within the Wisbech High Street Heritage Lottery Fund (HLF) project area, making the point that the report was one of the most complex and challenging matters that the

Council had needed to consider for a number of years. He stated that grant aid is available from HLF, however, this is time limited and may be at risk if the required major refurbishment cannot be taken forward within the available timeframe, with completion being required by January 2021.

Councillor Oliver stated that there are various benefits including regeneration and delivery, but also financial risks and, therefore, Members need to decide the most appropriate way forward. The current owner is unable to move forward with the development or meet the deadline for the funding, and, therefore, the site would need to be purchased from the current owner. Officers have reached an in principle agreement with the owner for the purchase, together with procurement of draft designs, estimated costs, valuations and viability assessments.

Councillor Oliver advised there are now 4 possible options for consideration and if Members are minded to approve either option 1, 2 or 3, Cabinet will consider a separate report later today recommending approval for a Compulsory Purchase Order (CPO) to aid the purchase if required. He referred to the risk matrix that has been provided which includes the financial implications for each of the options proposed, explaining that it is important for Members to understand the risk and financial implications so that an appropriate decision can be agreed.

Councillor Oliver informed Members of the recommendation that was reached by Cabinet at its earlier meeting.

Members asked questions, made comments and received responses.

#### **Members AGREED to**

- **endorse the Cabinet recommendation for the approval of option 2 as contained in the confidential appendices and acquisition of the property as soon as practicable on the terms outlined;**
- **note the need for Cabinet to approve, in principle, to make a Compulsory Purchase Order under Section 226(1)(a) of the Town and Country Planning Act 1990 (as amended)**
- **delegate to the Chief Executive, Corporate Director (Growth and Infrastructure) and Corporate Director (Finance) in conjunction with the Leader, Finance Portfolio Holder and Growth, Heritage and Community Safety Portfolio Holder to implement the preferred option and in particular**
  - **to enter into an agreement to purchase and subsequently acquire the site on the terms outlined, including the possibility of delisting the property.**
  - **to take all action necessary to transfer the property to the identified developer on terms that protect the delivery of the scheme and enable the drawdown of the relevant HLF grant.**

*(Members resolved to exclude the public from the meeting during the discussion of the recommendations for this item of business on the grounds that Appendices A-G involved the disclosure of exempt information as defined in Paragraphs 2 and 3 of Part 1 of Schedule 12A of the Local Government Act 1972.)*



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## Civic Engagements

**From 13 September 2018 to 14 November 2018**

Friday 14 September	Chairman's Civic Reception Attended by the Chairman and Vice Chairman
Sunday 16 September	East Northamptonshire Civic Service Attended by the Chairman
Wednesday 19 September	George Campbell Macmillan Quiz Night Attended by the Chairman
Friday 21 September	United States Air Force Freedom of the Town Parade Attended by the Chairman  United States Air Force Ball Attended by the Chairman
Sunday 23 September	Rushden Town Council Civic Service Attended by the Chairman  Cambridgeshire Regiment Annual Service Attended by the Chairman
Friday 27 September	Chairman's Macmillan Coffee Morning Attended by the Chairman and Vice Chairman
Tuesday 2 October	Peterborough City Council Sausage Supper Attended by the Chairman
Sunday 7 October	Cambridgeshire High Sheriff Judiciary Service Attended by the Chairman
Friday 12 October	Cambridgeshire Regiments Annual Dinner Attended by the Chairman
Sunday 14 October	Whittlesey Town Council Civic Service Attended by the Chairman  March Town Council Civic Service Attended by the Chairman
Tuesday 16 October	Charity fashion Show Attended by the Chairman
Saturday 20 October	Royal British Legion Womens Conference Attended by the Chairman and Vice Chairman

Civic Engagements continued

	Royal Society of St George Trafalgar Dinner Attended by the Chairman
Sunday 21 October	East Cambridgeshire Civic Service Attended by the Chairman
Thursday 25 October	Hudson Leisure Centre Macmillan Quiz Evening Attended by the Chairman
Friday 26 October	Queensgate Poppy Appeal Event Attended by the Chairman
Sunday 28 October	City of Ely Civic Service Attended by the Chairman
Wednesday 7 November	Huntingdon WW1 Flag Raising Attended by the Chairman
Friday 9 November	Neale Wade Academy Remembrance Assembly Attended by the Chairman
Saturday 10 November	Chatteris Royal Anglian Concert Evening Attended by the Chairman
Sunday 11 November	Fenland Remembrance Day Ceremonies Attended by the Chairman and Vice Chairman
Monday 12 November	American War Cemetery Remembrance Event Attended by the Chairman



# **Cabinet and Corporate Management Team**

## **Portfolio Holder Briefing Report**

**October 2018**  
(For performance in September 2018)

# Cabinet Members



**Councillor  
Chris Seaton**  
Leader of the Council



**Councillor  
Mike Cornwell**  
Cabinet Member for  
Communities



**Councillor  
Anne Hay**  
Cabinet Member for  
Finance



**Councillor  
Peter Murphy**  
Cabinet Member for  
Environment



**Councillor  
David Oliver**  
Cabinet Member for  
Growth, Community  
Safety & Heritage



**Councillor  
Dee Laws**  
Cabinet Member for  
Neighbourhood  
Planning



**Councillor  
Mark Buckton**  
Cabinet Member for  
Leisure & Young  
People



**BUSINESS PLAN AREA: Communities****Business Plan Priority: Support vulnerable members of our community****Business Plan Action: Support residents to maximise their income by accessing the benefits they are entitled to. Process applications for Housing Benefit and Council Tax Support quickly and accurately through our shared service (Anglia Revenues Partnership; ARP)****Business Plan Action: Support residents in managing the effects of welfare reform changes by working with partners, including Jobcentre Plus and the CAB, and helping them access Universal Credits online****Portfolio Holder: Cllr Mrs Anne Hay**

Description	Target 18/19	Achieved (in-month only)	Cumulative for 18/19	Last year Cumulative performance for Sept 17/18	Variance
<b>Performance Measure</b>					
<b>Fenland target ARP1</b> Days taken to process Council Tax Support new claims and changes	8 days	6.7	8.0	9.89 days	+0.0
<b>Fenland target ARP2</b> Days taken to process Housing Benefit new claims and changes	8 days	6.3	7.3	9.59 days	+0.7

This month we have continued to meet or exceed all targets.

For both Council Tax Support and Housing Benefit, new claims and changes have been processed in well under 7 days, and kept the YTD figures within target.

We continue to prioritise new claims, are carrying out additional checks on pended claims and have a campaign running to deal with 'quick changes'. The team have worked hard on some historic earnings checks (around 3000) and we are down to the last 300 to clear. We also continue to check 100% of earnings assessments going forward. The new starters have also recently had additional training in other areas of Universal Credit and we are starting to look into smarter ways of working generically with the Council Tax team.

The DWP VEP (Verification of earnings and pensions) notifications are working well and we are about to commence the first of our Self Employed reviews as part of the DWP incentive scheme.

**BUSINESS PLAN AREA:** Communities

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

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

**Portfolio Holder:** Cllr Mrs Dee Laws

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI CEL1 Total number of private rented homes where positive action has been taken to address safety and cohesion issues	200	19	<b>94</b>	

At the end of September 2018, the Council had undertaken 26 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council had also investigated 68 complaints from tenants occupying privately rented accommodation in the same period. Council Officers intervened to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>
Wisbech	20	34
March	3	13
Chatteris	0	2
Whittlesey	0	6
Villages	0	13

#### **Private Sector Housing Enforcement – Controlling Migration fund project Performance**

The Council continue inspections of residential accommodation in Wisbech with the emphasis on identifying large HMOs which are now subject to licensing since the extension of the Mandatory Licensing legislation coming into effect from 1<sup>st</sup> October 2018. The officers have introduced themselves to a number of existing and new local letting agents in Wisbech offering support and advice on housing related matters particularly in relation to Fire Safety and Tenancy matters. Most agencies have welcomed their approach and have volunteered their HMO portfolios which will allow

officers to take a more pragmatic approach in their inspection regime.

The table below identifies the officers' interventions in the last month which reflects their current priorities.

Measure	Sep	Cumulative
Total Number of Properties Inspected	102	1052
Interventions Taken (see table below)	82	381
Information Packs Issued	8	120
Smoke Detectors brought into use	31	111
Hazards Removed	41	96

### Breakdown of interventions

Smoke Detector defect letters (Private Rented Sector)	9
Smoke Detector advisory letters (Owner Occupied)	26
Formal Inspection Appointment Letters	16
Notice requesting Information	0
Informal Letter requesting remedial repair	25
HMO declaration notices	5

The actions undertaken by the council help to ensure that residents can live safely in their private rented homes and landlords are aware of their responsibilities.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI Number of households prevented from becoming homeless	200	21	<b>114</b>	

Homeless individuals and families have been assisted in a variety of ways. The Housing Options team and Trailblazer team have been able to keep households in their homes either by debt management or mediation. Other households have been assisted by being found alternative accommodation so that they didn't face homelessness.

Breakdown:

Mediation = 22

Debt Advice = 10

Resolve rent arrears = 8

Private rented with deposit support = 37

Private rented without deposit support = 17

Housing Register Offer = 9

Supported Accommodation = 11

### Rough sleepers -Controlling Migration Fund project

The Council's Migrant Outreach Worker is currently working with 23 clients, 17 of whom are rough sleepers in Wisbech. Regular visits are made with Police and Inclusion (drug and alcohol outreach service). Housing options, advice and sign posting is offered in order to provide routes out of rough sleeping for these individuals. Options for training and work are also offered.

Description	Monthly	Cumulative for 2018/19	%
Total number of Households approaching to the Housing Options Team	130	924	N/A
Total number household receiving advice only for example not homeless but advice needed	61	455	N/A
Total number of Personal Housing Plans created i.e. there is a risk of homelessness and an action plan has been created to hopefully prevent the homelessness taking affect.	32	257	N/A
i. Number of Main Duty Homeless decisions made.	11	14	N/A
Successful outcomes in Prevention stage (household had their issue resolved within 56 days)	22 out of 25	94 out of 124	76%
li Successful outcomes in Relief stage	11 out of 33	48 out of 67	72%

Statistic for Wales Prevention pilot - 62% Relief 42%

i .This is where the personal housing plan has not resolved the problem leading to the need for a formal decision to be taken under the legislation. In 17/18 we made 159 decisions and experience in Wales and Southwark indicate this should be much lower under the new Act.

li Cases that came to us too late for prevention stage i.e. households were awaiting court action to end their tenancy or they lost their last settled accommodation, which meant the Council had to provide some alternative form of accommodation whilst the household and the Council work on a personal housing plan. During the 56 day "relief period" they had their housing issue resolved.

## Trailblazer Project Update

The work of early homeless prevention across the Fenland led Trailblazer project continues to make a valuable difference to people's lives and wellbeing within Cambridgeshire and Peterborough.

Since the start of the project in August 2017, there have been 878 referrals, 378 Fenland related and the highest rate of referrals across Cambridgeshire and Peterborough from individuals and partner agencies requesting help to prevent homeless families and individuals from becoming homeless.

The Trailblazer team are working with social and private sector landlords to prevent homelessness including through mediation, debt advice and financial advice.

A specialist Landlord Rent Solution service is in place within Trailblazer and our Housing Options Team to support landlords in managing tenancy issues including support and advice, to avoid the need to take court action and evict tenants.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI Number of homes adapted to assist vulnerable disabled residents to remain in their home	130	12	<b>77</b>	

Through this scheme the Council provides adaptation works for elderly and disabled home owners and tenants to remain safe, secure and protected in their own homes. At the end of September 2018, The Council has assisted 77 households with adaptation works.

The geographical spread is as follows:

Wisbech	28
March	22
Chatteris	5
Whittlesey	8
Other villages	14

## What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance
Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt their property made their life easier ( 1 year on survey)	96%	90%	3	3	95	

3 households responded to the survey in September 18 for this performance measure.

21 surveys have been completed for the financial year so far with 20 satisfied culminating in satisfaction score of 95%.

One householder felt that the shower was underpowered therefore not effective and reported issues with drainage. The Home Improvement Agency is working with the contractor to resolve the issues.

**BUSINESS PLAN AREA:** Communities

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

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

**Portfolio Holder:** Cllr Mike Cornwell

### Community House

Members will be aware that the Council currently delivers a project from Community House to support residents to undertake activities that will increase their confidence to gain employment.

The project was originally set up with the support of the Department of Work and Pensions (DWP). Community House itself is owned by Clarion Housing Association and leased to the Council.

As part of the Comprehensive Spending Review in 2015, members agreed that should ongoing external funding not be secured for the work at the house then the services provided would cease.

Since that time, the Council has been successful in obtaining one-off grants from the DWP and Clarion to meet the premises & employee costs to maintain the service and had made an application to the Wisbech Community Led Local Development (CLLD) board for an additional three years funding to cover the financial years 2018-21.

Unfortunately, the grant submission has not been accepted by the CLLD board on the basis that the services provided from Community House can now be supported by other services and agencies in the ward.

A subsequent consultation with the DWP has confirmed that there are now other services that they can refer customers to that did not exist in 2015.

Therefore, as the Council has no other funding options for the project, it is proposed to end the scheme from the 1<sup>st</sup> of November 2018 and enter into detailed discussions with Clarion regarding future use of the property, as no other Council services are provided from this location.

Ceasing the service and returning the property to Clarion will avoid approximately £30,000 of revenue costs per annum, in line with the original CSR savings plan.

Initial conversations with Clarion have indicated that it is likely that the house would be returned to its original residential use and It is understood they would propose that the attached large community garden, be retained for wider community activities, volunteering and events.

One member of staff is directly affected by these proposals and will be supported through the change process. In addition there are around 30 customers currently utilising the service and work will be undertaken to support those customers onto other programmes in the ward.

Members should note that all other work undertaken by Fenland Council to offer community support in the ward and wider Wisbech will continue. For example,

- Working with the Oasis Centre to help it expand and increase services delivered from the facility,
- Continuing to deliver Streetpride volunteering support and development,
- Working with the community and voluntary Sector to lever in additional investment into the town,
- Supporting the community actions set out in the Wisbech 2020 strategy,
- Working with partners to deliver the eleven Controlling Migration funded projects in the town.

## Community Locally Led Development (CLLD)

The Local Action Group for CLLD met in September.

A bid was approved from People and Animals, who applied for a grant circa £45,000 to enhance work-readiness amongst those most isolated, inactive and unemployed in Wisbech. The project will assist in improving an individual's self-esteem and lowering their social anxieties through a range of nature-based activities utilising animal therapy and gardening.

The Local Action Group recognised this unique service and approved the total amount requested. Activities include growing and sharing vegetables, holding a series of open events building organisation skills and designing and building a sensory garden for local people to develop transferable skills for the workplace, whilst providing a space for vulnerable individuals to relax and engage in the project.

**BUSINESS PLAN AREA:** **Communities**

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

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

**Portfolio Holder:** **Cllr Mike Cornwell**

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
MPI Number of people who attend the Golden Age events	200	114	<b>156</b>	

The second Golden Age Fair of the financial year on Monday 10<sup>th</sup> September at the Queen Mary Centre, Wisbech was attended by 114 visitors to receive information advice and guidance.

Highlights included:

- Cambridgeshire Fire & Rescue Service spoke to approximately 35 people, they exchanged 6 electric blankets and have made appointments for 5 follow up 'safe and well' visits
- East of England Ambulance Service saw over 65 people with two people being advised to see their GP within one month as a result of on the spot blood pressure checks



- The Royal British Legion (RBL) had 15 people visit their stand and advised several widows of the continued eligibility to support from RBL, along with one case for befriending in Wisbech
- Careline Community Service saw 40 people and as a result have 10 new clients to assess for their service
- CamSight spoke with 20 people and have organised three visits to low vision centres as well as arranging group talks with four other partner organisations
- Wisbech Food Bank had almost 30 people stop at their stall and as a result 3 of those people have shown an interest in becoming volunteers
- The Sensory and Early Adult Help Team saw over 50 people at what was their first ever Fair and they were able to advise the public as well as other partners on their service
- Cambridgeshire Constabulary engaged with over 80 visitors and gave out general crime prevention advice along with demonstrations on home security products
- Older Peoples Shared Lives Respite spoke with 10 people about the service as well as informing partners about what the service had to offer

In total we had 34 partners in attendance providing a wide range of services meaning that most visitors were able to get the help or advice they were seeking, or were made aware of services they might need in the future.

Fenland Ferret had a steady stream of visitors throughout the event, seeing 7 individuals with a follow up appointment being made for one individual with multiple complex requirements.

### What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance
LPI Customer satisfaction with Golden Age events (After each event)	100%	90%	39	39	100	

We also received a larger than usual number of visitor feedback forms (31), 100% of which rated the fair either very good, or good. Some of the comments put on the forms included 'excellent idea and event', 'anyone over 50+ would really benefit from calling in', 'all stands were very good' and 'every table was very informative'.

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

**Business Plan Action:** *Deliver the Wisbech 2020 Action Plan across the themes of Education and Skills, Health, Wellbeing and Cohesion, Infrastructure and the Built Environment, and Local Economy*

**Portfolio Holder:** Cllr Chris Seaton

## Wisbech 2020 Update

### **Celebration Evening**

Back in July, a celebration event was hosted by Business in the Community at the Royal Albert Hall to celebrate all that Wisbech has to offer. A central theme of the evening was the difference that can be made when business, political leaders and local communities come together to deliver positive change. The work that has, and is, being done by so many groups in Wisbech, committing to making a positive, sustained difference, is highlighted as an exemplar in the UK.

As there was a limit to those who could be invited to the London Gala, Anglian Water have decided to host a celebration evening to thank as many people as possible who have been involved. The event will be held at the Queen Mary Centre on 30 October, where key components of the Gala will be brought back together. Footage from the Royal Albert Hall event will be shown and there will be live performances from the local choirs.

### **Review of Governance and Actions**

Russell Beal, the new Head of Programme for the Wisbech 2020 Vision project is continuing to work with the Steering Group to review governance of the project and revisit the actions contained within the vision document. With the assistance of dedicated project management support provided by SWECO, a partner of Anglian Water, work is ongoing to produce more detailed project plans (where necessary) for individual projects.

## Prevention at Scale Update

Wisbech 2020 was successful in securing access to a Local Government Association - Prevention At Scale (PAS) programme for improved health and well-being. In this project, Prevention at Scale is not being used to achieve greater impacts in health but in Community Development and Engagement, the argument being that if there is greater engagement from communities overall, if they are empowered to

understand and commit to changes, if they begin to own projects or services and exert a voice and influence then, impacts are likely to be greater, whether that be in health, well-being, skills, employment or educational attainment (or indeed any other broad theme).

A multi-agency team has come together to help deliver the programme in Wisbech. This includes public sector bodies and key Community & Voluntary Agencies that are working in the town.

The funding received from the LGA aims to deliver the following:

- A community conversation undertaken in a way that encourages voices not normally heard to be heard.
- From this conversation the learning will be captured and the project team will consider how a framework can be agreed from which the ideas and new community capacity found can be encouraged to flourish.
- The framework may lead to the development of a new organisation e.g a Community Interest Company or the like to help capture new inward investment to support the town's new found talent.

The early Autumn focus is to undertake the Community Conversation through:

- attendance at other events that have a good community presence ,
- an on line survey, heavily marketed through the networks of all participating organisations alongside normal media marketing channels.

The events will utilise the skills of Tim Mann who delivered the crowded rooms project <https://timmannartist.com/wisbech/>

## **Building Community Resilience**

The Council has been working with Cambs County Council to agree principles to join up work wherever possible to build resilience of our community in a coordinated joined up way.

A short partnership document has been developed to set the approach to do this.

The agreed collective vision and priorities of this shared approach focus on People, Places and System change.

The collective approach is to be fully aligned and to collaborate where it makes sense and there is agreement to do so. This will allow each partner to work independently and specialise in their own areas of service delivery and expertise, as well as with a shared approach which is compatible and consistent, enabling joint projects to still happen.

The proposed priorities based on People, Places and System include :

- Taking a shared approach to work in areas of high risk and vulnerability
- Understanding and removing barriers for community led activity
- Building capacity for communities to work together for the benefit of all our services
- New Communities and growth areas and hidden communities are priorities for all of us and could benefit from a shared approach
- Introducing system changes, taking a broader view to recognise the complexities and allow multi agency conversations with communities
- Supporting communities to develop and deliver their own priorities which will address our needs to reduce, delay or prevent the need for costly public service involvement and which may include and go beyond public sector plans.

The prevention at scale project is one such example.

## **BUSINESS PLAN AREA: Communities**

**Business Plan Priority:** Promote Health & Wellbeing for all

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

**Portfolio Holder:** Cllr Mark Buckton

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI LS1 Number of paid visits to our leisure centres	889,708	Actual 67,653 Target 68,000	Actual 423,974 Target 414,381	

There has been continued improvement in income generated by the leisure centres.

At the half way point of the year, revenue was £1.36 million, an increase of £68k on the previous year and £62k up on budget target.

Swimming income is leading this improvement and is currently 4% up on last year, including an increase of 3% in swimming lesson income.

Gym income remains the highest performer with membership sales remaining buoyant.

Description	Target	Achieved		Variance
<b>Performance Measure</b>				
MPI Number of Direct Debit members	3,160	Actual 3,419		
<p>Member growth continues with an 8% increase on the previous year and a similar increase in target. The majority of members belong to the anytime 12 month membership.</p> <p>A recent student promotion, available to the end of November, attracted 400 new short term members (not included in above) on a 4 month offer.</p>				

### Freedom Leisure Project

The handover to Freedom Leisure takes place on 4 December 2018 and mobilisation meetings have commenced as the project gathers pace in this final stage. The mobilisation plan is proceeding as anticipated, with Fenland and Freedom working well together to move the work forwards.

Daily exchanges are taking place with Freedom Leisure and the council in relation to information sharing, with Freedom indicating that the programme is moving at the correct pace and they are confident that all will be in place for a successful handover. At present it is 'business as usual' within the facilities. FDC leisure staff know that the change is coming and so do customers, but presently there is no change to what has been delivered, successfully, all year.

There will be a presentation from Freedom Leisure at the All Member Seminar on 25 October.

Group staff meetings have now taken place with Freedom, with individual or small group meetings scheduled for 30 and 31 October. The Council's HR team is support staff who will be TUPE'd to Freedom, and Unison support is also available to members should they require it.

Freedom is a large, experienced leisure management company that currently manages around 100 centres. Their most recent new contract is in Swansea, after also acquiring the management of four centres in Derbyshire Dales early in the summer. Freedom will bring a level of expertise and resource to the leisure centres that Fenland simply cannot match and this should lead to improved customer satisfaction as well as an increase in the number of users across all centres.

## Active Fenland Update

The year three evaluation report for the Sport England funding originally given to Active Fenland is now complete showing the impact and outcomes of the project. Highlights include:

### What Worked?

- Knowing your local area and local people
- Having adaptable coaches that are willing to learn and work with helping inactive people become more active
- Designing a programme on local need, basing provision on consultation.

### Benefits to participant's physical health:

- Active Fenland attracted the target group of inactive people. 68% were not active enough to benefit their health.
- The programme has encouraged those who were inactive to become more active; 76% were more active when assessed after participating in the programme

### Local Community Benefit:

- Active Fenland is highly recommended by those taking part.
- 85% of sessions across 13 different activities have been sustained.
- Average cost per participant per session was £2.59 in year 3.

### Mental Health Benefits:

- Participation in Active Fenland sessions improved participants level of wellbeing by a meaningful amount from original to follow up surveys.

**Active Fenland** - three projects currently running;

**Let's Get Moving** funded by CCC Public Health this project has helped to continue the original delivery of Active Fenland and helped set up of new projects including mental health/ stress relief based programs such as walk and talk and yoga. This project has helped us reach an extra 816 new participants in its first 9 months of delivery.

**Active Families** funded by Sport England started from the 1st September and work has begun to deliver family sessions. These will be to suit families with children aged 5-15 within Fenlands most deprived LSO this included most of Wisbech and March and a small area of Chatteris. This summer the Fit and Fed pilot which aims to tackle holiday hunger paid for via Open Stop Funding was extremely popular engaging 105 people

in 7 sessions this will now take a permanent place in this project.

Controlling Migration fund which has now been named **Active Together** for a wider community appeal has begun to reach out into business places with their first one being Greencore in Wisbech. Plans for the first community based sessions to start rolling out soon, these will initially include sports such as football, floorball, basketball and table tennis.

All projects are operating under the Active Fenland brand and use the same logo to help build on what is becoming widely recognised, and trusted, branding.

## **BUSINESS PLAN AREA: Communities**

**Business Plan Priority:** Promote health and wellbeing for all

**Business Plan Action:** *Reduce inequality and deprivation by working collaboratively with others and deliver the Council's Health & Wellbeing Strategy to tackle our local health priorities, including mental wellbeing*

**Portfolio Holder:** Cllr Mike Cornwell

### **Health & Wellbeing Strategy**

#### **Air Quality Action Planning**

The council's health and wellbeing delivery plan has air quality management as an area of focus. Air quality management is a statutory function for the Council and links to many service areas such as planning, transport strategy and the permitting of industrial processes.

As part of the Council's responsibility to monitor and report on air quality a plan has been developed which covers short, medium and long term actions. This plan is available on the Council's website. It is broken down into five areas of focus:

1. Monitoring and Reporting
2. Health, Wellbeing and Communities
3. Planning
4. Transport
5. Industry

Next steps:

The Council has duty to review air quality each year and to report findings and next steps to department of environment, food and rural affairs (Defra).

In 2018 Defra approved the Council's proposals for future monitoring and changes to areas known as air quality management areas (AQMA) which have been declared

as part of the Council's statutory duty to manage air quality.

There are four AQMAs in Fenland, these are:

1. Particulate matter (PM10) in the area of Lynn Road and Mount Pleasant Road, Wisbech.
2. Sulphur Dioxide (SO<sub>2</sub>) in the area of Lynn Road and Mount Pleasant Road, Wisbech.
3. Nitrogen Dioxide (NO<sub>2</sub>) along Churchill Road, Wisbech.
4. Sulphur Dioxide (SO<sub>2</sub>) in 2 locations within Whittlesey, Park Lane and Kings Dyke which are associated with the Forterra Brickworks.

The Council's monitoring has identified three of the four AQMAs (1-3) are no longer areas of concern and proposals to revoke these areas have been approved by Defra. The process for revocation requires public and partner consultation, which will take place early in 2019.

The fourth AQMA in Whittlesey will remain in place for the time being, and is monitored by Forterra.

Consultation will include local authority partners, public health colleagues and community groups. The intention is to increase the level of information available to the community regarding air quality, monitoring information and awareness.

Central Government policy is for AQMAs to be actively managed and therefore revocation is the best option as monitoring data shows no concerns.

### **Stay Well Project Workshop**

In early September partners gathered for a workshop to develop the Stay Well project for this coming winter.

Partners agreed to focus on key areas for improvement, which were identified following feedback from customers and partner / referring agencies. Some are new and some existing actions:

Strengthening the referral pathway:

- To have one central co-ordinated point of contact for residents to ring.
- Liaise with hospital discharge teams and develop a pathway for safe discharge of patients living in cold homes or with fuel poverty.
- Add falls assessment for cold homes.
- Accessing new grants such as Turn 2u for those most vulnerable residents who have suffered a life changing event such as illness or work situation.

Working together to make cold homes warmer:

- Develop a process for data-sharing within this network.
- Train frontline workers to identify and refer those at risk.
- Work closely with the NHS around flu season and coordinate approaches to work with GPs and Pharmacies.



### Extending the reach of our communications

- Fuel poverty isn't well linked to current Stay Well marketing material.
- Explore and utilise apps such as Parent Mail or Family.
- Tap into services that reach our key audiences i.e. meals on wheels, refuge teams, distrustful bin hangers, at foodbanks and leaflets in council tax letters.
- Access faith groups to engage hard to reach communities.

### Packs

- Packs should stay as they are for the forthcoming campaign, however there is an appetite for change for 2019/20.
- Thermometer is popular with high usage rates.
- Develop a pack or resource for front line staff, such as Cornwall County Council, with key messages, tips to spot at risk individuals and contact details.
- Create at risk group packs with key messages targeted these vulnerable people.

The project will roll out these packs in October, referrals are already underway to access grant funding.

<https://www.cambridgeshire.gov.uk/be-well/resources-and-campaigns/stay-well-this-winter>

**Portfolio Holder:**

**Cllr Mike Cornwell and Cllr David Oliver**

## Wisbech Alcohol Project

### Home office update

A discussion was held between the Home Office LAAA (Local Alcohol Action Area) and the FDC LAAA leads in September to provide updates on progress to date. It was agreed the plan continues to respond and tackle local alcohol challenges in partnership.

A regional network meeting between local LAAA areas is due to take place later in the year to help share best practice and work through any local challenges.

### Health presentation

Members from the Wisbech Alcohol Partnership also supported a recent 'Deep Dive' health event through presenting on the work being delivered and the challenges being faced by the partnership. The presentation was very well received.

### Partnership meeting

The Wisbech Alcohol Partnership's September meeting was well attended and the project plan was reviewed and updated by project leads.

Partnership officers also reviewed the current fixed penalty notice data for breaches of the alcohol related Public Spaces Protection Orders (PSPO) with a number of actions agreed to be progressed by selected partners.

The next Wisbech Alcohol Partnership meeting is due to take place in October where a further update will be provided.

**Portfolio Holder:** Cllr Peter Murphy & Cllr Mike Cornwell

### Energy Conservation

#### **Action on Energy Cambridgeshire**

The Action on Energy Partnership (AOE) has submitted a bid for funding to the Warm Homes Fund. The bid aims to achieve grant funding to assist the most vulnerable of private sector tenants in properties with low ratings of energy efficiency, therefore making heating costs higher than average.

The grant scheme if successful will be administered by the AOE partnership.

Fenland has a high proportion of privately rented properties in this category and therefore funding would be well received. Results of the bids will be announced in November.

### **BUSINESS PLAN AREA: Communities**

**Business Plan Priority:** Work with partners to promote Fenland through culture and heritage

**Business Plan Action:** *Work with local stakeholders to develop a Culture Strategy for Fenland; strengthening the links between the wider Fenland communities and promoting the area to people outside the district, including supporting the development of Must Farm in Whittlesey*

**Portfolio Holder:** Cllr Mark Buckton

### Culture Strategy Update

A meeting of local stakeholders is planned in order to develop a group approach to a

bid for funding from the Arts Council. Should the funding be approved, this will allow expert support for the development of a strategy to promote cultural activities in Fenland, upskilling local people with regards to promotion and development of cultural opportunities and highlighting what is available across Fenland for local people to engage with.

**BUSINESS PLAN AREA:** Environment

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

**Business Plan Action:** Work with partners, the community and volunteers to divert at least 50% of Cambridgeshire's household waste from landfill

**Portfolio Holder:** Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI CEL8 % of collected household waste – blue bin recycling	28%	27%	28%	

#### Collected Household Waste Blue Bin Recycling

	Quarter 1	July 18	August 18	Sept 18
<b>Dry Recycling (Blue Bin)</b>	2,205	740	733	654
<b>Residual Waste (Green Bin)</b>	5,675	1,808	1,919	1,768
<b>Dry Recycling % of waste</b>	28%	29%	28%	27%

Collected blue bin waste is on target and contributes positively to the recycling of household waste in the area.

There remain issues with the quality of the materials that customers are presenting in their bins. Between 7 and 9% of materials presented are **Textiles, Food, Nappies or General Waste** and reduce the amount of true recycling.

Working with Recap partners there are local and area based educational messages along with developments to the means of communication to work to tackle these materials.

The crews have actually collected 4,692 tonnes of materials from Fenland blue bins so far this year and rejected 7,834 bins with obvious contamination. Even with this, AmeyCespa report that 438 tonnes of those collected were materials not acceptable

in the bin.

As a result, we have 4,254 tonnes of blue bin recyclable materials in the first half of the year along with 77 tonnes from local bring banks.

This remains an improvement on last year. The winter calendar delivered to all properties in November focusses on the target materials for the blue bin. Alongside this we will continue with our targeted education and support for developing community volunteers to share the importance of customers recycling more and not to include textiles, food, nappies and general waste.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
MPI % missed bins collected the next working day	92%	92%	<b>95%</b>	

**Missed Collections September (Blue and Green Bins)**

	Sept 18
Missed Collections Reported	145
Collected next working day	134
<b>Percentage</b>	<b>92%</b>

The total number of missed brown bin collections reported in September was 32, of which 31 were collected the same or next working day.

**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, including through Recycling Champions

**Portfolio Holder:** Cllr Peter Murphy

Description	Target 18/19	Achieved August	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
MPI Income generated through recycling materials	£285,000	£28,909	<b>£136,946</b>	

A set of actions have been developed following meetings with representatives of AmeyCespa, the Cambridgeshire based company sorting and sending the council's blue bin materials for recycling. These involve ensuring that sampling is taken place to help identify the nature of non-recyclable materials to aid recycling communications.

## Recycling Champions Update

### Recycling Champions in Action

Volunteers have been offering help and advice to a variety of community groups. They have been helping local Age UK to promote recycling within the older community and attended the Allotment Association promoting home composting and recycling.

Staff and volunteers at Wisbech and Fenland Museum have joined the team, they will be promoting recycling plastics and making a giant Ichthyosaur, they will be promoting Fenland recycling as part of their events and giving out recycling Information. Their volunteer co-ordinator said, "We're delighted to be part of the Fenland recycling revolution".

The Chatteris Women's Institute hosted a recycling workshop. The group have all agreed to volunteer their time to spread the recycling message and one member has become a trained volunteer to help coordinate their work. They said, the workshop was "very informative", "it was brilliant, and made us feel we are doing something useful".

I have been inspired to recycle more



<b>BUSINESS PLAN AREA:</b>	<b>Environment</b>
<b>Business Plan Priority:</b>	<b>Deliver a high performing refuse, recycling and street cleansing service</b>
<b>Business Plan Action:</b>	<b>Deliver an effective, self-funding garden waste collection service</b>
<b>Portfolio Holder:</b>	<b>Cllr Peter Murphy</b>

## Garden Waste Service Update

### Subscriptions

The subscription level at the end of September was 20,260. This is 560 more subscriptions than this point last year and includes 13,136 subscriptions at £36 via Direct Debit.

The initial budget forecast is that the service will be self-funding for the second year running and allows the council to continue to offer the direct debit discount into next year.

### Subscription Stickers

20,766 stickers have been dispatched to date including 506 replacements where customers have reported them as missing, accidentally destroyed or lost.

Replacements are dispatched as soon as possible and courtesy collections offered where required.

Lost stickers have been less of an issue this year and a trial for 2019/20 is planned using first class post to see if this further reduces the number that are lost or not received.

### Website and Payments

The garden waste webpages remain the preferred contact choice for our customers with 18,067 customers viewing 138,023 pages to self-serve their subscription since December 2017.

Along with the 13,136 direct debits in place, 5167 customers paid online by card and 1,887 paid by cash, card or cheque at the Fenland@your service shops or by card through the telephone contact centre.

### Bin Collections

The garden waste crews have already made 198,170 collections in the first 6 months of this year, this is 10,670 more collections than the same point last year.

The crews have rejected and tagged 3,630 bins presented without current subscription stickers.

This is a reduction on the first 6 months of last year when 14,109 bins without subscription stickers were recorded as presented in the same period.

### **Bin Collection Day Application**

More than 11,000 customers have now downloaded the free bin collection day app to help them with their bin collections.

The app shows collection days for all bins for 6 weeks and can automatically put these into the customer's calendar, including brown bins for customers who subscribe.

This trial app will be advertised to all household with the collection calendar delivered in November.

**BUSINESS PLAN AREA:** Environment

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

**Business Plan Action:** Deliver clean streets and public spaces, as set out in the national code of practice

**Portfolio Holder:** Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	97%	96%	

### **Cleansing Rapid and Village Response September 2018**

Area	Requests	Requests Met	Performance
Chatteris	3	3	100%
March	20	20	100%
Villages	34	32	94%
Whittlesey	11	11	100%
Wisbech	35	34	97%

<b>Totals</b>	<b>103</b>	<b>100</b>	<b>97%</b>
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During September the team attended to 97% of the reported incidents on the same or next day.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	93%	98%	<b>97%</b>	

### September Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	30	30	100%
March	30	30	100%
Whittlesey	30	28	93%
Wisbech	30	30	100%
<b>Totals</b>	<b>120</b>	<b>118</b>	<b>98%</b>

The regular inspection of the quality of cleansing in Fenland is performed by Street Scene officers on a routine basis using national scoring methodology which assesses litter, street sweeping and graffiti.

**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 effective waste partnership and to update the Cambridgeshire and Peterborough Waste Strategy

**Portfolio Holder:** Cllr Peter Murphy

### Cambridgeshire & Peterborough Waste Partnership (RECAP)

The Recap partnership met in September and resolved to invest in a stakeholder



project to develop joint communications around flytipping in Cambridgeshire and Peterborough. This will shine a light on good practice, learn from others and communicate responsibilities to customers.

**BUSINESS PLAN AREA:** Environment

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

**Business Plan Action:** Support improvements to Fenland's streetscene and heritage

**Portfolio Holder:** Cllr David Oliver

### Wisbech High Street Townscape Heritage Project

An advertisement asking for Expressions of Interest for a contractor to work with us on 24 High St (The Gap) was advertised however there were no applications. In discussions with the design team and structural engineer it has been decided to combine the contract with the repair and security works to the FDC owned building at the rear. The contract will be re-advertised in October/November.

When presented with the detailed report on proposals for the future of 11-12 High Street, Cabinet agreed to the option of acquiring the properties from the current owner through a negotiated sale. Agreement was also made to enter into discussions with an interested developer who would purchase the properties directly from FDC shortly after transfer from the current owner. The developer would then, subject to agreement of terms, become the applicant for the HLF grant to part-fund the conservation deficit on this development. In parallel, agreement was made to commence the process for a Compulsory Purchase Order (CPO) should sales negotiations break down. Both acquisition and transfer agreements are being prepared for agreement with the relevant third parties.

The contract detailing the conditions of a grant for the conversion of a vacant first floor space into residential units as well as replacement and repair of shopfronts over 4 units at 13-17 High Street is now finalised. As soon as contracts are agreed and exchanged work will begin. This is the first large scheme which will make a significant impact on the High Street.

The owner of two listed properties has engaged an agent to progress his application for a grant towards roof, window and shopfront repairs as well as paint removal which is causing damp issues to the C18th brickwork. An application is due to be submitted next month from another owner for repairs to three historic windows to a property at the Market Place end of the street.

The project continues to develop and deliver popular training events and activities including the 1<sup>st</sup> Conservation Workshop accompanied by our own guidance booklet offering advice on maintenance and guidance on policy for owners of listed buildings. For Heritage Open Day on 9<sup>th</sup> September we had a marquee at the end of High St with over 100 visitors come to look and discuss plans for the High Street regeneration and join the guided walks looking at the architecture of the buildings. The next activity to be delivered will be the Museums at Night event to be held on Halloween at the Wisbech and Fenland Museum. This event will bring young families into the museum "after dark" for a range of craft activities and to explore the museums displays and



The Wisbech High Street Project and The Wisbech & Fenland Museum presents...

# A SPOOKY NIGHT AT THE WISBECH AND FENLAND MUSEUM

Join us "after hours" at the museum for an evening of FREE spooky activities and crafts

Hear ghostly tales, learn about witches bottles and make your very own potion to take home. Make your own mask and come and meet our special guest owl in the museum garden. Plus lots more...

Drop off your carved pumpkin anytime before the night for judging - the best one will win a £20 Argos voucher

For more information contact [info@wisbechmuseum.org.uk](mailto:info@wisbechmuseum.org.uk)

Thursday 25 October 2018

**MUSEUMS AT NIGHT** 5pm-8pm FREE ENTRY



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

During the month of September the following works were undertaken, or have been scheduled for FDC Car Parks and Industrial Estates

Undertaken

1. Algores Way and Europa Way, Wisbech – Footpath and Carriageway Patching Works
2. Tendered works for FDC Winter Gritting

Scheduled

1. Car Park inspections are to be undertaken in October.

City Road Car and Lorry Park, March

A refurbishment works contract for City Road car and lorry park in March was tendered in September and a civil engineering works contractor (Barhale Plc) appointed to undertake the works. The works are scheduled to commence on Monday 22<sup>nd</sup> October following the departure of the visiting fun fair and will be ongoing for a duration of 6 weeks with completion anticipated for Friday 30<sup>th</sup> November.

The car park will remain open throughout with the works being completed in several phases, however there will be a reduced parking provision whilst the works are being undertaken. Each completed section will be opened upon closing of a subsequent section.

The works principally consist of:

- Car Park resurfacing and relining
- Replacement of broken drainage channels
- Replacement of signage and speed humps
- Clearance of overgrown shrubbery and removal of dead and unstable tree's. Re-planting, grass seeding, tree trimming and wood barking
- Replacement of street light lanterns with energy efficient LED luminaires
- Minor alterations and improvements to car park entrances and pedestrian routes.

The completed works will reduce the current maintenance liability whilst providing users with a safer and more aesthetically pleasing facility. Additionally the improved lighting and landscape works will assist FDC CCTV cameras with ASB incidents.

**Portfolio Holder:**

**Cllr Peter Murphy**

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

During the month of September the following street furniture repair or replacement works were undertaken, or have been scheduled:

Undertaken

1. Elm Road, March repair works for broken glass panel
2. Refurbishment of one cast iron street name plate
3. Replacement of 17 no. street name plates at various locations within the District

Scheduled

1. South Green, Coates bus shelter base slab repair and improvement works
- Highway street furniture asset inspections are scheduled for October

**Portfolio Holder:**

**Cllr Mrs Anne Hay**

**Manage and maintain district, parish and Clarion HA street lighting**

40 street light faults were reported in September by the Assets and Projects Team to FDC's new street lighting contractor for rectification.

The deadline for Parish Councils to decide if they wanted FDC to continue to manage their lighting stock with associated costs being recharged was further extended until 26<sup>th</sup> September. Six Parish Councils opted to remain with FDC and are to sign up to the revised FDC service level agreement which is to include the 12 month energy grant approved by Cabinet. Six Parish Councils have therefore opted to take back responsibility for their street light repairs, maintenance and energy arrangements becoming financially liable with effect of 1<sup>st</sup> August.

Asset transfer arrangements for those Parishes opting out commenced in September and it is hoped to conclude this process at the end of October.

## BUSINESS PLAN AREA: Environment

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

**Business Plan Action:** Use education, guidance and Council powers to fairly enforce environmental standards and tackle issues such as flytipping, dog fouling and littering

**Portfolio Holder:** Cllr Peter Murphy & Cllr David Oliver

### Environmental Enforcement Update

The Council's current private enforcement pilot with Kingdom is due to cease in early 2019.

Following a 6 month review of the Tidy Fenland project and the pilot with Kingdom in October 2017 a specification was developed using learning from the pilot and feedback from both customers and Councillors including Overview and Scrutiny panel.

In December 2017 Cabinet decided to work in partnership with Peterborough City Council to jointly procure a private enforcement partner. The partner appointed would be the most economically advantageous tenderer able to provide a cost neutral service to the Council. The contract would be for an initial period of 3 years with an option to extend by up to a further 2 years.

A joint tender process commenced with Peterborough City Council earlier this year, the tender process closes to bidders in October. Evaluation of bidders will take place in November and a new service should be in place early in 2019.

Members will continue to be updated through usual performance reporting processes.

**Portfolio Holder:** Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
MPI Streetscene Officer hours spent on active town patrol	6,000	311	<b>2711</b>	

Throughout September 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 wider town and rural issues such as fly tipping and dog fouling. Patrol hours so far this year a below profiled performance due to leave and vacancies within the Kingdom team. Broken down officers time across the district has been:

March: 75hrs  
 Wisbech: 116hrs  
 Chatteris: 58hrs  
 Whittlesey: 51hrs  
 Rural: 11hrs

Fixed penalty notices served in September:

Location	Fixed Penalty Notices served
March	5 for parking offences
Wisbech	12 for littering 6 for spitting
Whittlesey	5 for littering
<b>Total</b>	<b>28</b>

The parking fixed penalty notices are served by the streetscene officers, the remaining by Kingdom enforcement staff.

The table below shows those fixed penalty notices served since April this year for littering and spitting offences. The number of notices served has reduced since earlier in the year due to staff shortages. Kingdom Services have kept patrols in all key areas even with reduced numbers although at times the number of patrol hours was reduced. Fenland now has two new members of staff patrolling.

The overall payment rate is 70% making the service cost neutral to the Council.

Month	Fixed penalty Notices Served	Referred for prosecution	Withdrawn/ cancelled and not referred for prosecution	Paid	%age paid
April	87	24	5	58	70%
May	47	12	6	29	70%
June	18	4	2	14	77%
July	4	0	0	4	100%
August	24	n/a	0	12	50%
September	23	n/a	0	12	52%
<b>Total (to June 18)</b>	<b>134</b>	<b>36</b>	<b>11</b>	<b>87</b>	<b>72%</b>
<b>Total (to Sept 18)</b>	<b>180</b>	<b>40</b>	<b>13</b>	<b>117</b>	<b>70%</b>

### **Prosecutions for littering offences – Tidy Fenland**

2 individuals have paid the original fine plus costs (totalling £150) prior to their up and coming court date and the matter was withdrawn.

During September there has been no littering prosecution at Peterborough Magistrates Court for littering. This is due to Court availability.

### **Fly tipping investigations and enforcement**

During September there have been 140 instances of fly tipping. The most commonly tipped items were household waste. Broken down into locations:

Chatteris 2

March 20

Whittlesey 14

Wisbech 58

Villages 46

During September Street Scene Officers have attended 112 of the fly tipping sites and searched for evidence to try and find out who may be responsible. Any evidence found has been followed up.

### **Tidy Fenland Green Dog Walkers Campaign**

This month we obtained the Green Dog Walkers licence to be able to use the popular national campaign branding. This is a fantastic platform to join in with the already successful work that other councils and community groups have been using nationally.

During September we have been working with Whittlesey Town Council and the local Neighbourhood Watch volunteers to make up the pledge forms and promotional material ready for October's Launch in the town. Dog Walkers will be asked to sign a pledge which sees them lead the way in promoting responsible dog ownership.

They will each receive a dog tag for their pet's collar and extra dog bags so that they are easily recognisable to other dog walkers who may need to ask for a bag or to talk about good dog walking locations.

The launch in Whittlesey will see a FDC promotional stand at the market where we will be joined by representatives from FDC, the Town Council and the Neighbourhood Watch. This will take place on Friday the 12<sup>th</sup> October.

We will then roll out the campaign across the district during the winter months and New Year.

### **Street Scene actions**

- 18 Reports of abandoned vehicles, 15 were removed by persons unknown after receiving notices. 2 were removed by our contractor.
- 31 nuisance vehicles were reported and actioned.

- 29 matters relating to our open spaces, mainly regarding our grounds maintenance contract.
- Marked 15 graves.
- 140 General street scene actions, including requests for service and general enquiries.
- 37 dog fouling issues. (The rise is due to additional patrols and service requests made)
- 30 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- 19 site visits for other service areas.
- 19 trade waste matters resolved
- 10 reports to Highways regarding issues on their land.
- 9 Reports to Circle Housing regarding issues on their land.
- 59 Fly posters have been removed. (increased level from the fair)

Description	Target 17/18	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
MPI Memorial inspections completed	5,000	343	<b>2427</b>	
Memorial Inspections took place this month in Mount Pleasant and Walsoken cemetery. Out of these 4 were identified as being unsafe and service requests have been raised to our contractors for them to be made safe.				

## **BUSINESS PLAN AREA: Environment**

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

**Business Plan Action:** Ensure well maintained open spaces by working in partnership with ISS World and supporting community groups (such as Street Pride, In Bloom and 'Friends Of')

**Portfolio Holder:** Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI CEL10 Number of Street Pride and Friends of community environmental events supported	204	21	<b>127</b>	



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

Regular work parties were held as well as both the Friends of Wisbech General Cemetery and the Friends of March Railway Station holding events to coincide with Heritage Weekend.

The Friends of March Railway Station event saw approx. 2-3 hundred people attend and the group successfully raised £300.

### **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 a group activity was delivered under priority 5 – increasing sustainability and resilience.

Whittlesey Street Pride is always keen to attract new members and raise the profile of the group. At this year's Whittlesey Festival held on the 9<sup>th</sup> September, the group had a promotional stand highlighting the work they do. Whilst here the group received donations from the public and conducted a litter pick.

### **Street Pride Volunteer Celebration Event**

On 4<sup>th</sup> October, a record number of 112 volunteers and local partners attended the annual Celebration Evening. The Council appreciates and values the ongoing work of all its volunteers and this event is our way of saying 'thanks'. Representatives from Street Pride, In Bloom, Friends and the new 'Getting it Sorted' volunteers all attended which reflects the increasing number of volunteers and their roles.

The new Getting it Sorted volunteers are working to improve recycling across Fenland.

Each group received a certificate of thanks in appreciation of their continuing efforts over the past year to improve their local street scene, environment and open spaces. Whilst the Getting it Sorted volunteers each received a certificate of thanks in appreciation of their efforts to improve Fenland's recycling.

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

- Doddington Street Pride (Best Nature)
- March Street Pride / In Bloom (Best Partnership)
- Whittlesey Street Pride (Best Street Scene) & Manea Street Pride (Highly Commended – Best Street Scene)
- Benwick Street Pride / In Bloom (Best Promotional) & Friends of Rings End Nature Reserve (Highly Commended – Best Promotional)
- Murrow Street Pride (Best Clean Up) & Wimblington Street Pride (Highly Commended – Best Clean Up)
- Chatteris In Bloom / Street Pride (Best Youth)

There was also the introduction of a new Category this year - Best Reduce, Reuse, Recycling Project

Winner (Tydd St Giles Street Pride) with Highly Commended (Wisbech Adventure Play Park)

This year's evening also included a hog roast supper instead of a finger buffet. Bingo was played along with a presentation from Phil Clark, Friends of Rings End Nature Reserve, about the work volunteers do to promote themselves and develop the reserve.

Feedback this year was again really positive with many new ideas coming forward and discussions about where grant funding is available.

### **In Bloom Awards**

Fenland supported the many community groups entering the competition this year by maintaining FDC's open spaces to a high level. The work of the volunteers and FDC's contractor, Tivoli, has paid off with results this year being as good as any other year, with the highlight being Wisbech being awarded a gold and best large town in the competition.

### **Grounds Maintenance Contract Update**

The summer season is now over with final grass cutting rounds being completed in mid-October.

October and November will focus on shrub bed and hedge works with around 50 hedges being trimmed ready for next year.

31 October is the end of the third year (of a 5 year contract) that FDC has been

working together with our contractor Tivoli (formerly ISS World). This year has seen many open spaces challenges and Tivoli is planning improvements to their management of the contract over the winter period. To support this work, FDC anticipates a detailed discussion with Tivoli in the new year to ensure a can-do service delivery focus continues in place for next spring and summer seasons.

### **Water Tower Play Area – Whittlesey**

FDC has been successful in applying for £47,000 WREN support to improve this play area. Tenders are out at present, with works anticipated to start in Spring 2019.

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

In September, the Ransonmoor Environment Fund awarded funding to 4 projects within the catchment of the turbines:

- Benwick Street Pride was awarded £913 for planter liners, water butts and a wheeled water carrier.
- £5000 was awarded to Lionel Walden Primary School for outdoor learning pods.
- £4,993 was awarded to Benwick Christmas Lights for LED lights.
- £2648 was also awarded to Doddington Street Pride for enhancement works to two village ponds.

Over £39K has now been awarded to community projects from the Ransonmoor fund.

## **BUSINESS PLAN AREA: Environment**

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

**Business Plan Action:** **Work with Town Councils and the community to provide local markets, market town events, and Four Seasons events**

**Portfolio Holder:** **Cllr Peter Murphy**

### **Four Seasons Events**

The Council has worked in partnership with Cambridgeshire Highways this month to facilitate free of charge traffic management training known as 'Chapter 8' to volunteers from across Cambridgeshire. The training will mean that organisers and

local Councils will be qualified to close town centre roads for their own events. 40 people attended the session hosted at Melbourne Avenue, which particularly attracted remembrance parade organisers. Managing our own road closures is a further step towards self-sustaining events.

### What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance
LPI CEL12 % of those asked who are satisfied with FDC's events	90%	90%	213	207	97%	

Feedback from Whittlesey Festival has included:

"I am sure you are inundated with messages of thanks and appreciation of the wonderful event at the weekend. From the moment we arrived to unload to when we left everything was managed so well. All the helpers had a smile on their face which makes such a difference"

"Fantastic day out with our children, thank you"

"It's our third year attending and each year gets bigger and better"

"A very enjoyable day had by all the family"

"Brilliant"

"Thank you for letting Starlight Twirlettes take part in the celebrations on Sunday. We had no idea how big or busy it would be, it was amazing and we would love to be a part of it again next year"

### Markets Action Plan Update

#### Fairs

September saw the Statue funfairs visit Chatteris, Whittlesey and Wisbech. The organisers have fed back that they had no issues and had a good number of visitors.

The Fair will be arriving in March on the 6<sup>th</sup> October ready to open to the public on the 10<sup>th</sup>.

**Markets**

A programme of engagement with all market traders will commence this autumn as part of the usual round of market forum. This year the engagement will include looking at options to increase sustainability of the markets. March in particular has struggled to maintain regular traders on the market even with pricing offers and competitive rates.

The Council has committed investment to the market place infrastructure in both March and Whittlesey in recent years and now aims to work more closely with traders to do better at attracting and maintaining trader's presence.

**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 partner organisations to reduce crime, hate crime and anti-social behaviour in Fenland through the Community Safety Partnership

**Portfolio Holder:** Cllr David Oliver

Description	Target 18/19	Achieved (September)	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
MPI Number of incidents recorded by CCTV	1,500	142	<b>973</b>	

During September 2018 the Council was able to respond and detect 142 incidents of crime and disorder, including anti-social behaviour, making use of the Council's CCTV service across our four market towns in Fenland. This is a marginal decrease as compared to September 2017 in which 144 incidents were reported.

A breakdown of incidents by town for September:

Chatteris	5
March	14
Whittlesey	9
Wisbech	114

Description	Target 18/19	Achieved (September)	Cumulative for 18/19	Variance										
<b>Performance Measure</b>														
MPI Number of CCTV incidents resulting in positive action	180	24	<b>148</b>											
<p>During September 2018 the Council was able to achieve 24 positive enforcement outcomes from incidents responded to or detected by the use of CCTV. This is an increase as compared to September 2017 in which 22 positive outcomes were achieved.</p> <p>These included arrests for theft, shoplifting, criminal damage and alcohol related disorder.</p> <p>Positive outcomes achieved for August:</p> <table border="1"> <tbody> <tr> <td>Arrests (CCTV led)</td> <td>3</td> </tr> <tr> <td>Assisted arrests</td> <td>4</td> </tr> <tr> <td>Fixed Penalty Notices (FPN)</td> <td>2</td> </tr> <tr> <td>Assisted FPNs</td> <td>12</td> </tr> <tr> <td>Cannabis warning</td> <td>1</td> </tr> </tbody> </table>					Arrests (CCTV led)	3	Assisted arrests	4	Fixed Penalty Notices (FPN)	2	Assisted FPNs	12	Cannabis warning	1
Arrests (CCTV led)	3													
Assisted arrests	4													
Fixed Penalty Notices (FPN)	2													
Assisted FPNs	12													
Cannabis warning	1													

Description	Target 18/19	Achieved (September)	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
MPI Number of pro-active CCTV patrols	3,000	343	<b>2,244</b>	
<p>The CCTV team during September 2018 were able to provide 343 camera patrols covering the four market towns in Fenland.</p> <p>This approach allows for the CCTV team to identify, where possible, any community issues early to ensure adequate and prompt partnership response and to support the service level agreements that are in place for contributing partners and customers.</p>				

Description	Target 18/19	Achieved month	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
MPI Number of FDC ASB cases where positive action is taken	90%	100% <b>(26)</b>	<b>100% (92)</b>	

The total number of ASB cases recorded for 2018 – 2019 is 92.

Community safety, have had a positive impact on 26 new cases this month and continue to support Fenland residents with on-going complex cases that require a multi-agency approach.

92 cases year to date have been referred to the team.

## Community Safety Partnership Update

### The Spinney Adventure Playground

A joint community door knock was conducted by Community Safety, Spinney staff and volunteers. This was in response to incidents of ASB and Vandalism at the Spinney adventure playground in Wisbech. The work included talking with residents to find out how they were affected. Residents reported that they regularly see groups of youths & adults drinking alcohol, shouting and swearing, girls screaming, bottles being smashed on the pavement, smell of cannabis and litter from other drug paraphernalia in and around the park and in residents parking bays.

Residents were encouraged to help look after their playground and local community by reporting future incidents to the police. We explained that residents could help us to reduce the amount of vandalism and ASB that both the Spinney and they were experiencing. This was well received with residents acknowledging that the Playground could not be staffed 24/7.

Information about the Spinney and how to report ASB and vandalism was left with each household and was posted through houses where the resident was not at home.

The Spinney staff and Wisbech Neighbourhood policing team report that since the community door knock in July 2018:

- Police report that only 2 incidents have been reported linked to the location. Both low level child/youth ASB during the summer
- Playground staff reported there have not been any further incidents of vandalism since the end of July 2018
- Playground staff report a reduction in drug related litter.
- Playground staff received positive comments from the community about the playground from the community.

## Street Drinking Update including Public Space Protection Orders

The Wisbech Alcohol Partnership continues to meet monthly to review and check

progress of the associated action plan and to review current profiles for local service support.

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 as well as weekly recovery walks provided by Inclusion outreach officers.

The CCTV team responded to 48 reports of Street Drinking with 11 leading to positive action being taken by enforcement officers and others being provided with words of advice by Police.

There have been 23 fixed penalty notices (FPN) issued during September 2018 for breach of PSPOs relating to alcohol restrictions. These have included 9 Fixed Penalty Notices within St Peter's Gardens, 8 FPNs within Tillery Field and 6 in the Memorial Gardens, Wisbech.

For more information on the PSPOs visit: [www.fenland.gov.uk/pspo](http://www.fenland.gov.uk/pspo)

**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: Support the Fenland Diverse Communities Forum to deliver the Fenland-wide Community Cohesion Action Plan and projects resourced by the Controlling Migration Fund**

**Portfolio Holder: Cllr Mike Cornwell**

**Fenland Diverse Communities Forum**

Applications to the Controlling Migration Fund have been closed since last November while they conducted a review of its first year of operation.

The review has now been completed and a revised Prospectus has been signed off by the Secretary of State, and was open for application in the last few weeks of August. The deadline for local authorities to submit a bid is 1 October 2018, a short window to consider what projects are needed and turn all around in order to submit a full and costed proposal.

The following table outlines the bids that were submitted. In the first round Fenland



District Council was able to get more bids than any other Council. It has been made clear that preference will be given to fund Councils that have been unable obtain funding previously and new projects in preference to extensions. However, the Council believe that there is a strong case for funding for both new initiatives and continuation funding and have worked on the basis that if it is needed then we should bid for the resource.

Bid	Looking to achieve	Funding Requested £
Private Sector Housing (FDC led and delivered)	Building on the ongoing success of the current CMF bid we are submitting an additional new bid with a broader focus. Intelligence is revealing issues within the private rented sector relating to property condition and linked worker exploitation across in and around the town of March. The experience and Infrastructure is already in place to broaden this model out and also build relationships with employers (agriculture, food and packaging) to raise awareness of their social responsibility across Fenland. This benefits the wider community by tackling community tensions including poor property condition and management and workers health and welfare.	71,250
Wellies in the woods (Groundwork led and delivered with support from Access)	This is an innovative project that uses outdoor play in freely accessible community spaces to help build and develop cohesion and relationships across the town. Wellies in the Woods will work with children's centres, parents' forums, community groups, local early years' professionals and families to build skills and capacity to help families develop stronger relationships through active outdoor play in local green spaces. This will create opportunities for wider engagement across the	45,000

	community with added benefits of addressing language, confidence and physical and mental health. Green spaces are an ideal neutral setting for developing new relationships.		
Emergency Night Shelter (Ferry led and delivered)	An extension in funding for the emergency night shelter provided through The Ferry Project. Previous funding enabled the shelter to be enlarged by four beds and for 2 staff to be employed to provide support to local and migrant rough sleepers. This enabled them to find more settled housing, employment and training and to more efficiently access medical services. This has reduced pressures on local services and community tension as it addressed a perception that services were weighted towards the Migrant cohort. This new project also aims to provide support to the new migrant communities coming to Wisbech.	31,015	
Communities (Access led FDC managed with BCKL&WN)	Working in partnership with local agencies, this project is aimed at supporting people to overcome obstacles at three levels; 1) crisis intervention through a multi-lingual complex case community connector, this is working with very hard to engage with clients, 2) multi-lingual information advice & guidance to increase knowledge of day to day rights and responsibilities of migrants living in the UK and 3)working in the background to change attitudes and systems - working with schools and other agencies – delivering diversity work and cultural sensitivities training – to dispel myths and to improve engagement for the future. Delivery	127,139	

	<p>in Wisbech &amp; King's Lynn.</p> <p>Joint bid with Borough Council of Kings Lynn and West Norfolk</p>		
<p>Tackling Alcohol Misuse (CCC Public Health led and managed by partnership board)</p>	<p>This bid is looking to continue the project until March 2020. Its aims are to reduce street drinking in public spaces which will result in members of the resident community being more comfortable to return to local parks and open spaces. We expect to see an associated reduction in alcohol related litter which is blight on local areas and raises the fear and perception of crime and antisocial behaviour. We will be able to measure any changes in alcohol related litter by undertaking more periodic litter surveys.</p> <p>Joint bid with Peterborough</p>	322,388	
<p>Information pack of social media video resources - project extension. (CCC public health led and managed by a steering group)</p>	<p>The proposal will extend an existing project which is developing a suite of video resources for migrant and indigenous BME communities to help them secure better health and well-being.</p> <p>The videos cater for an information/ knowledge gap around areas affecting people's rights and responsibilities within a community and access to services.</p> <p>The extended project will expand the range of subject areas to; cultural differences/ expectations within communities; rights and responsibilities of citizens; community services and assets; information and support around personal and community safety; resilience and mental wellbeing.</p> <p>Additional languages will be added</p>	60,900	

	<p>to cater for more established minority groups.</p> <p>Joint bid with Peterborough</p>	
Supporting Independence (Rosmini led)	<p>Supports both members of the migrant communities and established communities. However, the Centre has seen growing numbers of settled community members asking for help due to lack of available appointment with other organisations, changes to Welfare Reforms and lack of public transport. This projects aims to provide an outreach service that will primarily aim to support and promote independence for members of settled communities whilst adding additional resources to support migrant community members through existing IAG project.</p>	152,641
Community Fairshare (Rosmini led)	<p>This project aims to tackle some of the wider issues affecting Wisbech and the Fenland area including obesity, social isolation, poverty, poor integration and lack of community cohesion. The project will use food and the redistribution of surplus food from local growers, distributors and suppliers, as a safe conduit to bring together members of different communities in a safe environment where they can, through food, learn to share, learn from each other about the preparation of food in other cultures, gain skills that can improve employability. The volunteering aspect of the project will support local and new arrivals to build social network based on interests and locality rather than ethnicity.</p>	62,948
Parallel Lives (East of	The Parallel Lives Project extension	61,643

<p>England Local Government Association managed by FDC)</p>	<p>will provide public sector professionals working with or trying to engage with Roma communities across the East of England with Roma-specific safeguarding workshops designed to enhance their knowledge of the Roma community. The project will also produce sustainable educational materials on safeguarding issues and how to manage them effectively. This will enable the professionals to allocate time and resources appropriately to ensure they are not crisis managing the potential pressures of safeguarding issues.</p>		
<p>Migrant Outreach workers including complex needs. (FDC led and run through CGL)</p>	<p>Extending the current CMF Migrant Outreach Worker, this new bid focusses on migrant rough sleepers and those with complex needs. Chronic addiction, dual diagnosis, and entrenched lifestyles in rough sleeping, are on the increase in our area. This cohort require a different approach, using multi team expertise and one to one support. Migrant rough sleepers can quickly become entrenched, we would like the opportunity to pilot a specialist approach to achieve positive outcomes. We will collate information to assist with exploitation and other forms of Modern Day Slavery as part of Operation Pheasant.</p>	<p>136,625</p>	

We should hear within the next 4 – 6 weeks as to whether we have been successful with these bids and further updates will be 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 Local Enterprise Partnership (LEP) and the Combined Authority, we will raise the business profile of Fenland to attract inward investment and establish new business opportunities

**Portfolio Holder:** Cllr David Oliver

## Business Engagement & Inward Investment

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

Engagement volume has remained steady for September, although we are seeing News and Events feature in one of the most viewed page, which suggests that customers were looking to find out more about events being hosted by Fenland for Business in conjunction with NWES in September.



The most popular pages were:

- Home Page
- News and Events
- Support for businesses/growing your business
- Invest in Fenland

	Sept	August	July	June	May
Sessions	139	150	86	122	117
Users	109	128	73	98	107
Page views	267	279	179	202	291
Pages/Session	1.92	1.86	2.08	1.66	2.11
Average session duration	00:01:47	00:01:51	00:01:58	00:01:13	00:01:25
Bounce rate	68.35%	70%	73.26%	71.31%	59.42%
Returning visitor	12.4%	10.3%	18.5%	13.8%	13.7%

## Marketing and Communications

The September Fenland for Business newsletter promoted upcoming business events, a feature on the Skills Service including a new programme from the National Literacy Trust for businesses wanting to engage with students in March and a new free advice service in Fenland to help households save energy and cut costs.

Monthly Newsletter activity	Sept 18	Aug 18	July 18	June 18	May 18
Sent	550	553	560	562	580
Delivered	549	549	553	561	573
Read	69	64	80	118	130
Top Client	iOS	iOS	iOS	iOS	iOS
Clicks	5	0	65	10	15
Social	1	0	14	2	0
Unsubscribed	2	1	1	1	1
Bounces	1	4	7	1	7

An additional newsletter was issued this month to help promote the 'Active Fenland Workplace' project in Wisbech. Economic Development worked with FDC's Sports Development Team to develop the newsletter to encourage businesses in Wisbech to take advantage of the Active Fenland project. At the time of writing, two large businesses in Wisbech have signed up to the programme following receipt of this newsletter.

Active Fenland Newsletter activity	
Sent	552
Delivered	549
Read	74
Top Client	Explorer
Clicks	1
Social	0
Unsubscribed	0
Bounces	3

## Events

Officers are collaborating with partners to develop a series of joint events and carry out joint marketing activities to promote these events. This month the Fenland for Business Team collaborated with NWES to deliver the following free events at The Boathouse:

- First Steps to Start-up two day workshop with NWES  
26 & 27 September 2018  
5 Fenland business attended the two day course
- Marketing Strategy half day workshop with NWES  
28 September 2018 (am)  
5 Fenland business attended the two day course
- Bookkeeping and Taxation half day workshop with NWES  
28 September 2018 (pm)  
6 Fenland business attended the two day course

The courses are intensive, limited place events, providing the delegates with advice and mentoring to help new, start-up and existing small businesses.

### Upcoming calendar of events

#### Wisbech, The Boathouse Business Centre

- Grow your business event (FREE) with Cambridgeshire Chamber of Commerce  
14 November 2018

#### Chatteris, South Fens Business Centre

- First Steps to Start-up (FREE) two day workshop with NWES  
7 & 8 November 2018
- Marketing Strategy (FREE) half day workshop with NWES  
9 November 2018 (am)
- Bookkeeping and Taxation (FREE) half day workshop with NWES  
9 November 2018 (pm)

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	Variance (profile)
<b>Performance Measure</b>				
MPI BE5 Number of inward investment enquiries handled	8	0	7 (Sep profile = 4)	+3

ED officers have been managing an enquiry with an existing business looking to consolidate manufacturing operations into one area. Fenland is in contention with a number of other locations. A meeting was held in early September to discuss potential 'in-District' locations; discussions were had around planning constraints, potential improvements to current highway and physical infrastructure.

It is understood that the company have a series of meetings with other local authorities before they choose a final site. The Economic Development Team will continue to ensure appropriate support is provided to encourage development into Fenland.

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	Variance (profile)
<b>Performance Measure</b>				
MPI BE6 Number of social media followers (Fenland business engagement and profile enhancement)	790  Total 17/18 726	4	769	1%

- **107 profile visits** – Visitors to the '@fenlandbusiness' page.
- **18 tweets** – Original content material published from the '@fenlandbusiness'



account.

- **6 mentions** - when someone else uses '@fenlandbusiness' in their tweet, for example, to show that they've attended an event we've organised, to share the work of Fenland for Business, or even to make us aware of upcoming events or initiatives. This is a good indicator of engagement and awareness of the account by other organisations. As we had an event this month we had a particularly high number of mentions
- **5822 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.
- **4 new followers**

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	Variance (profile)
<b>Performance Measure</b>				
MPI BE8 Number of businesses referred to Economic Development from Business Ambassadors network	12	0	7 (Sep profile = 6)	+1

The Business and Economy Team is working with Planning Officers to support the inward investment enquiry received to consolidated manufacturing operations. Work is ongoing.

### Market Town Masterplans Update (known as 'Growing Fenland')

The Cambridgeshire and Peterborough Combined Authority ([CPCA](#)) wants every one of its market towns (11 of them, 4 of which are in Fenland) to be a vibrant and thriving place in its own right, with its own distinct identity and set of ambitions for the future.

To ensure that there is sufficient capacity and expertise to undertake the study, the CPCA have committed £150,000 (£50,000 per Market Town) to appoint experts to coordinate undertake research & analysis and develop a prospectus for each Town.

Post tender the CPCA has agreed to fund a similar socio economic study for Wisbech aligned to the current Wisbech 2020 programme, as a result Wisbech has been added to the Metro Dynamics Growing Fenland programme.

Attention is focussed on the introductory meeting being held on the 9 October 2018 with the three town stakeholder groups and Metro Dynamics.

**BUSINESS PLAN AREA:** Economy

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

**Business Plan Action:** Facilitate local business support to encourage business growth, improve job diversity and skills. Explore funding streams which support jobs and economic growth

**Portfolio Holder:** Cllr Mark Buckton

### Partnership Engagement & Funding Activity

The Cambridgeshire & Peterborough Combined Authority and Business Board have announced the launch of the [Growth Funds Prospectus](#), which is part of the Government's 'Growth Deals' programme which aims to provide capital funding from the Local Growth Fund to local economies via Local Enterprise Partnerships (LEPs) and in Cambridgeshire & Peterborough, via the CPCA Business Board. The Business Board is then invest in local projects which help overcome strategic barriers to growth - from road improvements and incubator space, through to new skills facilities and space for innovation.

The Economic Development Team will be working closely with colleagues from the CPCA to promote and encourage the take up of the following funds:

- **Small Grants Programme** will support the growth of Small and Medium Enterprises (SMEs), offering grants of between £2,000 and £20,000 to support capital investment projects to a maximum of 20% of total project cost.
- **Business Growth Programme** will provide loan finance for capital projects – generally between £20,000 and £3 million. Projects should be able to pay back the loan in less than three years.
- **Eastern Agri-Tech Growth Initiative** supports the development of new and innovative ideas within this important sector. There are two elements to this fund, the: 1) Agri-Tech Growth Fund, which provides grants between £10,000 and £150,000 to support product development and improve agricultural productivity; and: 2) Research, Development and Prototyping Fund, which helps to support the research and development of new product or processes with grants of between £10,000 and £60,000.

Officers continue to work closely with businesses to provide high level advice and support around the availability and access to grants via the GRANTFinder system.

With respect to larger scale projects, the Growth Fund Prospectus also enables the

submission of applications for more ambitious projects under its **Growth Deal programme**. The Business Board are keen to encourage applications for projects that have an emphasis on creating new job opportunities through delivery of new employment infrastructure. With the £50 million Growth Deal funds available, it is expected that this fund will deliver at least 10,000 new jobs, which equates to an average investment of £5,000 per job. All applications should be aligned to the recently published CPIER report.

Officers are considering potential submissions with the call for submissions closing on the 30 November 2018.

### **Workforce Development, Employment, Skills and Apprenticeships**

We offer a range of NVQ apprenticeship qualifications out to our workforce already, and are currently developing a wider apprenticeship offer to enable a minimum of 9 apprentice posts being offered by the Council. We already have an HR apprentice, 1 Business Administration Apprentice in our Business Centres, and 1 management Apprenticeship. We will be looking to commence a further 2 apprenticeships within the next month, and are seeing to establish new Apprentice posts.

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

### **Work Experience Placements & Work Opportunities Programme**

The Council has an established work experience programme working with local schools to provide a work experience placement programme across a range of Council teams. HR, Customer Services, Environmental Health, Planning and Conservation, ICT, with further offers currently being explored from our Housing teams.

This is a rolling annual programme, and usually takes place in July each year.

We have also provided longer-term placements, working with Job Centre Plus and other agencies.

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

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

**Explore and expand opportunities for the Council to work in partnership with local education providers to promote employment opportunities for the local community, and raise the aspirations for people to improve their employment / life prospects**

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

We have recently undertaken a tender exercise and have selected a local preferred apprenticeship providers to deliver a framework of new apprenticeships available to all.

**BUSINESS PLAN AREA:** Economy

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

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

**Portfolio Holder:** Cllr David Oliver

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI BE1 % occupancy of the business premises estate	90%	93.3%	N/A	+3.3%

**Boathouse Business Centre:**

All vacant offices remain under offer, with Heads of Terms being issued to prospective tenants for the remaining vacant units.

A tenant vacated an office at the end of September, Legal have been instructed with regard to an existing Tenant moving in on the 1 November 2018 to 'upsized'. Heads of Terms have also been issued to backfill the vacancy of this space.

**South Fens Business Centre:**

Legal instructions have been issued for an existing tenant who is increasing the size of their office, with a view to completing on the 1 November 2018.

A tenant vacated at the end of September to pursue premises that met with the evolving needs of their business. Although they were reluctant to leave, their business now requires external storage and yard space which we are unable to offer.

Heads of Terms have been issued to a new tenant company; this lease is due to complete towards the end of the calendar year.

The ED team continue to explore additional marketing opportunities to increase the take up of SFBC units.

**South Fens Enterprise Park:**

Remains 100% occupied.

**Light Industrial units**

The current position for the estates is:

**Prospect Way, Chatteris** - Fully Let but also note

- A long-standing tenant has advised they are likely to be serving 3 months' notice to quit before Christmas.

**Longhill Road, March** - Fully Let**New Drove, Wisbech** - Fully Let**Venture Court Wisbech** - Fully Let**Boleness Road, Wisbech** - Fully Let but also note:

- A double unit will be becoming available when tenant reinstatement works are complete. The tenant has now served formal notice and the unit will be vacant 1<sup>st</sup> January 2019.
- Accommodation moves at Fenland Hall are likely to free up a unit currently used by FDC so that this can also be let.

**Meeting & conference facilities**

Demand for high quality, low cost conference and meeting spaces continues to ensure that both business centres remain very busy with a constant flow of bookings.

**Summary**

Current floor space occupied 8077m<sup>2</sup> out of a total available 8,654 m<sup>2</sup>.

South Fens Business Centre	59%
South Fens Enterprise Park	100%
Boathouse Business Centre	98%
Light Industrial Units	100%

Overall Business Premises Estate occupancy is currently over target at 93.3%

**BUSINESS PLAN AREA:** Economy

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

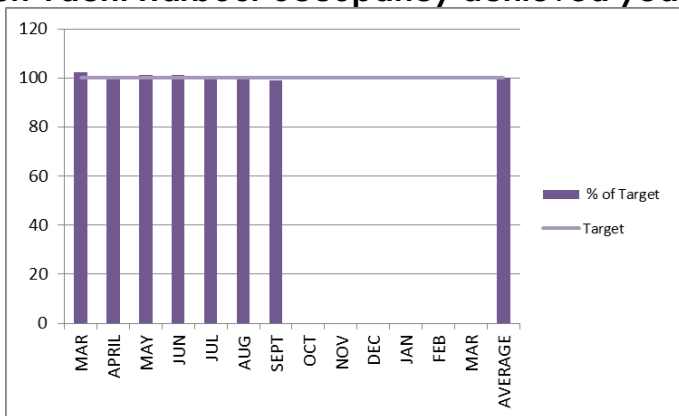
**Business Plan Action:** Deliver a proactive and effective Marine Service to meet our statutory obligations and promote business opportunities for the River Nene environment

**Portfolio Holder:** Cllr David Oliver

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	90% (of 86 berths)	85	<b>99%</b>	

8 visiting boats called at Wisbech in September including 3 vessels from the Cross Keys marina. Full time berth numbers remained on target with 4 vessel leaving and 3 new full time berth holders joining the Yacht Harbour.

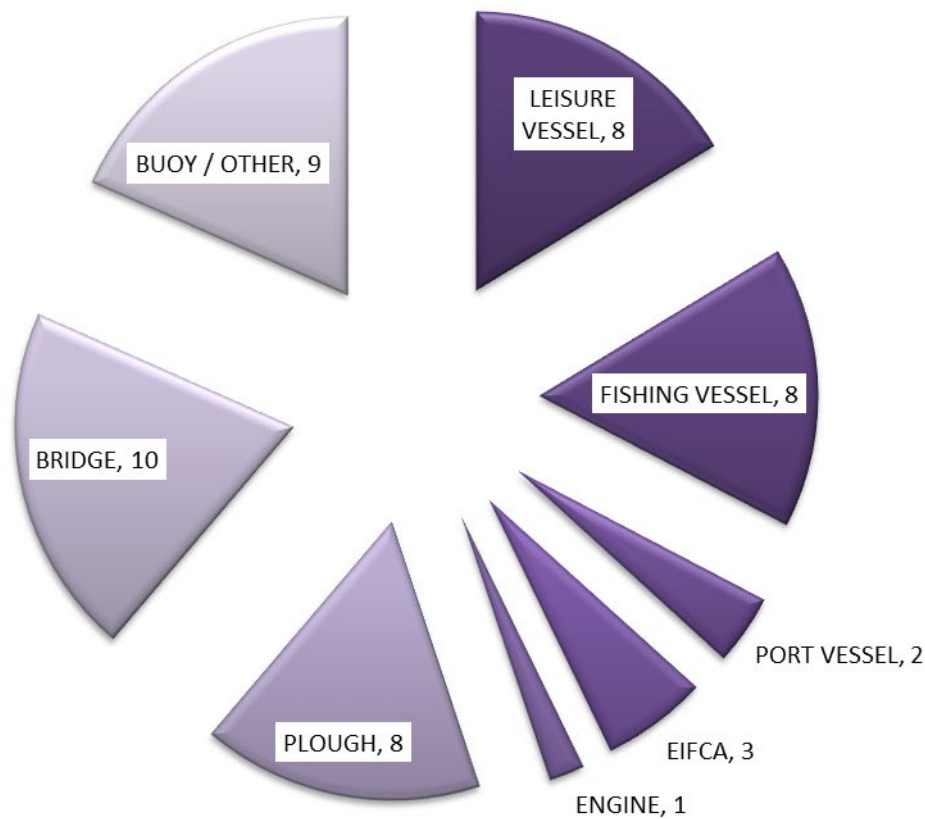
**Wisbech Yacht Harbour occupancy achieved year to date**



Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI MS2 Number of boat lift operations at Wisbech Port	353	49	<b>269</b>	

The boatyard continued to be very busy throughout September for boatlifts with 8 leisure vessels; 2 of the ports craft were lifted out for routine maintenance. And there was 8 Fishing vessels lifted from Kings Lynn to use the yard. Eastern inshore fisheries also used the facility 3 times throughout the month.

### SEPTEMBER



Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
Gross Tonnage to Ports	423,000	39,503GT	<b>233,298 GT against a projection of 206,261GT 113%</b>	

### **Port Sutton Bridge**

Imports to Sutton bridge were up on target for the monthly forecast with a total of 25,535 GT of cargo (122% from target); this consisted of Steel, Salt, Maize, Oil Seed Rape, Beans. The total number of vessels to call at Sutton Bridge was 12.

### **Port of Wisbech**

Imports to Port of Wisbech were above on the monthly forecast target with imports at 13,968 GT of cargo (150% from target) handled by the port that consisted of in Timber, Bricks. The total number of vessels to call at Wisbech was 9.

### **Yacht Harbour Marketing Plan Update**

A wider marketing plan for The Wash area leisure ports is being developed in conjunction with Lincs CC and Kings Lynn BC. This work includes the recent submission of a bid to the Government's Coastal and Communities Fund for additional infrastructure and revenue operational costs. A decision is currently awaited from Government.

### **Providing Engineering Technical and Strategic Management Support to Port Marine Services**

#### **Wisbech Yacht Harbour Dredging Works 2018**

Works were tendered in September for the dredging of Wisbech Yacht Harbour having been 18 months since the last routine de-siltation exercise was undertaken. The works involve the mechanical removal of silt within the yacht harbour to an agreed reduced operational level. The reduction in silt levels assists safe vessel mooring and ensures the longevity of the floating pontoons.

The Environment Agency also benefits from the works being undertaken as the rivers cross sectional area increases and improves the passage of water flowing through Wisbech. The Environment Agency has therefore once again agreed to a 50% contribution of the works cost, thus reducing the Councils expenditure to £ 17,575. Two Dredging Contractors returned quotations, with Royal SMALS winning bid being the most cost beneficial proposal at £35,150.

A formal appointment is due to be made in October with the dredge works scheduled to commence during December 2018.



**BUSINESS PLAN AREA:** Economy

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

**Business Plan Action:** Enable appropriate growth, development and infrastructure through the delivery of a proactive and effective Planning Service and Local Plan

**Portfolio Holder:** Cllr Mrs Dee Laws

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI EC2 % of major planning applications determined in 13 weeks (or within extension of time)	75%	100%	100%	
<p>4 major planning applications were decided in the month and all of them were determined within 13 weeks or within a timescale agreed with the applicant. Against the Government rolling 24 month performance tracker target 99% of applications were decided within target compared to a Government designation level of 60%</p> <p>In terms of quality of decision making, against the Government 24 month rolling performance tracker, 5% of appeals were allowed compared to a Government target of under 10%. Our performance therefore exceeds the Government target.</p>				

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI EC3 % of minor planning applications determined in 8 weeks or within extension of time)	80%	88%	91%	
<p>28 out of the 32 applications were decided within target.</p> <p>Against the Government rolling 24 month performance tracker target 95% of applications were decided within target compared to a Government designation level of 70%.</p> <p>In terms of quality of decision making, against the Government 24 month rolling</p>				

performance tracker, 1% of appeals were allowed compared to a Government target of under 10%. Our performance therefore exceeds the Government target.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI EC4 (% of other planning applications determined in 8 weeks or within extension of time)	90%	100%	<b>99%</b>	

All 34 applications decided in the month were determined on time or within an alternative timescale agreed with the applicant.

### Broad Concept Plans Update

South Chatteris – Signing of the legal agreement by the County Council is awaited in order to issue the planning permission.

East Chatteris – An application is anticipated from a developer this autumn.

East March – It is understood that a new developer is engaging with the landowners

West March – The major landowner has been unable to provide an update as to progress regarding discussions with the County Council

South West March – The landowner group has been unable to provide an update of progress.

East Wisbech – The developer is preparing a planning application but it is understood that there are some concerns regarding access improvements needed from the A47.

West Wisbech – This is now being considered in the context of the Wisbech Garden Town project.

<b>BUSINESS PLAN AREA:</b>	<b>Economy</b>
<b>Business Plan Priority:</b>	<b>Promote and enable housing growth, economic growth and regeneration across Fenland</b>
<b>Business Plan Action:</b>	<b><i>Work with partners to further develop and help deliver a viable holistic regeneration and growth proposition of Wisbech Garden Town</i></b>
<b>Portfolio Holder:</b>	<b>Cllr Chris Seaton</b>

### **Wisbech Garden Town Update**

The Garden Town feasibility work continues focusing on the 2 potential show stoppers of flood protection and highway connectivity. Royal Haskoning of Peterborough is carrying out detailed flood modelling (based on successful Dutch projects) work to help find a solution that is acceptable to the EA and Government. CCC are progressing the connectivity work to help assess the A47 capacity. Initial outcomes from these studies indicate that flooding and connectivity issues can be overcome, subject to agreement with the EA over flood mitigation solution which is currently being discussed.

Discussions have been held with the Combined Authority (CPCA) to consider resources to take forward the project management role funded from the previously agreed CPCA Garden Town project budget and preparing the bid to Government (MHCLG) for inclusion in the Garden Town Prospectus.

Inner Circle Consulting has been appointed by CPCA to prepare in conjunction with FDC the GT bid to Government, which has a deadline of 9<sup>th</sup> November 2018. Letters of support from local stakeholders are being requested to compliment the bid.

In addition the CPCA and FDC are considering project governance and management arrangements for post October.

**BUSINESS PLAN AREA:** Economy

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

**Business Plan Action:** *Use the Council's assets to support and deliver sustainable economic and residential growth across the district, including the delivery of mixed use development at the Nene Waterfront*

**Portfolio Holder:** Cllr David Oliver

### Surplus Asset Disposal Programme

The remaining auction site from last round is not ready to go to the auction house due to ownership not being fully registered at Land Registry. The matter is with legal services.

A tender is to be prepared to engage an auction house for the next round of auction sites.

### Nene Waterfront Development

Whilst the development of Lot 3 is largely complete with the final fit out being undertaken on the remaining handful of units, attention will now turn to marketing the remaining sites at the Nene Waterfront.

### Sutton Bridge Marina

The marina at Sutton Bridge, known as Cross Keys Marina is now almost fully occupied. FDC Officers are currently in the process of agreeing the terms of the Operating Agreement and Lease but still await revised drafts from Lincolnshire County Council.

It is anticipated that the agreement will be signed later than planned but should be completed by the end of 2018.

**BUSINESS PLAN AREA:** Economy

**Business Plan Priority:** Promote and lobby for infrastructure improvements across Fenland

**Business Plan Action:** Promote sustainable transport (infrastructure and community) initiatives within Fenland, including rail, road and community transport, to improve links to employment

**Portfolio Holder:** Cllr David Oliver

### Rail Development Strategy

#### Railway Station improvements - Quick Wins Package

A contractor has been appointed to implement a solar lighting scheme for Whittlesea Station. The scheme is expected to be installed during October 2018.

#### Hereward CRP – new Logo and re-branding

Work to complete the Marketing and Tourism Strategy 2017 – 2020, highlighted the need to rebrand the CRP including its logo. This is to give the CRP a more modern and distinctive identity. The current logo is too aligned to heritage railways. A contractor has been appointed to complete the work. New logo options are being developed with the final 3 versions being subject to a public consultation that will commence during October 2018.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
Number of journeys made by dial a ride services  (please note that figures for railway and car scheme use are reported annually)	Maintain 14/15 level (14,308 journeys)	1,679	<b>8,263</b>	

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 1,431 members in Fenland District (31 December 2017).

**BUSINESS PLAN AREA:** **Economy**

**Business Plan Priority:** **Promote and lobby for infrastructure improvements across Fenland**

**Business Plan Action:** ***Engage with partners on the feasibility and delivery of major infrastructure projects across Fenland, including road (Wisbech and March Access Studies, A47 and King's Dyke improvements) and rail (Rail Strategy, improvements to railway stations and the March to Wisbech rail link)***

**Portfolio Holder:** **Cllr David Oliver**

**Support strategic transportation objectives**

A47

There is no specific update this month.

Wisbech Access Strategy

There is no specific update on this item this month.

March to Wisbech Railway Line

There is no specific update on this item this month.

A605 Kings Dyke Crossing

There is no specific update on this item this month.

March Area Transport Study

There is no specific update this month.

**BUSINESS PLAN AREA:**

**Economy**

**Business Plan Priority:**

**Promote and lobby for infrastructure improvements across Fenland**

***Business Plan Action:***

***Promote and Influence how housing and infrastructure funding is used to stimulate housing development and economic growth in Fenland through working with the Combined Authority***

**Portfolio Holder:**

**Cllr David Oliver**

**Housing & Infrastructure Funding from the Combined Authority**

Key infrastructure feasibility studies are being produced by the CPCA that could impact on Fenland. These include the A47 study along with a M11/A47 link. In addition proposals are being progressed to improve Fenlands railway stations to enable more frequent and longer trains.

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

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

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

**Portfolio Holder:** Cllr Mrs Anne Hay

### **Election Management Software**

Following an extensive procurement process which involved inviting software suppliers into demonstrate their products to the Elections team and carefully scoring each procurement response against our business requirements; on the 13 July 2018 the Council successfully migrated the Elections Management software across to Democracy Counts and are now using the Elector8 system.

Elector8 was designed around Individual Elector Registration (IER) and therefore the processes built-in within the software are in-tune with these processes, offering an intuitive and common sense approach to Registration and Election Management. Digital by Default is fully supported by Democracy Counts and there are functions available to make it easy to contact customers via email as a first option, therefore, cutting back on the number of paper forms being sent out saving printing and postage costs. Customers are also encouraged to complete the various forms available online and information entered at this stage can be pushed directly into the system, supporting Council's paperless ethos and digital push.

Democracy Counts is recognised as a leading provider of electoral software and services including preparation of polling schemes, planning, nominations, production of election stationary, postal voting, risk evaluation, counting and declaration of results.

### **Civic Reception**

The Council holds a Civic Reception in honour of each currently elected Chairman. The Chairman is elected each year at its Council Meeting in May. The Civic Reception is an Annual event which gives the Chairman a chance to showcase Fenland, to network with other Chairman and Mayor's and for the Council to show its appreciation for its elected dignitary and elected representative for Fenland. 2018 was no exception with the Civic Reception being held at Neale Wade Community College in March.



The feedback received from a number of the guests, Civic Dignitaries, Business Community, Armed Forces and personal guests was very complimentary and allows the Council to show its competence at arranging events that are very successful, also providing good networking opportunities and a chance to share good practice between Councils.

The Chairman and the Vice-Chairman work closely together to welcome guests and are involved in arrangements prior to the event to ensure that it runs smoothly.

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

**Business Plan Priority:** Transformation & Efficiency

**Business Plan Action:** *Engage with the Combined Authority's Public Service Reform agenda*

**Portfolio Holder:** Cllr Chris Seaton

### **Combined Authority Update**

#### **Improved Sustainability for the Cambridgeshire and Peterborough area**

The latest report looking at sustainability across the work of the nine combined authorities in the UK shows Cambridgeshire and Peterborough has made the greatest level of improvement.

The Combined Authority Sustainability Benchmarking Technical Report analyses sustainable activity and scores each authority on their progress in areas including air quality, carbon emissions, green infrastructure, biodiversity, energy systems, renewables, district heating and public transport.

The assessment shows the Cambridgeshire and Peterborough Combined Authority has moved up by 28 points and four places overall from 2017 to 2018.

Please [click here](#) for further information

#### **New Business Board**

The Business Board has officially been constituted to begin work as the Local Enterprise Partnership (LEP) for our region.

The first meeting of the Board made up of seven local industry leaders and two public servants took place on September 24 (2018). The Mayor and the Deputy Mayor are the public servants and have no voting rights, so the Board is genuinely business led.

Please [click here](#) for further information

### **Cambridgeshire and Peterborough Independent Economic Review Report Launched**

The Cambridgeshire and Peterborough Independent Economic Review (CPIER) report was launched at a ceremony held in London on 9 October by the Government's Business Secretary Greg Clark. The event was also attended by members of the Cambridgeshire and Peterborough Independent Economic Commission (CPIEC), council leaders, council chief executives and business leaders.

A more local launch of the report will take place in Fenland within the next few weeks.

Please [click here](#) for further information

### **Meeting Agendas and Reports**

Please click on the links below to access the meeting papers for the following CPCA Committees:

[Overview & Scrutiny Committee – 24 September 2018](#)

[Combined Authority Board – 26 September 2018](#)

[Audit & Governance Committee – 28 September 2018](#)

[Transport Committee – 10 October 2018](#)

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

**Business Plan Priority:** Transformation & Efficiency

**Business Plan Action:** *Deliver required savings (as outlined in our CLG Efficiency Plan and Comprehensive Spending Review) whilst remaining a stable and sustainable organisation*

**Portfolio Holder:** Cllr Mark Buckton

### **ICT Strategy Update**

The replacement committee management system has been successfully installed and configured and is now live. A training session has been held with Members to demonstrate how to use the system on each type of device.

The roll-out of Windows 10 operating system to all desktop PCs and laptops continues and will now include an updated version of Microsoft Office.

The first draft of the Digital Transformation Plan is being written and will be reviewed later this month. This will suggest a programme of work to introduce further best practice and innovation to assist the way our staff work and customers access services.

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

**Business Plan Priority:** Consultation and Engagement

**Business Plan Action:** *Appropriately consult with residents about Council services and proposals, as outlined in our Consultation Strategy. Use feedback to improve service delivery*

**Portfolio Holder:** Cllr Mark Buckton

### **Consultations Update**

#### **Consultation Summary**

There were no consultations during September.

Current consultation:

- Polling Districts and Polling Places Review – 1 October to 2 November 2018.

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

**Business Plan Priority:** Excellent Customer Service

**Business Plan Action:** *Provide good service at our Fenland @ your service shops and Community Hubs, in line with Customer Service Excellence standards*

**Portfolio Holder:** Cllr Mrs Anne Hay

Description	EOY Target 18/19	Last year Cumulative performance for Sept 17/18	Last year Variance for Sept 17/18	Cumulative for 18/19	Variance
<b>Performance Measure</b>					
<b>ARP target ARP3 % Council Tax</b>	97.3%	56.69%	+ 0.70%	56.75%	-0.41%

collected					
<b>ARP target ARP5</b> Net Council Tax Receipts payable to the Collection Fund	£52,879,158	£28,375,317	£84,080	£30,338,552.57	£389,619.88

## COUNCIL TAX

In year collection remains slightly behind target, however the collection fund remains significantly above target.

During September 2018 the following recovery documents have been issued

Reminders 994 with a value of £123,384.86

Final Notices 592 with a value of £356,135.43

Summons 375 with a value of £493,510.79

Currently there are 1723 (last month 1891) processes outstanding for Fenland which shows that the measures to reduce the outstanding processes are having an effect. There are currently 11,520 processes outstanding across the partnership of which 1523 are older than 6 weeks (207 Fenland processes). This includes items in pending and new properties where we are awaiting information from 3<sup>rd</sup> parties before it can be processed.

Recruitment took place this month for 10 posts across the partnership within the council tax team. We have a significant number of inexperienced team members who require mentoring and ongoing development to complete their training as a fully functioning member of the team. Given the levels of staffing the team have done well to reduce the outstanding processes over the past month and they continue to focus on reducing the amount of work that is outstanding to reduce the number of chasing calls from customers.

Description	Target 18/19	Last year Cumulative performance for Sept 17/18	Last year Variance for Sept 17/18	Cumulative for 18/19	Variance
<b>Performance Measure</b>					
<b>ARP target ARP4</b> % NNDR collected	98.3%	57.85%	1.20%	55.99%	1.78%
<b>ARP target ARP6</b> Net NNDR Receipts payable to the Collection Fund	£25,604,958	£14,748,603	£423,619	£13,363,473	-£576,217

## BUSINESS RATES

In year collection target has been re-profiled based on the cash flow analysis of payments due for the rest of the year. **This shows that the collection is now comfortably above target.**

The collection fund target remains below expected collection which can be attributed to £1.2M backdated refunds in respect of RV changes.

During September the following recovery documents have been issued

Reminder notices - 54 with a value of £85,616.01

Final notices - 31 with a value of £126,267.37

Summonses - 22 with a value of £97,081.45

There are currently 97 (78 last month) processes outstanding currently which is an increase overall. We have recently recruited a new team member and training is still on going for our new starter. This has an impact as the new team member requires training by an experienced member of the team and those just out of training will also require mentoring for some time. (1084 ARP total prev 777).

There are only 45 processes over 6 weeks old including pending items and new properties where we are awaiting information from other sources. The team will be targeting older processes to clear all old processes.

Reviews of Discretionary Rate relief will be issued across the whole partnership within the next six weeks which will have an impact on the number of processes outstanding as they are returned.

A meeting was held at the end of September to highlight the aims and targets for the NDR team over the next year. This includes the introduction of new process maps, drip feed, and building relationships with economic teams at the host LAs to maximise opportunities and income for our partners.

\* This figure is the difference between what we were targeted to collect at this point in the year and what we have actually collected at this point (so for NNDR we are below target, caused by the backdated refunds).

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
Target CS1 % of contact centre calls answered within 20 seconds	32.5% Year to date target	23%	<b>28%</b>	<b>-4.5%</b>
Target CS2 % of contact centre calls handled	62.5% Year to date target	71.6%	<b>71.3%</b>	<b>+8.8%</b>

The Customer Services Team has recently run a successful recruitment campaign to fill a number of unfilled staff vacancies which have arisen. There has been a considerable amount of interest in relation to the advertised roles. We have been able to offer the roles to the preferred candidates and we are currently waiting to complete the relevant checks prior to confirming employment start dates. This will start the transition stage and a comprehensive induction to get the new recruits fully trained and able to support customer enquiries as soon as possible.

The Customer Services Team has also been affected by the role out of Universal Credit across the whole of the Fenland area and this has increased the number of calls to the contact centre as well as the number of visitors to our One Stop Shops. The newly appointed Contact Centre Manager and Supervisors remain focussed on performance management.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
Target CS3 % customer queries resolved at first point of contact	85%	93.8%	<b>93.9%</b>	<b>+8.9%</b>

The Customer Services Team continues to excel at resolving customers queries at the initial point of contact where ever possible. The team works collaboratively with services across the Council and our partners to ensure the information we hold in relation to all services is comprehensive and we are able to action requests for services accordingly. Customer Services are exploring the implementation of Service Champions to provide increased resilience and additional escalation points for complex queries to ensure performance regarding query resolution at the first point of contact remains high.

## BUSINESS PLAN AREA: Quality Organisation

**Business Plan Priority:** Excellent Customer Service

**Business Plan Action:** *Help residents become digitally enabled and able to self-serve opportunities (as outlined in our Channel Shift Strategy) to allow us to provide more support for vulnerable customers and complex queries*

**Portfolio Holder:** Cllr David Oliver & Cllr Mrs Anne Hay

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
<b>Performance Measure</b>				
LPI PC1 Number of visits to the FDC website	611,000	45,690	296,715	

### News Survey

The number of news stories added to the FDC website and distributed as press releases to local media in September = 13

Main articles included;

- Celebrate Fenland's history at heritage weekend
- New leisure management brings savings and substantial investment in centres
- Council Chairman brews up for cancer charity
- Work to create growth plans for March, Chatteris and Whittlesey get underway
- Bus passengers in Wisbech to benefit from more frequent service
- Older residents turn out for Fenland's third Golden Age Fair of the year
- Get involved in future of Fenland transport
- Funding approved to improve Whittlesey play area
- Free food safety seminar for Fenland businesses

### 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 September;

Facebook = 83  
 Twitter = 120

We currently have 1,849 likes on Facebook and 8,008 followers on twitter.

	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
<b>FDC Twitter</b>	120	118K	2,362	158	32	8,068



FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	83	21,627	7,221	41	1,917

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

During September we took part in a joint emergency planning social media promotion with the Cambridgeshire and Peterborough Emergency Communications group;  
*September is emergency planning month. Look out for daily tweets to help you get prepared #30days30ways*

We also ran a **#HerewardLine** awareness week to promote the Ely to Peterborough railway line. Daily posts highlighting days out and events at each station (24<sup>th</sup> September to 30<sup>th</sup> September), and took part in the National **#RecycleWeek** promoting helpful tips and benefits of recycling (24<sup>th</sup> September to 30<sup>th</sup> September).



## **Macmillan Coffee Morning**

Macmillan Cancer Support has received the support of all the District Council Chairman that have taken up office and 2018 was no exception. The Chairman was very supportive and got involved throughout a very busy morning on Thursday 27<sup>th</sup> September which saw many internal and external visitors to the Council Chamber in order to support this annual charitable event. The event was extremely successful in addition Coffee Morning events also took place at The Manor Leisure Centre as well as The George Cambell Leisure Centre with a quiz evening planned to take place at the Hudson Leisure Centre in early October. So far all the events have raised a substantial £1307 for this great cause.

**BUSINESS PLAN AREA:** Quality Organisation

**Business Plan Priority:** Equalities

**Business Plan Action:** *Meet our Public Sector Equality duty by delivering the requirements of the 2010 Equality Act and 1998 Human Rights Act through our core service delivery. Publish an Annual Equality Report to demonstrate how we do this*

**Portfolio Holder:** Cllr Mike Cornwell

### Meet Equality Act Requirements

#### **Stop the Traffik (national organisation)**

Stop the Traffik intelligence reports have identified Fenland as a hotspot for labour exploitation. They have commissioned a report and worked with partners to address some of the issues.

Their work with partners, aimed at the Lithuanian community, identified ...

What happens to victim:

- Mainly foreign nationals in migrant communities, often exploited by people of the same nationality;
- Worked up to 12 hours a day, 7 days per week;
- Unable to take leave or refuse shifts;
- Being paid less than national minimum wage, often under the counter;
- Sometimes hold legitimate jobs but are forced to pay some of their salary to traffickers.

Control methods:

- Charging high amounts for transfers, giving extortionate loans for food, placing victims in overcrowded accommodation and often threatening them with homelessness;
- Victims stuck in a cycle of dependency when rent, deposit and bills are collected in advance and they are left in debt bondage;
- Documents, credit cards and cash are taken from victims;
- Often physical abuse and complete reliance on traffickers.

Where it happens;

- Factories (e.g. food factories) recycling plants, skip hire, fields (e.g. flower and vegetable picking) car washes, building sites (e.g. sub contracted sites)

shops, forced criminality;

- Pick up points, petrol stations and other designated locations for example private rented sector housing as evidenced in Operation Pheasant.

Working with partners in the Diverse Communities Forum Stop the Traffik have undertaken a local campaign after their initial work to raise awareness of the issue, educate people to spot the signs of trafficking and know how to respond.

This included training Barclays bank frontline staff, and printing 40 posters and 1200 leaflets that were printed by the Bank and distributed in branch and by members of the DCF.

Working with the DCF an additional 1600 leaflets were printed by Barclays Bank and distributed in various locations in Wisbech, Kings Lynn, Ely and Peterborough including community centres, shelters, churches and businesses.

As an example of those engaged (74 people)

High level of knowledge about UK workers' rights

- 80% knew the UK minimum wage;
- 78% knew that employers should provide training and protective equipment;
- 55% were aware of local organisations e.g. ACCESS, Rosmini Centre and Ferry Project;
- 21% thought that there were several options available to them to report exploitation issues
- 11% thought that there is nothing they can do. Mostly men aged 50 or over even though they approached all genders and ages.

Partners thought that of the 74 people spoken with that most were clients of partner organisations and therefore were aware of the issues following a few campaigns in the last two years.

Some increases in reporting was indicated by partners, Crimestoppers, Access and Rosmini Centre. Barclays have also recorded an increase in internal reporting of suspicious behaviour.

### **Key learning**

Social media campaign can lead to offline change: the English language posts on line resulted in higher levels of discussion on line while the Lithuanian language posts on line resulted in high level of offline discussion.

Partners were enthusiastic and supported the campaign to everyone's mutual benefit

### **Next steps**

The report suggests that there is a need to:

- Carry out awareness campaigns in source countries;
- Awareness raising to the community and agencies in UK about internal UK trafficking ;
- Migrant workers' rights need to be aimed at other nationalities/ demographics.

These recommendations are currently being discussed to look at what can be done within partners' resources.

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

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

**Business Plan Action:**                      ***Ensure our asset base is suitable, sustainable and maximises service and income benefits***

**Portfolio Holder:**                              **Cllr David Oliver**

### **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.

Attention focuses next onto the centralisation of data onto the IDOX database to improve practices and processes and capture key datasets, currently contained on disparate electronic and paper-based spreadsheets. This work will utilise data held by the Business & Economy and Assets & Projects Teams, with support from the LLPG Officer, ICT and PCC Legal Teams.

**BUSINESS PLAN AREA:** Quality Organisation

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

**Business Plan Action:** *Work jointly with public, private and third sector partners to maximise value*

**Portfolio Holder:** Cllr David Oliver

**Corporate Accommodation Review (CSR)**

The internal moves at Fenland Hall and The Base were completed in August. Works continue to arrange of the sale and disposal of disused furniture and equipment and minor changes to accommodate the relocation of election storage to a centralised location at Fenland Hall.

Work is being undertaken to look at any potential refurbishment works required to the west wing and a viewing with a prospective tenant was undertaken this month. Dialogue continues with the interested party and at the same time officers are investigating alternative options for the re-use of the vacated space.

In addition to this work, plans are being prepared to assess potential options for sub-division or amalgamation of the vacant office spaces to enable letting and the maximisation of rental income.

**BUSINESS PLAN AREA:** Quality Organisation

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

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

**Portfolio Holder:** Cllr David Oliver

**Property Investment & Development Strategy (PIDS)**

The Property Investment & Development Strategy (PIDS) is aimed at seeking greater returns from the different use of existing FDC property assets. This could include seeking to dispose of surplus assets to reinvest the capital receipts into investment opportunities, or like the Accommodation Review, ensuring better utilisation of assets to create capacity to generate additional revenue streams.

As projects are identified and develop they will be reported upon here.

There are no updates in September.

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

**Business Plan Priority:** Workforce Development

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

**Portfolio Holder:** Cllr Mrs Anne Hay

### **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 in our most recent IIP reassessment 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 a strength."

We have provided a wide range of learning and development interventions for our workforce over the past year, such as Managing Conflict Training, 121 coaching, Mental Health Awareness and Mental First Aid Training, PACE training, Mediation training, Pre-retirement training, Prevent Training, Coaching skills, Licensing, Leadership and Safeguarding Children, 121 coaching, management development, , investigation skills, health and safety, managing sickness, apprenticeships, funded training, resilience training and so on.

In addition to this we have provided a buoyant e-learning programme covering topics like:

- Safeguarding
- Effective Management skills  
Project Management
- Effective Financial Management
- GDPR
- Equalities
- Health and Safety, and

- Induction

We are currently delivering the organisational learning requirements for this financial year, and have planned training events for RIPA, GDPR, IT skills, and LGV. Furthermore, we have now started our Corporate Programme of Positive Mindset and Service training for the whole organisation.

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

**Business Plan Priority:** Workforce Development

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

**Portfolio Holder:** Cllr Mrs Anne Hay

### **Health Champion Programme**

The Council has a team of qualified health champions in place, and we are part of a Work Healthy Cambridgeshire. This is a Health Improvement Programme run by Cambridgeshire County Council specifically for Cambridgeshire businesses and/or organisations.

The programme aims to support employers across the county to improve the health and wellbeing of their employees, increase productivity and reduce sickness absence.

Our Health Champions have developed a programme to promote health and wellbeing of employees inside and outside the workplace.

### **Mental Health Training**

We now have an in-house Mental Health First Aid Instructor who is currently rolling out Mental Health First Aid Training across the Council. The next corporate course is planned for early October.

We are currently exploring further opportunities for income generation with partners to deliver this training.

We also have a comprehensive suite of training to support this area, such as Personal

Resilience and Mental Health Awareness.

In addition to this we provide 121 coaching a support to employees where required. We will be supporting World Mental Health Day on 10<sup>th</sup> October with events to raise awareness in the Council.

### People Management Strategy Review Update

The Council's People and Development Strategy is aligned to the Council's Business Plan and focus 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 stakeholders and partners. It continues to be reviewed and improved on an annual basis. It is a live document that will be refreshed and updated as the Council evolves and faces new and emerging challenges.

This strategy informs and responds to the Workforce Development Plans (WfDP) created by our Service Managers as part of the Service Planning process to support the delivery of the Council's Business Plan.

We review our WfDPs each year as part of the annual service planning cycle to take account of the changing needs of the organisation and the community it serves.

### What do our customers say?

Description	2018	Target 18/19	Variance
<b>MPI HR19</b> % of staff who are proud to work for FDC (Survey every 2 years)	<b>83%</b>	<b>80%</b>	<b>+3%</b>

We complete our Staff Satisfaction Survey at 2 yearly intervals.

2018's survey has just been completed, all staff were invited to take part by either completing the survey online or by completing a paper copy if required.

The response rate for the survey increased to 46% (which equates to 175 members of staff).

The survey asked questions under the following categories;

- How people feel about working for Fenland District Council
- Contribution
- Communication



- Working relationships
- Personal Development
- General

The results of this survey were positive and showed that we are maintaining a good level of staff satisfaction, with some areas improving, and some areas that we want to continue to develop and improve.

The survey asked staff to identify three things that they felt would improve the quality of life at Fenland District Council, and we received an encouraging number of responses to this question. These comments are currently being reviewed by the management team and by the Management, Trade Union and Staff Partnership (MTSP) Group, and joint action plan will be developed and cascaded to all staff. This action plan will be monitored on a regular basis.

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

**Business Plan Priority:** Enforcement

**Business Plan Action:** *Use a fair and proportionate approach to improve living, working and environmental standards*

**Portfolio Holder:** Cllr Mrs Dee Laws

### **Planning Enforcement Update**

16 cases were received in the month and 18 cases were closed following investigation.

Of the cases closed:

- In 10 cases no breach of planning control was found
- In 5 cases the breach found was found to be either too insignificant to justify action or would have gained planning permission had it been applied for
- In 3 cases retrospective planning permission was applied for and granted

## Licensing

### Animal Welfare Licensing changes:

In October new regulations will come into place covering the licensing of certain animal welfare related activities.

The new legislation is the result of major reforms required to the licensing of animal related activities. It brings the licensing provisions more up to date and in line with current business practice and streamlines a previously out- dated licensing regime.

Currently the legislation requires individual licenses for activities such as animal boarding, riding establishments, dog breeding and pet shops. These licenses are mostly renewed annually in December.

The new regulations cover a wider range of activities with a flexible timescale for applications throughout the year. These activities are:

- Boarding for Cats & Dogs
- Breeding Dogs
- Hiring out Horses
- Selling Animals as pets
- Exhibiting Animals

As the types of activity regulated is wider than currently licensed officers are expecting a larger than usual number of applications.

Early support and advice is being offered to potential applicants and updated information is available on the Council internet.

[www.fenland.gov.uk/animallicensing](http://www.fenland.gov.uk/animallicensing)

### What do our customers say?

Description	Baseline	Target 18/19	No of customers questioned	No of customers satisfied	% 18/19	Variance
LPI CEL11 Local businesses supported and treated fairly (quarterly)	90%	90%	35	35	100%	

Following a regulatory inspection businesses are contacted and asked a few questions

about the visit. Out of the 35 contacted since April this year all have reported finding the visit helpful and informative and officers raise regulatory issues of non-compliance in a fair way.

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

**Business Plan Priority:**                      **Health & Safety**

**Business Plan Action:**                      ***Maintain effective Health & Safety policies and systems to comply with relevant legislation and local requirements***

**Portfolio Holder:**                              **Cllr Mrs Anne Hay**

## **Health & Safety Update**

A training package has been developed for 'Telephone Bomb Threats' and is currently being delivered to Customer Access staff. This course is designed to give staff the awareness and knowledge in responding to such an incident occurring.

The course covers the immediate actions to take, questions to ask, particular background noises and the options/actions available to senior management within buildings to take.

The draft 'Misuse of Alcohol and Substances Policy' is currently going through development and a consultation process. This includes collaboration with an external accredited alcohol/drug testing company.

We are currently reviewing health and safety risk assessments within teams across the Council and working on the production of training materials for the Cleansing Team within the Waste Services.

The Refuse and Cleansing Teams are currently undergoing a health and safety audit, to assess their compliance against statutory legislation and Council requirements.

## Emergency Planning Update

The Council's Emergency Management Plan has undergone a full review; this is the Council's generic response plan for an emergency incident occurring in the district which requires a Council response. Additional sections include emergency media response, and recovery from a major incident. Recovery is a key responsibility for local authorities as they will lead this element of an incident.

Exercise Green Cloud was held during this month, this was a county wide two day exercise involving the emergency services, local authorities (including Fenland) and other supporting organisations.

The exercise was designed to test the Strategic and Tactical elements of the initial major incident, through to the recovery element. An action plan will be produced by the Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) to incorporate any areas requiring attention from the learning.

Ongoing joint working with the Local Resilience Partners (Cambridgeshire and Peterborough) on multi-agency planning requirements. Areas of current work include reviewing emergency plans, reviewing risk assessments and warning informing.

**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 wider community***

**Portfolio Holder:**                              **Cllr Mrs Anne Hay**

## Workforce Wellbeing Strategy & Health Surveillance Programme Update

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

- A dedicated Occupational Health Advice and guidance support service available for all colleagues;
- A comprehensive programme of health surveillance for groups of employees who work in certain service areas (e.g. refuse drivers, leisure centre staff, port staff, CCTV staff etc.)
- We provide a health care plan for all employees (at nil cost to the Council) to

enable financial support to access to access a wide range of health care specialists and interventions (e.g. chiropractic services, dental treatment, acupuncture, reflexology, chiropody etc.)

- A range of Family Friendly People Policies
- We also have a team of qualified Health Champions drawn from across the Council who are promoting quarterly health promotion events.

The current Workplace Wellbeing Strategy is being reviewed and updated to ensure that it provides the most appropriate support for the organisation and our workforce.

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Agenda Item No:	8	
Committee:	Council	
Date:	15 November 2018	
Report Title:	Treasury Management Strategy Statement and Annual Investment Strategy Mid-Year Review 2018/19	

## 1 Purpose / Summary

The purpose of this report is to review the Council's Treasury Management activity for the first six months of 2018/19 and to provide members with an update on matters pertinent to future updates to the Council's Treasury Management Strategy.

## 2 Key issues

- The Treasury Management Mid-Year Review 2018/19 as considered by Cabinet on 15 November 2018 is attached.
- Updates to the Treasury Management Code of Practice and the Prudential Code will impact on the Council's reporting and oversight arrangements from 2019/20. Proposals are being developed by officers to ensure adherence to the new requirements.
- The Council has operated within its Treasury Management Strategy Statement (TMSS), Annual Investment Strategy, treasury limits and prudential indicators set by Council for the first six months of 2018/19.
- The Monetary Policy Committee (MPC) voted to increase the Bank Rate on 2<sup>nd</sup> August 2018 from 0.50 to 0.75%. Further, the MPC has indicated Bank Rate would need to be in the region of 1.5% by March 2021 for inflation to stay on track.
- Prudential indicators for the Capital Financing Requirement (CFR) and the capital position have been revised.
- Due to the Council's long term debt portfolio (£7.8m at 31/03/18) currently attracting excessive premiums for early redemption of debt, as has been the case since 2007, it is not financially advantageous for the Council to comply with the Gross Borrowing and Capital Financing Prudential Indicator in 2018/19.
- Investment income received for the first six months of 2018/19 is £76k which is an improvement on the original estimate for this period reflecting the increase in the Bank rate. Consequently, the budgeted outturn for the year has been revised upwards from £140k to £155k. Nevertheless market rates remain low and are expected to continue to remain so based on current medium-term forecasts.
- Overall interest rate achieved from investments for the first six months of 2018/19 was 0.64% (7 day LIBID un compounded rate 0.44%).
- The Money Market Fund sector is now in the last stages of introducing new regulations. These will see existing non-government Constant Net Asset Value (CNAV) funds convert to Low Volatility Net Asset Value (LVNAV) pricing.

### 3 Recommendations

It is recommended that:-

- Members note the report.

It is recommended by Cabinet that the:-

- Treasury Management Strategy is updated to allow use of Constant Net Asset Value (CNAV), Low Volatility Net Asset Value (LVNAV) and Variable Net Asset Value (VNAV) Money Market Funds, as detailed in paragraph 3.1.

Wards Affected	All
Portfolio Holder(s)	Councillor Anne Hay, Portfolio Holder, Finance
Report Originator(s)	Kamal Mehta, Interim Corporate Director and Chief Finance Officer Mark Saunders, Chief Accountant
Contact Officer(s)	Kamal Mehta, Interim Corporate Director and Chief Finance Officer Mark Saunders, Chief Accountant
Background Paper (s)	Link Asset Services template Council Report - 22 February 2018 - General Fund Budget 2018/19 and Capital Programme 2018-21 Cabinet Report – 19 July 2018 - Capital Programme Update



## Report:

### **1 Context**

- 1.1 The Council's responsibilities in relation to Treasury Management are defined as part of the Local Government Act 2003 ('the Act'). The Act requires the Council to have regard to the Treasury Management Code published by the Chartered Institute of Public Finance and Accountancy, (CIPFA). CIPFA updated the Treasury Management Code in December 2017 and this report has been prepared with reference to the requirements set out in the updated Code.
- 1.2 Additionally, there is a statutory requirement for the Council to comply with the Prudential Code which is also published by CIPFA and was also updated in December 2017. There is a close interaction between the Treasury Management Code and the Prudential Code. The Prudential Code establishes a framework for the Council to self-regulate the affordability, prudence and sustainability of its capital expenditure and borrowing plans whilst the Treasury Management Code is concerned with how the Council uses its Treasury Management function to progress the future plans developed with reference to the Prudential Code.
- 1.3 Reductions in central government funding for local government and declining returns on deposits invested with financial institutions has led some local authorities to explore other avenues for generating investment returns, including in investment in non-financial assets. The recent updates to the Treasury Management Code and the Prudential Code reflect these trends and this has been further underlined by statutory guidance on Local Government Investments published by the Ministry of Housing and Local Government in February 2018. In particular, there is a recognition that all authorities need to ensure they can clearly identify the strategic considerations underpinning their investment strategies and effective governance frameworks are in place to protect and preserve each authority's long-term financial sustainability. Specifically, from 2019/20, all local authorities will be required to have an approved Capital Strategy which is intended to provide the following:
- a high-level overview of how capital expenditure, capital financing and treasury management activity contribute to the provision of services;
  - an overview of how the associated risk is managed;
  - the implications for future financial sustainability.

A report setting out the Council's Capital Strategy will be prepared for consideration and approval by Full Council before 31st March 2019 as part of the annual budget-setting timetable.

- 1.4 The updated Treasury Management Code states that, providing the Council's Capital Strategy provides key information relating to treasury management, full Council is no longer required to approve a separate Treasury Management Strategy. However, where such an approach is adopted the Chief Finance Officer is required to put in place arrangements for separate approval and review of the Council's treasury management strategy and treasury management activities and full Council retains overall responsibility for Treasury Management. Details of the Council's proposals for future oversight of treasury management will be considered at a future meeting of this committee.

## **Treasury Management**

- 1.4 Treasury management is defined as “The management of the local authority’s borrowing, investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities and the pursuit of optimum performance consistent with those risks.”
- 1.5 The Council complies with the requirements of CIPFA’s Code of Practice on Treasury Management (revised 2017).
- 1.6 The primary requirements of the Code applicable to the 2018/19 financial year are as follows:
  - Creation and maintenance of a Treasury Management Policy Statement, which sets out the policies and objectives of the Council’s treasury management activities.
  - Creation and maintenance of Treasury Management Practices, which set out the manner in which the Council will seek to achieve those policies and objectives.
  - Receipt by full Council of an annual Treasury Management Strategy Statement, including the Annual Investment Strategy and Minimum Revenue Provision Policy for the year ahead, a Mid-year Review Report and an Annual Report covering activities during the previous year.
  - Delegation by the Council of responsibilities for implementing and monitoring treasury management policies and practices and for the execution and administration of treasury management decisions.
  - Delegation by the Council of the role of scrutiny of treasury management strategy and policies (including Mid-year Review Report) to a specific named body. For this Council the delegated body is Corporate Governance Committee.
- 1.7 This mid-year report has been prepared in compliance with CIPFA’s Code of Practice on Treasury Management and covers the following:
  - an economic update for the first six months of 2018/19 taking account of expert analysis provided by the Council’s Treasury Management Advisors, Link Asset Services;
  - a review of the Treasury Management Strategy Statement and Annual Investment Strategy;
  - the Council’s capital plans;
  - a review of the Council’s investment portfolio for 2018/19;
  - a report of the Council’s borrowing strategy for 2018/19;
  - a report of debt rescheduling during 2018/19;
  - a review of compliance with Treasury and Prudential Limits for 2018/19.

## **2 Economic Update**

- 2.1 The first half of 2018/19 has seen UK economic growth post a modest performance, but sufficiently robust for the Monetary Policy Committee, (MPC), to unanimously (9-0) vote to increase Bank Rate on 2<sup>nd</sup> August from 0.5% to 0.75%. Although growth looks as if it will only be modest at around 1.5% in 2018, the Bank of England’s August Quarterly Inflation Report forecast that growth will pick up to 1.8% in 2019, albeit there were several caveats – mainly related to whether or not the UK achieves an orderly withdrawal from the European Union in March 2019.
- 2.2 Some MPC members have expressed concerns about a build-up of inflationary pressures, particularly with the pound falling in value against both the US dollar,

and the Euro. The Consumer Price Index (CPI) measure of inflation rose unexpectedly from 2.4% in June to 2.7% in August due to increases in volatile components, but is expected to fall back to the 2% inflation target over the next two years given a scenario of minimal increases in Bank Rate. The MPC has indicated Bank Rate would need to be in the region of 1.5% by March 2021 for inflation to stay on track. Financial markets are currently pricing in the next increase in Bank Rate for the second half of 2019. The MPC emphasised again, that future Bank Rate increases would be gradual and would rise to a much lower equilibrium rate, (where monetary policy is neither expansionary or contractionary), than before the crash; indeed they gave a figure for this of around 2.5% in ten years' time but they declined to give a medium term forecast

- 2.3 As for the labour market, unemployment has continued at a 43 year low of 4% on the Independent Labour Organisation measure. A combination of job vacancies hitting an all-time high in July, together with negligible growth in total employment numbers, indicates that employers are now having major difficulties filling job vacancies with suitable staff. It was therefore unsurprising that wage inflation picked up to 2.9%, (3 month average regular pay, excluding bonuses) and to a one month figure in July of 3.1%. This meant that in real terms, (i.e. wage rates higher than CPI inflation), earnings grew by about 0.4%, near to the joint high of 0.5% since 2009. (The previous high point was in July 2015.) Given the UK economy is very much services sector driven, an increase in household spending power is likely to feed through into providing some support to the overall rate of economic growth in the coming months. Link Asset Services suggest that this tends to confirm that the MPC were right to start on a cautious increase in Bank Rate in August as it views wage inflation in excess of 3% as increasing inflationary pressures within the UK economy. However, the MPC will need to tread cautiously before increasing Bank Rate again, especially given all the uncertainties around Brexit.
- 2.4 In the political arena, there is a risk that the current Conservative minority government may be unable to muster a majority in the Commons over Brexit. However, Link Asset Services continue to anticipate that Prime Minister May's government will endure, despite various setbacks, along the route to Brexit in March 2019. If, however, the UK faces a general election in the next 12 months, this could result in a potential loosening of monetary policy and therefore medium to longer dated gilt yields could rise on the expectation of a weak pound and concerns around inflation picking up.
- 2.5 In the USA, President Trump's massive easing of fiscal policy is fuelling a (temporary) boost in consumption which has generated an upturn in the rate of strong growth which rose from 2.2% (annualised rate) in quarter 1 to 4.2% in quarter 2, but also an upturn in inflationary pressures. With inflation moving towards 3%, the Fed increased rates another 0.25% in September to between 2.00% and 2.25%, this being four increases in 2018, and indicated they expected to increase rates four more times by the end of 2019. The dilemma, however, is what to do when the temporary boost to consumption wanes, particularly as the recent imposition of tariffs on a number of countries' exports to the US, (China in particular), could see a switch to US production of some of those goods, but at higher prices. Such a scenario would invariably make any easing of monetary policy harder for the Fed in the second half of 2019.
- 2.6 Growth in the Eurozone was unchanged at 0.4% in quarter 2, but has undershot early forecasts for a stronger economic performance in 2018. In particular, data from Germany has been mixed and it could be negatively impacted by US tariffs on a significant part of manufacturing exports e.g. cars. For that reason, although growth is still expected to be in the region of 2% for 2018, the horizon is less clear than it seemed just a short while ago.
- 2.7 Economic growth in China has been weakening over successive years, despite repeated rounds of central bank stimulus; medium term risks are increasing. Major progress still needs to be made to eliminate excess industrial capacity and the stock of

unsold property, and to address the level of non-performing loans in the banking and credit systems.

2.8 Prospects for interest rates and borrowings over the medium term are shown below.

Link Asset Services Interest Rate View											
	Sep-18	Dec-18	Mar-19	Jun-19	Sep-19	Dec-19	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21
Bank Rate View	0.75%	0.75%	0.75%	0.75%	1.00%	1.00%	1.00%	1.25%	1.25%	1.50%	1.50%
3 Month LIBID	0.75%	0.80%	0.80%	0.90%	1.10%	1.10%	1.20%	1.40%	1.50%	1.60%	1.60%
6 Month LIBID	0.85%	0.90%	0.90%	1.00%	1.20%	1.20%	1.30%	1.50%	1.60%	1.70%	1.70%
12 Month LIBID	1.00%	1.00%	1.00%	1.10%	1.30%	1.30%	1.40%	1.60%	1.70%	1.80%	1.80%
5yr PWLB Rate	2.00%	2.00%	2.10%	2.20%	2.20%	2.30%	2.30%	2.40%	2.50%	2.50%	2.60%
10yr PWLB Rate	2.40%	2.50%	2.50%	2.60%	2.70%	2.70%	2.80%	2.90%	2.90%	3.00%	3.10%
25yr PWLB Rate	2.80%	2.90%	3.00%	3.10%	3.10%	3.20%	3.30%	3.30%	3.40%	3.50%	3.50%
50yr PWLB Rate	2.60%	2.70%	2.80%	2.90%	2.90%	3.00%	3.10%	3.10%	3.20%	3.30%	3.30%

### 3 Treasury Management Strategy Statement and Annual Investment Strategy Update

- 3.1 The Treasury Management Strategy Statement (TMSS) for 2018/19 was approved by Council on 22 February 2018. Due to expected changes in Money Market regulations which are due to come into effect in the very early stages of 2019, it is recommended that the Council updates its Annual Investment Strategy immediately to ensure the Council is able to use money market funds which are classified as either Constant Net Asset Value (CNAV), Low Volatility Net Asset Value (LNAV) or Variable Net Asset Value (VNAV) should it wish to do so. The existing Annual Investment Strategy does not specify which money market funds the Council can invest in so this change will provide for additional clarity and it reflects guidance the Council has received from its Treasury Management Advisors.
- 3.2 Prudential indicators for the Capital Financing Requirement (CFR) and the capital position have been revised.

### 4 The Council's Capital Position

- 4.1 This part of the report is structured to update:
- the Council's capital expenditure plans;
  - how these plans are being financed;
  - the impact of the changes in the capital expenditure plans on the prudential indicators and the underlying need to borrow; and compliance with limits in place for borrowing activity.
- 4.2 At its meeting on 19 July 2018 the Cabinet approved revised estimates for the 2018/19 capital programme and the financing of that programme. The table below compares the revised estimates with the original capital programme which was incorporated into the 2018/19 Treasury Management Strategy Statement (TMSS).

<b>Capital Programme</b>	<b>2018/19 Original Estimate £000</b>	<b>2018/19 Revised Estimate £000</b>
<b>Forecast Capital Expenditure</b>	<b>3,145</b>	<b>3,852</b>
Financed by :		
Capital Grants	980	1,106
Section 106's	0	96
Capital Receipts	413	317
Capital Reserves	580	994
Finance Leases	0	336
<b>Total Financing</b>	<b>1,973</b>	<b>2,849</b>
<b>Borrowing Requirement</b>	<b>1,172</b>	<b>1,003</b>

- 4.3 The main changes to the programme since February 2018 is an acceleration of the vehicle replacement programme with spending budgeted for 2019/20 due to happen in this financial year. Re-profiling adjustments consistent with the variations reported to Council and Cabinet as part of the outturn report on 17 May 2018 have also been reflected.
- 4.4 The anticipated expenditure funded from disabled facilities grants has increased to take account of the confirmed allocation from government and a brought-forward underspend from the prior year. A scheme to develop the Skate Park at Wisbech using section 106 monies has also been added to the capital programme for the 2018/19 financial year.
- 4.5 The table below shows the anticipated CFR at 31 March 2019, which is the underlying external need to incur borrowing for a capital purpose. It also shows the expected debt position over the period; this is termed the Operational Boundary.

<b>Prudential Indicators</b>	<b>2018/19 Original Estimate £000</b>	<b>2018/19 Revised Estimate £000</b>
<b>Capital Financing Requirement as at 31 March 2019</b>	<b>1,786</b>	<b>1,859</b>
<b>External Debt / Operational Boundary</b>		
Borrowing	10,000	10,000
Other Long Term Liabilities Finance Leases	2,000	2,000
<b>Total Debt 31 March</b>	<b>12,000</b>	<b>12,000</b>

- 4.6 The Council's revised estimate for CFR is £73k higher than the original estimate. This results principally from the acceleration of the vehicle replacement programme and the re-profiling of capital expenditure between years.
- 4.7 The Council has made provision to repay all 'borrowing' liabilities through increased Minimum Revenue Provision (MRP) in the General Fund revenue budget.
- 4.8 Within the prudential indicators there are a number of key indicators to ensure that the Council operates its activities within defined limits. One of these is that the Council needs to ensure that its gross debt, does not, except in the short term, exceed the total CFR in the preceding year plus the estimates of any additional CFR for 2018/19 and the next two financial years. This allows some flexibility for limited early borrowing for future years. The Council has approved a policy for borrowing in advance of need which will be adhered to if this proves prudent.

<b>Limits to Borrowing Activity</b>	<b>2018/19 Original Estimate £000</b>	<b>2018/19 Revised Estimate £000</b>
Gross Borrowing	7,800	7,800
Plus Other Long Term Liabilities Finance Leases	563	845
<b>Anticipated Gross Borrowing as at 31 March 2019</b>	<b>8,363</b>	<b>8,645</b>
<b>Anticipated Capital Financing Requirement as at 31 March 2019</b>	<b>1,786</b>	<b>1,859</b>

- 4.9 As a result of the Council's long term Public Works Loan Board (PWLB) debt portfolio of £4.5m (31/03/2018) currently attracting excessive premiums (£2.883m at the time of writing this report) if it were prematurely repaid, it is not financially advantageous for the Council to fully comply with this prudential indicator. A similar issue applies to the fixed rate loan of £3.3m which the Council has with Barclays. This has been the case since the housing stock transfer in 2007 and has been acknowledged and approved by Council since then. In addition, the Council's external auditors have also acknowledged this situation and have not raised any issues with our strategy.
- 4.10 A further prudential indicator controls the overall level of borrowing. This is the Authorised Limit, which represents the limit beyond which borrowing is prohibited and needs to be set and revised by Members. It reflects the level for borrowing which, while not desired could be afforded in the short term but is not sustainable in the longer term. It is the expected maximum borrowing need with some headroom for unexpected movements. This is the statutory limit determined under section 3 (1) of the Local Government Act 2003.

<b>Authorised Limit For External Debt</b>	<b>2018/19 Original Estimate £000</b>	<b>2018/19 Revised Estimate £000</b>
Borrowing	15,000	15,000
Plus Other Long Term Liabilities Finance Leases	2,000	2,000
<b>Total Borrowing</b>	<b>17,000</b>	<b>17,000</b>

- 4.11 The interim Corporate Director & Chief Finance Officer reports that no difficulties are envisaged for the current year in complying with the above prudential indicators.

## **5 Investment Portfolio**

- 5.1 In accordance with the Treasury Management Code, it is the Council's priority to ensure security of capital and liquidity and to obtain an appropriate level of return which is consistent with the Council's risk appetite. As set out in section 2, it is a very difficult investment market in terms of earning the level of interest rates commonly seen in previous decades as rates are very low. The continuing potential for a re-emergence of a Eurozone sovereign debt crisis and its impact on banks indicates that the Council should continue to pursue a low risk and short term strategy. This reflects the fact that credit ratings for European and British Banks continue to result in the Council's Treasury Management advisors tending to recommend that amounts should not be deposited with these financial institutions for terms in excess of 12 months. Given this risk environment and the fact that increases in Bank Rate are likely to be gradual, investment returns are likely to remain low.
- 5.2 The Council held investments of £24.54m as at 30<sup>th</sup> September 2018 (£19.5m at 31<sup>st</sup> March 2018) as detailed at Appendix A. The investment portfolio yield for the first 6 months of the year is 0.64% (7 day LIBID un-compounded rate 0.44%).
- 5.3 The interim Corporate Director and Chief Finance Officer confirms that the approved limits within the Annual Investment Strategy were not breached during the first six months of 2018/19. The Council has achieved investment income of £76k to 30<sup>th</sup> September 2018. The 2017/18 projected outturn of £140k has been revised upwards to £155k.
- 5.4 The Money Market Fund sector is now in the last stages of introducing new regulations. These will see existing non-government Constant Net Asset Value (CNAV) funds convert to Low Volatility Net Asset Value (LVNAV) pricing, whilst Variable Net Asset Value funds remain unchanged.
- 5.5 The Council has not currently made use of Money Market funds, though their use is permitted within the current TMSS approved in February 2018.
- 5.6 As explained at paragraph 3.1 above, the change in Money Market regulations are expected to change in the very early stages of 2019. It is recommended to Council that the use of CNAV, LVNAV and VNAV Money Market Funds be approved.

## **6 Borrowing Strategy**

- 6.1 The Council's estimated CFR for 2018/19 is £1.859m (including finance lease borrowing facilities). The CFR denotes the Council's underlying need to borrow for capital purposes. If the CFR is positive the Council may borrow from the PWLB or the market

(external borrowing) or from internal balances on a temporary basis (internal borrowing). The balance of external and internal borrowing is generally driven by market conditions.

- 6.2 During 2018/19 the council has approved the use of £1.003m of borrowing and the use of lease facilities totalling £0.336m to support capital investment. The decision whether to undertake internal or external borrowing to meet the Council's financing requirements will be undertaken as and when the financing is required based on an assessment of market conditions and the Council's overall financial position at that time.
- 6.3 It is not anticipated there will be any further borrowing undertaken during this financial year.

## **7 Debt Rescheduling**

- 7.1 Debt rescheduling opportunities have been limited in the current economic climate and consequent structure of interest rates and following the increase in the margin added to gilt yields which has impacted PWLB new borrowing rates since October 2010. No debt rescheduling was undertaken during the first six months of 2018/19.

## **8 Other**

### **UK Banks – ring fencing**

- 8.1 The largest UK banks, (those with more than £25bn of retail / Small and Medium-sized Enterprise (SME) deposits), are required, by UK law, to separate core retail banking services from their investment and international banking activities by 1st January 2019. This is known as 'ring-fencing'. Whilst smaller banks with less than £25bn in deposits are exempt, they can choose to 'opt up' and adopt 'ring-fencing'. Several banks are very close to the threshold already and so may come into scope in the future regardless.
- 8.2 Ring-fencing is a regulatory initiative created in response to the global financial crisis. It mandates the separation of retail and SME deposits from investment banking, in order to improve the resilience and resolvability of banks by changing their structure. In general, simpler activities offered from within a ring-fenced bank, (RFB), will be focused on lower risk, day-to-day core transactions, whilst more complex and 'riskier' activities are required to be housed in a separate entity, a non-ring-fenced bank, (NRFB). This is intended to ensure that an entity's core activities are not adversely affected by the acts or omissions of other members of its group.
- 8.3 While the structure of the banks included within this process may have changed, the fundamentals of credit assessment have not. The Council will continue to assess the new-formed entities in the same way that it does others and those with sufficiently high ratings, (and any other metrics considered), will be considered for investment purposes.



## TEMPORARY INVESTMENTS AS AT 30/09/2018

BORROWER	AMOUNT £000	START DATE	MATURITY DATE	PERIOD IN DAYS	CURRENT INTEREST RATE %
Barclays Bank*	3,540	16/06/14		Flexible Interest	0.60
Santander UK	5,000	15/12/15		180 Day Notice A/C	1.00
Bank of Scotland	1,000	16/05/18	11/10/18	148	0.71
Bank of Scotland	1,000	13/06/18	12/06/19	364	1.00
Lloyds Bank	3,500	15/06/18	11/10/18	118	0.67
Bank of Scotland	3,000	04/07/18	20/12/18	169	0.75
Coventry Building Society	1,000	11/07/18	19/11/18	131	0.60
Nationwide Building Society	2,000	16/07/18	19/12/18	156	0.67
Yorkshire Building Society	1,000	21/08/18	26/11/18	97	0.71
Lloyds Bank	1,500	21/08/18	19/03/19	210	0.88
Eastleigh Borough Council	2,000	03/09/18	28/02/19	178	0.75
<b>Total Investments at 30/09/2018</b>	<b>24,540</b>				

\* Barclays Bank Call Account is operated on the basis of meeting more immediate/very short term needs of the Council eg. payment of salaries, suppliers, benefits etc. Therefore a level of balance is maintained dependent on the immediate and very short-term requirements of the Council.

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Agenda Item No:	9	
Committee:	Council	
Date:	November 2018	
Report Title:	Options for Audio Visual Equipment for the Council Chamber	

## 1 Purpose / Summary

The audio visual equipment purchased for use in public meetings by elected members and members of the public have come to the end of their useful life. This report is to outline the options for a replacement system.

## 2 Key issues

- The existing microphone system is in excess of ten years old and over the last two years increasing difficulties have been experienced with the microphones and system set-up at Council and Committee meetings;
- Due to the age of the system, the repair of faults had become increasingly difficult with a number of the replacement parts required now obsolete; this has meant an increasing number of microphones are currently unusable;
- To ensure the smooth running of Committee meetings, a review of our current equipment is required to assess our current needs and available technology to deliver those needs.
- Research has been undertaken and a number of options identified in relation to the procurement of microphones with their associated indicative costs. Desktop research has also been conducted to assess options associated with webcasting meetings and voting systems. Due to the significant additional costs associated with this functionality a procurement process would need to be undertaken to understand exact costs, however indicative costs are provided within the report.

## 3 Recommendations

At the Member briefing on 1<sup>st</sup> November audio visual equipment was demonstrated to Councillors present and a preference was expressed for option 1 (replacing 39 microphones) and option 3 (integrated voting system).

These options represent a solution that could be utilised for a further 10 years therefore providing value for money over the medium term whilst also enabling accessibility to Council meetings and decision making.

Members are asked to;

- Recommend the replacement of 39 microphones with integrated voting system and associated infrastructure upgrade costs (£80k).
- Recommend the replacement of the projector within the Council Chamber (£10k).
- Consider the addition of an audio/ visual webcasting service with links to social media (£17k per annum).
- Or consider the addition of an audio only streaming service (£4k per annum).

- Delegate to the Corporate Director (Finance) and Portfolio Holder for Finance to appoint the most economically advantageous contractor based on the preferred option stated by Members.

<b>Wards Affected</b>	All
<b>Forward Plan Reference</b>	
<b>Portfolio Holder(s)</b>	Councillor Anne Hay – Portfolio Holder for Finance
<b>Report Originator(s)</b>	Anna Goodall, Head of Governance and Customer Services <a href="mailto:agoodall@fenland.gov.uk">agoodall@fenland.gov.uk</a> 01354 622357
<b>Contact Officer(s)</b>	Anna Goodall, Head of Governance and Customer Services <a href="mailto:agoodall@fenland.gov.uk">agoodall@fenland.gov.uk</a> 01354 622357 Kamal Mehta, Interim Corporate Director and s151 Officer <a href="mailto:kmehta@fenland.gov.uk">kmehta@fenland.gov.uk</a> 01354 622201 Carol Pilson, Corporate Director <a href="mailto:cpilson@fenland.gov.uk">cpilson@fenland.gov.uk</a> , 01354 622360 Stephen Beacher, Senior ICT & Resilience Manager <a href="mailto:sbeacher@fenland.gov.uk">sbeacher@fenland.gov.uk</a>
<b>Background Paper(s)</b>	Council Minutes July 2018

#### 4 Background

- 4.1 The District Council is committed to maximising transparency and public participation in the democratic decision making process. A fundamental requirement to achieve that aim is that elected members and local residents can hear discussions at public meetings and participate in accordance with the rules outlined in the constitution.
- 4.2 There is an urgent need to replace the existing system, the option to do nothing is not one for consideration as the existing system is currently inoperable. Meetings of Full Council are currently supported by a hired system as the legacy system is not sufficiently reliable to be used.
- 4.3 The legacy system whilst recognised as being one of the industry leaders when originally procured has been superseded with the emergence and rollout of new more reliable technology.
- 4.4 As such the Council has a requirement for a replacement committee microphone system that is capable of supporting the Council in providing open access to debates and decisions at committee meetings and is robust enough to meet the ongoing needs of the Council. This requirement includes;
- A robust and flexible microphone system that is easy to use and can support multiple meeting structures and layouts
  - The option to add in additional future proof functionality as required i.e. recorded vote casting, web casting etc.

#### 5 Future considerations

- 5.1 The Council Chamber is the main venue used to support Committee meetings. The room is flexible in its use and can be configured in a number of ways to ensure the best layout is achieved to facilitate maximum engagement with all meetings regardless of their structure.

- 5.2 Any future microphone system will therefore have to be wireless to accommodate the flexible use of the venue as hard wired microphones would not support this. Wireless microphones will require a charging facility.
- 5.3 We have sought indicative quotes from suppliers and utilised market research from other local Councils in order that we have an understanding of the associated replacement costs.

**A number of options are below:**

#### **Option 1**

5.4 **Procure a wireless conferencing system with 39 microphones**

This option would comprise of procuring 39 single delegate microphones with each unit being capable of being configured as a single delegate unit and Chairman unit or a dual delegate unit. The 'Chairman' configuration enables an all mute function or an off switch that turns off any active microphones. The Microphones will detect a speaker who is seated or standing. This option includes the provision of a new charging case / trolley when fully charged batteries can last approximately 20 hours. This option enables other future proof functionality to be added to it such as a voting system and / or web casting either audio and visual images or purely audio web casting. Option 1 represents the building blocks for additional functionality which are outlined in option 3 and 4

The costs for the procurement and installation of this option are approximately **£40-45,000**.

#### **Option 2**

5.5 **Procure a wireless conferencing system with 20 microphones**

This option would involve the procurement of the same microphones and charging case/ trolley as outlined in option 1 however rather than purchasing a unit for each individual delegate we opt to utilise all units as dual units, therefore we would only need to procure 20 microphones which can be used by 2 delegates at any one time. The microphones can be configured so that each individual delegate can activate the unit.

The main consideration of this option is whilst it is more cost effective than option 1 it offers the Council less resilience in the event of any unit having a fault.

The costs associated with this option are approximately **£24-£27,000**.

#### **Option 3**

5.6 **Procure an integrated voting system which is add on functionality to option 1**

Other local Councils have been researching the replacement of their own AV equipment therefore we have been able to utilise their market testing information.

This option is the inclusion of additional functionality associated with option 1 outlined above (namely the procurement of 39 wireless microphones) and therefore the costs associated with the integrated voting functionality must be considered in conjunction with the costs outlined in option1. Option 3 would include the procurement of a voting system and identification at seat as well an upgrade to the AV cabling which would be required to accommodate the new system.

The indicative cost which would need to be tested through a procurement process based on our specific requirements would be approximately **£27,000 plus the costs associated with option 1**

## Option 4

### 5.7 Procure webcasting which is add on functionality to Option 1

There are options in relation to leasing or purchasing equipment to facilitate webcasting. This option is the inclusion of additional functionality associated with option 1 outlined above (namely the procurement of 39 wireless microphones) and therefore the costs associated with the web casting functionality must be considered in conjunction with the costs outlined in option1.

Regardless of whether a decision is taken to lease or purchase the web casting functionality this would include cameras, decoder plus associated installation and equipment with a pay as you go buying of blocks of time to web cast on an ad hoc basis = approximately **£40,000 over a three year period plus the costs associated with option 1**

## Option 5

### 5.7 Retain existing system and replace all the batteries in the current microphones

A local company has assessed our current microphone system which was industry leading at the time of purchase and believes if we replaced all of the batteries in the microphones and invested in an annual maintenance plan (purely in relation to the batteries as the microphones can no longer be the subject of a maintenance plan due to the age of the hardware) then our current system could potentially last a further 3-5 years.

There is no opportunity for adding functionality such as voting system with our current system if Members wished to add this in future.

The cost of replacement batteries is approximately **£3,000 plus £1000-£1500** annual maintenance.

## Option 6

### 5.8 Procure a like for like replacement system

A local company has provided a quote to replace our current microphone system with a like for like system. For 20-30 microphones, we have been quoted approximately **£30,000**.

A system of this nature is unable to have functionality added to it to accommodate future needs.

## Other considerations

5.8 Members may also wish to consider procuring an annual maintenance contract associated with the microphones to ensure they are regularly serviced and can be fixed in the event of any issues. Indicative maintenance costs per annum are **£3000** however this could be considerably higher depending on the package purchased.

5.9 In addition to the microphones it is also worthy of note that the screen and projector in the Council Chamber whilst they have served us well they too are already 14 years old and therefore members may wish to take this opportunity to consider their replacement. The equipment is no longer supportable and any failure will necessitate replacement. Costs for a new projector and screen are in the region of **£10-£15,000**.


- 5.10 Web casting can be added to any system however the more integrated the system the better sound quality that can be achieved through live streaming.
- 5.11 Officers have researched many options some of which we have had to discard. One option considered was the provision of microphones suspended from the ceiling of the Council Chamber. Contractors have undertaken an assessment of the Council Chamber in order to provide us with indicative costs of the various options outlined in the report. As a result we have advised that due to the flexible use of the room, suspended microphones would not be suitable and therefore this option has not been included for consideration.

## **6 Procurement**

- 6.1 Dependent on the option chosen by Members, a procurement process will need to be conducted to ensure best value and comply with procurement rules. The indicative costs within the paper have been sourced from comparison with the cost of other like installations in other Council Chambers and also from visits from potential suppliers therefore costs associated with each option may go up or down depending on our exact specification, the procurement route used or the range of suppliers which bid.

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Agenda Item No:	10	
Committee:	Council	
Date:	15 November 2018	
Report Title:	Appointment of Corporate Director and Chief Finance Officer (s151 Officer)	

## 1 Purpose / Summary

Following a recruitment and assessment process, Council are asked to approve the appointment of Peter Catchpole as the Council's Corporate Director & Chief Finance Officer (s151 Officer) as recommended by the Member Appointments Panel.

## 2 Key issues

- The Council has been required to recruit a Corporate Director and Section 151 Officer due to the previous post holder leaving the Council.
- The s151 Officer is a statutory post. The duty of the s151 Officer is to ensure financial probity throughout the activities of the Council. The role is one of three Statutory Officer roles that provide appropriate professional checks and balances across the Council. The other two statutory roles are those of 'Head of Paid Service' and 'Monitoring Officer'.
- The role of the Council's Chief Finance Officer (s151 Officer) must be approved by Full Council.
- A Member Appointments Panel was convened and consisted of the Leader, Finance Portfolio Holder and the Chairman of Staff Committee.
- A rigorous assessment centre and interview process was run during October and November 2018. Following this, the Member Appointments Panel unanimously agreed to recommend to Council the appointment of Peter Catchpole as the Council's Corporate Director & Chief Finance Officer (s151 Officer).

Peter has a wide range of professional experience in the public and private sector. This includes time working within both central government and a local authority. Peter joins us from South Norfolk District Council, where he held the post of Assistant Director for Resources (s151 Officer). In this role Peter is responsible for Corporate Services, where he worked as part of the Leadership Team.

- It is anticipated that Peter will commence his role in the New Year i.e February/March. Until that time the Council's s151 role will be covered on an interim basis by Kamal Mehta.

## 3 Recommendations

The Member Appointments Panel recommend to Council:

- That the Council approves the appointment of Peter Catchpole as the Council's Corporate Director (s151 Officer).

<b>Wards Affected</b>	All
<b>Forward Plan Reference</b>	N/A
<b>Portfolio Holder(s)</b>	Cllr Chris Seaton - Leader of the Council Cllr Anne Hay - Portfolio Holder for Finance Cllr Maureen Davis - Chairman of Staff Committee
<b>Report Originator(s)</b>	Sam Anthony, Head of HR & OD Email: <a href="mailto:santhony@fenland.gov.uk">santhony@fenland.gov.uk</a> Tel: 01354 622268  Paul Medd, Chief Executive Email: <a href="mailto:paulmedd@fenland.gov.uk">paulmedd@fenland.gov.uk</a> Tel: 01354 622202
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<b>Background Paper(s)</b>	N/A