

AGENDA

OVERVIEW AND SCRUTINY PANEL

MONDAY, 3 SEPTEMBER 2018

10.00 AM

**COUNCIL CHAMBER, FENLAND HALL,
COUNTY ROAD, MARCH PE15 8NQ**

Committee Officer: Izzi Hurst
Tel: 01354 622281
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- 1 To receive apologies for absence.
- 2 Previous Minutes. (Pages 3 - 10)

To confirm and sign the minutes of the meeting of 30 July 2018.
- 3 To report additional items for consideration which the Chairman deems urgent by virtue of the special circumstances to be now specified.
- 4 Members to declare any interests under the Local Code of Conduct in respect of any item to be discussed at the meeting.
- 5 Health & Well Being Strategy and Partnership Progress. (Pages 11 - 26)

To consider progress made in the Council's work across Health & Well Being (HWB) including strategy development and action plan delivery, partnership working and next steps.
- 6 Progress in Delivering the Communities Corporate Objectives 2018-19. (Pages 27 - 50)

This report sets out the Council's progress in delivering the corporate objectives from

April 2018 to July 2018. This is to ensure that members have the most up to date information possible.

7 Annual Ombudsman Letter and 3Cs process. (Pages 51 - 58)

To update Members on the annual statistics in relation to the Local Government and Health and Social Care Ombudsman (LGO) and the Council's corporate '3Cs' procedure. This explains how we deal with the comments, compliments, correspondence and complaints we receive.

8 Matters arising - Update on previous actions.

9 Future Work Programme. (Pages 59 - 64)

To consider the Draft Work Programme for Overview & Scrutiny Panel 2018/19.

10 Items which the Chairman has under item 3 deemed urgent.

Thursday, 23 August 2018

Members: Councillor C Boden (Chairman), Councillor M Humphrey (Vice-Chairman), Councillor G Booth, Councillor S Clark, Councillor S Count, Councillor D Hodgson, Councillor K Owen, Councillor K Mayor and Councillor S Tierney

OVERVIEW AND SCRUTINY PANEL MONDAY, 30 JULY 2018 - 2.30 PM



PRESENT: Councillor C Boden (Chairman), Councillor M Humphrey (Vice-Chairman), Councillor G Booth, Councillor S Clark, Councillor D Hodgson, Councillor K Mayor, Councillor S Tierney and Councillor C Seaton

APOLOGIES: Councillor S Count, Councillor K Owen and Councillor D Mason

Officers in attendance: Officers in attendance: Gary Garford (Corporate Director), Richard Cassidy (Corporate Director), Paul Medd (Chief Executive), Sam Anthony (Head of HR and OD), Jo Goodrum (Member Services & Governance Officer)

Others in Attendance: Councillor Mrs Anne Hay (Portfolio Holder for Finance), Councillor David Oliver (Portfolio Holder for Communities, Safety and Heritage), Councillor Peter Murphy (Portfolio Holder for Environment) and Russel Beal from Anglian Water.

OSC9/18 PREVIOUS MINUTES.

The minutes of the meeting of 30 May 18 were confirmed and signed subject to the following comments.

- Councillor Booth highlighted that on page 6 of the minutes, item 18, the sentence should state his name as opposed to Councillor Bodens.
- Councillor Boden suggested that going forward, he would like to see 'matters Arising' as a standing agenda item, so that if there is anything from the minutes to be discussed, that there is the opportunity to do so.
- Councillor Boden asked Members whether it would be useful to have an action log so that points where actions are required are detailed in the log, so they do not get overlooked. There were 7 or 8 items in the last meeting where actions were needed which he understands are still to be completed.

OSC10/18 TO REPORT ADDITIONAL ITEMS FOR CONSIDERATION WHICH THE CHAIRMAN DEEMS URGENT BY VIRTUE OF THE SPECIAL CIRCUMSTANCES TO BE NOW SPECIFIED.

1. Councillor Boden said that on the 18 July 2018, the Chief Executive, Paul Medd, received a letter from the Local Government and Social Care Ombudsman, which is the annual letter which is received concerning complaints made to the Ombudsman and Councillor Boden stated that it would be helpful, if the letter could be an agenda item along with the details of the complaints. Councillor Boden stated that there were 13 complaints which were received in the 2017/18 financial year and there were 14 that were resolved and as a matter of good practice, it would be helpful for this item to be on the next agenda, so that they are a matter of public record and to give Members of the Committee the opportunity to ask questions.
2. The Chief Executive clarified that there are no reasons of confidentiality which would exclude this information from forming part of the next agenda and any information that is personal and would fall within the GDPR regulations would have already been redacted and

to obtain a summary from the Ombudsman will be helpful for Members to be aware of.

3. Councillor Boden clarified that the information does not need to be made available for the September meeting as he will not be present at that meeting. Councillor Boden stated that this should also be an annual agenda item once the letter is received, as it is Councillor Bodens understanding that the Local Government Ombudsman is going to change the emphasis of the letters in future to highlight where improvements can take place.

OSC11/18 MEMBER-LED REVIEW DISCUSSION

Councillor Boden stated that as far as Economic Development is concerned, a suggestion was made concerning cooperation with the Borough Council of Kings Lynn and West Norfolk, however this did not meet with general Member approval and therefore the Overview and Scrutiny Committee have been asked to look at the entirety of the Economic Development Service and the resources which are required in order to achieve the objectives of the service.

Councillor Boden said that there are two major questions to answer:

What should the objectives be for the Service and how is the effectiveness of the Service measured and secondly what skills and resources are required to reach those objectives.

Members considered the Economic Development Member Led review presentation given by the Chief Executive which included possible key questions for the Review Team to consider including which Members of Overview and Scrutiny will form the Panel and also a suggested timetable to be considered including a delivery phase.

Members asked questions, made comments and received responses as follows;

1. Councillor Booth said that with regard to the timetable, this may well change once the Review Team has met and objectives have been set.
2. Councillor Boden asked for volunteers for the Member Led Review Team and stated that he anticipates there will be six meetings between September and December 2018.
3. Councillor Humphrey asked how many Members were required.
4. Councillor Boden clarified that he would like four Members.
5. Councillor Humphrey, Councillor Sam Clark, Councillor Tierney, Councillor Booth and Councillor Boden all agreed to form part of the Review Team.
6. Councillor Boden stated that with regard to the question as to whether Officer support would be required, he confirmed that yes, there would be a requirement for Officer support.
7. Councillor Booth commented that the Chief Executive had suggested that members of the existing ED team should support the review, however to obtain an independent view, whether the support the review team should have an independent support officer. Councillor Boden stated that the question is a valid point and the answer would depend on the quality of the input of the Members. The Officers will be there to give support to Members and would not influence Members decisions.
8. Councillor Boden stated that the Review Team, will be very grateful of any support received from Officers.
9. Councillor Boden commented that with regard to inviting External Stakeholders to give evidence, Members have already discussed this matter and have agreed that the Review Team would like to question Officers, as they have the in depth knowledge will be helpful to Members to ascertain the current position. With regard to local business leaders, it will be helpful to have both large and small business representatives. Representatives from the Farming and Associated Industries should also be invited, given the importance of farming and distribution, it is important to be able for that sector to voice their opinions. The final area to be considered is also the tourism work that is carried out.
10. Councillor Boden stated that he has already asked the Deputy Leader of East Cambridgeshire District Council, Anne Bailey to come to the Member Led Review Team to

give evidence as to what actions East Cambridgeshire have done with regard to commercialisation of their own portfolio and also the setting up of trading companies and the income generation work that they have carried out in their area.

11. Councillor Booth commented that although East Cambridgeshire have been asked, it maybe worth also considering the Borough Council of Kings Lynn and West Norfolk as it was the intended shared ED partner, which was agreed.
12. Councillor Booth stated that with regard to tourism, should a broader sector of the economy be considered, as 80% of the economy is driven by the service sector and tourism is a sub sector, so we need to be mindful of having the correct representation.
13. Councillor Booth stated that representatives of Members of the Public should also be invited to give their views and opinions.
14. Councillor Boden said that with regard to asking for the public's views it can be very useful to seek their opinions and would suggest a press release.
15. Councillor Boden stated that consideration should also be given to other Councillors, particularly the Growth Portfolio Holder, to have an input will also be useful.
16. Councillor Boden stated that with regard to the Service sector comment, he highlighted Tourism as this has often been separated and is most certainly part of the economy.
17. Councillor Booth stated that an additional stakeholder to be considered would be the Combined Authority, to ascertain their viewpoint.
18. The Chief Executive commented that in addition it maybe worth considering the work of the Cambridgeshire and Peterborough Independent Economic Commission and inviting a representative.
19. Councillor Boden asked Members to consider whether interim resources are required for Economic Development up to the Review delivery phase in Mid 2019. Councillor Boden commented that in his opinion he believed this was outside the remit of the Overview and Scrutiny Committee and he feels that the decision should be made by the Cabinet.
20. Councillor Booth commented that at the Cabinet meeting it was raised that an interim resource was not to be implemented.
21. Councillor Seaton commented that it is important to see results from the Committee before additional resource is considered.
22. Councillor Boden commented that he would be interested to find out an estimate of the what the financial effect for the Authority would be if a new factory or hotel came to the area to see what impact it would have on the Authorities revenue as an impact of NNDR sharing.
23. Gary Garford commented that this information was in the Cabinet report and it showed a matrix of what effect a small supermarket or a small factory would have. Councillor Boden agreed to discuss this with Gary Garford following the meeting.
24. Councillor Boden stated that the Combined Authority have provided £150,000, for the development of economic masterplans for the three Growing Fenland market Towns reports and therefore it is imperative to work in combination with this project. The three towns will come up with suggestions and ideas based on what it appropriate and there must be some joined up working in terms of decision making.
25. Councillor Booth commented it would be useful and helpful to Members to be given information on what legislation and what powers are available. Councillor Booth asked whether the rates can be 'flexed' locally. Councillor Boden asked whether there was a particular piece of legislation that Councillor Booth was referring to. Councillor Booth commented that he is unsure what powers and legislation is available for Councillors to be able to take action on that will assist the Member led Review Group.
26. Councillor Boden stated that although rates cannot be flexed there are supplements which are possible, but the NNDR is fixed but in certain areas it can be increased in various ways.
27. The Chief Executive commented that if it would be helpful for the Member Led Review Team, clarification could be provided on the discretion the council has around small business rate relief and if that discretion is applied and to what extent and what basis it has on the Councils revenue.
28. Councillor Booth commented that another example to be considered are Enterprise Zones which have been discussed previously with regard to a number of companies moving out of

this area to Enterprise Zones. Councillor Boden agreed that Lancaster Way Enterprise Zone has worked very well in Ely, and to receive information and evidence about them will be very helpful.

29. The Chief Executive commented that the Government's commitment to Enterprise Zones appears to be waning, however if it is believed that the concept of an Enterprise Zone may be beneficial locally there is nothing to prevent you from using local discretion. If the review team thought setting up a zone or zones as a possible outcome, for businesses to relocate to, from other parts of the district to gain benefit from the five year NNDR holiday period.
30. Councillor Boden commented that with regard to how the Council can shape economic development and the regeneration of Fenland there are a couple of questions that can be asked including the relationship between economic development and planning with regard to the potential revision of the local plan and secondly what the Council can put in place to achieve economic development and a financial return to the Council.
31. Councillor Boden commented that with regard to level of resource for the Economic Development Team, will be dependent on the outcome of the results.
32. Councillor Boden commented that with regard to the aims and objectives and terms of reference, the suggestion has been made that the Member Led Review will report back informally to the Committee to say what they have not been able to consider in conjunction with Officer's advice.
33. Councillor Booth commented that there has been the Partnership opportunity with Peterborough and it maybe useful to obtain a summary of the Services that they have been delivering for Fenland. The Chief Executive stated that this can be provided for the Review Group.
34. Councillor Boden asked Members whether they had all received a copy of the Fenland Economic Development Strategy 2012 -2031. Councillor Boden asked for this to be circulated to all Members of the Committee.
35. The Chief Executive asked whether it would be helpful to have the interim findings of the Cambridgeshire and Peterborough Independent Economic review. The final report will actually be circulated in September which will be timely for the Member Led Review Team meet. Councillor Boden asked for this to be circulated.
36. Councillor Boden asked Members whether they were in agreement that Councillor Mason should be invited to attend the review meetings, so that he can have an input and also for the review team to question him about his ideas. This suggestion was supported.

OSC12/18 WISBECH 2020 VISION UPDATE

Members considered the Wisbech 2020 Vision update report, presented by the Chief Executive Paul Medd, Gary Garford, Richard Cassidy and Russell Beal from Anglian Water who is providing a project management role on the Wisbech 2020 project.

Members asked questions, made comments and received responses as follows;

1. Councillor Hodgson thanked the Officers for all their efforts since 2012. The presentation received today is totally different to the one received last year in October at Thomas Clarkson. Councillor Hodgson asked whether the presentation will be repeated again as it had a large audience. Councillor Hodgson commented that one topic which he thinks should have been included on the presentation is the update on the Wisbech Castle project.
2. Gary Garford commented that the Wisbech 2020 summit is planned for Spring 2019 and work is underway to inform the public and Wisbech Castle could be included and come under the Wisbech 2020 banner.
3. Councillor Tierney commented that when he attended a meeting at County Council to discuss the issue of control of the Wisbech Castle, the Wisbech 2020 project banner was used to underpin their discussions.
4. Councillor Tierney asked when the last time that the steering committee met was. Gary Garford commented that a meeting had taken place last week at which WTC was represented

- by the Town Clerk. Councillor Tierney would speak to the Town Clerk to ensure the Wisbech Town Councillors are kept apprised.
5. Councillor Tierney commented that with regard to the Wisbech Garden Town Project, in his opinion some of the residents of Wisbech still need to be convinced about the merits of the Project as it goes forward. Councillor Tierney believes that most people would be supportive of the idea as long as they can see the infra structure that matches. The Mayor of Cambridgeshire visited Wisbech Town Council and he stated that the infra structure will be put in place before the build.
 6. Gary Garford commented that we have got to the stage where there were 2 statutory objections that could happen, one of which is the Department of Transport on the A47 and the other is the Environment Agency and Flooding. Both of these issues are being addressed and by September there should be an answer to both studies. Following this then further work can commence which is an appropriate time to inform the Community.
 7. Councillor Seaton commented that he attended a meeting with Highways England and the Mayor of Cambridgeshire, where the duelling of the A47 was discussed and Highways England stated that they are going to work with the Combined Authority and support it.
 8. Councillor Booth commented that with regard to the Garden Town, the infrastructure needs to be in place first, but with a population of 40,000 people in Wisbech and surrounding villages our communication needs to be improved.
 9. Councillor Booth said he has mentioned before that the language that is used is very vague and needs to be improved on.
 10. Councillor Booth said that the interaction and engagement with the rural villages is imperative.
 11. Councillor Booth said that the public will be concerned about the amount of money being spent on the feasibility studies and the approach being used needs to be looked at.
 12. Councillor Tierney said that he endorses Councillor Booths comments and whilst he appreciates that procedure has to be followed, there appears to be so many studies.
 13. Councillor Boden asked how the work of the 2020 vision can fit in with the Economic Development Working Group that has been set up.
 14. The Chief Executive commented that within the 2020 Vision, there is the economy theme and much of the works link with that of the Combined Authority and it would be worthwhile for when the Member Led Review Group meets to look at a specific focus of the economy priority and identify what the Councils contribution towards that is and that may then give an insight into what the best option is for Economic Development in the future.
 15. Councillor Boden said that he hears on a reoccurring basis about the problems and challenges of Wisbech and the positive aspects are rarely mentioned. The Eastern European community are often linked to the challenges and problems and many of those individuals who have settled in Wisbech and the surrounding areas are qualified and educated and working in areas below their level of capabilities and knowledge and experience and we should be trying to encourage better community engagement with this sector of our community.
 16. Richard Cassidy commented that this shouldn't be associated with the Eastern European Community as there are a significant amount of people in Wisbech who have unrecognised potential and who are not always given opportunities. Many of the projects that are being run are to try to integrate the Eastern European community to become a cohesive part of Wisbech.
 17. Paul Medd said that everyone's potential should be recognised and there is still more work to be done with regard to both the Eastern European and local Community. Much of this good work has been recognised by the Government because of the way any funding monies has been used. We have been able to demonstrate cohesion in the town and have tried to overcome certain issues in the town such as street drinking and anti-social behaviour. Central Government have recognised the ground breaking work which has taken place in the area and have used some of the work we have undertaken for case studies in other parts of the country who have the same issues. Unfortunately the national perception of Wisbech which is frustrating, particularly when there have been instances where National media visit Wisbech and create a media item which then portrays the town in a bad light.

18. Councillor Seaton stated that Wisbech is known for Operation Pheasant rather than the positives. Under the signpost of Wisbech 2020, Councillor Seaton asked whether it would be feasible to encourage meetings with the non indigenous business holders of which there are many in Wisbech as they will have more weight within their own communities than the Council currently has. This could possibly be the opportunity to build bridges through an economic and business forum.
19. Councillor Boden commented that it is an interesting idea but feels that the potential will not be able to be achieved until they are recognised as part of the community.
20. Councillor Boden commented that Gary Garford had referred to the measure of success in Wisbech being in some way related to the IMD 2015 figures and Councillor Boden asked whether the IMD is the best measure of success of anything and if it is relevant are there any concerns of the variation between super output areas and are we looking to address it.
21. Gary Garford stated that he gave that as an example of this generation compared to the last generation where IMD has not changed and therefore measuring can only take place in the long term. It is a litmus test on the way a town is performing in terms of its social outputs and we need to measure the performance of each project to influence it, so when it is measured again in the future we can recognise it as being more positive than it is now.
22. Councillor Boden asked whether the Low Super Output Areas (LSOA) variation is causing any concern. Gary Garford stated that the super output areas are linked to that and are the worst in the country in the Wisbech wards, so these are being focussed on and that is why Clarion are also involved. There are rural areas of deprivation as well including Elm and March and it is about trying to focus what contributes deprivation levels so that outcomes can be improved.
23. The Chief Executive stated that Super Output areas give insight into where more deprivation exists, so in terms of prioritising resources and focus it provides a better picture. Parts of Fenland are affluent and therefore where the socio/economic challenges are we would not want to be focussing the same degree of resource into those more wealthy areas.
24. Councillor Boden stated that he has been concerned that some of the conversations that have taken place over the dualling of the A47 seem to be focussing on then A47 Norfolk rather than the parts in Cambridgeshire and could Councillor Seaton provide any update. Councillor Seaton confirmed that the proposals are from the A16 just outside Peterborough through to West Walton.
25. The Chief Executive stated that along with Councillor Seaton, they both sit on the A47 Alliance so they are able to reinforce the case for the Cambs A47 improvements.. Councillor Seaton added that there has been some interest from the City of Birmingham who see that the road improvements as link from there to the East Coast and if the dualling is completed it will take some of the pressure off of the A14.
26. Councillor Tierney stated that he carries out a yearly questionnaire around Wisbech and the same 2 issues are raised every time. The top one is improvements to the hospital and the second is always Wisbech Rail. Whilst he recognises the importance of the A47 dualling, the community and Councillors of Wisbech consider that Wisbech rail is the number one objective for the future.
27. Councillor Booth commented that with regard to rural parishes and public transport, this must not be forgotten within the Wisbech 2020 vision. With regard to flooding there has been no mention of the Internal Drainage Boards who are working on these activities and need to be given some recognition on the works that they are doing.
28. Gary Garford stated that in terms of the drainage boards, the Chief Executive of the North Level IDB is part of the Garden Town Project and is involved in developing a solution. Fenland has a unique drainage landscape and we are modelling the flood impact and also their pumping model. With regard to transport, currently Community transport is the best way to transport residents from within rural areas into the towns. The bus franchises are unfortunately disappearing as they are no longer commercially viable and subsidised grants are not present. Councillor Boden commented that County Council are no longer responsible for transport it is now the Combined Authority. Gary Garford stated that the Combined Authority was looking into grant aid for key routes and that will only be limited to key routes. Councillor Booth stated that it is important to keep the rural routes alive and transport needs

- to be in place to stop rural isolation.
29. The Chief Executive commented that he agrees with Councillor Booth that in a rural area, isolation is a key issue and the Combined Authority are carrying out a bus review which as a District Council we will fully engage with and forward our strong representations, highlighting that Cambridgeshire is a rural area on the whole.
 30. Councillor Tierney commented that the days of large buses facilitating rural areas is coming to an end as most of the time they are underutilised and other models and options need to be looked at.
 31. The Chief Executive agrees with that point and the Combined Authority will hopefully look at transport in a wider picture and find solutions that are financially sustainable.
 32. Councillor Booth commented that with regard to action plans, can we ensure that any actions are deliverable.

OSC13/18 PUBLIC ENGAGEMENT IN OVERVIEW AND SCRUTINY

Members Considered the Public Engagement in Overview and Scrutiny Report.

1. Councillor Boden stated that a couple of suggested amendments had been suggested by Members that as far as advertising was concerned, press releases would also be used to ask the Public to engage and provide topics which they believed need to be subject to scrutiny.
2. The second issue raised was to make sure the word was correct in the last but one line on page 13, the word 'and' was to be replaced with the word 'of'.
3. Councillor Booth commented that to aid transparency the public need to have confidence that when putting suggestions forward that at least they will be considered by the Committee. If there is any indication that we don't take an item forward and it is not discussed at Committee then it could have an impact.
4. Councillor Boden stated that Councillor Booths point is valid and we must have a comprehensive record of those suggestions that are made in terms of numbers, even if it is only to show that some of the suggestions made are not able to be discussed due to the topic, such as licensing and planning. Councillor Boden suggests that every other month there needs to be an item discussed by the Committee that has been put forward by the Public.

Members of the Overview and Scrutiny Panel AGREED to approve the recommendations.

OSC14/18 FUTURE WORK PROGRAMME

Members agreed the Future Work Programme 2018/19 for the Overview and Scrutiny Panel subject to the following comments.

- The housing enforcement policy to be reviewed in 12 months time.
- In addition to the September Agenda, the Comprehensive Spending Review that took place in 2015 is to be discussed so that Members can see what was achieved and if it was successful and whether there are any lessons to be learnt.
- During the Annual Meeting with the Leader of Fenland District Council, Councillor Chris Seaton, and the Chief Executive, it was suggested that the Leader be asked which subject matters he would like the Overview and Scrutiny to consider as part of any potential second Comprehensive Spending Review .
- Councillor Tierney suggested that a future review of the Kingdom pilot would be useful for the December meeting.
- The suggestion of the Local Government Ombudsman letter and the examples of the information about individual complaints be included as an agenda item in the September meeting.
- Councillor Booth commented that he had raised the point at Full Council regarding the

amendments to the Constitution where the emergency powers are used by the Portfolio Holders and that should be added to the work programme to discuss annually. Councillor Boden asked Councillor Booth to clarify whether he meant the powers or the use of the powers. Councillor Booth clarified that he meant the use of the powers and this would be added for 12 months' time.

OSC15/18 ITEMS WHICH THE CHAIRMAN HAS UNDER ITEM 3 DEEMED URGENT.

4.46 pm

Chairman

Agenda Item No:	5	
Committee:	Overview and Scrutiny	
Date:	3rd September 2018	
Report Title:	Health & Well Being Strategy and Partnership Progress	

Cover sheet:

1 Purpose / Summary

To consider progress made in the Council's work across Health & Well Being (HWB) including strategy development and action plan delivery, partnership working and next steps.

2 Key issues

- The HWB strategy was approved by Cabinet on the 14th December 2017 (minute number CAB32/17 refers).
<https://www.fenland.gov.uk/localgov/Data/Cabinet/201712141400/Agenda/att6904.pdf>
- Our approach to its development is now being replicated elsewhere in the County in partnership with Public Health at Cambridgeshire County Council (CCC).
- The strategy development involved all members, staff and partners including a period of consultation.
- This committee helped shape the final draft that was approved.
- A strategy delivery plan is in place (Appendix A) and is being updated regularly. This sets out a number of key District Council actions that contribute to improving health outcomes in our area.
- Delivery Plan highlights include:
 - The development of the refreshed Wisbech 2020 action plan with an increased focus on community and health challenges.
 - Over £1 million received of inward investment from the Controlling Migration Fund which is delivering a range of projects in the area that support the objectives of the HWB strategy.
 - Delivery of the Wisbech Alcohol Partnership.
 - Delivery of the homelessness trailblazer pilot across Cambridgeshire & Peterborough
 - Continued delivery of the Active Fenland Community Sports programme.
 - The employability project at Community House in Wisbech
 - Embedding tackling health and wellbeing issues as part of the council wide service planning process.
 - Training for front line staff to on brief interventions such as promoting smoking cessation and alcohol awareness.

- The strategy recognises that it cannot do everything, so evidences a rationale for areas of focus that can be tackled by the council alongside the other key stakeholders making up the new Living Well Partnership across East Cambs and Fenland.
- The Living Well area partnerships have been developed as a result of a countywide review of health partnerships, initiated by the Cambridgeshire Health and Wellbeing Board.
- Looking forward over the following six months, next steps include:
 - Supporting the development of Growing Fenland plans for March, Chatteris and Whittlesey.
 - Supporting county wide work to consider how closer links and engagement can be established between the planning process and Health & Wellbeing
 - Supporting the CCC new Community Resilience Strategy looking at how all public sector organisations can join up engagement to help build capacity in our community.
 - A further health and wellbeing workshop with all members is planned next year to explore the future direction of the strategy.
 - Making the case to health and social care partners that there could be opportunities to invest in FDC services to help prevent the need for residents to access higher cost acute services.

3 Recommendations

- To consider the progress of the Council contributions to improved health & wellbeing in the district, alongside other key stakeholders.

Wards Affected	All
Forward Plan Reference	
Portfolio Holder(s)	Councillor Mike Cornwall - Portfolio Holder for Communities
Report Originator(s)	Annabel Tighe - Environmental Health Manager - atighe@fenland.gov.uk Dan Horn - Head of Housing & Community Support - dhorn@fenland.gov.uk
Contact Officer(s)	Richard Cassidy - Corporate Director - richardcassidy@fenland.gov.uk Annabel Tighe - as above Dan Horn - as above
Background Paper(s)	

4 Background / introduction

- 4.1 There is a great deal of information that demonstrates the health and wellbeing outcomes for people in Fenland are poorer than for other areas of Cambridgeshire, particularly for the North Fenland, March East and Wisbech areas.
- 4.2 Although maintaining NHS treatment and support services are clearly important, tackling the causes of ill health in Fenland is a much wider issue and requires a continued focus from Fenland Council along with a range of other partner organisations, to address the wider determinants of health such as healthy lifestyles, housing provision and economic prosperity.
- 4.3 As a District Council, Fenland provides many services which make a positive contribution to the health and wellbeing of residents and this is reflected in our business plan priorities.
- 4.4 Since 2014, and the implementation of the Council's first Health and Wellbeing Strategy, the Council has been further developing partnership links and looking at ways of increasing the positive impact our services have on health and wellbeing outcomes.
- 4.5 National health policy changes introduced by the Health and Social Care Act 2012 opened up opportunities for the Council to develop closer partnerships with health colleagues.
- 4.6 The King's Fund paper, "Population Health Systems: Going Beyond Integrated Care" recommends closer working at all levels and a 'whole system approach' to addressing health & wellbeing needs.

5 Refresh of the 2014 Health & Well Being Strategy and action plan

- 5.1 The HWB strategy was approved by Cabinet on the 14th December 2017 (minute number CAB32/17 refers).
- 5.2 The approved strategy was developed in tandem with Public Health partners including the public health team at Cambridgeshire County Council (CCC). Fenland was the first to develop a strategy in this way and the model is now being used by other second tier Councils in the County.
- 5.3 This strategy development involved workshops with both senior managers and all members (through an All Member Seminar) alongside scrutiny by this committee on the 21st August 2017 (minute number OSC11/17 refers)
- 5.4 A programme of consultation on the draft strategy was undertaken with health and wellbeing partners including: Cambridgeshire County Council & Public Health Team, Cambridgeshire and Peterborough Clinical Commissioning Group, Individual GP's, Pharmacy industry, Everyone Health, Care Network, Healthwatch Cambridgeshire and Cambridge Community Voluntary Services.
- 5.5 This committee helped shape the final version. In response to comments received from the Committee, more information was added identifying outcomes from the first strategy and additional detail was added to the delivery plan, shown in Appendix A.
- 5.6 The delivery sets out a number of District Council activities that contribute to tackling health inequalities in our district. The plan is reviewed and updated regularly and cuts across all Cabinet Portfolio's.
- 5.7 Delivery Plan highlights include:
 - The development of Wisbech 2020 action plan with a focus on social and H&WB issues affecting the town

- Over £1 million received of inward investment from the Controlling Migration Fund which is delivering a range of projects in the area which support the objectives of the HWB strategy.
- Delivery of the Wisbech Alcohol Partnership [see case study below]
- Continued delivery of the Active Fenland Community Sports programme, with over 6000 individuals, attending over 100,000 times over the first three years of the scheme.
- Fenland project managing delivery of the Homeless Trailblazer project across Cambridgeshire and Peterborough which has seen 742 referrals since August 2017 of which 312 were the Fenland area with an aim to prevent homelessness earlier which has a significant impact on HWB.
- The employability project at Community House which has supported 291 residents in 3 years with a tailored community based support programme to support residents into or closer to work.
- Incorporating health and wellbeing within all Council service planning and workforce development plans with each Council service area combining relevant HWB actions within their plans.

5.8 Case study example: Wisbech Alcohol Partnership:

- The Wisbech Alcohol Partnership, through its multi-agency action plan delivery has supported the local community through a variety of ways.
- Through dedicated 'days of engagement' in local town centres, retail parks, colleagues have engaged with over 1,000 members of the community. This has included discussions around alcohol behaviours and how to hold a healthy relationship with alcohol. These events also helped raise awareness of local support services for both those with alcohol dependency but also highlighting that support is available to family members that are indirectly affected by alcohol misuse.
- The partnership, through making use of the large national retailers, have also been able to distribute over 3,000 IBA (Alcohol Identification and Brief Advice) scratch cards to local community through dot.com deliveries. This helped ensure a wider audience was able to be reached with advice and guidance on alcohol behaviours.
- With the introduction of the Public Spaces Protection Orders (PSPO's) in October 2017 and the issuing of tickets for breach of these, the partnership has been able to review those individuals via the monthly partnership meeting through a case management approach.
- This approach has allowed the partnership to consider a number of vulnerable persons with complex needs and ensures that local treatment and support which includes accommodation and employment needs are coordinated. Currently, the partnership is working with seven such individuals that have breached the PSPO's on more than two occasions.
- The Partnership has also introduced weekly recovery walks which are provided from two posts from Inclusion. This allows for direct engagement with street drinkers with the offer of support and advice on alcohol dependency. We do not currently have available data to provide back on the number of persons engaged but this can be provided in due course as the project develops.

5.9 Case Study example : Planning and Health

- The public health task group, made up of officers from District and County Council, have developed a shared understanding of how planning impacts on local health inequalities and given a commitment to share best practice and learn from one another.
- Two training sessions for public health and planning colleagues have been delivered by Public Health England to raise the profile and understanding of strategic planning and health links.
- Discussions were held at the joint Health and Care Executive and Public Service Board where a commitment to develop better and more strategic planning and health links were given.
- Health and planning also features in the Combined Authorities Non Statutory Spatial Plan which states, “The Combined Authority will work with the local authorities, housing partners, health and care organisations, and other partners to ensure the effective delivery of health-related infrastructure and services where the need for this arises from planned growth.”
- This development work is detailed within the Council's HWB delivery plan as a key action for 2018-21.

6 Partnership arrangements

- 6.1 The strategy recognises that FDC cannot achieve improved health outcomes alone and so evidences a rationale for areas where the Council will work in partnership through a new Living Well partnership across East Cambs and Fenland.
- 1.1 The East Cambs and Fenland Living Well partnership was created in early 2018 following a review of all local health partnerships, led by the Cambridgeshire Health and Wellbeing board. The revised partnership arrangements are intended to improve efficiencies (less meetings), reduce duplication (join-up delivery and governance arrangements) and embed a place-based approach to delivering health & wellbeing outcomes for residents. There is potential for this approach to be broadened and include the work of community safety partnerships also.
- 6.2 The Health and Care Executive and Public Service Board concluded there were huge opportunities for closer working between the 18 organisations across Cambridgeshire & Peterborough comprising health commissioners, health providers, and local authority, community & voluntary and public service organisations. These opportunities were based on:
- Serving shared people in a shared place
 - Shared “enablers” including workforce, skills, estate and ICT challenges
 - Similar financial sustainability challenges
 - A willingness to get better at working together
 - A history of policy initiatives designed to promote integrated working
 - Multiple shared programmes and projects (e.g. STP, BCF, HWBB)
 - Commitment to building community resilience
- 6.3 Decision-making and scrutiny will remain with individual partners and their legal responsibilities. The Cambridgeshire and the Peterborough Health & Wellbeing Boards will continue to provide Councillor-led partnership leadership.

7 Forward focus and next steps

7.1 The development of the strategy does not stand still and looking forward next steps include:

- Ensuring the Growing Fenland plans for March, Chatteris and Whittlesey explore the wider determinants of health.
- Supporting County Wide work to consider how closer links and engagement can be made between the planning process and Health & Wellbeing
- Supporting CCC's new Community Resilience Strategy and how the Council can join up engagement with CCC and Parish and Town Council's to build capacity in our community. As part of this the potential use of the Golden Age brand to help support this work.
- A further workshop with all members next year to explore the future direction of the strategy.
- Making the case to health and social care partners that there could be opportunities to invest in FDC services to help prevent the need for residents to access higher cost acute services.
- Supporting the development of the new Living Well Partnerships.

7.2 The action plan will continue to develop as the next steps progress.

7.3 Reporting of actions is undertaken monthly through usual portfolio holder updates and performance management processes.

Fenland District Council Health and Wellbeing Strategy Delivery plan 2018-21

Priority 1 Collaborative Working: Support local health and wellbeing projects and outcomes in partnership with others.			
What we will do	How we will do it	Key Actions 2018-21	Lead partners Progress (RAG)
<p>1.1</p> <p>Work with health and other partners, to influence new development and infrastructure in the district utilising the Health and Well Being Local Plan policy.</p>	<p>Implement the refreshed version of the Wisbech 2020 Vision including sections for 'health, wellbeing and cohesion' which are:</p> <p>a) Deliver new initiatives and pilot new ideas to improve health & wellbeing b) Shape new and improved health facilities in Wisbech c) Support the community to grow together and address areas where there is a lack of cohesion</p> <p>Develop closer integration between planning and health & wellbeing services.</p>	<p>Adopt and deliver new Housing Enforcement policy to tackle rogue landlords</p> <p>Continue to work with partners to secure improvements for North Cambs Hospital</p> <p>Develop the Prevention At Scale project to achieve closer working with Community and Voluntary Groups to deliver health and wellbeing advice in the Wisbech community</p> <p>Deliver successful Controlling Migration Fund grant awards</p> <p>Draw up local action plan to increase officers understanding of relationships between planning and health to promote closer joint working. Autumn 2018. See also 1.2</p>	<p>Richard Cassidy / Liz Robin Housing policy adopted and enforcement work underway. Operation Pheasant continuing,</p> <p>Phase 1 hospital improvements announced. Work to plan for an extra care facility at site underway.</p> <p>Project plan adopted. Community conversation planned for autumn 2018.</p> <p>All projects underway – see 1.7. Looking at opportunities for further bids September 2018.</p> <p>Nick Harding/Iain Green. Work underway, linked to Chief Planning Officer engagement.</p>

<p>1.2</p> <p>Deliver the District, City and County Council joint delivery plan for public health.</p>	<p>Where possible to utilise planning policy to support health and wellbeing outcomes.</p> <p>For example to build in the use of health impact assessments to our planning processes and decision making.</p> <p>Work closely with County Council public health colleagues and implement good practice.</p>	<p>Raise the profile of health impact assessments within the planning process, in particular where large scale development is taking place</p> <p>Update Chief planning officers across the County and review good practice elsewhere with support from our County Council colleagues.</p>	<p>Nick Harding/Iain Green</p> <p>Chief Planning Officer engagement event is being developed for Autumn 2018.</p>
<p>1.3</p> <p>Deliver the Growing Fenland project 2018-19</p>	<p>Working in partnership with the Combined Authority to scope economic development actions for Whittlesey/Chatteris and March to be vibrant and thriving places with ambitions for the future.</p> <p>Scope to include wider determinants of health benefits for communities.</p>	<p>Project group to develop a scope for service to include short, medium and longer term actions. Specialists to engage with communities :</p> <ul style="list-style-type: none"> • Stage 1 – information gathering and establish stakeholder engagement • Stage 2 – analysis of information and commissioning of any further data needed, stakeholder engagement to determine priorities and generate ideas • Stage 3 – Refining and testing of proposals and drafting of Growing Fenland prospectuses • Stage 4 – engagement and finalisation of report 	<p>Gary Garford/Dan Thorp</p> <p>Scope of project developed and procurement of consultant support in progress.</p>
<p>1.4</p> <p>Support Parish and District Councils to build community capacity.</p>	<p>Work with the Supporting Cambridgeshire contract to join up engagement with Town and Parish Council's on how they can help build capacity within their communities.</p> <p>Develop links through Golden Age programme.</p>	<p>Community led ideas list complete by February 2018</p> <p>Survey of Town and parish Councils Spring 2018</p> <p>Support development of a Countywide community resilience strategy – Autumn2018</p> <p>Golden Age recruit volunteers - June 2018</p>	<p>Dan Horn/Val Thomas</p> <p>Draft list of ideas relating to CCC and FDC has been developed.</p> <p>Supporting Cambs contract is working with Fenland Parishes and Town Councils on how</p>

			<p>they can build capacity in their villages and with regard to the work they do.</p> <p>This was kickstarted by a survey of Town and Parish Councillors and Clerks.</p> <p>CCC community resilience strategy is being refreshed and FDC supporting a mapping process as to how our work can support that strategy.</p> <p>Exploration of what support could be achieved through Golden Age programme to help recruit volunteers June 18</p>
<p>1.4</p> <p>Deliver our integrated sustainable transport policy working in partnership with providers.</p>	<p>Secure funding to deliver and implement the Fenland wide 'travel choices' project.</p> <p>Develop a new transport strategy for Fenland including programmes for walking, cycling, community and public transport.</p>	<p>Focus Groups - Autumn 2018.</p> <p>Draft strategy - Sept 2018.</p>	<p>Trevor Watson/ Stuart Keeble</p> <p>Commence Autumn 2018</p>
<p>1.5</p> <p>Offer the use of leisure centre rooms to health partners to aid development of community health</p>	<p>Freedom Leisure to encourage regular health sessions to be delivered by other parties in FDC Leisure Centres from December 2018.</p>	<p>Targets 18/19</p> <ul style="list-style-type: none"> • Work proactively with partners to make available space within leisure centres during off peak times for use by community groups. • Target a minimum of 2 hours use per week per centre for community groups. 	<p>Phil Hughes/Shawn Birdsall</p> <p>Leisure contract specifies this time for partners. Expect use of facilities to be in place following</p>

initiatives.			contract commencement on 1 December 2018
1.6 Improve how our services impact on general health and wellbeing through policy and service development making health 'everyone's business'	Review making every contact count approach of front line services. Implement outcomes including officer's operating as 'eyes and ears'. Health and wellbeing a consideration through service planning and policy development.	Review of Making every contact count approach June to August 2018. Share outcomes October 2018 Outcomes implemented, including wider training programme Nov 2018- 2019 Wider staff workshops during service planning rounds in Feb to Apr 2018 (completed) and 2019.	Annabel Tighe/Helen Reed Staff questionnaire rolled out Autumn 2018.
1.7 Access funding to address local community issues and support health and wellbeing.	Implement the Control of Migration Fund projects	2017 & 2018 - Successful funding bids received for: <ul style="list-style-type: none"> • Rough sleeper Outreach; • Alcohol Street Drinking Outreach; • Information & Social Media (Jt Project with P'boro); • Migrant Worker Statistical Data project – looking post BREXIT; • Community Cohesion through Sport & Physical Activity; • Bi- Lingua; Advisor & Basic EAL project; • Private rented sector housing enforcement • Grow it , Cook it, Share it, Compare it • Emergency Night Shelter • Modern Day Slavery Support Service Level Agreement and Recruitment for internal/ statutory partnership projects Contracts and performance management arrangements in place with third sector partners – project to be managed via FDC Officer and progress reviewed through Diverse Communities Forum.	David Bailey/Liz Robin All projects in their implementation stage and are being performance managed through FDC quarterly updates to MHCLG and the work of Wisbech 2020. Highlights are populated on periodic basis through monthly portfolio updates.

<p>1.8 Work with others to tackle air quality issues and support even cleaner air for Fenland.</p>	<p>Deliver our statutory responsibility to review and report on air quality in the district</p> <p>Work with partners across Cambridgeshire and the eastern region to raise the profile of air quality issues and to support the reduction of polluting sources such as industry and traffic.</p>	<p>Submit our statutory air quality review document by July 2018</p> <p>Provide reports and information about the quality of our air on a quarterly basis.</p> <p>Revoke air quality management areas by 2020 as appropriate.</p>	<p>Annabel Tighe/Liz Robin</p> <p>Air quality report submitted to Defra July 2018.</p> <p>Air quality action plan developed in draft and details next steps towards revocation and wider air quality actions.</p>
<p>Priority 2 Health Inequalities: focussing resources on vulnerable groups and wards in deprivation to tackle lifestyle factors and effects on coronary heart disease, diabetes, smoking, physical inactivity, alcohol and obesity.</p>			
<p>What we will do</p>	<p>How we will do it</p>	<p>Key actions 2018-21</p>	<p>Lead partners</p>
<p>2.1 Deliver our leisure strategy</p>	<p>Support community sports clubs to improve participation</p> <p>Implement lessons from the active fenland project</p>	<p>Increase the number of people attending our leisure centres by 1% year on year.</p> <p>Set up Let's Get Moving sessions in 15 locations by 2020</p> <p>Increase year on year informal sport and activity sessions in our open spaces.</p>	<p>Phil Hughes/ Shaun Birdsall</p> <p>Leisure centre attendance on target.</p> <p>Leisure contractors have attendance growth targets built into contract terms and specification.</p> <p>LGM sessions up and running across Fenland – developed streams from Active Fenland, as well as introducing more.</p>
<p>2.2 Support the Cambridgeshire Healthy Weight</p>	<p>Support Exercise referrals for those with diabetes or who are overweight.</p>	<p>Increase exercise referral clients by 25% each year to a minimum 400 clients a year with a 60% completion rate from December 2018 onwards.</p>	<p>Phil Hughes/Shawn Birdsall</p> <p>GP referral scheme</p>

Strategy	Freedom Leisure is contractually obliged to increase Exercise Referral levels to targets from December 2018 onwards.		continues but no growth in past year. Contractor targets for increased referral numbers built into contract commencing 1 December 2018.
2.3 Develop a tobacco control alliance through implementing the findings of our CLear self-assessment	<p>Work with public protection partners to address illicit and underage cigarette sales.</p> <p>Support the development of a County wide tobacco strategy.</p> <p>Deliver joint communication and campaigns to encourage smoking cessation.</p>	<p>Work closely with the local relevant authority group.</p> <p>Address the issue of illicit tobacco through sharing of information and apply appropriate enforcement powers fairly.</p> <p>In partnership run smoking and health awareness campaigns – 2 each year.</p> <p>Increase referrals and success of referral targets.</p> <p>Support small and medium sized businesses to reduce smoking in their work places and work vehicles through education and enforcement.</p>	<p>Annabel Tighe/ Claire Mead</p> <p>Illicit tobacco and its control discussed at each 'relevant authority' partnership meeting.</p>
2.4 Working with community safety partners deliver the Alcohol Action Plan making best use of the licensing objectives	<p>Implement the Wisbech Alcohol Action Plan</p> <p>Responsible Officer group to consider health and wellbeing within their role.</p>	<p>Gain Alcohol Action Area Status for Wisbech centre - achieved</p> <p>Public Space Protection Orders for street drinking – October 2017 onwards</p> <p>Implementation of interventions, October to December.</p> <p>December onwards enforcement.</p> <p>Consider information gained to develop better outcomes for street drinkers.</p>	<p>Aarron Locks/Jo Keegan</p> <p>Alcohol Action Area Status achieved</p> <p>PSPO orders in place in 4 areas</p> <p>PSPO enforcement data being used to inform Wisbech Alcohol Partnership</p> <p>Identified breaches of PSPO's being discussed at monthly multi-agency alcohol partnership</p>

			<p>meeting with agreed support/treatment actions for repeat/problematic individual's</p> <p>Targeted enforcement patrolling and weekly recovery walks being conducted in key street drinking hotspots</p>
<p>2.5 Support implementation of the Cambridgeshire Healthy Employer project</p>	<p>FDC events</p> <p>FDC service champions</p> <p>Encourage wider business take up</p>	<p>Deliver quarterly staff wellbeing events through our team of qualified Health Champions.</p> <p>Programme will be developed to include physical, emotional and financial wellbeing</p> <p>2 more businesses year on year engaging with project.</p>	<p>Sam Anthony/Zoe Cross Justin Wingfield</p> <p>Wellbeing programme now developed and underway, with all aspects of well-being covered.</p> <p>Mental Health First Aid Instructor on site now, so a programme of Mental Health First Aid courses is currently being delivered, with 12 FMHFA on site, and a further 14 being trained in October.</p>
<p>2.6 Deliver the Homelessness Trailblazer project (Across Cambridgeshire & Peterborough the Combined Authority Area)</p>	<p>Interventions to prevent homelessness at an earlier stage than currently undertaken in accordance with a new memorandum of understanding with relevant partners across the Combined Authority area on the basis that "homelessness is the unacceptable outcome"</p>	<p>All targets for the whole of the Combined Authority Area:</p> <p>Operational Memorandum of Understanding across public sector developed by November 2017</p> <p>360 front line staff trained by April 2019 to get be able to support residents on homelessness issues</p> <p>180 staff trained in difficult interactions by April 2019</p> <p>600 households supported through the programme to tackle</p>	<p>Dan Horn/Liz Robin</p> <p>MOU agreed</p> <p>On target for 180 staff trained by April 19 (delivery this financial year)</p> <p>453 households supported in the trailblazer programme by end of</p>

		housing issues earlier linked to Homelessness Reduction Act by April 2019 Expanded universal web resources to support residents helping themselves by April 18	March 18 Updated web site and support through Making Money Count Website
2.7 Tackle fuel poverty and facilitate community access to better value energy deals	Work in partnership with; Action on Energy (Cambridgeshire's energy partnership), Peterborough Environment City Trust (PECT) and Public Health colleagues to access funding and services for Fenland's residents.	Support the iChoosr energy switching project and develop offers for those customers who are 'off gas' Facilitate Stay Well funding for increased winter warmth Explore Warm Homes funding for Fenland residents to install affordable heating solutions in rented accommodation	Annabel Tighe/ Val Thomas iChoosr scheme in place and Cambridgeshire Acre support for 'off gas' customers. Cambridgeshire partners are working together to develop funding options for winter 2018/19.
Priority 3 Mental Health including building community resilience, aspirations and general wellbeing.			
What we will do	How we will do it	Key Actions 18-21	Lead partners
3.1 Deliver an apprenticeship scheme providing local skills development opportunities.	Work with schools and universities to develop appropriate entry level apprenticeship positions	Provide 3 apprenticeship places by 2018. Develop and provide a further 2 new entrant apprenticeship post for 2018/2019 Ensure 5 work experience placements are offered each year from local schools	Sam Anthony 4 apprentice posts now in place, with a further 3 apprentice posts being sourced. 5 work experience placements provided this year from local schools
3.2 Support communities to build capacity and to access funding	Work with partners to develop a strategy for culture in Fenland. Work with community groups to build their skills and abilities to be self-funded	Milestone: • Develop a Culture Strategy for Fenland by April 2019 18/19 targets: • Work with local partners to develop Fenland's cultural offer based on the new Strategy.	Phil Hughes Strategy development with partners expected to take till early 2019.

and deliver local projects.		<ul style="list-style-type: none"> Work with local partners to lever investment into Fenland for cultural events using a partnership approach based on the agreed Strategy. 	
<p>3.3 Coordinate and encourage inward investment to support Health and Well Being Outcomes for example Community Locally Led Development, Heritage Lottery and Big Lottery.</p>	<p>Continue to deliver (subject to funding) the community based activities at Community House to help residents to be better able to access work.</p> <p>Enable inward investment into Wisbech to support delivery of the Community Locally Led Development Strategy to help people back into work (led by ACRE)</p>	<p>18/19 targets:</p> <ul style="list-style-type: none"> 120 referrals (i.e. 30 referrals per quarter). The total number of residents supported to improve their employability skills (72 beneficiaries / 60%) The total number of residents supported away from welfare and into paid employment (30 beneficiaries / 25%) The number of residents supported to access a training programme (60 beneficiaries / 50%) The total number of residents supported to access volunteering opportunities. (30 beneficiaries / 25%) Number of beneficiaries who say they feel more confident in seeking work as a result of the project. (90 beneficiaries / 75%) <p>Secure funding for project in 18/19 – by Autumn 18 Secure funding £1 million from European Social Funding via Local Economic Partnership / Department of Work & Pensions – Spring 18 Develop delivery plan through constituted local action group for funding period (5 years)</p>	<p>Dan Horn</p> <p>Community House - The final performance figures for 2017/18 were;</p> <p>Number of Participants: 83 Number of residents supported to improve employability skills: 68 Number of residents supported away from welfare into employment: 14 Number of residents supported to access training: 41 Number of residents supported to access voluntary opportunities: 32 Number of residents who feel more confident to seek work: 60 out of 60 Expression of Interest in for funding Community House in 18/19</p> <p>Funding secured for CCLD and projects now being committed from the fund – updates through monthly portfolio update</p>

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Agenda Item No:	6	
Committee:	Overview & Scrutiny	
Date:	3rd September 2018	
Report Title:	Progress in Delivering the Communities Corporate Objectives 2018-19	

Cover sheet:

1 Purpose / Summary

This report sets out the Council's progress in delivering the corporate objectives from April 2018 to July 2018. This is to ensure that members have the most up to date information possible.

2 Key issues

- Benefits processing times dipped for a while, but are now improving following refocussing resources.
- The work of early homeless prevention across the Fenland-led trailblazer project continues to make a valuable difference to people's lives and wellbeing with Cambridgeshire and Peterborough.
- 47 properties have been adapted to assist vulnerable and disabled residents stay in their homes since April 2018
- Homes in Whittlesey have been offered to 2 refugee families fleeing from Syria.
- 42 people attended this year's first Golden Age Fair in Manea.
- Leisure centre attendance is above target.
- Freedom Leisure have been appointed as FDC's partner to operate and manage Fenland's leisure centres for the next 15 years.
- Active Fenland (the overarching brand for all sports development work) continues to deliver successful community projects and access funding opportunities.
- The Wisbech Alcohol project continues to deliver positive outcomes.

3 Recommendations

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

Wards Affected	All
Forward Plan Reference	

Portfolio Holder(s)	<p>Councillor Chris Seaton, Leader of the Council</p> <p>Councillor Mike Cornwell, Portfolio Holder for Communities</p> <p>Councillor Anne Hay, Portfolio Holder for Finance</p> <p>Councillor Dee Laws, Portfolio Holder for Neighbourhood Planning</p> <p>Councillor Mark Buckton, Portfolio Holder for Leisure & Children & Young People</p> <p>Councillor David Oliver, Portfolio Holder for Community Safety, Heritage & Transport</p> <p>Councillor Peter Murphy, Portfolio Holder for Environment</p>
Report Originator(s) And Contact Officer (s)	<p>Richard Cassidy - Corporate Director richardcassidy@fenland.gov.uk</p>
Background Paper(s)	<p>Business Plan 2018-2019</p>

Overview & Scrutiny

Progress Against the Communities Priorities

April 2018 to July 2018

Portfolio Holders



**Councillor
Chris Seaton**
Leader of the Council



**Councillor
Mike Cornwell**
Cabinet Member for
Communities



**Councillor
Peter Murphy**
Cabinet Member for
Environment



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



**Councillor
Anne Hay**
Cabinet Member for
Finance



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



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

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	Cumulative for 18/19	Variance
Performance Measure			
Fenland target ARP1 Days taken to process Council Tax Support new claims and changes	8 days	8.8	
Fenland target ARP2 Days taken to process Housing Benefit new claims and changes	8 days	7.7	

This month we have seen the improvement we expected and exceeded the targets.

For both Council Tax Support and Housing Benefit claims and changes by processing them both in under 7 days.

This has brought our year to date totals to within target.

We continue to prioritise new claims, are carrying out additional checks on pending claims and have a campaign running to deal with 'quick changes'. The team are also carrying out 100% checks on earnings cases with the help of quality assurance and the new recruits, who are now working alongside the team, continue to work on specific work areas.

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	Cumulative for 18/19	Variance
Performance Measure			
LPI CEL1 Total number of private rented homes where positive action has been taken to address safety and cohesion issues	200	63	

At the end of July 2018 the council had provided 12 positive interventions on new requests for service for Houses in Multiple Occupation (HMOs) across the district totalling 63 compared to 71 in 17/18 for the same period. The council also investigated 51 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.

Following a successful funding bid to the Controlling Migration Fund (CMF) the council has inspected 848 properties in Wisbech since March 2018.

After initial informal engagement a few landlords have failed to carry out the remedial work identified and therefore the officers will be serving formal chargeable notices following the recently adopted Housing Enforcement Policy.

Measure	Cumulative
Total Number of Properties Inspected	848
Information Packs Issued	92
Smoke Detectors brought into use	80
Hazards Removed	55
Smoke Detector defect letters (Private Rented Sector)	66
Smoke Detector advisory letters (Owner Occupied)	57
Formal Inspection Appointment Letters	16
Notice requesting Information	4
Informal Letter requesting remedial repair	62
HMO declaration notices	16

Description	Target 18/19	Cumulative for 18/19	Variance
Performance Measure			
LPI Number of households prevented from becoming homeless The cumulative number for the same period in 17/18 was 41	200	71	

Rough Sleepers – Controlling Migration Fund project

The Council's Migrant Outreach worker (funded through Controlling Migration Fund) is currently working with 14 rough sleepers in Wisbech. Regular visits are made with police, 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.

Since the start of the project in September 2017, 21 weekly surgeries have been arranged, 5 clients have accessed work, 20 clients have been given advice via Operation Pheasant, 4 clients have been prevented from rough sleeping and 45 clients have engaged with drug and alcohol services

Housing Options service demand (to end of July 18)

The service is working to a new Homelessness Reduction Act which came into force in April 2018. Essentially it means that the Council works with potential homeless households earlier. (The threshold for help has shifted from 28 days to 56 days prior to homelessness). There is also a duty to develop a personal housing plan for households which sets out the actions the Council will take and the actions the household needs to take to hopefully prevent homelessness occurring. The Council has received funding from Central Government to assist with the increase in service demand to deliver against its new statutory obligations. Demand is being monitored to understand how the new Act works in practice in Fenland in comparison to pilot areas (Wales and Southwark)

Description	Cumulative for 2018/19	%
Total number of Households approaching to the Housing Options Team	618	N/A
Total number household receiving advice only for example not homeless but advice needed	313	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.	187	N/A
Number of formal Homeless decisions made. This is where the personal housing plan has not	0	N/A

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.		
Successful outcomes in Prevention stage (household had their issue resolved within 56 days)	36 out of 46	78%
Successful outcomes in Relief stage (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).	30 out of 32	94%
<p>Statistic for Wales Prevention 62% Relief 42%</p> <p>There is no comparison for the same data for 17/18 due to the introduction of the Homelessness Reduction Act introduced on 3 April 2018.</p>		

Homelessness Trailblazer Project Update

The work of early homelessness 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 742 referrals (312 Fenland related and the highest of all the referrals across Cambridgeshire & Peterborough). Referrals have come 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 the 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.

A duty rota is in place for the team to be present at the Multi Agency Safeguarding

Hub and partners such as CCC and the Police have been very positive in the impact the trailblazer can make.

A focus for the last year of the project is to embed the learning into the core Housing Options teams at each council as well as developing protocols for joined up action relating to people leaving prison.

Case Study

An Early Help Assessment was received from the children's school. The family consisted of mother and three children. The assessment raised concerns with children's behaviour at home and school as well as a potential eviction from home due to children's anti-social behaviour and significant debt issues.

The assessment was triaged by an Early Help Hub coordinator and the family and school were spoken to. The school raised concerns that children had already had several school moves due to housing issues in the past; and that one of the children had learning needs which would make a change of school difficult. Support was offered through one of the Early Help's district teams to support mother with routines and boundaries and managing finances.

The case was also raised with the duty Housing Trailblazer who helped liaise with the housing provider and agree a suitable payment plan for the debts. They arranged for the housing provider to form part of the Team Around the Family going forward, this would ensure that the support in place would be coordinated to best meet the family's needs.

All of this was completed in a short space of time. Without the support of the Housing Trailblazers, there could well have been a situation where the family were forced to move home, meaning another change in school for the children - or a need to put alternative education plans in place.

Description	Target 18/19	Cumulative for 18/19	Variance
Performance Measure			
LPI Number of homes adapted to assist vulnerable disabled residents to remain in their home	130	47	

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 July 2018, the council has assisted 47 households with adaptation works.

The geographical spread is as follows:

Wisbech	16
March	12
Chatteris	3

Whittlesey	5
Other villages	11
In 2017/18 for the same period, 43 homes had been adapted.	

Description	Target 18/19	Cumulative for 18/19	Variance
Performance Measure			
MPI Number of households receiving the Handyperson service	125	65	
<p>The project facilitated interactions with 65 households in Fenland between April and the end of June 2018. 32 grab rails were fitted, there were also 20 hospital discharges (bed moves and installation of key safes) an 46 onward referrals to other agencies including social care, fire service, the Bobby Scheme, home energy checks and occupational therapy.</p> <p>The project aims to keep people living independently and safely in their own homes and prevent bed blocking of high demand and costly hospital beds.</p>			

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 feel the help we have given has helped to improve their health or wellbeing (1 year on survey)	96%	90%	10	10	100	
<p>10 households responded to the survey and reported this has helped improve their health or wellbeing.</p> <p>In 17/18, 7 surveys were completed with a score of 100% agreeing the work helped to improve their health or wellbeing.</p>						
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%	10	10	100%	
In 17/18, 7 surveys were completed with a score of 100% at the same period						

Portfolio Holder:

Cllr Mike Cornwell

Syrian Refugees Update
<p>In 17/18 The council held an All Member Seminar to discuss the government initiative and consider being part of the national scheme and from that approval was given for 2 families to be resettled utilising the expertise of PCC who deliver the scheme. The funding is received from the national overseas aid budget.</p> <p>The council, working in partnership with Peterborough City Council (PCC) have offered to house two refugee families fleeing from Syria, as part of a national government scheme. The project is being driven by Whittlesey Town Council, who have assisted in many ways around community support and accommodation. It is hoped the families will be resettled by the end of the year.</p>

Business Plan Priority: Support vulnerable members of our community

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

Portfolio Holder: Cllr Mike Cornwell

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI – Employment support Percentage of DWP customers who feel more confident to access work as a result of this project	90%	100% (3)	100% (3)	

3 customers have concluded the programme since April 2018.

3 exit surveys have been completed for those customers, 29 clients are currently receiving ongoing support.

Feedback from clients has included:

'Help with Job Search has helped me gain valuable experience and the confidence to find a job'.

'If you need one to one support, the team are there to help and make you feel very welcome'.

The final performance figures for 2017/18 were;

Number of Participants: 83

Number of residents supported to improve employability skills: 68

Number of residents supported away from welfare into employment: 14

Number of residents supported to access training: 41

Number of residents supported to access voluntary opportunities: 32

Number of residents who feel more confident to seek work: 60 out of 60

Community Locally Led Development (CLLD)

The council has submitted a bid under the CLLD fund to continue work with vulnerable people at the Community House as part of the Department for Works and Pensions project around employment support. It is anticipated that the result of the bid will be

known early Autumn.

In the last year the £1 million CLLD programme has been commissioned and the project commenced in the spring. A local Action Group has been formed to consider bids for the funding which require match funding to help take unemployed and economically inactive closer to employment. The funding is administered through the expertise of Cambridgeshire ACRE.

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	Cumulative for 18/19	Variance
Performance Measure			
MPI Number of people who attend the Golden Age events	200	42	

One fair has been held in this financial year.

42 residents turned up to the Golden age Event in Manea. This is a good turnout for the Manea event and is on profile for the end of year target.

Cambridgeshire Fire and Rescue Service saw 38 people and made one home fire assessment referrals and two electric blanket exchanges

Cambridgeshire Libraries saw 24 people and had enquiries about the upcoming Summer Reading Challenge and the mobile library in Manea

Safe and Well Service saw 31 people and gave out information and advice on every day living aids

Alzheimers UK saw 14 people, advised on a variety of topics and provided literature and support to an affected family member

Cam Sight had two referrals which the service will follow up

Cambridgeshire Police had 26 people visit their stall and gave advice on various gadgets for residents living on their own or with limited support

Fenland BreathEasy saw 29 people and encouraged six people to make follow up appointments with their local GP or ANP

Community Safety collated feedback from 38 people about local community issues

Care Network saw about 35 people and made some useful contacts

New Vision Fitness saw 42 people, gave blood pressure readings to 20 people and issued free day passes to seven people

Fenland Ferret did not identify any benefits on the day, but has subsequently had a

telephone call from a resident who was not able to attend who may be entitled to carers allowance depending on the information they are able to provide

Contact the Elderly spoke with 18 people and made some excellent partnership connections

Everyone Health made some fruit kebabs and a healthy dip while giving healthy eating advice out to 34 people

Royal British Legion gave information to six interested people.

The next Golden Age Fair is planned for September 10th at the Queen Mary Centre Wisbech, this is the second of four fairs planned for 18/19. So far, 25 partner organisations have confirmed their attendance.

The Senior Citizen Advisory Group (SCAG) are currently exploring the potential for the trusted Golden Age brand to be used in other initiatives which may be able to secure funding from the innovate and cultivate fund at Cambridgeshire County Council. 2 feasibilities are being looked into around winter warmth and timebanking with a view to making a bid if the feasibility assessment and bid proposal is approved by SCAG.

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%	17	17	100	

The only Golden Age Fair this financial year was held at Manea Village Hall on 12th June. Although this was a village event, 42 customers attended and all of those provided very positive feedback such as "this was a very useful event" and "we were able to access services we didn't know were available to us and this is going to make a huge difference to mine and particularly my husband's lives – thank you".

There were 22 partners in attendance who also agreed that the event was a success as a networking opportunity, helping customers and attracting new members.

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

A detailed update on the progress of the Wisbech 2020 Vision project was given at the previous Overview & Scrutiny meeting held on 30 July 2018. This presentation has been circulated to all Overview & Scrutiny Committee Members for their information.

Members will therefore be aware that the Wisbech 2020 Vision is progressing well with additional support recently being secured in the shape of Russell Beal, who is now the dedicated Wisbech 2020 Vision Head of Programme. Funded by the Anglian Alliance partnership for the next 18 months, Russell is looking forward to driving forward progress against actions in the [Wisbech 2020 Vision](#) document whilst investigating additional funding opportunities for projects which link to the Vision's aims and objectives.

The importance of the interconnection with other Wisbech based projects has been recognised (such as 'Pride of Place' and the 'Prevention at Scale' work). The Wisbech 2020 Vision Steering Group will continue to ensure that these projects, along with new and ongoing community projects, continue to benefit from the increased attention and a more coordinated approach to delivering services in Wisbech, which has been achieved through the Wisbech 2020 Vision work.

Prevention at Scale Update

Supported by the Local Government Association, this project is primarily a public health initiative working with 3rd Sector organisations in Wisbech and is aimed at community development and engagement.

Support Cambridgeshire are Project managing the programme.

A Core Group was established to deliver the project in April, consisting of statutory, voluntary sector and other engaged stakeholders.

The project plan consists of a number of distinct strands of work, with progress made in the following areas:

Community Mapping:

Work is underway to map existing 3rd sector providers across Wisbech linked to health and wellbeing to understand the issues and challenges they currently face. Over 20 providers have input into this exercise. It is anticipated that through the life of this programme a heat map and directory will be produced for wider community use.

Community consultation:

The project seeks to consult widely with Wisbech communities to understand what they see as their challenges and opportunities linked to living or working in Wisbech and to capture what they feel they could do themselves to meet such challenges and opportunities.

Much of the discussion within the core group has been focussed on the constitution of Wisbech – who do we want to connect with and how hard or easy is this likely to be.

It is envisaged that the community consultation will be ready for an early October 2018 launch to market and will also help inform the forthcoming work to refresh the Wisbech 2020 strategy and action plan.

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	Cumulative for 18/19	Variance
Performance Measure		April – June	
LPI LS1 Number of paid visits to our leisure centres	837,588	Actual; 214,892 Target; 206,828	

Fenland's leisure centres continue to provide a good service to our communities. This is evidenced by continued good performance with regards to the number of admissions; this is then reflected in terms of income levels being above expectations and further supported by customer satisfaction being above leisure industry averages.

The leisure team continues to do an excellent job for customers, attracting new users daily.

Weather does have an impact on the business, with the very hot weather in early summer increasing the number of swimmers attending our pools. Unfortunately the same weather reduced the number of fitness class attendees. Overall attendances exceed our targets for the first quarter of the year.

In summary the business is running well and our leisure centres teams are highly motivated.

Description	Target June	Achieved	Variance
Performance Measure			
MPI Number of Direct Debit members	3,238	3,459	

Direct debit income from members is a key income source for the leisure centre business, so monitoring the membership numbers against targets takes place constantly.

This year the number of members is continuing to rise gradually and is performing above expectations. Targeted promotions, applied when membership sales are expected to drop, continue to support progress of the membership.

The leisure centre offer is a good one and we are constantly listening to customers and trying to improve the service where possible when we receive negative feedback.

What makes a difference with regards to memberships in the New Vision Fitness Centres is the leisure team. By having a committed workforce and ensuring that we have staff on the gym floor during most opening hours, customers are getting the care and attention required, as well as helps with motivation to achieve their goals. This in turn increases our membership retention and reduces drop-out rates.

Leisure Procurement

As Members are aware, Freedom Leisure has been appointed FDC's partner to operate and manage Fenland's Leisure Centres for the next 15 years. This arrangement will save the Council £351,000 per year, some £5.25 million over the contract term. The arrangement also includes some capital improvement work at the leisure centres which will enhance the customer experience, as well as increase capacity and income potential. Members will be pleased to hear that should the contract perform above expectations, any excess surplus will be shared between partners.

It is worth noting that Freedom will manage the facilities via a lease from FDC and that the Centres will always remain FDC property (Manor, George Campbell) or on a long lease to FDC from CCC (Chatteris, Hudson). FDC will also remain liable for some of the larger building maintenance commitments, such as roofs and drainage.

Work is already starting with regard to the mobilisation project to transition smoothly from FDC management to Freedom Management. It is anticipated that the handover will take place in early December. Freedom is a very experienced leisure management operator running some 90 facilities, having taken on several new contracts in the past 2 years. The most recent contract that Freedom won was Derbyshire Dales – running four leisure centres in a rural location.

Freedom has carried out TUPE with many staff in recent years and it is anticipated that the change for our leisure team will go smoothly. This work will be supported by FDC's HR team, as well as the MTS-Partnership (formerly Staffside). As a large, national organisation, Freedom will have the potential to offer the leisure staff opportunities that FDC would not be able to access, and whilst the transition will be a period of uncertainty for the FDC staff who will TUPE to Freedom, the potential of the change will also be obvious.

Active Fenland Update

The Active Fenland Team continues to provide accessible opportunities to be active, at an affordable price, in a community location. This was the underlying insight that came back from Sport England's initial research conducted as part of the initial Active Fenland work and continues to hold true three years later.

Whilst working to provide opportunities to enable Fenland residents to be more active, more often, the Active Fenland Team also plays a key role in continuing to access funding opportunities to ensure projects are sustainable, as well as facilitating the development of further opportunities in the area.

Active Fenland Projects

Active Fenland continues to be the overarching brand for all sports development work managed by the Sports Development Team. This year the project has achieved:

Original Active Fenland Project;

- 711 new participants for year 3
- 38,457 attendances for year 3

Let's Get Moving Funding for Active Fenland is now being picked up by the Public

Health team following the end of the Sport England three year funding and the project is morphing into a county-wide health initiative to get more people active. A final report on the original three year Active Fenland project is being produced and should be available in early Autumn.

Sport England Children and Families Fund

This is a 3 year Sport England funded project to target inactive families in deprived Wards in Wisbech and March East areas. Total funding of £165k for FDC has been successfully secured from Sport England through a larger collaborative bid between CCC public health team, Peterborough City Council, FDC and Cambridge City Council. Additional support for the project within Fenland is being provided by Clarion Futures (£10k p.a.) and FDC (£2k p.a.) This project is in the planning stages and following summer 'Fit and Fed' activity roadshows over the summer, activity sessions will commence for families to become more active together in the Autumn.

Controlling Migration Fund

The Sports Development Team has been successful with an application to the Controlling Migration Fund for £140k over 2 years.

This project focuses on using sport as a vessel to achieving better community cohesion and to reduce social isolation of different cultures living within the same area. The project focuses on the workplaces within Wisbech and in areas where their families live.

Planning for the project has been undertaken, following the recruitment of a project officer, with work beginning with larger employers in the Wisbech area in September.

Satellite Funding

The Sports Development team has successfully secured Satellite Funding from Living Sport (the County Sports Network). This funding is to provide new opportunities to attract inactive targeted populations to be more physically active. Clubs supported include:

- Girls Clubbercise Club = £4k
- Rosmini Centre UV Table Tennis Club = £5k
- Rosmini Family Clubbercise club = £3k

Clarion Futures Partnership

A strong partnership has been built with Clarion Futures. Funding secured by the Active Fenland team from Clarion includes the following, with all projects targeting areas where Clarion has a significant number of residents:

- West End Park parkrun route improvements £6k
- Mum's / Families work £4k
- Older adults work £1.8k

Clarion has also recognised the importance of the skate park in Wisbech, with a

supporting contribution of £30k. This contribution has allowed the project to proceed through procurement to an anticipated build commencing on 19 September.

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance
LPI CEL5 82% of those asked who are satisfied with FDC's Leisure Centres	90%	90%	330	302	92%	

Customer satisfaction within FDC's leisure centres continues to exceed targets, and ranks above expectations nationally, using a nationally recognised benchmarking system.

This indicates that Fenland customers who have responded to surveys are significantly more satisfied with our service than the average leisure centre customer in the UK. This is consistent with the number of attendees and income levels that the New Vision Centres are achieving.

The service can always be improved and the New Vision Management team responds to feedback to improve the service and does so where possible. Unfortunately some aspects of the service are difficult to improve in the short term (eg capital investment suggestions, recruiting instructors).

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

Please see separate Health & Wellbeing report.

Portfolio Holder: Cllr Mike Cornwell and Cllr David Oliver

Wisbech Alcohol Project

The Wisbech Alcohol Partnership, through its multi-agency action plan delivery has supported the local community through a variety of ways.

- Through dedicated 'days of engagement' in local town centres, retail parks, Colleges and parks and open spaces we have engaged with over 1,000 members of the community. This has included discussions around alcohol behaviours and how to hold a healthy relationship with alcohol. The events also helped raise awareness of local support services for both those with alcohol dependency but also highlighting that support is available to family members that are indirectly affected by alcohol misuse.
- The partnership, through making use of the large national retailers, have also been able to distribute over 3,000 IBA (Alcohol Identification and Brief Advice) scratch cards to local community through dot.com deliveries. This helped ensure a wider audience was able to be reached with advice and guidance on alcohol behaviours.
- With the introduction of the Public Spaces Protection Orders (PSPOs) in October 2017 and the issuing of tickets for breach of these, the partnership has been able to review those individuals through the monthly partnership meeting through a case management approach.
- This approach has allowed the partnership to consider a number of vulnerable persons with complex needs and ensure that local treatment and support which includes accommodation and employment needs is coordinated as part of this. Currently, the partnership is working with 7 such individuals that have breached the PSPOs on more than two occasions.
- The Partnership has also introduced weekly recovery walks which are provided from two posts from Inclusion. This allows for direct engagement with street drinkers with the offer of support and advice on alcohol dependency. We do not currently have available data to provide back on the number of persons engaged but this can be provided in due course as the project develops.

Portfolio Holder:

Cllr Peter Murphy & Cllr Mike Cornwell

Energy Conservation

Since April 2018 work has continued in partnership to provide opportunities for Fenland residents to reduce the cost of heating fuel and take steps to ensure homes are as warm and well insulated as possible.

A number of projects have been developed with neighbouring Councils and

Cambridgeshire County Council to support these aims. These are:

- Cambridgeshire Stay Well partnership – to assist with winter warmth and access to grants for those who are most vulnerable. Both the public and voluntary sector support this group.
- Action on Energy – support to access grants for energy saving installations, particularly in the rented sector.
- Energy Switching – saving money on energy bills for on and off gas and oil.

The Stay Well project is a winter focussed campaign which provides support during the most difficult and expensive months of the year when heating costs rise and temperatures drop. The grant can be used to help with heating bills, emergency repairs or improvements.

In winter 2017 Fenland residents received 44% of the total available grant funding, a total of approximately £10,000. This is a massive increase in previous year's referrals and represents best value for the funding as those more deprived wards were in receipt of grants.

The aim for winter 2018-19 is to ensure funds are referred again to the most vulnerable and success of the project is measured through customer feedback.

The 'Action on Energy' (AOE) Countywide working group of which Fenland is a member, successfully facilitated £7.8million of Green Deal Communities funding to provide significant energy efficiency solutions to 1,200 Cambridgeshire homes under the project 'Action on Energy'. Primarily properties with solid brick walls received funding for external wall insulation under the scheme. The scheme closed in 2017. In Fenland 167 properties benefitted from work to make them more energy efficient, 32 of these were privately rented properties.

During 2018 AOE is now focussing on accessing further funding from the National Grids Warm Homes Fund (WHF). If successful funding would be use to install affordable heating solutions in rented properties where mains gas is not the primary heating fuel, or there is no central heating system.

The bidding round will close on the 28th September 2018 and the action on energy group are currently putting together a project plan to detail this work.

The Energy Switching project was successful with more than 100 residents submitting an interest in the scheme through 2017-18. During this time a paper application process was introduced and the scheme made available through Golden Age events.

In early 2018 information was sent to every household with council tax bills and it is anticipated this will increase the uptake even further. The scheme will continue through 2018-19.

In addition in April 2018 Cambridgeshire ACRE made available community oil and LPG buying scheme through Community Action Suffolk. The scheme can help with both buying and heating costs. It operates with Domestic Households, Community Groups, Community Buildings and Businesses who can all benefit from membership of the scheme.

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

The development of a culture strategy, Celebrating Fenland, is in its infancy, with the development of a key stakeholder group taking shape.

Once a stakeholder group is in place it is anticipated that a period of consultation with our communities will take place. This will provide local insight that can then be shared with regional and national culture bodies for further input and support. At this stage the Council is anticipating support from national bodies to develop the culture strategy into a working document allowing local businesses to provide experiences across the District based on Celebrating what it means to be from Fenland.

Support for tourism in Fenland will continue with three strands of work;

1. Continued website updates and promotion, coupled with the planned development of an App based version for smart phones.
2. Promotion of Fenland to Fenland people by working together with the Fens magazine to develop a magazine that costs nothing to produce, highlights what is happening across Fenland throughout the year and is distributed mainly throughout the local District. This will focus on 'a good day out' across the District.
3. Continued support for local tourism businesses by putting them in touch with the Council's economic development team. This will support the businesses to be more resilient and open up a wider support network of like-minded companies.

Once the Celebrating Fenland strategy is in place it will also support a broader


function of engaging businesses and developing opportunities across the District for intra-district tourism, as well as offering more options to attract those from outside of the District to visit Fenland.

King's Dyke / Must Farm Update

Following the discovery of the internationally significant Must Farm artifacts, plans are being put in place to house them in an extension to Peterborough Museum, as well as improve the offer at Flag Fen visitor centre to add in interpretation of the Must Farm discovery.

Having been discovered in Whittlesey, it is important that the project recognises the location of the find. The project has set up a group to investigate the further development of Kings Dyke nature reserve to incorporate a heritage offer into the same location.

An options appraisal has been undertaken by a third party consultant and the group is now starting a planning stage to move the project forwards. An FDC officer will be engaging with the project team to support the process from a Fenland perspective, and the Portfolio Holder attends project board meetings, supported by an FDC Director.

Agenda Item No:	7	
Committee:	Overview and Scrutiny	
Date:	3 September 2018	
Report Title:	Annual Ombudsman Letter and 3Cs process	

1 Purpose / Summary

To update Members on the annual statistics in relation to the Local Government and Health and Social Care Ombudsman (LGO) and the Council's corporate '3Cs' procedure. This explains how we deal with the comments, compliments, correspondence and complaints we receive.

2 Key issues:

- On an annual basis the Ombudsman forwards to the Council a summary of complaints received from members of the public. This is also copied to the Chairman of Overview and Scrutiny.
- The LGO investigated 12 complaints relating to Fenland District Council during 2017/18. Anyone can refer a complaint to the LGO as long as they have been through the Council's 3C's process. Two complaints were upheld; with a further complaint is still the subject of correspondence between the LGO and the Council. An update will be given at the meeting.
- In 2017/18, 3Cs received 848 pieces of contact. 400 were complaints; an 11% increase from 2016/17. 242 pieces of correspondence (28% less than in 2016/17) and 146 compliments (+7%) were received. Overall, contact through 3Cs was down by 12% compared to the previous year.

3 Recommendations

- It is recommended that the Overview and Scrutiny Panel consider and note the statistics in relation to the Ombudsman and 3Cs process.

Wards Affected	All
Forward Plan Reference	n/a
Portfolio Holder(s)	Cllr Anne Hay, Portfolio Holder for Finance
Report Originator(s)	David Wright - Policy and Communications Manager dwright@fenland.gov.uk
Contact Officer(s)	David Wright - Policy and Communications Manager Kamal Mehta - Corporate Director
Background Paper(s)	LGO Annual Report 2017/18 https://www.lgo.org.uk/information-centre/reports/annual-review-reports/local-government-complaint-reviews

An overview of the Council's 3Cs process

1 Our 3Cs process

- 1.1 Our corporate 3Cs procedure is the framework used for managing comments, complaints and correspondence across the Council. We aim to provide a fair, consistent and structured process to enable customers to give their views and receive an accurate response. The feedback we receive is used to monitor performance and improve our services.
- 1.2 Customers can contact the 3Cs team by:
 - Completing an online/paper 3Cs form
 - Emailing 3Cs@fenland.gov.uk
 - Phoning our contact centre
 - Visiting a Fenland @ your service shop or Community Hub
 - Contacting their local councillor.
- 1.3 The process for managing each type of contact is summarised in Appendix A.
- 1.4 Contact is split into four high-level service areas:
 - Communities, Environment and Leisure (CEL)
 - Growth and Infrastructure (GI)
 - Planning, Policy and Governance (PPG)
 - Resources and Customer Services (RCS)
- 1.5 There has been a 12% reduction in contact since 2016/17 (961 pieces of contact down to 848). A breakdown of this is shown in Appendix B.
- 1.6 Members receive a quarterly performance report within the Portfolio Holder Briefing document at Full Council. This provides a quarterly comparison of contact between the current and previous financial year. This is not calculated cumulatively and can mean there are large variances that are not representative of the final end-of-year performance. Narrative will now be introduced in the report to give members a clearer and more comprehensive explanation.
- 1.7 A monthly report is produced to measure response times for correspondence and complaints. It also measures how many complaints are progressed further than Stage 1.
- 1.8 The Council produces an Annual Report after full complaints data is available for the previous financial year. This is available for the public to view on our website at www.fenland.gov.uk/threecs.

2 The Local Government Ombudsman (LGO)

- 2.1 Customers can contact the LGO if they have made a complaint and are dissatisfied with our response(s). The LGO will only investigate complaints that have fully completed our 3Cs procedure and relate to our services. They will not investigate if:
 - The complainant has known about the issue for over 12 months but hasn't complained
 - The matter has not affected the complainant personally or caused them an injustice
 - The issue affects most people in the Fenland area
 - The complainant should have appealed or taken legal action

- The complaint is about personnel matters
- 2.2 If a customer makes contact, the LGO Assessment team will then ask us to check if the customer has completed our 3Cs process. They will ask for copies of customer contact and our responses.
- 2.3 If the Assessment team decides further investigation is needed, the complaint will be passed to a LGO investigator. They will ask further questions and ask for more information.
- 2.4 Once the investigator thinks they have got enough information to make a fair decision, they will share a draft with the Council and the complainant. Both parties then have the opportunity to comment on this decision and share further relevant information.
- 2.5 Following this, a final decision is made. Depending on complexity, this process usually takes about 26 weeks. There are 6 possible decision types:
- Uphold the complaint and give recommendation(s) about how the organisation should put it right
 - Uphold part of the complaint
 - Uphold the complaint but not make any recommendations as the organisation has already put things right
 - Uphold the complaint but not make any recommendations as the fault has not had a significant effect on the complainant
 - Not to uphold the complaint
 - The complaint cannot or will not be investigated
- 2.6 The LGO will write to the Council and customer to explain their decisions. If the Council is at fault, they may ask us to put things right (if we haven't already). This may involve:
- Apologising to the complainant
 - Providing a service to the complainant that they should have had
 - Making a different decision (that it should have made before)
 - Reconsidering a decision that wasn't made properly
 - Improving our procedures so similar issues don't happen again
 - Making a payment
- 2.7 The LGO does not have legal powers to force organisations to comply with their recommendations – however, most do including FDC. Their decisions are available to publically view on their website. They release an Annual Report for each authority every year.
- 2.8 The LGO states that complaint volume figures should not be used in isolation to evaluate corporate health. They suggest that 'councils consider flexible approaches to complaints that are not process driven and do not include numerous stages that require service users to deal with different people and restate their case'.
- 2.9 Between April 2017 and March 2018, the LGO received 12 complaints relating to services provided by Fenland District Council. The table in Appendix C shows the complaints that the LGO made a decision on in 2017/18.
- 2.10 Two complaints were upheld by the LGO during 2017/18, although one of these relates to a case from 2016/17. A further complaint is the subject of correspondence between the LGO and FDC. Both upheld complaints related to the Planning and Development service category. Appendix D gives a summary of these cases. We learn lessons from all types of Ombudsman contact.

2.11 Since April 2018, the Council has received 2 enquires from the LGO. Both cases are at the investigation stage.

Appendix A - 3Cs procedure by type of contact

Type of contact	Procedure
Comment	A comment is a brief statement of fact or a suggestion received by a customer. It is recorded under the 3Cs process and then passed to the relevant service area for consideration. If appropriate, the service area will contact the customer directly to discuss their comment further.
Compliment	A compliment is a positive comment about the service received. It may refer to an individual or a wider team. A compliment is recorded under the 3Cs process and is then passed to the relevant officer or team. We can use compliments from customers to improve what we do.
Correspondence	<p>Correspondence is two-way communication between a customer and the council. If its content forms a service request, it is referred directly to the appropriate service area for resolution outside of the 3Cs process.</p> <p>The majority of correspondence managed under the 3Cs system is from the MP's office and local councillors. Correspondence is acknowledged within five working days of receipt. It is passed to an appropriate officer who will respond within ten working days.</p>
Complaint	<p>A complaint is dissatisfaction with the service received from an individual, team or from the council as a whole. The complaints process can be up to three stages long. We aim to respond to complaints as soon as possible but have service standards to ensure consistent response times. Some complaints may take longer to investigate due to their complexity.</p> <p>Stage 1</p> <ul style="list-style-type: none"> - Customer contacts 3Cs - 3Cs sends an acknowledgement to the customer within 5 working days. This contains the name of the officer responding to their complaint and the deadline for response (10 working days from acknowledgement) - Officer responds directly to customer. This is stored in the 3Cs system as a Stage 1 response <p>If the customer is dissatisfied with the response, their complaint is escalated to Stage 2.</p> <p>Stage 2</p> <ul style="list-style-type: none"> - Customer receives acknowledgement within 5 working days - Complaint passed to manager of the officer who provided a Stage 1 response. The deadline for response is 10 working days from acknowledgement - Officer responds directly to customer. This is stored in the 3Cs system as a Stage 2 response <p>If the customer is dissatisfied with the response, their complaint is escalated to Stage 3. This is the final stage in the complaints process.</p> <p>Stage 3</p> <ul style="list-style-type: none"> - Customer receives acknowledgment within 5 working days

Type of contact	Procedure
	<ul style="list-style-type: none"> - Complaint passed to CMT lead for response. The deadline for response is 15 working days from acknowledgement - CMT lead responds directly to customer. They state that this is final response within our 3Cs process and give contact details for the LGO as a final course of redress. Their response is stored in the 3Cs system as a Stage 3 response.

Appendix B: Comparison of 3C's contact (2016/17 and 2017/18)

	2017/18	2016/17	Variance
Compliments	146	136	+7%
Comments	50	116	-57%
Correspondence	252	348	-28%
Complaints	400	361	+11%
TOTAL	848	961	-12%

Appendix C: LGO decisions (2017/18)

Service	Decision made	Decision	Remedy
Planning & Development	Apr 2017	Upheld (1)	Financial redress
Planning & Development	Nov 2017	Upheld (2)	None
Housing	Apr 2017	Referred back for local resolution	None
Planning & Development	Jun 2017	Closed after initial enquiries	None
Planning & Development	Apr 2017	Incomplete/Invalid	None
Benefits & Tax	Sep 2017	Closed after initial enquiries	None
Planning & Development	Jul 2017	Closed after initial enquiries	None
Benefits & Tax	Jul 2017	Referred back for local resolution	None
Planning & Development	Oct 2017	Closed after initial enquiries	None
Benefits & Tax	Jan 2018	Closed after initial enquiries	None
Planning & Development	Jan 2018	Closed after initial enquiries	None
Planning & Development	Feb 2018	Querying with the LGO	None
Planning & Development	Feb 2018	Referred back for local resolution	None
Benefits & Tax	Mar 2018	Incomplete/Invalid	None

Appendix D: Summary of LGO upheld complaints (2017/18)

Date	Case History
Apr 2017	<p>Complaint: The Council delayed taking planning enforcement action against an unauthorised change of use. This led to noise impacting on the complainant's amenity. It should be noted that the change of use occurred in 2004 but a complaint was not received until March 2013 which meant the change of use became lawful.</p> <p>Outcome: The Council apologised and paid a financial remedy (£2750) suggested by the Ombudsman.</p> <p>Learning: Performance management mechanisms have improved to ensure this type of situation doesn't happen again. Regular case reviews are now held to ensure that all open cases are progressed with appropriate speed.</p>
Nov 2017	<p>Complaint: The Council failed to properly consider the impact on the complainant's amenity when they approved a reserved matters application for a large scale housing development. The LGO concluded committee members were aware of this issue in making their decision. Committee members had made a site visit, they had before them the plans and other supporting information; and they had received a presentation from the complainant. It was not the case, therefore, that they made their decision on the basis of wrong or inadequate information. They simply did not agree that the impact on the amenity of the complainant and other neighbouring residents would be significant enough to justify refusal or amendment of the detailed scheme; so the fault made no difference to the outcome of the planning application.</p> <p>Outcome: The Council acknowledged that the officers' report did not assess the specific impact of the reserved matters proposals on the complainants property, however there were further opportunities in which the information was correctly assessed during the course of the application. Whilst the Ombudsman considered this admission as maladministration, they believed the complainant did not suffer significant injustice as a result. All faults are referred to as maladministration regardless of the scale.</p> <p>Learning: The Planning Team have learned from this judgement and discussed how Planning Committee reports can be improved to ensure all issues are covered accurately and completely to support Members to make decisions.</p>

Outstanding matter

Feb 2018	<p>Complaint: The Council drafted an inaccurate condition to a planning permission</p> <p>Outcome: The Ombudsman did not investigate the complaint as the Council had explained its error and corrected its interpretation. We were sent a confirmation stating closed; no further enquiries, however the ombudsman's annual letter referred to this as upheld. We are in correspondence with the LGO to query the difference between the confirmation received of closed; no further enquiries and the annual letter.</p> <p>Learning: When planning permission was granted for the development, a condition was put on stating that a fence needed to be put up within 2 months.</p>
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	<p>In an effort to highlight this to the applicant, a note was inserted in bold but this unfortunately stated the fence had to be put up within 1 month. The mistake was a drafting error and was not picked up during proofing. Officers have been advised not to repeat in notes any deadlines that are stated in conditions in order to reduce the risk of a similar situation arising again.</p>
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Overview and Scrutiny – Draft Work Programme 2018 – 2019

All Formal meetings are held in the Council Chamber at Fenland Hall

Meeting Dates

<u>Agenda Despatch Date</u>	<u>Informal pre-meeting</u>			<u>Formal Overview & Scrutiny Meeting</u>		
	<u>Date</u>	<u>Time</u>	<u>Location</u>	<u>Date</u>	<u>Pre-Brief</u>	<u>Meeting</u>
Friday 18 May 2018	Thursday 24 May 2018** Please note the amendment to this meeting date.	2:00pm	Room 38	Wednesday 30 May 2018 ** Please note the amendment to this meeting date	2.00pm	2.30pm
Thursday 19 July 2018	Monday 23 July 2018	2:00pm	Room 38	Mon 30 July 2018	2.00pm	2.30pm
Thursday 23 August 2018	Tuesday 28 August 2018	2.00pm	Room 38	Mon 3 September 2018 **Please note the change of time	9:30am	10:00am
Thursday 4 October 2018	Monday 8 October 2018	2.00pm	Room 38	Mon 15 October 2018	2.00pm	2.30pm
Thursday 22 November 2018	Monday 26 November 2018	2.00pm	Room 38	Mon 3 December 2018	2.00pm	2.30pm

Thursday 3 January 2019	Monday 7 January 2019	2.00pm	Room 38	Mon 14 January 2019	2.00pm	2.30pm
Thursday 7 February 2019	Monday 11 February 2019	2.00pm	Room 38	Mon 18 February 2019	2.00pm	2.30pm
Thursday 28 March 2019	Monday 1 April 2019	2.00pm	Council Chamber, Fenland Hall	Mon 8 April 2019 ** Please note the amendment to this meeting location (South Fens Business Centre, Chatteris)	2.00pm	2.30pm

Monday 15 October 2018

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
14.00 to 14.30 Pre Briefing			
14.30 to 16.30 Meeting	Annual Meeting with the Leader and Chief Executive including discussion on CSR	Quality Organisation	Councillor Seaton Paul Medd Cabinet and CMT
	CSR items as required		
	Future Work Programme 2018/2019	Quality Organisation	Councillor Boden Anna Goodall

Monday 3 December 2018

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
14.00 to 14.30 Pre Briefing			
14.30 to 16.30 Meeting	Council Tax Support scheme	Economy	Councillor Mrs Hay Sam Anthony
	Progress of Corporate Priority – Economy	Economy	Councillor Mason, Gary Garford, Justin Wingfield
	Annual review of Anglia Revenues Partnership	Economy	Sam Anthony Councillor Mrs Hay
	CSR items as required		
	Future Work Programme 2018/2019	Quality Organisation	Councillor Boden Anna Goodall

Monday 14 January 2019

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
14.00 to 14.30 Pre Briefing	Draft Overview and Scrutiny Future Work Programme 2017/2018	Quality Organisation	Councillor Boden, Anna Goodall
14.30 to 16.30 Meeting	Draft Budget	Economy	Cabinet CMT
	Draft Business Plan	Economy	Cabinet CMT
	Fees and Charges including Leisure	Economy	Councillor Mrs Hay Cabinet Mark Saunders & Neil Krajewski
	CSR items as required		
	Future Work Programme 2018/2019	Quality Organisation	Councillor Boden Anna Goodall

Monday 18 February 2019

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
14.00 to 14.30 Pre Briefing			
14.30 to 16.30 Meeting			
	Progress of Corporate Priority – Environment	Environment	Councillors Murphy, Oliver Richard Cassidy, Dan Horn, Phil Hughes, Mark Mathews, Annabel Tighe
	Crime Disorder and Reduction Partnership	Communities	Councillor Oliver Richard Cassidy, Dan Horn and Aarron Locks
	Draft Overview and Scrutiny Future Work Programme 2019/2020	Quality Organisation	Councillor Boden Anna Goodall
	CSR items as required		

	Future Work Programme 2018/2019	Quality Organisation	Councillor Boden Anna Goodall
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Monday 8 April 2019

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ Officer/ External Witness
14.00 to 14.30 Pre Briefing			
14.30 to 16.30 Meeting	Clarion – this item may potentially be moved	Communities	Richard Cassidy / Dan Horn Sue Stavers - Clarion Councillor Mrs Laws
	CSR items as required		
	Future Work Programme 2019/2020	Quality Organisation	Councillor Boden Anna Goodall

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