

AGENDA

OVERVIEW AND SCRUTINY PANEL

MONDAY, 26 JUNE 2023

2.30 PM

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

Committee Officer: Linda Albon
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As this is a public meeting, members of the public are encouraged to view the meeting via our YouTube channel: <https://youtube.com/live/Faq6w9WCsis?feature=share>

- 1 Appointment of Chairman for the Municipal Year
- 2 To receive apologies for absence.
- 3 Appointment of Vice-Chairman for the Municipal Year
- 4 Previous Minutes. (Pages 3 - 10)

To confirm and sign the minutes of the meeting of 27 February 2023.
- 5 To report additional items for consideration which the Chairman deems urgent by virtue of the special circumstances to be now specified.
- 6 Members to declare any interests under the Local Code of Conduct in respect of any item to be discussed at the meeting.
- 7 Update on previous actions. (Pages 11 - 12)

Members to receive an update on the previous meeting's Action Plan.

8 Annual Review of Anglian Revenues Partnership (Pages 13 - 28)

To update Overview and Scrutiny on performance of the Council's Revenues and Benefits service since it became part of ARP on 1 April 2014.

9 Community Safety Partnership (Pages 29 - 66)

The purpose of this report is to set out how the Fenland Community Safety Partnership (referred to as partnership) identifies their priorities for Fenland. The report also details an up-to-date performance picture for 2022/23 and includes the performance report relating to CCTV services for 2022.

10 Freedom Leisure Review (Pages 67 - 80)

Presentation attached.

11 Task and Finish Group (Pages 81 - 86)

To report on the progress of the Overview and Scrutiny Panel's Task and Finish Group set up for the purpose of reviewing the Council's corporate performance indicators.

12 Future Work Programme (Pages 87 - 90)

To consider the Draft Work Programme for Overview & Scrutiny Panel 2023/24.

13 Items which the Chairman has under item 5 deemed urgent.

Friday, 16 June 2023

Members: Councillor Mrs M Davis, Councillor R Gerstner, Councillor B Barber, Councillor G Booth, Councillor J Carney, Councillor L Foice-Beard, Councillor A Gowler, Councillor A Hay, Councillor S Imafidon, Councillor Dr H Nawaz, Councillor D Roy, Councillor E Sennitt Clough and Councillor Woollard

OVERVIEW AND SCRUTINY PANEL

MONDAY, 27 FEBRUARY 2023 - 1.30 PM



PRESENT: Councillor D Mason (Chairman), Councillor A Miscandlon (Vice-Chairman), Councillor G Booth, Councillor A Hay and Councillor R Wicks

APOLOGIES: Councillor D Connor, Councillor M Humphrey, Councillor M Purser, Councillor R Skoulding and Councillor F Yeulett

Officers in attendance: Linda Albon (Member Services & Governance Officer), Amy Brown (Assistant Director), Anna Goodall (Assistant Director), Stephen Beacher (Head of ICT Digital & Resilience), Peter Catchpole (Corporate Director and Chief Finance Officer), Nick Harding (Head of Planning), Simon Jackson (Economic Growth Manager) and David Wright (Policy & Communications Manager)

ALSO IN ATTENDANCE: Councillor I Benney, Councillor C Boden, Councillor D Laws (*joined 15.20pm*), Councillor P Murphy, Councillor S Tierney

GUESTS: Richard Cuda, Rebecca Bekkenutte, Jnathan Finlay, Fliss Miller, Edward Colman, Nigel Parkinson, Steve Clarke, Gareth Preece, Martin Johnson – CPCA Growth Service

OSC25/22 PREVIOUS MINUTES.

The minutes of the meeting of 16 January 2023 were confirmed and signed.

OSC26/22 UPDATE ON PREVIOUS ACTIONS.

Members considered the update on previous actions and made the following comments:

- Councillor Booth referred to the update on the development on Gaul Road, March which was discussed at the meeting attended by Clarion in December. He stated his concern that information received from the Planning Team and Clarion was conflicting and he asked why the Planning Team update said there had not been a pre-application discussion when Clarion were insistent that they had been involved in pre-application discussions. Councillor Mason said that the item had been marked as complete but agreed that further investigation was needed for clarification. Nick Harding said he would provide an answer by the end of the meeting.
- Councillor Hay asked if there is any further update regarding the shared planning arrangements with Peterborough. Nick Harding responded that Peterborough City Council had confirmed they are withdrawing all their current support as of 1st April 2023. This includes planning policy, Section 106s and associated management, ecology, and strategic housing. Councillor Booth voiced his concern about extra cost and further delay in development of the local plan if we must start again with new staff, when the plan is already about two years behind schedule. Councillor Mason offered to discuss this further outside of the meeting.

OSC27/22 UPDATE ON CPCA GROWTH SERVICE AND IMPACT ON ECONOMIC DEVELOPMENT IN FENLAND

Members considered the update on CPCA Growth Service and impact on Economic Development in Fenland. Fliss Miller, Jonathan Finley, Rebecca Bekkenutte, Richard Cuda, Martin Johnson, Gareth Preece, Steve Clarke, Nigel Parkinson and Ed Colman were welcomed to the meeting.

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

- Councillor Booth noted that Fenland receives the smallest contribution in SME CapEx grants. He asked why Fenland has less than 10% of the investment when he understood we were going to be one of the priority areas. Richard Cuda responded that a weighting system had been created that puts Fenland at the top. Martin Johnson explained there are a number of success stories in the Fenland area, one being the Turmeric Co., with Agrimech in Manea due to come before the Board next week. Agrimech will be expanding their manufacturing facility which will double their capabilities to build machinery for export and will receive about £100k of a £400k project. Martin Johnson added that a higher weighting determines which businesses go forward for internal assessment before going to representatives from the business board. He stated that Growth Works are certainly out in Fenland making connections and he encouraged members to let them know of any businesses they are aware of requiring capital expenditure assistance. Councillor Booth thanked Martin Johnson for this information but said his answer did not support the evidence; £21k is not even an average wage for one person. Richard Cuda clarified that the figure referred to actually related to the number of jobs. Martin Johnson added that the investment to Agrimech was actually at least £140k with another £100k coming shortly if approved. Councillor Booth thanked both for the clarification.
- Councillor Miscandlon said he had this morning attended an impromptu Skills Committee meeting at the CPCA where various questions were raised about the data within the programme. It appears that Peterborough does well for grants because they can complete agenda forms for the Skills Committee correctly, but he would like to know what help is being given by the CPCA to lesser councils that either cannot or do not have the officer time to complete the forms so therefore miss out. It was also noted at that meeting that there is a lack of training providers for apprenticeships within Fenland, and the data appears to suggest students are being paid to go to other areas from the budget set for this area. Councillor Miscandlon stressed that there needs to be training providers in this area; it is a situation of great concern to this Council, and he would like to know what is being done to help FDC and the residents of Fenland.
- Fliss Miller responded that there are several training providers in Fenland. The CPCA has just invested in the North Cambridgeshire Training Centre; there is the College of West Anglia and a number of national providers providing training courses locally. The CPCA has just launched a training provider network forum to encourage working together to better understand the geography. Fliss Miller added that in her opinion there are enough providers but as a combined authority they are doing more to get their providers to ensure there are progression pathways to ensure further opportunities. She added that Fenland does quite well in terms of the number of apprenticeships and the figures are growing. Councillor Miscandlon said he still did not believe Fenland is getting value for money.
- Councillor Wicks said he would be interested to know who the training providers are as members may like to share this information in their wards; and he asked if it was possible to break down the apprenticeship figures to show the number of apprentices who are post-graduate and those who are plus 18. Fliss Miller responded that as part of the wider skills provision that information could be obtained but apprenticeships are just a small part of the growth works programme.
- Councillor Wicks asked by market town how much success has there been on the work that is being conducted within the district? Richard Cuda responded that there is no provision for breaking the data down into that level of detail, however recognising the importance of it, this is something they can provide. They have a CRM system called HubSpot that shows where the jobs and apprenticeships have come from, from which they can export the data. Councillor Wicks said that his point is that Cambridgeshire County Council has a green policy, and this is an opportunity to deliver employment within commuting distance, even if it involves remote working, and he asked if Growth Works had a duty to work towards creating an environment where jobs are on the doorstep rather than making people travel, which does not contribute to a green policy. Councillor Wicks added that Fenland has the cheapest land prices in Cambridgeshire to develop industry and employment, but it is not happening. Richard Cuda

responded that the jobs and outcomes are in Fenland, but they cannot capture remote working, and that does not count as a job outcome; the remit is that the jobs must be in the region. Councillor Wicks asked why Growth Works could not facilitate this by developing enterprise zones and hubs. Richard Cuda explained that this is not the job of Growth Works, but they can help drive growth and jobs. Anna Goodall clarified that Growth Works were given a remit and the presentation given today describes how they have fulfilled that remit; some of the questions being asked are outside of the scheme hence Growth Works are unable to respond accordingly but it is clear that they can provide details of the scheme and provide reassurance that it has been delivered successfully to date.

- Councillor Mason asked for information about the Agri-Tech proposition in Whittlesey. Rebecca Bekkenutte explained that this came about through Market Access Programmes (MAPS) run by the Inward Investment team. When the investment service began two years ago, it consisted of one person trying to build an inward investment option and raise its profile with the Department for International Trade who have no regional targets. They were trying to raise a regional profile outside of life sciences and identify their own leads, rather than relying on the Department of International Trade. The MAPS were created with the idea of creating collateral, promoting the programme with international networks, effectively saying there is a market opportunity in life sciences or advanced manufacturing or Agritech, and encouraging them to be part of the programme and they will be put in front of a panel of experts who will help facilitate their journey into the region. For advanced manufacturing and Agri-Tech it was a case of trying to find a way to see how they could benefit Fenland. Rebecca Bekkenutte added that for Agri-Tech, a research institution was commissioned to identify opportunities within the region and raise the profile of Fenland in this sector and she and her team are now engaging with FDC to suggest companies who might benefit from identifying these aggregate companies into their supply chain. The proposition was just to help create selling messages Councillor Mason thanked Rebecca Bekkenutte for the information given, which he found reassuring.
- Richard Cuda said there would be more wins if remote working could be captured and gave for context the example that for a Fenland resident commuting to work in Huntington then statistics would be captured within Huntingdon.
- Councillor Booth said to clarify the point he was making earlier about the amount of investment or grants awarded to Fenland, he would like to know the proportion of grants coming into Fenland as a total of the budget. Martin Johnson said the total amount over the last 18 months is in the region of £4m and his calculation shows this to be well north of the £144k shown in the presentation and there are a couple of others that are potentially missing so potentially £250k over 4. Councillor Booth said that is still a low percentage out of the total budget; Martin Johnson responded that there are about 800 eligible businesses out of about 7,900 in the entire CPCA region that would get these grants. In many respects it is a smaller region, but it has the same opportunities as all the rest; it is a function of whether businesses decide to respond or events that we might put on in the region; we work fairly across the entire region. It is perhaps the appetite to respond that would put more of the budget Fenland's way. Councillor Booth said his observation would be that not as much is being invested per capita in Fenland and yet this is an area of deprivation which desperately needs that investment to grow the area and the jobs and skills. Martin Johnson said it would be great if anyone can come up with a list of companies that need that kind of capital investment, because they would like them to be able to take advantage of any of the grants whether they be Revenue or CapEx. He said let us work together to see how we can improve that. Councillor Booth asked if they have a good relationship with the Economic Growth team; Martin Johnson confirmed they do.
- Councillor Miscandlon said it was good to hear about events in Peterborough and Hunts and asked if they are considering anything similar in the Fenland area. It would be good to hold a business event as it would be useful for some of these companies to know there are grants available. Martin Johnson said a couple of events are proposed already so we are investing in creating that awareness through a business event and holding business awards.
- Anna Goodall said it is in our interest to work well with Growth Works. There have been considerable communications in relation to the scheme, but the difficulty is in getting businesses to engage; some of them are working under considerable pressure, not least with

the increase in energy bills. That is why the case studies have been so important to see the benefits at grass roots level, so it is working well.

- Councillor Booth said it sounds like there is a bit of disconnect between Fenland and Growth Works, on the one hand we are not engaging as well as we could; local government moves slowly it is said but that needs to be looked into and the lines of communication improved. Martin Johnson agreed.
- Councillor Mason said that Fenland has specific requirements that are different to Peterborough; perhaps better liaison is required, and a better understanding of what Fenland needs specifically. Richard Cuda responded that they would welcome that engagement. The programme was created on a one size fits all approach so perhaps there should be more focus on a particular area.
- Anna Goodall said that following on from the point regarding a call for businesses and sites; Councillor Benney has made it clear that he would like the Economic Growth Team to be very proactive around sites so we can promote them and that is why we are working on a development prospectus to understand the sites that have planning permission that have not been developed yet or are ripe for development in terms of job creation or inward investment. We need to understand what is preventing those sites coming forward now or what the blocks are. It will not be resolved overnight but it is a priority for us in accordance with Councillor Benney's wishes.
- Councillor Miscandlon said the formation of the new local plan with designated industrial areas is progressing very quickly and hopefully will be validated within the next year. Councillor Booth said he felt that was rather optimistic. Nick Harding said the timetable is published online for the preparation of the local plan, withdrawal of services from Peterborough will impact on this but a paper will come before members on how best to proceed. Councillor Booth said another issue is a lack of business centre spaces, and we discussed at the last Overview and Scrutiny meeting that the Chatteris extension is not going ahead, so there are some real challenges in finding suitable locations. Richard Cuda said the sooner the better, but his team will be there to provide support when it comes and there are some 18-24 months development on some of these opportunities.
- Councillor Booth asked for thoughts and comments in delivery of the added jobs that were supposed to be provided following the attendance of the Growth Works team last year as he does not find them to be that transformative. Richard Cuda said they cannot capture anything unless they have contributed to it. Councillor Booth said in terms of organic growth it is possible that companies could expand and create jobs anyway so it cannot solely be down to interaction with Growth Works; commercial businesses will always find a way to expand if they want to even though it may be a slower process. Jonathan Finlay responded that we do ask these questions about to what extent has an intervention actually helped accelerate business plans so there is always a challenge both internally and externally. Richard Cuda confirmed that this is a question that is also raised by Combined Authority colleagues; Martin Johnson concurred. If approval given this week for Agrimech they will have created 20 jobs for £100k; Agrimech do not know where else to build their businesses and without our help they could have gone elsewhere.
- Councillor Mason thanked all attendees for their time and their presentation.

The update on CPCA Growth Service and impact on Economic Development in Fenland was noted for information.

(Councillor Booth asked for it to be noted that he has a zero hours contract with Peterborough Regional College).

(Councillor Booth left the meeting at 15.15pm).

OSC28/22 PROGRESS IN DELIVERING THE ECONOMY CORPORATE OBJECTIVES TO INCLUDE PLANNING 2022/23

Members considered the Progress of Delivering the Economy Corporate Objectives to include Planning for 2022/23 presented by Councillor Benney, Nick Harding and Simon Jackson.

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

- Councillor Miscandlon said that Growth Works are holding businesses events in Huntingdon and Peterborough and asked why they have not considered doing the same in the four Fenland market towns. Simon Jackson responded that there is a conversation about holding a similar event in Fenland and there had already been a successful event in Wisbech. He added that the team has a relationship with some thirty to forty businesses, but the biggest issue found when speaking to them is both a lack of skills, and a lack of people coming through the door whether they are skilled or not. They do engage with local colleges and there is a new, proactive chairman in the Chamber of Commerce Committee who would like to work with FDC, however any event must be focussed and have an outcome rather than be held for the sake of it.
- Councillor Miscandlon said there is a proposed science park in Kings Dyke so it is important to engage now with companies that may occupy the site that may be wanting to employ. Simon Jackson advised that a significant amount of time has been spent with the site owner and his agent and agreed that there should be some exciting opportunities going forward. Following a call for sites they had submitted an application to be in the local plan and later this year should be submitting a plan for the Victory works site.
- Councillor Mason asked if there was a timescale for that application. Simon Jackson replied that the latest information he has is only that the agent will be submitting an application for the area known as Victory works, not including the pit, sometime this year.
- Councillor Hay said that she has been hearing from businesses that they are against expanding because of a lack of good infrastructure. Dualling of the A47 and a March to Wisbech railway line need looking at as an example. Nick Harding acknowledged there is a need to keep up the momentum regarding the A47 to get the ear of Government as it would make such a difference to the economic future of the area and in terms of the Wisbech Access Study, staff are pushing for consideration of junctions that are not yet funded to ensure they do receive the required funding. Councillor Wicks said it was also not important to forget the Ely north junction.
- Councillor Mason said that in respect of the A47 dualling, there has been a business case and land acquired but there is an opinion that until there is development beyond Kings Lynn, there may not be much mileage in economy for the area. Simon Jackson said this does not stop the significant number of enquiries received from businesses looking to move into the area. The biggest block is surface land availability. He agreed there are many issues regarding transport, and better transport access would help but he has not heard of it being a major block. Dualling would be a significant boost no doubt, but people do get used to what they have got.
- Councillor Benney said that a relief road at Whittlesey would be a big boost from Fenland into Peterborough. It would open up industrial land as vehicles go through the town and make access harder into industrial areas. He added that four years ago when he was given his role as portfolio holder for economic growth there was no economic growth team, there was just one officer who was overworked. He recalled that there was not even a list of businesses in Fenland. Now there are two officers he is proud to work with in Simon Jackson and Ann Wardle, along with Anna Goodall and economic growth has come on in leaps and bounds. Now with the addition of an administrator, the team has grown and achieved so much in these four years, particularly in providing a foundation for good growth and this bodes well for the future. He also meets regularly with Mark Greenwood, Head of Property, Assets and Major Projects, to keep abreast of what is going on and he would like to take this opportunity to thank every member of the team publicly in case he is not re-elected at the forthcoming district council elections in May.
- Councillor Miscandlon said this was one occasion when the portfolio holder and officers can blow their own trumpet and congratulated them on a job well done. Councillor Mason agreed but added that Fenland also needs to receive its fair share of investment from the Combined Authority if it is to move forward.
- Councillor Miscandlon noted that the report incorrectly stated that the Whittlesey Heritage

Visitor Centre project had been cancelled and asked if this can be altered as the project had only been suspended. Councillor Boden agreed this was an error and confirmed that the project had been suspended and not cancelled. We are actively looking for an alternative site and for additional funding from a third-party source.

The progress of Delivering the Economy Corporate Objectives to include Planning 2022/23 was noted for information.

OSC29/22 PROGRESS IN DELIVERING THE TRANSFORMATION AND COMMUNICATION PORTFOLIO 2022-23

Members considered the Transformation & Communications Portfolio Holder update.

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

- Councillor Hay noted that press releases are shared with some local magazines and asked why Centrepoin is not included as this is published in Chatteris quarterly. Councillor Tierney said the more ways to communicate the better and this magazine can certainly be added to the list. Councillor Hay thanked Councillor Tierney and said she would forward the contact details.
- Councillor Mason commented on the Whittlesey Neighbourhood Plan. A lot of work went into the plan over five years and at the beginning there was quite a degree of public consultation. The draft was a very worthwhile document, but he wondered if it would have been more beneficial at the end to have another consultation just to outline what the final draft was before holding a referendum on it. He had a lot of people comment that they did not know what the plan was in its final form, and they found it difficult to access the information. Therefore, for future benefit, maybe there should be a consultation at the end of the process. Councillor Laws said she did not disagree; unfortunately, Whittlesey Library directed some people to Fenland's Local Plan instead of the Neighbourhood Plan which caused additional confusion and she was also approached by some people because they did not understand what a neighbourhood plan would deliver. It had been promoted well and publicised quite widely as to where people could find that information, but some would say it had not been publicised enough. It was unfortunate that we did miss the publication dates for two free Whittlesey magazines, but this was due to the dates being changed for Christmas. If the article she had written had been published in those there would not have been so many enquiries. However, with the Neighbourhood Plan it would not be the responsibility of FDC to consult but that of the parish or town council. There is something to be learned from that and maybe it is a suggestion that should be put forward to Wimblington, who are currently pursuing a neighbourhood plan, that they hold that consultation and viewing period before a referendum, however we did the best we could.
- Councillor Tierney said it is important to understand the responsibility of different councils. This is Overview and Scrutiny for Fenland District Council but the neighbourhood plan is brought forward by the town council so we cannot be involved with the consultation of any kind, that is the for the town council to do but as a partner it is important to help promote, and we did everything we could. Anything to be learned needs to go to the town council.
- Councillor Laws commented on the negative aspects of social media that also led people to be misinformed regarding the plan and possibly encouraged them to vote against it. Councillor Miscandlon agreed and said that the district plan needs to be explained to the public in clear terms but as we get nearer to approval of the plan we also need to stop or manage the misinformation that is likely to come out on social media. Councillor Laws agreed and added that is correct in terms of social media, but we also need to educate the libraries; we should not give them paperwork for the public to view but to provide a briefing sheet to give them a greater understanding, there are some lessons to be learned here.
- Councillor Tierney said that the Plan was placed on the front page of the FDC website to make it as visible as possible. Furthermore, he agreed with Councillor Miscandlon about making things clearer; he is passionate about removing jargon and the use of plain English and he requested that if anyone spots anything that they feel should be made clearer, then please let him know. He would welcome Overview & Scrutiny input into any official or draft version of a

document going forward.

- Councillor Mason said he was very impressed with how transformation is taking place and how it has become simplified over the last few years and congratulated Councillor Tierney.
- Councillor Laws added that she would like to thank Emma Nasta in the Planning Team for helping to produce a validation document in simple English that all can understand in place of the previous document which would be the worst example of jargon and gobbledegook that she could think of.

The Transformation & Communications Portfolio Holder update was noted for information.

OSC30/22 FUTURE WORK PROGRAMME

Members considered the Future Work Programme.

- Councillor Mason said the formation of the Panel will change considerably after the district elections in May, but the work plan remains, and he offered his best wishes to whomever will be sitting on the Panel after that time.
- Councillor Wicks said it is important in the absence of a report by the Mayor of the Combined Authority that his attendance be arranged sooner rather than later.
- Councillor Miscandlon noted that Anglian Water are due to attend in October but suggested this be brought forward bearing in mind the amount of water leaks that are being reported currently. Councillor Wicks agreed; there have been considerable problems within the villages that has impacted them greatly. Councillor Miscandlon said he is aware they are not under an obligation to attend but they were very accommodating previously.

4.05 pm

Chairman

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UPDATE ON PREVIOUS ACTIONS

REF	Date Requested	Question	Target Date
COMPLETED ACTONS			
Ongoing Actions Completed Since the O&S Meeting of 27 February 2023			
2.	05 12 22	<p>Councillor Booth raised a query relating to 65 dwellings due to be built at Gaul Road that did not proceed.</p> <p>Response below: On 22 July 2021 a Full planning application was received for 65 dwellings on the site at York Lodge Gaul Rd March. The applicant was the developer not Clarion. Prior to the application being made no pre-application advice was sought from the District Council. However there had been two previous applications (both having some involvement by the developer), one withdrawn and one refused for reasons that included surface water drainage and lack of suitable access to the wider site and a flawed Transport Assessment. Officers are not aware of any preapplication advice sought from the County Council as Highway Authority or as Lead Local Flood Authority.</p> <p>Update At the meeting of 27/02/23 Councillor Booth raised his concern that information received from the Planning Team and Clarion was conflicting and he asked why the Planning Team update said there had not been a pre-application discussion when Clarion were insistent that they had been involved in pre-application discussions. Councillor Mason said that the item had been marked as complete but agreed that further investigation was needed for clarification. Nick Harding said he would provide an answer by the end of the meeting.</p>	Complete?
ONGOING ACTIONS			
1.	07.02.22	<p>Request to invite the Mayor of Cambridgeshire and Peterborough Combined Authority to attend a future meeting of O&S to discuss the levelling-up agenda for Fenland.</p> <p>Mayor Johnson was due to attend a meeting of the O&S Panel on 5 December 2022 but is now on a 3-month leave of absence. Arrangements were made for Cllr Anna Smith to attend instead but notification was received on 24 November that this was no longer possible due to other mayoral commitments. Future attendance to be arranged.</p> <p>Update: Cllr Smith is unavailable for O&S on 27 February 2023, but Member Services have been in discussion with the mayor's office and a calendar appointment has been sent to Mayor Johnson in the anticipation that he would be able to attend, however his office has</p>	ASAP

		<p>now declined that meeting and a meeting will need to be arranged in the new municipal year.</p> <p>UPDATE: New municipal year has commenced, with a new administration and the Mayor's office will now be contacted again with a view to securing a visit from Mayor Johnson as soon as possible.</p>	
WATCHING BRIEF ITEMS			
1.	8.11.2021	<p>Cllr Booth requested a watching brief on Peterborough City Council's planning review and how this may affect Fenland</p> <p>The arrangements that Fenland District Council has in place with Peterborough City Council remain in the following areas:</p> <p>Development Management</p> <ul style="list-style-type: none"> • Shared support manager • Viability validation assessments that are required relating to S106 agreements Planning Policy • The work required to get a new adopted local plan. <p>Peterborough City Council's planning review is ongoing as is our continued engagement with them in relation to the possible outcomes. Meanwhile we have been pleased to announce that Nick Harding, Head of Planning, has agreed to continue his work as Head of Planning at FDC as he always has done, and this means no change in service for FDC as was emailed to all members before Christmas.</p> <p>A further update was provided from Dan Horn on the 11th January 2022 as follows:</p> <p>"The arrangements that Fenland District Council has in place with Peterborough City Council remain in the following areas:</p> <p>Development Management</p> <ul style="list-style-type: none"> • Shared support manager • Viability validation assessments that are required relating to S106 agreements <p>Planning Policy</p> <ul style="list-style-type: none"> • The work required to get a new adopted local plan. <p>Peterborough City Council's planning review is ongoing as is our continued engagement with them in relation to the possible outcomes. Meanwhile we have been pleased to announce that Nick Harding, Head of Planning, has agreed to continue his work as Head of Planning at FDC as he always has done, and this means no change in service for FDC as was emailed to all members before Christmas."</p> <p>The Head of Planning is a part-time post of 2.5 days per week. The post holder is making Tuesdays and Wednesdays their regular working days with the remaining half day 'floating' to enable attendance at corporate / team / staff / project meetings as necessary. There may be the need on occasion to change the Tuesday / Wednesday working days to cover the operational needs of the service, leave etc. All reasonable endeavours are used to monitor incoming emails and phone messages on non-working days so that any urgent matters can be responded to. The arrangements that are currently in place are near identical to those when the Head of Service post was shared with Peterborough City Council.</p>	<p>Under ongoing review.</p>

Agenda Item No:	8	
Committee:	Overview and Scrutiny	
Date:	26 June 2023	
Report Title:	Anglian Revenues Partnership (ARP) Update	

1 Purpose / Summary

To update Overview and Scrutiny on performance of the Council's Revenues and Benefits service since it became part of ARP on 1 April 2014.

2 Key issues

- At Council on 19 December 2013, Members endorsed the Council's approach to Service Transformation including the way forward in respect of Shared Services. This meeting approved that the Council's Revenues and Benefits service join ARP as of 1 April 2014.
- The table below shows that Fenland's contribution up to 2022/23 has been lower than it was when joining the partnership in April 2014 but increases for 2023/24 due to the 2022 pay award being above budget and inflationary pressures; the increase has been contained at 5.5% when inflation at budget setting was double that value.

ARP Partner Budgeted Contributions from 2014 to 2023					
By Partner	2014/15	2016/17	2018/19	2022/23	2023/24
Breckland	1,960,573	1,930,732	1,822,280	1,940,820	2,066,134
East Cambs	1,143,817	1,129,429	1,043,406	1,091,147	1,174,235
East Suffolk	2,975,533	2,970,894	2,690,957	3,240,696	3,427,881
Fenland	1,306,332	1,203,425	1,120,962	1,299,569	1,389,977
West Suffolk	2,413,053	2,339,784	2,209,892	2,335,817	2,523,919
	9,799,308	9,574,264	8,887,497	9,908,049	10,582,146

- At Council on the 6 November 2014, Members approved the introduction of an in-house ARP Enforcement Agency Service (previously called Bailiffs). The service is being run by ARP to ensure that customers are treated fairly and are not overcharged fees.
 - As full members of the ARP, the Council has joint control over its governance and direction, with a Member (the Deputy Leader) sitting on the Joint Committee together with Members from the other four main partner Councils.
 - Joining ARP demonstrates the Council's open-minded approach to shared services. Discussions will continue in other areas where a robust business case can be developed which delivers savings and maintains a high quality service to residents and local businesses.
- Recommendations

That Overview and Scrutiny are requested to:

- Note the attached report.

Wards Affected	All
Forward Plan Reference	N/A
Portfolio Holder	Councillor Chris Boden – Leader and Portfolio Holder for Finance Councillor Mrs Jan French – Deputy Leader
Report Originator(s)	Adrian Mills, Head of Anglia Revenues Partnership Email: Adrian.mills@angliarevenues.gov.uk Tel: 07984 255437
Contact Officer(s)	Adrian Mills, Head of Anglia Revenues Partnership Email: adrian.mills@angliarevenues.gov.uk Tel: 07984 255437 Sam Anthony, Head of HR & OD Email: santhony@fenland.gov.uk Tel: 01354 622268 Peter Catchpole, Corporate Director Email: petercatchpole@fenland.gov.uk Tel: 01354 622201
Background Paper(s)	None

1 Background

- 1.1 ARP is a shared Revenues and Benefits service that from April 2014 comprised five partner authorities (Breckland, East Cambs, Fenland, Forest Heath, and St Edmundsbury). From April 2015 Waveney and Suffolk Coastal also became full members of the ARP.
- 1.2 In April 2019 Waveney and Suffolk Coastal merged to become East Suffolk Council and St. Edmundsbury and Forest Heath merged to become West Suffolk Council
- 1.3 The ARP continues to be the largest provider of Revenues and Benefits in terms of the number of partner Councils and has the 3rd largest caseload in England as shown below:

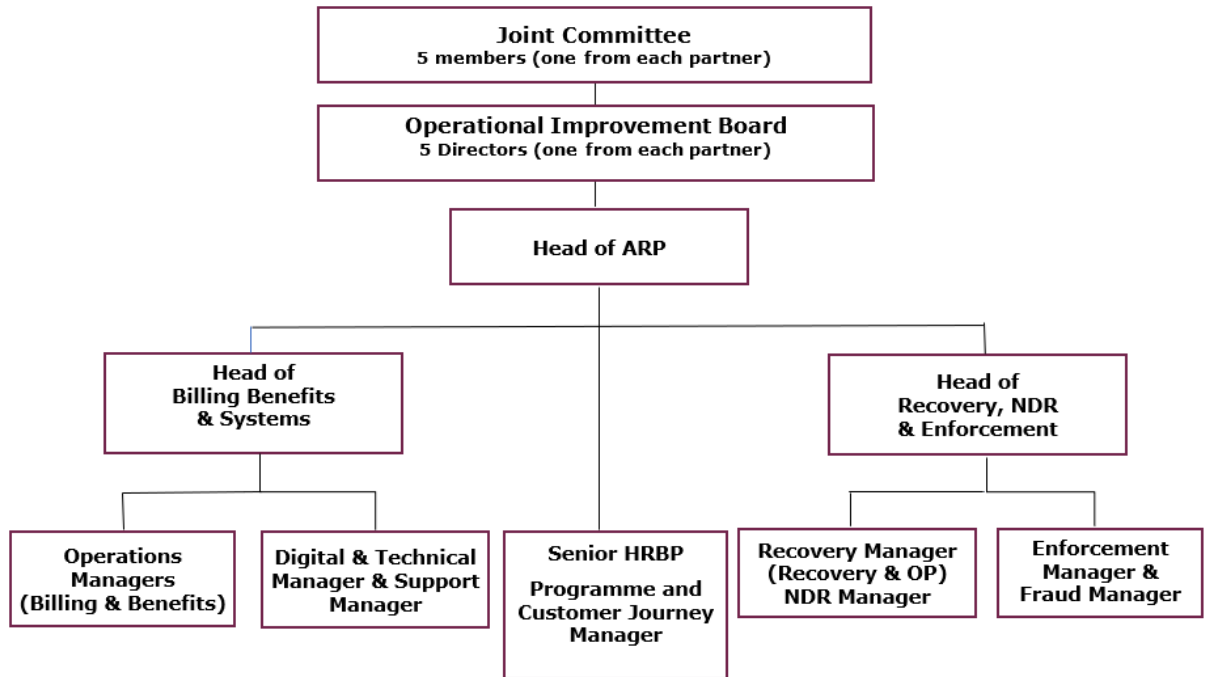
	Council Tax ¹	Housing Benefit ²	Business Rates ³	Total
Birmingham	455,110	67,571	47,910	570,591
Leeds	366,170	31,758	31,590	429,518
Anglia Revenues Partnership	352,730	21,932	29,976	404,638
Cornwall	278,470	21,319	36,350	336,139
Sheffield	257,530	25,913	19,000	302,443
Manchester	243,890	30,631	27,420	301,941
County Durham	251,100	23,807	16,180	291,087
Liverpool	236,281	32,963	20,380	289,624
Bradford	220,710	19,024	19,760	259,494

(1) Valuation Office Agency, table CTSOP1.0_SUPP (March 2022)

(2) Dept for Work and Pensions, Housing Benefit caseload by LA (Feb 2023)

(3) DLUHC, NNDR15 hereditaments data (2022-23)

- 1.4 ARP operates a Joint Committee to facilitate the delivery of the Revenues and Benefits service for each of the five full member authorities of ARP, which is delegated through Section 101 (5) of the Local Government Act 1972 and regulations made under section 20 of the Local Government Act 2000. At its meeting on 27 February 2014, Council resolved to agree to the arrangement above.
- 1.5 The arrangements outlined in section 1.4 above mean that the Joint Committee is enabled by legislation to make decisions on behalf of all the Councils that are part of ARP with regards Revenues and Benefits service provision.
- 1.6 The Council is represented at Joint Committee by the Deputy Leader, the current Chair. The five Members, one from each Council, who form the Joint Committee, have met at Breckland House in Thetford four times annually, with the annual meeting in June. From 2022 Joint Committee agreed to hold two meetings virtually where programmed business does not require a decision, reserving face to face arrangements should business require a decision to be made. Meetings have been attended by Fenland Members since the 30 June 2014. Member engagement has been enhanced in 2022 by the introduction of informal Joint Committee meetings preceding each formal Joint Committee meeting.

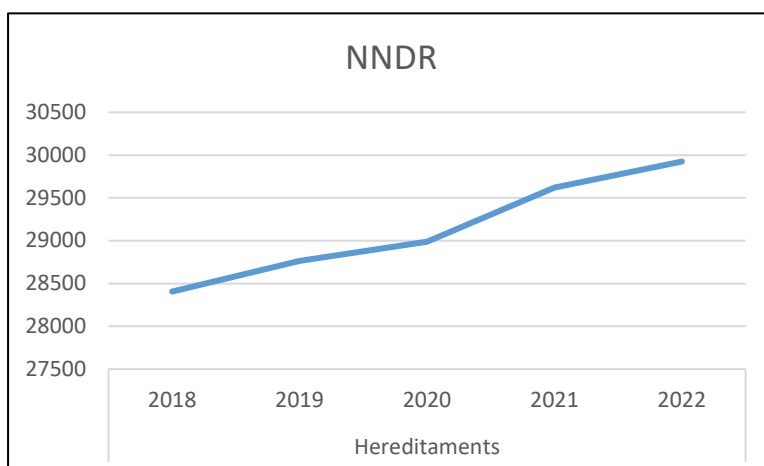
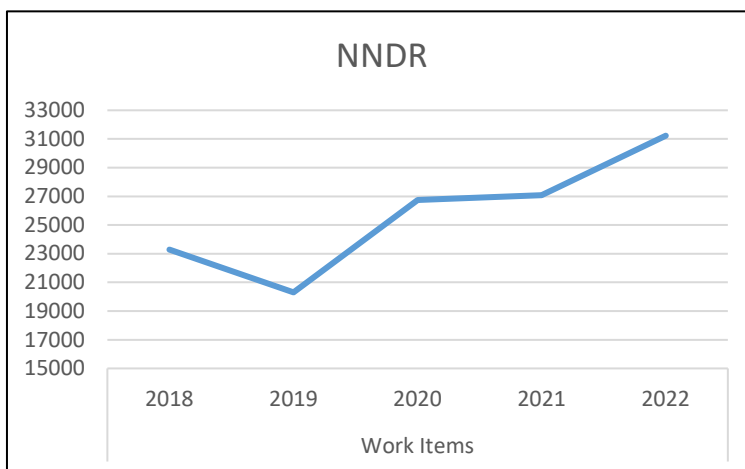


- 1.7 The ARP Enforcement Agency Service has been active since the end of July 2015 collecting over £25 Million in respect of Council Tax and Business Rates arrears, of which over £3.4 Million has been for Fenland.
- 1.8 The Enforcement team is working much more closely with the Council Tax teams more than the external providers were able to. We are better able to respond in cases where vulnerable people are involved to help those people who are genuinely having difficulty in paying and where appropriate the team can withdraw statutory fees and extend recovery into a new financial year.
- 1.9 In 2017 South Norfolk District Council, and in 2019 Norwich City Council, delegated their Enforcement work to Breckland Council and so their cases are also dealt with through the ARP Enforcement team, although Norwich City Council cases have ceased as they develop their enforcement approach. We have been in regular conversations with Norwich, who at the time of writing, appear to be developing an enforcement strategy which should see cases being sent to us again.
- 1.10 In July 2022 Broadland District Council also delegated their Enforcement work to Breckland Council. This followed an options appraisal by South Norfolk and Broadland, both working in partnership, concluding in their decision to place Broadland Enforcement work into the ARP and to retain South Norfolk enforcement with ARP.
- 1.11 From April 2021 East and West Suffolk have passed cases for parking enforcement to the ARP enforcement team. This has increased the fee income shared by partners, however the volume of cases received is below forecast, partly due to changing parking habits post Covid. We continue to be in discussions with the car parking teams as we monitor the position and financial impact.
- 1.12 ARP represented the first major shared service initiative for the Council. Following a robust Business Case, it is delivering significant financial savings, whilst at the same time maintaining the high standards of performance and customer service that underpin Council services.

2 Revenues and Benefits performance

2.1 Business Rates

- 2.2 The implementation of the CARF (Covid Additional Relief Fund) Relief in 2022/2023 placed a significant burden upon the team. This was a discretionary relief announced in the Autumn Statement in 2021. Fenland in conjunction with ARP devised a Discretionary Policy and allocated all the £1.6 million fund to local business before the September 2022 deadline. This created considerable amount of extra work, the resultant Business Rate refunds were only finished in December. The additional work of dealing with applications, associated correspondence and resultant refunds was carried within the existing team. Government provided New Burdens funding for CARF and other reliefs at the end of March 2023.
- 2.3 A comprehensive review of Small Business Rate Relief commenced in 2021. A three-pronged review looking at those in receipt who did not claim SBRR, along with external data matching and rolling award reviews. This review is still ongoing, and it has been agreed with internal Audit that it will be completed by October 2023. Resource has previously been diverted to the CARF scheme, as detailed above.
- 2.4 During 2022/23 preparations were made for the NDR Revaluation by the Valuation Office Agency. This was the first Revaluation for 7 years – each property is assigned a new valuation by the VOA. The team has maintained and balanced 2 Valuation lists since December, the old list and the new 2023 list and handled the resultant customer contact, although this was less than anticipated.
- 2.5 We continue to see significant increases in the number of phone calls and work items, including correspondence, to the Business Rates team as a result of the previous Covid schemes and CARF, as seen below. Furthermore, there has been a steady increase in businesses (hereditaments) coming into rating across ARP, including Fenland.



2.6 There have also been many other demands on our resource since during the past year in order to communicate with and update customers, Government, and the partner authorities. These include: -

- Updates to website
- Updates to recorded messages on the telephones (RAD messages)
- Amendments to templates which mention recovery action/costs.
- Additional web forms published to allow ratepayers to request payment arrangements.
- Provision of statistical data for comparison & monitoring of progress
- Regular review meetings with partner authorities for Grant application queries
- Daily monitoring of info from the Government
- Government returns.

2.7 Business Rates Collection

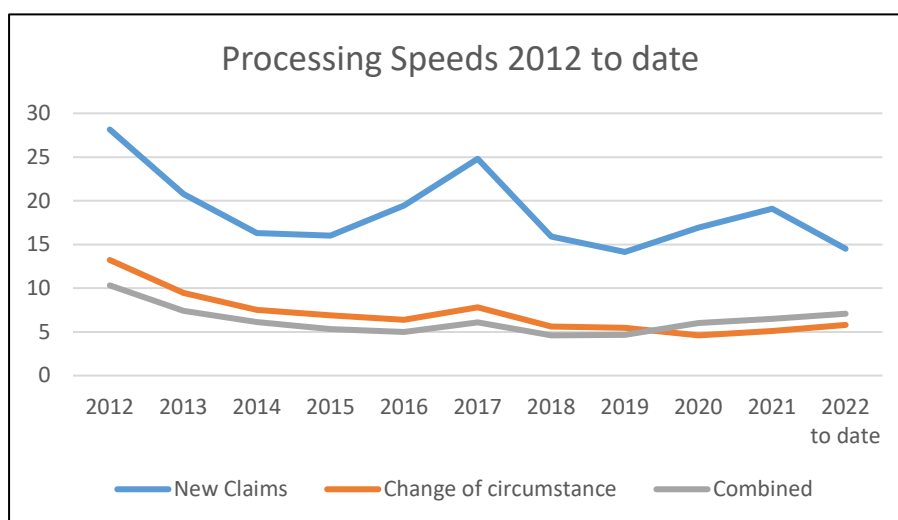
Business Rate Collection rates exceeded target in Fenland at the end of 2022/23 financial year.

Fenland collection.

Target March 2023	Collected	Variance
£24,017,406	£24,120,990	+ £103,584

2.8 Billing and Benefits

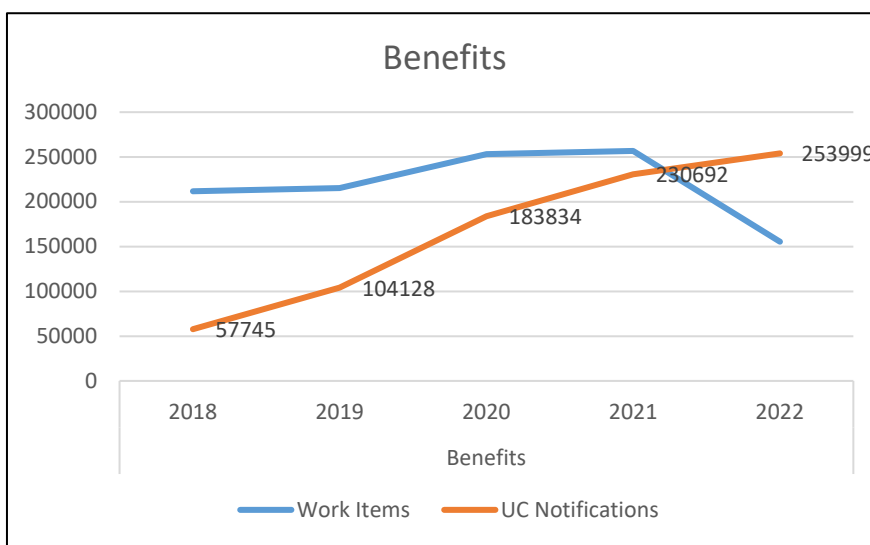
Benefits performance continues to achieve agreed targets each year. For Fenland Council specifically, in 2012/13 new claims were being processed in just under 30 days and change of circumstances in over 10 days. Performance at the end of 2021-22 was 19 days for new claims and just over 5 days for change of circumstances. This year to date we have processed new claims in 14.5 days and changes in 5.8 days and we expect the figure for changes to come down further by the end of the year. For Fenland and all other partner's current performance is well below the national average of 21 days for new claims and 9 days for changes. The chart below shows the performance since 2012/13: -



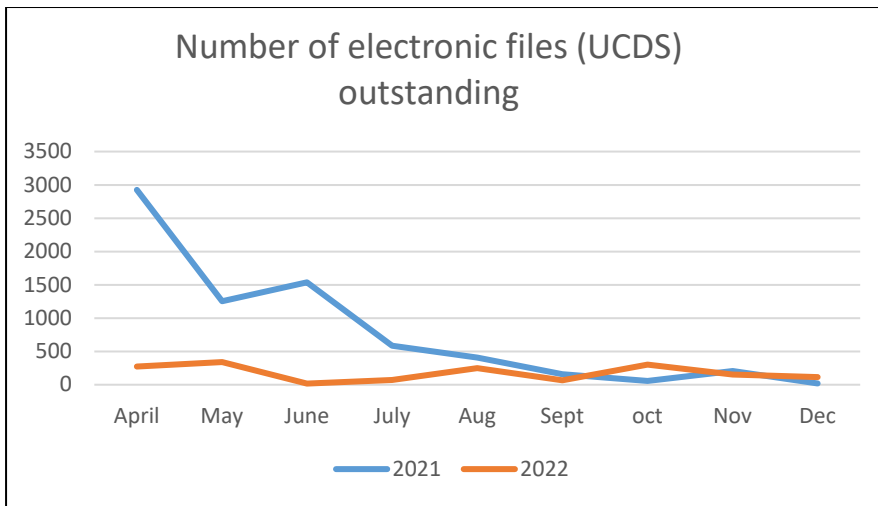
2.9 Due to previous changes introduced to our Local Council Tax Support schemes, the impact on customers has been significantly reduced given we do not require customers to complete a separate application form to claim support. Instead, we take DWP data files to trigger a claim for Council Tax Support. It should be noted that most Councils still insist

on an additional claim form, thereby placing unnecessary further burden on customers at these difficult times.

- 2.10 We have continued to work with our software supplier to improve automation of Universal Credit (UC) First Payment files and are automating 95% of those that are not linked to a live claim already, with fewer light touch checks in place. This provides customers with Council Tax reduction decisions within one day for those automated. We have worked hard to increase automation over the past 2 years from 55%.
- 2.11 The number of work items received per year in benefits has increased by 52% since 2018 and we have also seen significant rises in the number of UC monthly changes notified by DWP. Since 2018 the number of DWP records received per annum has increased over 4.3 times from 57,745 to 253,999 and in 2020, we saw a rise of 91% in one year alone due to the effects of COVID-19. This extra demand has been absorbed without any increase in establishment, nor impacting our customers or performance.
- 2.12 The number of work items and UC notifications received per year since 2018 are shown in the graph below:

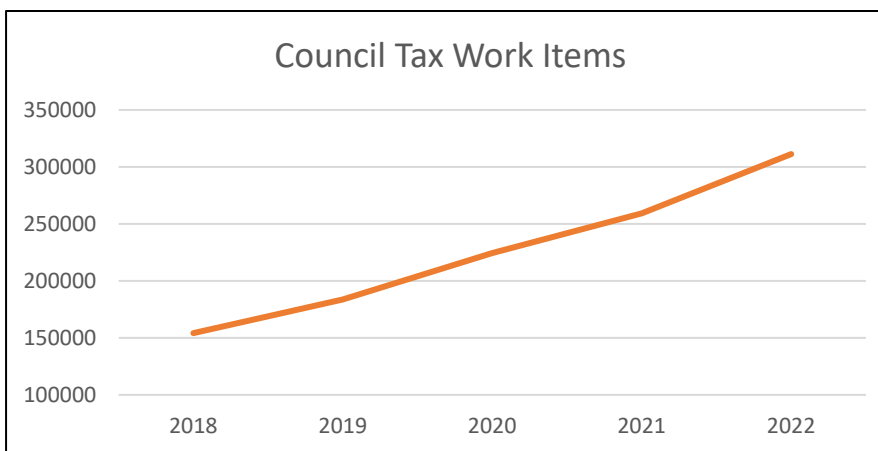


- 2.13 The impact of the increased UC change notifications has significantly reduced following the implementation of our project to automate these changes. During 2021 we made further improvements and changes to our LCTS scheme to simplify the customer experience, reduce customer contact and the need for evidence provision and rely more heavily on data readily available to us through DWP data sharing. With these changes in place, we now automate 95% of UC change files. Our success in this area and the close collaboration with our software supplier to achieve these results was acknowledged when ARP was shortlisted for the Innovation category in the 2022 IRRV Performance awards.
- 2.14 Automation has enabled us to reduce 9 FTE in our establishment and has prevented the need for a further 9 FTE posts that would be required to deal with the ongoing extra demand, a net reduction of eighteen posts. It should be noted we are aware most LAs are struggling to recruit additional staff where they do not have the level of automation we have in place, and consequently impacts their service provision.
- 2.15 The average number of outstanding UC notifications per month for this year, compared to last year, is shown in the graph below:



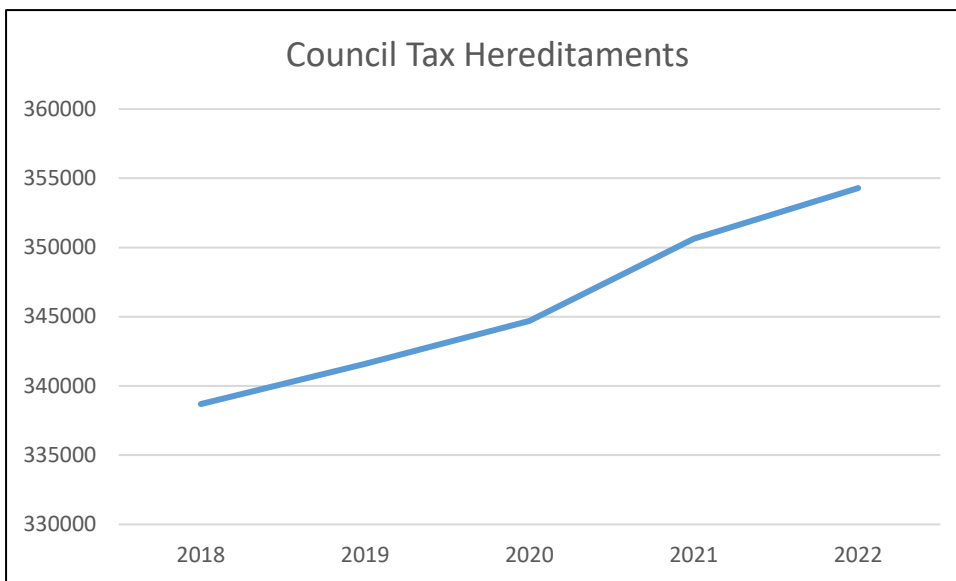
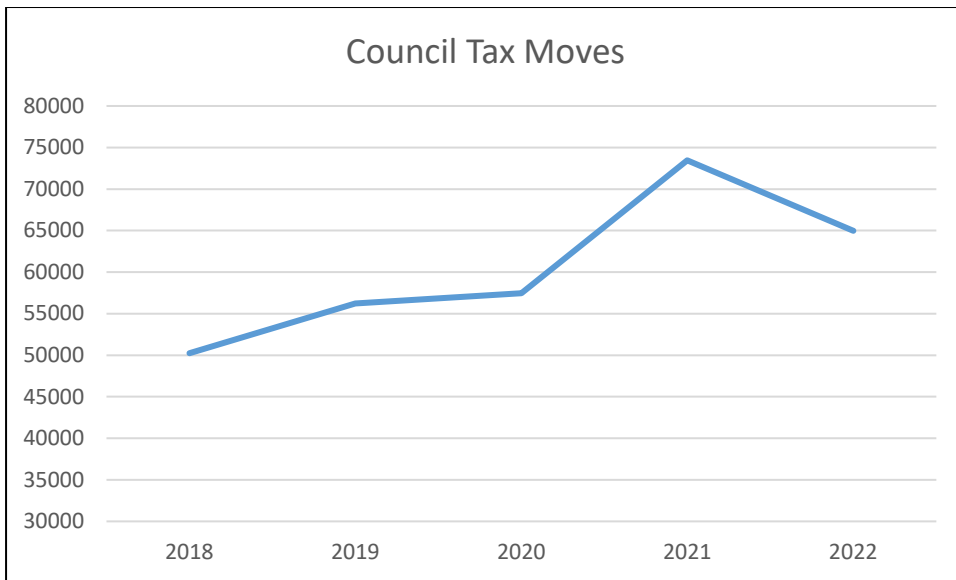
2.16 As part of the 2022/23 LCTR scheme changes the tolerance for monthly changes to earnings was increased from £65 to £100. This resulted in a further reduction in customer notifications and reduced requirement for us to frequently revise instalment payments, thereby helping customers with their budgeting. Other scheme changes introduced included fixed non-dependant deductions and removal of tariff income calculations for capital. These have all streamlined the customer experience, reduced the need for evidence provision and improved performance by increasing the opportunity to automate.

2.17 The number of work items received for Council Tax billing have also increased significantly and over the past 5 years we have seen a 102% increase as shown in the graph below.



2.18 The steady increase in work items continues and it is interesting to note the steep rise in address moves over the same period. The graph below shows the increase in the number of moves notified since 2018, where we saw an overall increase of almost 15,000 moves per year. This year to date we have been notified of 29% more moves than seen in 2018. Levels have reduced this year, compared to the extremely high number of moves we saw at the end of the pandemic, when restrictions were lifted but volumes are still considerably higher than we saw pre-Covid.

2.19 The number of moves notified each year is shown in the graph below:



- 2.20 Despite the growing volumes of work the outstanding work items across billing and benefits reduced by 4000 by the end of December 2022 despite the increased pressure from administering the Council Tax Energy rebates. By the beginning of March moves were completely up to date to assist with the administration of the Council Tax Support Fund as part of the Annual Billing process. As expected, we have seen an increase in work items following Annual Billing and through targeted campaigns are now starting to see this reduce. This is a direct result of our automation projects, streamlined processes and the introduction of a new generic role to improve Council Tax Billing work. This role continues to develop and provide much needed resilience and flexibility and places us in a good position as we embark on our annual billing project.
- 2.21 Without these improvements and given the increased demand caused by the administration of Government schemes such as Test and Trace support payments and the Council Tax Energy Rebates, it is likely the overall picture would not be as strong for customers. Our agile approach along with performance management has been key to the improvement's customers are seeing.
- 2.22 Government launched the Test and Trace support payment scheme late September 2020, overseen by the Department for Health & Social Care (DHSC). The scheme grants £500 to encourage people who have been in contact with someone who has tested positive for COVID-19 to self-isolate.

- 2.23 In partnership with our partner customer service teams and County Councils, we were able to quickly design and implement a claim form locally given the lack of a national DHSC claim form in time for the scheme to go live.
- 2.24 The scheme was extended three times and finally finished at the end of April 2022, although due to the 42-day claim window we continued to process claims until mid-June 2022.
- 2.25 In total ARP paid £511,500 to 1,023 Fenland residents who lost income due to self-isolating.
- 2.26 In negotiation with our three County Councils, we secured funding for temporary resources to help to administer the scheme and to design & deliver individual County & District Council discretionary schemes.
- 2.27 In October 2020 we signed up to an optional Government led DWP initiative, Housing Benefit Award & Accuracy (HBAA) to reduce fraud and error in the benefits system. We receive monthly data lists to conduct customer reviews to ensure the right benefit. It should be noted DWP made this scheme mandatory for every Council from the 2021/2022 and is funded by a DWP New Burdens grant.
- 2.28 In addition to HBAA we also process real time earnings and pensions (VEP) data to identify fraud and error. In Summer 2022 we worked with our software supplier to help design, beta test and implement automation of this data and are now automating around 55% of VEP alerts. At the end of Q3 this financial year Fenland's performance is above average for the East of England.

2.29 Council Tax Collection

Fenland – collection exceeded target at the end of March 2023:

Target March 2023	Collected	Variance
£64,734,624	£65,262,181	£527,577

Council Tax Rebate Grant

- 2.30 In February 2022, the Government announced a Council Tax rebate grant of £150 for all households in Council Tax bands A to D in England, or those in band E in receipt of a disabled band reduction. This Council Tax Rebate Grant, administered locally by ARP, was part of a £22 billion support package to help households with the rising cost of energy bills and included a Discretionary scheme to provide additional assistance to those in all bands.
- 2.31 Despite tight timeframes and software suppliers needing to develop new functionality to administer the grants, Government set a target of aiming to pay all those eligible for a payment under the main scheme, who paid their Council Tax by Direct Debit, by the end of April 2022.
- 2.32 The main scheme system functionality was released on 19th April, ARP was a pilot site, helping to shape, test and implement the software and through close collaboration with Capita, ARP met the end of April target for all 5 Partners.
- 2.33 ARP was also involved in helping Capita design the discretionary scheme functionality, providing ideas and modelling for different options to feed into the final product. This provided us with a great opportunity to ensure the functionality was be-spoke enough to provide for the proposed ARP schemes, but flexible enough to cover alternative options.

- 2.34 To ensure payments reached as many households as possible in a timely manner, ARP worked with customers to provide bank details, before applying remaining rebates to Council Tax accounts by mid-June.
- 2.35 Government monitoring data for this scheme was made available in August for April, May and June and the main highlights as at the end of June are shown below:
- The five ARP partner Councils were in the top 4% in England, and amongst only eleven authorities, out of 308, who had paid 100% of their main scheme payments.
 - Out of the 45 Councils in the East of England, ARP's 5 partners were the only Councils to have paid 100% of the main scheme payments by the end of June.

3 Other developments this year

- 3.1 The Annual Billing process was challenging with additional workload from the Business Rates revaluation and the administration of the Council Tax Support Fund. We also saw exceptionally high numbers of inserts and leaflet requests across the partnership and discovered after the bills were printed that Cambridgeshire County Council had provided incorrect percentages for their adult social care precept. A fantastic effort by the team ensured we re-billed for Fenland and East Cambridgeshire Councils in a timely manner, in time for the first direct debit payments and we were able to considerably reduce costs by carrying out the work in-house. Cambridgeshire County covered the full costs of the re-bill exercise; importantly, we ensured DD collection dates were not impacted.
- 3.2 ARP has a programme of projects called the Customer Experience. The programme is made up of several projects designed to deliver digital solutions for customers to access 24/7/365 services and automation, where possible, of back-office processing.
- 3.2 The Customer experience programme looks to improve customers experience by using self-service and automation. In the first instance this makes services readily available to customers who can self-serve whilst, freeing resource to help those more vulnerable who need more assistance.
- 3.3 Some time ago a Customer Strategy Group was set up to discuss the relationship between front facing and back-office functions, the group is made up of leading officers from each Council's Customer Team and leading officers from ARP. This group looks to make the process that we follow as efficient and effective as possible.
- 3.4 Customer Strategy Group are involved in the current E- billing and Direct Debit take up campaigns and since April 2021 we have seen the percentage of direct debit payers in Fenland increase from 67.4% to 73.3%. Current focus is on improvements to e-billing and simplifying the customer experience by offering e-bills as email attachments.
- 3.5 The increase in online forms and automation is testament to the success of the customer experience projects. By the end of 2022-23 ARP had received 110,585 online forms compared to 76,378 for 2021-22. The increase is attributed to the online shift as well as the administration of business grants and reliefs and the Council Tax Energy Rebates, for which we built our own in-house online application forms.
- 3.6 The success in automation is not restricted to Universal Credit data, other successful projects include:

- Moves automation – 20% automation.
 - first Capita site to go live following collaborative work to help design, beta test and implement improved functionality, this work continues.
 - Universal Credit Data – 95% automation
 - New LCTR claims - 50% automation.
 - Real time HMRC earnings and pensions data – 55% automation
 - This involved close working with software provider to design, test and implement new functionality – first Capita site to go live.
 - Single Person Discounts – 95% automation of online applications
- 3.7 Our close working with Capita has led to us becoming a reference site for Universal Credit data automation. Through this we have given presentations, featured in the IRRV magazine, attended webinars, and provided support to other Authorities to help design and implement simplified schemes which enable more automation, review their verification policies, and set up and test automation options.
- 3.8 Following this and other successes ARP has entered submissions into various external awards, resulting in:
- IRRV – winner in Excellence in Education and/or Staff Development
 - IRRV – finalist in Innovation/Digital Technology
 - CIVEA – finalist for Innovation (Enforcement Agency)
- 3.9 The ARP billing and benefits team also won ‘team of the year’ in the Fenland staff awards for their work with the Council Tax (energy) rebate scheme and the CARF (Covid Additional Relief Fund) business grants. A similar picture has been seen across the partnership with a staff award won at West Suffolk Council and commended in East Suffolk’s awards.
- 3.10 Other developments include a mini re-structure with the Support and Admin teams integrating functions back into the wider operational billing and benefits team. This has contributed towards efficiencies and provided a more agile and flexible team, through sharing knowledge skills and tasks.
- 3.11 With the Recovery and NNDR Operational Manager retiring in December, the role has been split, within budget, into two dedicated specialist job roles to provide resilience and greater direction within the team. This has also provided progression opportunities within the team.
- 3.12 Housing Benefit fraud transferred to the DWP on the 1 September 2015 for all partner Councils to become part of the DWP’s Single Fraud Investigation Service (SFIS). ARP presented a business case to Joint Committee to fund a post within the Counter Fraud team to concentrate on other areas of fraud, retaining the skills of experienced investigators to maximise areas of fraud which affect the income of the five partners and the three County Councils.
- 3.13 The team continue to enjoy success and to exceed targets. Along with other Cambridgeshire Councils, on behalf of Fenland and East Cambridge Councils, ARP developed a business case to join all other Cambridgeshire local authorities and Cambridgeshire County Council to form a Cambridgeshire Fraud Hub. The proposed model links to funding the review of Single Person Discounts at a local authority level and had been expected to be set up for the start of the 2022/2023 year. However, the County

Council rethought their approach to this project throughout the past year, now agreed with implementation in place for the 2023/24 year.

3.14 Whilst the Fraud team have continued to work on tenancy fraud cases since April 2015, the National Audit Office state that the average saving from tenancy fraud to the public sector purse is £93,000 per case. ARP continues to work with the annual Cabinet Office National Fraud Initiative (NFI) data extract to identify potentially fraudulent activity.

3.15 The table below shows the performance of the fraud team last year, with the Single Person Discount fraud showing the amount saved from the date the discount is removed to the end of the financial year, and assumes the saving will continue for a further year (as per NFI methodology): -

2022/23	Overall fraud identified	Fenland Fraud Identified	Fenland preceptor
Single Person Discount	£1,422,238	£149,147	£25,355
Council Tax Support	£200,286	£30,484	£5,182
Tenancy Fraud	£375,240	£0	£0
Other Council Tax	£240,031	£31,664	£9,294
Other Business Rates	£614,042	£14,042	£7,021
Total identified	£2,851,836	£225,336	£46,852

3.16 In agreement with Norwich City Council we have continued to provide similar fraud services; we are in discussions with Norwich to expand into tenancy fraud within their Council Housing stock.

3.17 Broadland and South Norfolk Councils commissioned ARP to conduct a review of their fraud service. This has led to a request for ARP to provide fully funded services, with a business case approved by Joint Committee, subsequently approved by each individual partner Council, with service delivery being implemented by the team.

3.18 ARP has also been approached by Lincolnshire County Council, leading a consortium of their seven District Councils, to provide a fully funded single person discount fraud service. A business case has been approved by Joint Committee and each individual partner Council. Discussions are ongoing with the County Council to implement the service this year.

3.19 In addition to the Enforcement Team using Tel Solutions automated treble touch campaigns (email, text and voice call), we have recently expanded that provision into customer soft reminders to pay Council Tax, issued before a formal reminder to pay. Since October 2022, the number of posted reminders has reduced by 3,000 per month, improving collection whilst reducing printing and postal costs.

3.20 Further Recovery

In the absence of funding by Cambridgeshire County Council, Fenland are contributing to allow this work to continue. For this year collection has exceeded last year's figure. This is partly due to the effects of Covid on the court system decreasing, enabling the team to progress more cases to reach Bankruptcy and Charging Order stages. Across the

partnership the small team of 3 staff collected just over £1 Million in 2022/23; Fenland's share is detailed below.

	2020/21	2021/22	March 2023
Council Tax	£73,644	£223,072.89	£198,205
Business rates	£13,457	£14,097.50	£233,204.53
Total	£87,101	£237,170.39	£431,409.53

4 Future developments

- 4.1 Joint Committee have determined it is unlikely that we will agree to any further full members unless the benefits of doing so are significant. However, it is still the intention to look for future growth in other ways.
- 4.2 A four-year Business Plan, to complement the annual Service Plan, was developed with Members from December 2021, with Joint Committee approval in March 2022, commencing April 2022.
- 4.3 Norwich City Council delegated their enforcement work to ARP from July 2019, whilst we have also secured funding from Norfolk County Council to enable us to undertake single person discount and Council Tax Support fraud work on behalf of Norwich City Council for two further years from 2022. In addition, similar funding from Suffolk County Council has been secured for two further years.
- 4.4 The Enforcement Agency is the likely area of further growth because the team are more responsive to customer needs and will make manageable arrangements for customers. In addition, the fees that are generated and collected provide a surplus that is retained by the Council Taxpayer.
- 4.5 We positioned ourselves to be selected to participate in a Cabinet Office pilot to receive employer details held by DWP & HMRC for the purposes of Council Tax debt recovery. These provisions are contained in the Digital Economy Act. This enhanced data share is expected to improve Council Tax collection. However, the HMRC's position changed as they declined to release information where a customer's National Insurance Numbers was not provided (which is not data we are allowed to record for Council Tax purposes) therefore the information received was less than anticipated. We remain part of the pilot and hope for further developments.
- 4.6 In collaboration with each partner's Housing teams we ran a campaign throughout the summer to bring empty homes back into use, complementing ongoing work undertaken by ARP throughout the year. This year we took a more risk-based approach to the exercise, conducting credit checks on the empty homes to identify those likely to be occupied. Review form questionnaires were then sent, and visits undertaken for any medium or high-risk cases where the form was not returned.
- 4.7 OIB have approved a programme of activities to be discussed and developed with Customer Strategy Team to run in line with the annual billing cycle to encourage take up of Direct Debit and e-billing, using nudge techniques, automated messages, and other initiatives.
- 4.8 The other major route to efficiencies and savings will come from online forms and back-office automation. Through the Customer Strategy Group, we will continue to seek to

consolidate the use of online services. The use of online forms allows for data from the forms to be uploaded into the Capita system and from there to be automated.

- 4.9 Automation and improved processes have already seen more than nine posts saved in the establishment from 2021/2022, whilst avoiding the need for additional resources to cope with increased demand, and we anticipate far greater savings if customers transact through online forms going forward.
- 4.10 We continue to work with Capita to further develop move automation and are hoping to gradually increase from the 20% automation of moves reported online. We are also beta testing a new move form and hope that this will offer more opportunity to automate in future. Currently around 40% of moves are reported online and we are undertaking a campaign to increase awareness and use of online forms.
- 4.11 As part of this campaign, we are also developing on a new online contact us form designed to be a streamlined one stop access point for customer contact. An intelligent information gathering tool linking into online forms will ensure we gather the correct information at the first contact and route it to the correct team. This should increase use of online forms and the potential to automate but will also reduce email traffic considerably and the need for manual indexing.
- 4.12 Three new Government schemes were introduced in December 2022.
- 4.13 The £100m Council Tax Support Fund, introduced within the Local Government Finance Settlement, is intended to support vulnerable households with their Council Tax bills.
- 4.14 The Government expects local authorities to use the majority of their funding allocations to reduce Council Tax bills for current working age and pension age Local Council Tax Support (LCTS) claimants by up to £25. Councils can then use their remaining allocation as they see fit and determine their own local approach to further support vulnerable households with Council Tax bills.
- 4.15 Fenland has been allocated £190,482 which should be applied as reductions directly to 2023-24 Council Tax bills and this will take place as part of the annual billing process, with residual funds set aside to provide further help by way of Council Tax exceptional hardship payments. As at the end of May £171,486 has been allocated with £19,561 left to support new claimants during 2023-24 and help those experiencing financial hardship.
- 4.16 The second scheme is the Energy Bill Support Scheme (Alternative Funding) which has been introduced to support households not automatically eligible for support via the Energy Bills Support Scheme (EBSS), equivalent to the monthly subsidy direct payers receive.
- 4.17 The Department for Business, Energy, and Industrial Strategy (BEIS) now renamed Department for Energy Security and Net Zero are administering the scheme nationally via a claim route on gov.uk website. Local Authorities are required to undertake secondary checks, log the outcomes via a government portal and make the payments of £400. Fenland's number of estimated eligible residents is 2,199 with funding paid upfront to cover 80% of maximum costs. The scheme closed 31st May 2023, but applications can still be made during June for appointee cases. At the time of writing this report Fenland had paid out £72,400 in support to residents.
- 4.18 ARP has been involved as a pilot site helping to shape the process, develop guidance, design the portal, and agree the process. Whilst the national scheme launched on 20th February 2023, West Suffolk Council was live as a pilot site since early February and was the first Authority nationally to make a payment under the scheme.

- 4.19 The Third scheme is the Alternative Fuel Payments (alternative fund) also administered by BEIS with Local Authorities carrying out secondary checks and making payments of £200. The scheme went live at the beginning of March and closed on 31st May 2023. Fenland's estimate of eligible residents was 1119 and at the time of writing this report Fenland had paid out £60,800 in support to residents.
- 4.20 We currently have over 50 live projects and although some have been put on hold due to priority having to be given to all the additional government schemes, such as CARF business grants, Test and Trace, Council Tax (energy) Rebate scheme and the 2 new schemes, progress has continued for high priority projects, and we are starting to see real success in ongoing projects such as moves automation, e-bill email attachments and HMRC data automation.
- 4.21 Along with the West Suffolk ICT team, we are involved in a project to replace our customer telephony provision with a new supplier. A new supplier has been selected with implementation and training underway.
- 4.21 Other future automation projects include refund and credit automation, planned to work alongside the move's automation functionality and the automation of Direct Debits requested over the web. These projects are currently in the early discovery stages.
- 4.22 The ARP Strategic management team will continue to influence national initiatives such as Universal Credit, Business Rates and Council Tax reform, to influence system design to improve performance and generate efficiencies where possible and to enhance data share to help inform service design.

Agenda Item 9

Agenda Item No:	9	
Committee:	Overview and Scrutiny	
Date:	26 th June 2023	
Report Title:	Fenland Community Safety Partnership Inc. CCTV Services	

1 Purpose / Summary

The purpose of this report is to set out how the Fenland Community Safety Partnership (referred to as partnership) identifies their priorities for Fenland. The report also details an up-to-date performance picture for 2022/23 and includes the performance report relating to CCTV services for 2022.

Key issues

- The Fenland Community Safety Partnership develops projects from chosen themes over the financial year; these themes are influenced by the content of an annual strategic assessment, county delivery board strategic needs assessments and bespoke deep dive reports linked to the partnership annual strategic assessment.
- The current PCC, Daryl Preston, has agreed a funding settlement with the partnership for the period January 2022 to March 2025 which is subject of annual review and half yearly health checks.
- For 2022/23 the partnership accessed a funding stream linked to the introduction of the Domestic Abuse Bill to support our work linked to Domestic Abuse.
- The partnership strategic priority is aligned to the OPCC Police & Crime Plan
- Strategic Priority – Keeping Communities Safe
- Tactical Priorities
 - Putting Communities First
 - Crime Prevention
- Tactical Projects
 - Domestic Abuse
 - Community Engagement
 - Scams & Cybercrime
 - Hate Crime
 - Prevent
 - Child Criminal Exploitation
 - Shoplifting

- Safer Wisbech/Safer Streets
- Statutory Responsibility
 - Domestic Homicide Reviews
- **Performance Monitoring**
 - The partnership continues to performance manage its tactical activity through an action plan. The priority headings of, Putting Communities First and Crime Prevention ensure the action plan is linked to the Police & Crime Commissioners Plan. The partnership believes this long-term strategy and close link with the OPCC ensures improvements are sustainable for the long term.
 - The action plan also reflects the statutory responsibility the partnership has in respect of Domestic Homicide Reviews and subsequent recommendations from those reviews.
 - The partnership has six monthly performance monitoring meetings with the OPCC.
 - The CCTV service has maintained its 24/7 delivery requirement during 2022 ensuring key targets have been met and maintained.

2 Recommendations

- That this report is considered, and the following is noted.
 - The current performance of the partnership for 2022/23
 - The CCTV performance report for 2022.

Wards Affected	All
Forward Plan Reference	N/A
Portfolio Holder(s)	Cllr Susan Wallwork - Portfolio Holder for Community Safety
Report Originator(s)	Alan Boughen – Community Safety Officer Fenland CSP aboughen@fenland.gov.uk Aarron Locks – CCTV Shared Services Manager alocks@fenland.gov.uk
Contact Officer(s)	Carol Pilson – Corporate Director cpilson@fenland.gov.uk Dan Horn – Assistant Director dhorn@fenland.gov.uk Aarron Locks – CCTV Shared Services Manager alocks@fenland.gov.uk Alan Boughen – Community Safety Officer Fenland CSP aboughen@fenland.gov.uk
Background Paper(s)	Appendix A - FCSP Action plan 2022/23 Appendix B – OPCC Monitoring Returns Appendix C - CCTV performance report 2022

3 Background / introduction

- 3.1 The Fenland Community Safety Partnership (partnership) is a statutory partnership that has been meeting regularly since 1998. Meetings are held quarterly every January, April, July and October.
- 3.2 Statutory partners are.
- Fenland District Council (FDC)
 - Cambridgeshire Constabulary
 - Cambridgeshire County Council (CCC)
 - Cambridgeshire Fire and Rescue Service
 - Cambridgeshire Integrated Care Board
 - National Probation Service
- 3.3 Non-statutory partners include.
- Office of Police and Crime Commissioner
 - Drug and Alcohol services
 - Clarion Housing
 - Fenland Youth Advisory Board
- 3.4 The Partnership meets to set the strategic direction in relation to community safety issues. Each time the partnership meets, the chosen priorities are reviewed, and performance is recorded and assessed in detail through the partnership action plan.
- 3.5 For the year 2022/23 the partnership determined its priority work themes through the strategic steer and recommendations of a Strategic Assessment, which informs the partnership's place based preventative work which will also be closely aligned to the Police & Crime Plan of the OPCC.
- 3.6 The partnership continues to link with the Countywide Delivery Boards through membership of the High Harms Board
- 3.7 In addition to the Strategic Assessment, the partnership has commissioned a shoplifting deep dive and been provided recommendations linked to Serious Organised Crime in Fenland.
- 3.8 Activity by the partnership to support the Fenland place based preventative work is recorded within the action plan.
- 3.9 The partnership has embraced closer links with the OPCC whilst continuing to deliver place based preventative work and responding to community concern linked to anti-social behaviour.

- 3.10 The partnership continues to recognise its key role in tackling domestic abuse and work closely with Cambridgeshire Domestic Abuse Sexual Violence Partnership.

4 Performance updates for 2022/23

- 4.1 Below are the performance highlights for 2022/23.
- 4.2 The partnership action plan is divided into tactical priority areas, each of which link to the overall strategic priority of the partnership.
- 4.3 The public health pandemic of 2020 influenced how the partnership delivered its work during the prolonged period of the pandemic and has continued to use some of this learning as we have gradually returned to a pre-pandemic style of working. The partnership is proud of the fact we continued to deliver outcomes during those unprecedented times and now having adopted some of the changes we had to make.
- 4.4 Following some feedback regarding the performance monitoring of the action plan at last year's O&S and a subsequent partnership meeting, there has been an amendment to progress categories.
- 4.5 These are **Not yet started or at risk of failure**, **Ongoing and behind schedule**, **Ongoing and on target**, and **Completed**.
- 4.6 The colour coding provides a quick visual representation of progress. However, it's important to read the progress narrative as this will provide the background to, and reasoning for, the risk rating.
- 4.7 Domestic Abuse
- Community Engagement
 - Supporting media campaigns led by our partners including Refuge, County Domestic Abuse Sexual Violence Partnership (DASV) and Police.
 - Refuge multi-lingual campaign messaging.
 - Surviving economic abuse and accessing support.
 - Police 'Enough is Enough' male abuse campaign.
 - Utilising DASV multi-lingual posters
 - DASV attend the CSP engagement sessions held in each of the four towns.
 - Friends and Family live stream Q&A session in partnership with DASV
 - Workforce Development
 - These are sessions aimed at raising awareness amongst professionals and volunteers who work within the community of Fenland and are most likely to identify the impact of domestic abuse. Providing them with knowledge and confidence to signpost, support and refer.
 - In partnership with Cambridgeshire and Peterborough Domestic Abuse and Sexual Violence Partnership (DASV) and charity IMPAKT (an independent housing provider specialising in

supported accommodation for those aged 16 to 65) delivered a training session in November 2022. Topics covered were signs of abuse, reporting options for DA and awareness raising of coercive controlling behaviours. 44 attendees.

- Following a DHR recommendation, a training session linked to domestic abuse within the LGBTQ+ community was delivered in partnership with Cambridgeshire Constabulary, The Kite Trust and IMPAKT. This session was attended by 39 people.
 - Another subject area covered was non-fatal strangulation and stalking. This session was delivered in partnership with DASV and the Suzy Lamplugh Trust. This session was attended by 38 people from organisations such as Housing Providers, Police and Children Services.
 - In June 2023 a suicide prevention awareness session is planned. This session is being supported by Mind and will have a focus on those in carer roles, both victim and perpetrator. This session is linked to a DHR recommendation.
- Health, Housing & Substance Abuse
 - An alcohol and substance abuse training session organised with CGL and Public Health. 29 attendees.
 - Supporting FDC Housing Options team to work towards DAHA accreditation (Domestic Abuse Housing Alliance)
 - Bespoke training session delivered alongside Refuge primarily for health workers/GP practises.
 - Domestic Homicide Reviews
 - The partnership is responsible for ensuring Domestic Homicide Reviews (DHR) are conducted in line with legislative requirements
 - DASV Partnership deliver the DHRs on behalf of all county CSPs.
 - One DHR published following Home Office approval.
 - Two DHRs currently with the Home Office for quality assurance.
 - Two DHRs in progress, ahead of first Home Office submission.

4.8 Community Engagement

- Market Towns
 - Return to in person engagement sessions.
 - April 2022 at Tesco Wisbech
 - August 2022 Chatteris Library
 - October 2022 March Market Square
 - March 2023 Whittlesey
 - Events supported by partners covering subjects to include, Loan Sharks, Fraud & Cybercrime, Crime Prevention, Neighbourhood Watch, Road Safety (Vision Zero)

- March town event was combined with Vision Zero Project Edward Day of action.
- Rural Engagement
 - Communications with all parish councils seeking opportunities to link with existing rural events.
 - Local police teams fully engaged.
 - Murrow Book Café
 - Wisbech St Mary community centre
 - Walsoken Village Hall Coffee morning
 - Christchurch Lunch Break Club
 - FDC and Fenland Neighbourhood Police conduct 'mobile' events at Doddington and Wimblington

4.9 Cybercrime and Scams

- Workforce Development
 - Supported by Cambridgeshire Constabulary and County Council Community Protection, a Cybercrime and Scams training session was delivered in April 2022.
 - The session was designed to improve knowledge of scams and cybercrime, prevention advice and reporting options.
 - Improving the scam/cybercrime knowledge of those who have closer contact with vulnerable groups
 - The event was delivered by video conferencing.
 - 44 frontline professionals from organisations across Fenland attended the session.
- Community Awareness
 - Representative of police fraud & cyber security team attends each of the four engagement sessions.
 - Support and widen reach of social media campaigns linked to ticket fraud, energy scams, romance scams and WhatsApp scams to name a few.

4.10 Hate Crime

- Raise awareness of Hate Crime, local trends and reporting options amongst partners especially those frontline professionals and volunteers who have direct community contact.
 - Two training sessions held during 2022/23
 - June 2022 and March 2023
 - Cambridgeshire Constabulary hate Crime coordinator and FDC's Diversity manager

4.11 Prevent

- Raise awareness of PREVENT amongst partners and community to improve referrals.
 - Worked with Eastern Region Special Operations Unit to hold two Prevent training sessions.
 - Total of 63 frontline professionals and volunteers attended both sessions.
 - Further session to be delivered 23/24
 - Member of police Prevent team wrote an article for 13th edition of CSP newsletter.

4.12 Child Criminal Exploitation

- Delivery of Cams Against County Lines video across Fenland
 - Police, County Council Early Help and FDC
 - Partnership delivery at Neale Wade, Cromwell, and Sir Harry Smith
 - Bespoke delivery at the Olive Academy
 - Police delivered knife crime input at same sessions.
 - Supported County Safeguarding board media campaigns.

4.13 Shoplifting

- Research to determine if shoplifting in Fenland is higher than other areas in the county and any trends relating offender type and cause.
 - A recommendation from the 2022 Strategic Assessment.
 - A deep dive assessment completed.
 - Improve confidence to report offences and how best to
 - Improve data quality of online submissions, especially related to stolen items and suspects.
 - Encouragement to use online reporting opportunities.
 - Engagement with retailers in hotspot location of Wisbech town (linked to Safer Streets)
 - Developing guidance booklet for wider circulation

4.14 Safer Wisbech/Safer Streets

- Following feedback through CSP community surveys it was identified the fear of crime in Wisbech was far greater than elsewhere in Fenland.

This led to a CSP subgroup, Safer Wisbech, being formed. Around the same time FDC had commenced working with the OPCC and Constabulary to secure funding through the governments Safer Streets funding stream. This funding bid was successful and announced in late summer 2022.

- Safer Wisbech secured funding from Proceeds of Crime (POCA)
- Three bids received for funding related to youth diversionary activity.
- Two funded through POCA
- One funded by the OPCC Youth Fund
- County Council & Police – youth outreach work
- County Council Early Help – youth activity project
- Blackfield Creative – Youth Safe Space
- Safer Streets funding for Wisbech town centre Lower Support Output Area (LSOA)
- Three new CCTV cameras to be placed in ASB hotspot locations.
- Dedicated ASB coordinator
- Gating an ASB hotspot passage in Norfolk Street
- Additionally, there has been a successful funding bid through the UK Shared Prosperity Fund to develop projects aimed at diverting youth away from being involved in ASB. Although led by FDC it will be a partnership response and will run over a two year period. This is very much at the early stages with the initial planning meeting held in late May 2023.

5 You Said - We Did

5.1 Please see the below table detailing the 'you said, we did' approach from the previous Overview and Scrutiny meeting in 2022.

You Said	We Did
E-Scooters – consideration of going into schools to educate students of laws and risks.	<p>A number of talks have been completed at Schools and particularly with one which has encouraged the use of E Scooters as a mode of transport to get to and from school.</p> <p>The police adopt the 4E Process (Engage, Explain, Encourage, Enforce) For those who do not take advice and we identify as committing further offences we do take punitive sanctions. This year we have seized over 30 E Scooters across Fenland and have recently prosecuted someone for drink driving.</p>

	<p>We have had no road traffic collisions recorded involving the use of E scooters up until the end of the recent financial year.</p> <p>The below table highlights how many E Scooters have been linked to crimes and allows comparison to other districts within Cambridgeshire.</p> <table border="1" data-bbox="576 551 1401 1249"> <thead> <tr> <th>District</th> <th>Theft of E-Scooter (from public and private locations)</th> <th>Used by Offender in commission of offence</th> <th>Victim Using at time of offence</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Cambridge</td> <td>56</td> <td>42</td> <td>8</td> <td>106</td> </tr> <tr> <td>East Cambs</td> <td>2</td> <td>2</td> <td>1</td> <td>5</td> </tr> <tr> <td>Fenland</td> <td>2</td> <td>5</td> <td>0</td> <td>7</td> </tr> <tr> <td>Huntingdon</td> <td>10</td> <td>13</td> <td>2</td> <td>25</td> </tr> <tr> <td>Peterborough</td> <td>47</td> <td>13</td> <td>2</td> <td>62</td> </tr> <tr> <td>South Cambs</td> <td>2</td> <td>9</td> <td>0</td> <td>11</td> </tr> <tr> <td>TOTAL</td> <td>119</td> <td>79</td> <td>13</td> <td>216</td> </tr> </tbody> </table>	District	Theft of E-Scooter (from public and private locations)	Used by Offender in commission of offence	Victim Using at time of offence	Total	Cambridge	56	42	8	106	East Cambs	2	2	1	5	Fenland	2	5	0	7	Huntingdon	10	13	2	25	Peterborough	47	13	2	62	South Cambs	2	9	0	11	TOTAL	119	79	13	216
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<p>Is there a strategy in place and a team focusing on domestic abuse and whether they were educating people on how to recognise it.</p>	<p>Domestic abuse is a priority across many of the agencies involved within the CSP.</p> <p>These include police, County Council through the Domestic Abuse Sexual Violence Partnership (DASV), Health and the CSP.</p> <p>The DASV and CSP provide learning opportunities through sessions aimed at frontline professionals and volunteers. These are DA Champion sessions (DASV) and Workforce Development sessions (CSP).</p> <p>DASV also circulate a regular Newsletter.</p> <p>There are also a number of media campaigns to help improve the wider community's knowledge of DA, how to access support and how to report.</p> <p>The Domestic Homicide Review process is intended to identify strengths and weaknesses of partnership working in response to DA.</p>																																								

<p>It was recognised that street drinking in Wisbech had decreased, was there a plan to help keep it that way and build on the already decreasing problem?</p>	<p>There continues to be regular discussion with key partners to monitor street drinking, associated ASB at its community impact.</p> <p>These partners include, police, substance abuse teams, environmental services, CCTV and streetscene.</p> <p>The sharing of information allows an appropriate and timely response to concerns.</p> <p>There has been the introduction of the police led, partnership response known as Op Luscombe, which focusses on ASB associated to begging and street drinking. It's been a very successful initiative to date and has identified nuisance begging to be the biggest issue.</p> <p>The current alcohol related PSPO is currently subject of a legally required review which includes a consultation. The desired outcome being to renew the current Orders.</p>
<p>Road Safety isn't a priority on the CSP action plan, why?</p>	<p>The CSP's are statutorily responsible for crime and disorder and to help create safer communities linked to substance abuse and re-offending.</p> <p>Road Safety functions are led by the Cambridgeshire and Peterborough Road Safety Partnership under the banner 'Vision Zero'</p> <p>As a CSP we recognise the community concern regarding road safety and do engage with the Vision Zero Partnership to support them in their Fenland based work/projects.</p> <p>One area the CSP are actively engaged with is promoting the county Speedwatch Scheme.</p>
<p>Speeding - promise of a few days of action were made and asked whether they could chase up this up to see where they stood regarding this?</p>	<p>The police neighbourhood team have engaged with the community regarding the setting of community priorities which the neighbourhood teams set every quarter.</p> <p>To date addressing speeding has been set as a priority for both the March and Wisbech Neighbourhood teams every quarter.</p> <p>With the increase in neighbourhood policing officers and staff trained to use the speed detection equipment, there has been increased speed enforcement activity.</p> <p>Both teams provide updates of speed enforcement activity through their social media feed.</p> <p>Example posts:</p>

	<p>Over the last three months, our Wisbech team have carried out more than 40 hours of speed checks across the villages including Guyhirn, Parson Drove, Leverington, Gorefield, Bath Road, Mount Pleasant, Clarkson Avenue, Sutton Road, Elm, Friday Bridge, Wisbech St Mary, Mirrow, Tydd St Giles, Christchurch and Sutton Road.</p> <ul style="list-style-type: none"> • This has resulted in 15 drivers being handed Traffic Offence Reports (speeding tickets) and 105 drivers being given words of advice. <p>Speeding in the rural parishes is a priority for the March Neighbourhood Policing Team.</p> <p>This is a priority as set jointly by the local community and from our own policing data from recorded crime.</p> <p>Today we've carried out speed checks and within about 5 minutes in Coates Road we had stopped and ticketed a driver for travelling at 37mph in a 30mph zone.</p> <p>Thankfully, most drivers were following the speed limit 👍</p> <p>We will continue to be out in the various areas conducting speed checks.</p> <p>On Friday, we were in Chatteris carrying out high visibility speed checks. We stopped and spoke to several drivers who were warned about their speeding and we will continue to patrol the towns to catch out speeding drivers.</p> <ul style="list-style-type: none"> • On average NPT officers are spending 20 hours a week addressing speeding concerns and taking punitive action where necessary
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6 2023/24 Priority Themes

- 6.1 The FCSP will continue to support the Police & Crime Plan of the OPCC
- 6.2 The partnerships strategic priority is Keeping Communities Safe and tactical priorities are Putting Communities First and Crime Prevention.
- 6.3 The strategic assessment presented in April 2023 identified concerns regarding violent crime and public disorder. These areas of concern are now subject of a deeper dive assessment. This assessment should be available for the October CSP meeting to consider.

- 6.4 Other work to be completed is linked to recommendations from a serious organised crime local profile and include, continue efforts to raise awareness of risks associated with cybercrime and fraud and increasing awareness of child criminal exploitation for those who work with looked after children.
- 6.5 Improving needle find data to share with public health to support substance abuse activities.
- 6.6 For full information on Partnership projects for 2022/23 please see the the action plan at Appendix A.

7 CCTV performance report for 2022

- 7.1 At the Overview and Scrutiny panel meeting on the 2nd June 2014 an update relating to CCTV services was requested alongside the Fenland Community Safety Partnership performance update.
- 7.2 Quarterly CCTV stakeholder meetings and third-party visits to the control room were restricted due to the COVID-19 pandemic and social distancing requirements. However, remote meetings were held during 2022 where a full and comprehensive update was provided to all partners via Teams and a meeting was held at the CCTV control room during January 2023. Future meetings are now being delivered from the control room location to enable all partners the opportunity to visit the service and view the system in action.
- 7.3 Members will be aware that the Council commenced a phased implementation to a shared service with Peterborough in April 19 by sharing a CCTV manager who then worked to deliver a single control centre for both areas in a new state of the art facility which was formally opened in February 2020.
- 7.4 The CCTV shared service has maintained its 100% service function across a 24/7 period – the CCTV service is the only Council service that is delivered across 24 hours a day, 365 days a year, and even with the pressures during the COVID-19 pandemic, has been able to maintain this vital service delivery for both councils with no loss of service to date.
- 7.5 Since January 2022 (January to December), the CCTV service has been able to respond to 1,157 incidents across Fenlands four market towns including incidents relating to criminal damage, violent crime, illegal drug use, possession of weapons and theft.
- 7.6 As a result, CCTV intervention and support has led to 98 arrests being made by Cambridgeshire Police. This highlights the work CCTV services do to support the Council and partners in responding to crime and disorder and helping to make our communities safer and reduce the fear of crime.
- 7.7 The CCTV service also continues to be proactive in delivering services that help reduce crime and disorder and anti-social behaviour by delivering

regular camera patrols of Fenland's four market towns and other key locations. During January to December 2022 the CCTV team have delivered 4,266 patrols. All patrols are conducted across the 24/7 period ensuring that no matter what time of day and night, our local communities are being protected and that any issues or concerns are being identified as early as possible.

7.8 The CCTV service also provides the Council's 'out of hours' telephone contact service for homelessness, stray and lost dogs, cleansing incidents, dangerous buildings and structures, environmental complaints, to name but a few areas. During January to December 2022, the CCTV service has responded to over 374 calls for services from our telephone contact service, including supporting our local community with housing support, payments advice and lost and found dogs.

7.9 For full information on CCTV performance relating to 1st January 2022 to 31st December 2022 please see the CCTV performance report at Appendix C.

8 Effect on corporate objectives

8.1 The work of the Fenland Community Safety Partnership contributes to the Environment corporate priority and demonstrates an excellent partnership ethos for the Quality Organisation priority.

9 Community impact

9.1 The broad work of the Fenland Community Safety Partnership has an impact within Fenland communities through reducing crime & anti-social behaviour, reducing the fear of crime, improved public perceptions, and building community cohesion. All these outcomes contribute to making Fenland safer and stronger.

Fenland Community Safety Partnership

Partnership delivery plan

01 April 2022 – 31 March 2023



FENLAND
Community Safety
Partnership

Strategic Theme

- Keeping Communities Safe

Tactical Priorities

- Putting Communities First
- Crime Prevention

The Community Safety Partnership plan – Is developed to identify and tackle behaviours, locations and trends which have a detrimental effect on the quality of life for Fenland residents the plan is designed to react to new emerging issues and address long term problems.

What are you trying to achieve?

How will that goal be reached?

How will you demonstrate success?

ACTION PLAN PERFORMANCE RAG RATING

	Completed
	Ongoing and on target
	Ongoing and behind schedule
	Not yet started or at risk of failure

Strategic Theme: Putting Communities First & Crime Prevention

Priority Area: Domestic Abuse

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG					
<p>Improve awareness of Domestic Abuse amongst front line professionals, volunteers, and community groups.</p> <p>Opportunities</p> <ul style="list-style-type: none"> • When up and running promote outreach service • DA Trg 24/11 • Potential suicide Training link with Joseph Davies and link with Suicide Prevention Day • LGBTQ+ support opportunities WFD • Promote Hate Crime week and VAWG week. • International day for older people. What could Hour Glass deliver when their new outreach person is in post. • Family & Friends Event. 	<p>Increased awareness of signs & symptoms of domestic abuse by those who have regular and frequent contact with community members.</p> <p>Increased knowledge of support networks and reporting options to support those who are suspected at risk of DA or are identified victims of DA.</p>	<p>Annual workforce development session. One per annum, next by November 2022</p> <p>Community awareness raising through engagement and social media. Ongoing for 6 months January to June 2023inc.</p>	<p>Rosie Cooke</p>	<p>Update November 2022</p> <ul style="list-style-type: none"> • Awareness raising through social media linking in with Football World Cup <p>Social media posts via FDC comms and through Facebook EE groups</p> <ul style="list-style-type: none"> • Workforce development Session for frontline professionals, community Organisations and volunteers <p>17/11/2022 LGBTQ+ Awareness Workshop</p> <p>Following a Domestic Homicide Review it was identified that there was little support for the LGBTQ+ community within Fenland and probably limited knowledge of what support was available across Cambridgeshire or regionally. To address this the CSP worked in partnership with the Against Hate Crime Coordinator Tiff Lane from Cambs Police to develop a LGBTQ+ Awareness Workshop which would be aimed at front line workers and community organisations across Fenland.</p> <p>The event and delivery was supported by, Cambridgeshire Constabulary, Fenland District Council, Loving Me a domestic abuse service for trans and non-binary people across England, The Kite Trust who support LGBTQ+ young people up to the age of 25 and their families across Cambridgeshire and Peterborough, and AKT a LGBTQ+ youth homelessness charity.</p> <p>39 people attended the session which included representation from education, police, housing providers, substance abuse support, mental health support, FDC Housing and homeless outreach, health workers and county council.</p> <p>Feedback included.</p> <table border="1" data-bbox="1715 1228 2813 1318"> <tr> <td>Thanks ever so much. A really insightful session with excellent speakers.</td> </tr> <tr> <td>I found the session this morning really informative, I have fed back to my team and a have requested any information sheets/slides to have a look through, thank you again</td> </tr> </table> <ul style="list-style-type: none"> • Workforce Development DA Session <p>24/11/2022 Domestic Abuse and Coercive Control Awareness Training scheduled with 51 frontline professionals from across Fenland registered to attend. Guest speaker from DASV partnership.</p> <p>Update December 2022</p> <p>The Domestic Abuse and Coercive Control Awareness Training session on 24/11/2022 was a successful event which was attended by 44 frontline professionals. The session was delivered in partnership with the County's DASV partnership, and the charity Impakt.</p> <p>The value of these sessions is reflected in the feedback which includes</p> <table border="1" data-bbox="1715 1747 2813 1957"> <tr> <td>Brilliant session, thank you Vickie and everyone, such important messages and you have such a great relaxed but informative/experienced way to deliver the presentation. We are all responsible for safeguarding and it's good to be reminded of the challenges and issues</td> </tr> <tr> <td>Thank you. It was a powerful and informative session. It will stay with me for a long time.</td> </tr> <tr> <td>Thank you for putting this together, it has been a very useful session and a real</td> </tr> </table>	Thanks ever so much. A really insightful session with excellent speakers.	I found the session this morning really informative, I have fed back to my team and a have requested any information sheets/slides to have a look through, thank you again	Brilliant session, thank you Vickie and everyone, such important messages and you have such a great relaxed but informative/experienced way to deliver the presentation. We are all responsible for safeguarding and it's good to be reminded of the challenges and issues	Thank you. It was a powerful and informative session. It will stay with me for a long time.	Thank you for putting this together, it has been a very useful session and a real	<p style="background-color: green; color: white; text-align: center;">RAG</p>
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eye opener.

Community DA Friends & Family Event On 08/12/2023 an evening Community DA event took place in partnership with the Domestic Abuse and Sexual Violence Partnership and the charity Impakt
Unfortunately, this session was not as successful as a previous session held in East Cambs, with little engagement from the community. A different approach will need to be considered for any future live event. However, through direct communication using social media, working with local businesses and by providing training to frontline professionals we will continue to spread the DA message.

Update March 2023

Non-Fatal Strangulation & Stalking Awareness Training

This awareness training was delivered to 38 frontline professionals from the Fenland area. Presentations from DASV and the Suzy Lamplugh Trust were circulated post training with the attendees to share with colleagues within their own organisations. Attendee feedback included.

- Housing Provider Thank you all! Fab training as always
- Police Thank you, excellent.
- Children Services Great overview of both topics. Thank you!
- Education very interesting and informative, thank you so much.

Suicide Prevention Awareness Raising – with Links to DHR recommendations.

Recommendation: Awareness Raising - Homicide and domestic abuse risks linked to carer's both as perpetrators and victims.
Fenland CSP and MIND are coordinating a Suicide prevention awareness workforce development session on 08/06/2023. Objective to improve confidence to spot warning signs, ask directly about suicide, support someone to stay safe and look after their own wellbeing.

Hourglass

Hourglass is a new Community Response Service in Cambridgeshire which will be providing advice and support to practitioners to develop links with organisations that work with older people across Cambridgeshire and Peterborough.

Fenland CSP has been working with Hourglass officers to develop a training event in Fenland. This training covers all aspects of older person abuse including domestic violence and informs attendees of the specialised help and support Hourglass can offer elderly residents in Fenland. The training event has been arranged for 11th May 2023, 10-12.

IMPAKT

IMPAKT /DASS is a new outreach service in Fenland provided by the local service, DASS: Domestic Abuse Support Service Fenland. They also cover Cambridge City, South Cambridgeshire, East Cambridgeshire Peterborough, Huntingdon
www.impakt.org.uk

The Domestic Abuse Support Service (DASS) works to understand the needs and wishes of the individual and develop appropriate support and safety plans.
IMACT have promoted their service through DA champion sessions and attended a CSP engagement event in Whittlesey on March 10th, 2023.

Promotion of new outreach service provided by: IMPAKT –DASS: Domestic Abuse Support Service - DASS through CSP twitter. @IMPAKTorg

<p>DAHA Accreditation by FDC Housing Options Team</p>	<p>Successful completion of required actions to achieve accreditation.</p>	<p>Areas to be covered</p> <ul style="list-style-type: none"> • Policies and procedures • Case management • Risk management • Inclusivity and accessibility • Perpetrator management • Partnership working • Staff training • Publicity and awareness 	<p>Dan Pearce and Rosie Cooke</p> <p><u>Update October 2021</u> In the summer the council signed up and in turn gave our commitment to achieve DAHA accreditation for our Housing Options Team.</p> <p>The first stage was to attend a 12-week training course with colleagues nationally from a range of councils and organisations.</p> <p>The accreditation covers the following areas which contain multiple sub sections that we are required to evidence and demonstrate that our services meet the required standards:</p> <ul style="list-style-type: none"> • Policies and procedures • Case management • Risk management • Inclusivity and accessibility • Perpetrator management • Partnership working • Staff training • Publicity and awareness <p>The accreditation is expected to take approximately 2 years+ to achieve and will be externally assessed. There is an emphasis that rather than solely meeting the criteria, that new ways of working are embedded.</p> <p>We have formulated an action plan that is being taken forward by the Housing Options Team Leader and the Housing & Communities Manager. The plan includes assistance from front facing council services, HR, Community Safety and a range of partners. We are currently undertaking specialist domestic abuse training and to updating our Adult Safeguarding Policy.</p> <p><u>January 2022</u> Dan Pearce update: FDC housing Options are continuing to examine the criteria in terms of housing options processes and work towards the accreditation process and as a team also gathering evidence to demonstrate each criteria met. Accreditation is a lengthy process that the housing team will continue to work towards over the next two years.</p> <p><u>July 2022</u> FDC Housing Options successfully recruited a new officer in their team. This officer has 2 days per week dedicated to working on the DAHA accreditation. The accreditation process has had a major overhaul recently, so FDC are reviewing the best route forward.</p> <p><u>September 2022</u> From the DASV/CSP planning meeting on 10/08/2022, links have been made with DASV and new housing options officer Caroline Chapman who is the DA Champion for the FDC housing options team and now leading on DAHA accreditation. Partners have shared their own DAHA action plans with FDC for inspiration and support is in place from Vickie Crompton to peer review the process.</p> <p><u>Update December 2022</u> We have recently had case review audit with Vickie Crompton and Danae Evans and identified some good practice as well as some areas we can make improvements.</p> <p>DAHA approved/advised language-working document as needs approving-simple to use guide to support colleagues when having discussions and recording. Team meetings include discussions around language use when dealing with all clients and consideration of wider impacts and survivor choice.</p> <p>Training: Package identified with 3 levels; general awareness for everyone, a bit more in-depth for all customer facing roles, and adding more on case management, risk assessment and referrals for those who will manage cases (mainly housing officers</p>
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				<p>and supported scheme manager). The package of training needs adaptation to FDC to make bespoke to team, and basic package is video presentation. There is then a choice of face to face or teams/video. This is still being considered.</p> <p>Public awareness-Identified where posters and materials are kept but there is no recording of where and how these are distributed in the wider community-this is something that we don't have control over, but welcome suggestions. We have been sent materials from Vickie Crompton and have access to specifics for Asian women and communities. Collection of materials being collated put together and shared with team.</p> <p>Identification of cases as evidence when working through procedures for identifying domestic abuse, linking information to evidence each area and identifying where more evidence is needed, personally I am using traffic light system. This is work in progress and will be used for all areas of the accreditation.</p> <p><u>Update February 2023</u> A meeting was held with Caroline Chapman, FDC DAHA accreditation lead, to examine work streams of the CSP and how these add value to the DAHA accreditation matrix. This identified many areas that can be embedded into current documentation and looked into longer term strategies on existing IT applications, used by housing options that could include additional DA information.</p>	
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Strategic Theme: Putting Communities First & Crime Prevention

Priority Area: Community Engagement

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
Community engagement session to be held at each of the four market towns during the year April to March 22/23	<p>One community engagement session for each of the four towns in the financial year April to March.</p> <p>Participation of key Community Safety partners and voluntary organisations.</p>	<p>Delivery of four engagement sessions.</p> <p>Number of partner agencies supporting and attending.</p> <p>Community issues disclosed and responded to.</p> <p>Four sessions in 12month period.</p>	Rosie Cooke	<p><u>Update for November 2022</u></p> <ul style="list-style-type: none"> April 2022 Community Engagement Wisbech The first face to face community engagement session since the COVID pandemic was held at Tesco Wisbech on 21/04/2022. Fenland Community Safety Partnership held a Community Safety event at Wisbech Tesco in partnership with Cambs police, Refuge, Neighbourhood Watch, Cambridgeshire and Peterborough Against Scams Partnership Vison Zero—Road safety Partnership, Illegal Money Lending Team England and Neighbourhood Watch. <div data-bbox="1792 1346 2748 1562" data-label="Image"> </div> <p>During the event residents were supported with information and advice on loan sharks, road safety, domestic violence, cybercrime, scams and rogue trading and from neighbourhood watch</p> <ul style="list-style-type: none"> August 2022 Community Engagement Chatteris On 04/08/2022, Fenland Community Safety Partnership held a multi-agency Community Safety event at Chatteris Library in partnership with Cambs police, Neighbourhood Watch, Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) Vison Zero—Road safety Partnership - Illegal Money Lending Team England and Neighbourhood watch. 	



During the event local residents were supported with information and advice on neighbourhood policing and reporting options loan sharks, road safety, cybercrime, scams and rogue trading, fly tipping and from Neighbourhood Watch. This session also saw the deputy PCC attend and meet both participants and community members.

- October 2022
Community Engagement March



Fenland Community Safety Partnership supported Vision Zero's Road Safety Day of action on Thursday 20/10/2022 .This was held at March Market Place and with further stalls in the Skoulding Suite at March Town Hall. The wide range of partners above offered advice and information to residents who visited the event.

- March 2023
Whittlesey 10th March 2023 Fenland CSP held a Community Safety event. Partners included Cambs police, Cambridgeshire & Peterborough against scams partnership, Neighbourhood Watch, The Bobby Scheme and Cambs Fire & Rescue.



Residents had concerns and given advice, including legal permissions around electric scooters, accessing services from the Bobby scheme and fire alarms from Cambs fire and scam advice.

				<p>Residents had concerns and given advice, including legal permissions around electric scooters, accessing services from the Bobby scheme and fire alarms from Cambs fire and scam advice.</p>
<p>Rural Engagement</p>	<p>An offer of rural engagement to all parish councils. Delivery of an engagement session.</p>	<p>Number of rural engagement sessions Number of partner agencies supporting and attending. Community issues disclosed and responded to.</p>	<p>Russell Wignall & Rosie Cooke</p>	<p><u>Update November 2022</u></p> <p>Bulletin circulated to rural councils on 30th June 2022 making them aware of our interest in arranging rural engagement and seeking suggestions of places/events with a good footfall. We had 2 responses, one from Murrow and one from Wisbech St Mary that were suitable offers. Wimblington did get in touch, but a suitable event wasn't identified.</p> <p>Fenland CSP (FDC and Police) attended the Murrow Book Café and WSM Community Centre in September.</p> <p>Walsoken Village Hall registered an interest through police colleagues and the partnership (FDC & Police) attended their weekly coffee morning in October</p> <p>A second bulletin has been circulated to encourage other Parish Councils to contact the CSP to arrange a session.</p> <p>At the Murrow and Walsoken events, several issues were discussed. Several reports were made to us that either provided intelligence about ongoing matters, highlighted new concerns or were highway matters. Highway matters were subsequently reported to CCC by FDC officers.</p> <p>Police attendance has been well received and matters of a criminal nature have been disclosed such as drug concerns, speeding and use of E-Scooters.</p> <p>Alternate strategies to increase rural events have been discussed with the Police should uptake not improve.</p> <p><u>Update December 2022</u></p> <p>We've been requested to hold a rural engagement session at Christchurch, this has been scheduled for 25th January between 12:15 & 14:00hr at the Lunch Break Club in Christchurch Community Centre.</p> <p><u>Update March 2023</u></p> <p>Rural Engagement Sessions Christchurch An engagement event at the Lunch Break Club in Christchurch Community Centre on 25/01/2023. an opportunity to speak to residents. We dealt with concerns regarding rubbish and unkept properties, noise disturbances, planning regulations, speeding and hare coursing.</p>

Wimblington & Doddington 08/03/2023
 Fenland Community Safety Team & Cambs Police visited the rural parishes of Wimblington and Doddington to engage with the local communities about their concerns. Residents reported drug activity, speeding, dog fouling and parking issues.



Community Engagement March Library

A new community engagement event has been coordinated for 26th May 2023 at March Library. Partners supporting include: DASV, Hourglass, Impakt, NHW, MNPT, Cambs Fire and Fraud and Cyber Crime Prevent.

Strategic Theme: Putting Communities First & Crime Prevention


Priority Area: Hate Crime

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
Raise awareness of Hate Crime, local trends and reporting options amongst partners especially those frontline professionals and volunteers who have direct community contact.	Increase knowledge of Hate Crime, options for sign posting to support and how to report.	<p>Training session held</p> <p>Attendance by a wide variety of professionals and volunteers who have direct community contact.</p>	Rosie Cooke	<p>Update for January 2023</p> <p>On the 9th June 2022, supported by Cambridgeshire Constabulary and CAPASP a session was attended by 40 frontline professionals and community organisations across Fenland, including representation from schools, police, CCC family workers, GP surgeries, Cambs fire & Rescue, FDC staff & RSL's.</p> <p>A similar session is being planned for 2023 Hate Crime week which is in October.</p> <p>Update March 2023</p> <p>Hate Crime Training for frontline professionals and community organisations on 16/03/2023. Coordinated by the CSP and delivered by Cambs Police.</p> <p>The Hate Crime Training was well received by the 31 frontline professionals who attended the teams training. This was a very interactive sessions with participation, shared case studies and practical advice and signposting given. A copy of the training presentation was shared with the attendees. See a snapshot of feedback below:</p> <ul style="list-style-type: none"> • Police - Great stuff Tiff, thanks • Accent Housing - Very informative and interesting • Longhurst Group - Thank you, very lovely training 	

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Strategic Theme: Putting Communities First & Crime Prevention

Priority Area: Prevent

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
Raise awareness of PREVENT amongst partners and community to improve referral numbers	Improve knowledge of what PREVENT is, What constitutes extremism Signs of Extremism How to make a referral	Awareness session held Numbers attending the session Increased referral numbers	Rosie Cooke	<p><u>Update November 2022</u></p> <p>The CSP has worked in partnership with Eastern Region Special Operations Unit to facilitate 2 Prevent training events in Fenland on 03/11/2022 and 07/12/2022.</p> <ul style="list-style-type: none"> • Introduction to the Prevent Team • Current UK threat level and looking at potential threats, including some signs and symbols to look out for • A basic understanding of some of those ideologies • What is Prevent and Channel? • How to make a referral to Prevent • An overview of the process following a referral to us. • Some background into online platforms being used to exploit vulnerable people in a variety of ways. <p>The Prevent training on 03/11/2022 was delivered by PC Garry Banks from the Eastern Region Special Operations Unit and was attended by 39 frontline professionals from Housing Providers, Fire Service, NHS, CCC, FDC staff and schools.</p> <p>Attendees left with an increased knowledge of how to identify a wide range of extremism, the support available to anyone at risk of radicalisation and how to make a referral.</p> <p><u>Update December 2022</u></p> <p>The two planned 2 Prevent training events in Fenland on 03/11/2022 and 07/12/2022 have now been delivered to 63 frontline professionals in Fenland. A further session in 2023 to provide additional Prevent training opportunities will be scheduled for Fenland.</p> <p><u>Update March 2023</u></p> <p>A member of the prevent team has provided a submission for the most recent CSP Newsletter, 13th edition, that provides an overview of prevent and a case study. This newsletter has been sent out of town and parish councils, libraries in hard copy and through FDC/CS/partnership social media.</p> <p> CSP Newsletter Edition 13.pdf</p>	

Strategic Theme: Putting Communities First & Crime Prevention

Priority Area: Scams & Cyber Crime

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
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Raise awareness of Cyber Crime, Scams and Fraud, local trends and reporting options amongst partners especially those frontline professionals and volunteers who have direct community contact.	Improve the knowledge of frontline professionals and volunteers who have direct community contact in relation to scams/Cybercrime, current trends, support and sign posting options.	Training session held	Rosie Cooke	<p>Update January 2023</p> <p>On the 07/07/2022 CSP hosted a training session on Scams & Cyber Crime, delivered to 44 frontline professionals and community organisations across Fenland, including schools, police, CCC family workers, CGL, Cambs fire & Rescue, FDC staff & RSL's.. This was delivered in partnership with Karen Reid from the community protection team at CCC and Nigel Sutton, Fraud and Cyber Security Advisor from Cambridgeshire Constabulary.</p> <p>Scams & Cyber Crime Training session is scheduled for 20/04/2023, again in partnership with Cambs Police and CAPASP</p> <p>Social media posts CSP have supported Action Fraud, CAPASP and the in the police in raising awareness of scams around money laundering, Ticket fraud, WhatsApp scams, Energy advice scams, bank scams and scam internet purchasing and romance scams.</p> <p>Update March 2023 Partnership training session scheduled for 20/04/2023 as mentioned above.</p>
Support for awareness messaging and scam & Cybercrime alerts	Increase awareness of Scams & Cyber Crime and current trends	Posting via CSP media streams and support to partners campaigns		

Strategic Theme: Putting Communities First & Crime Prevention

Priority Area: SPARE

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG

Strategic Theme: Putting Communities First & Crime Prevention

Priority Area: Safer Wisbech

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
<p>Following several CSP community surveys it was identified that Wisbech always returned a disproportionately higher return of feeling unsafe than other towns in Fenland.</p> <p>The CSP agreed to set up a working group called Safer Wisbech</p> <p>See attached action plan managed by the Safer Wisbech Working Group.</p>	Reduce perception that Wisbech is an unsafe place		Group Chair: Insp Andy Morris	<p>Update for June 2022</p> <p>See action plan attached. A bespoke survey has returned the same concerns as the CSP survey, but it has identified specific location of concern, times, and problems experienced. This has led to actions as recorded within the plan. Including the opportunity of funding being available to community/partnership groups/organisations to impact upon the identified problem. Three bids were received and to ensure all could be supported, two have been funded through some POCA funding and the third has been submitted to the PCC for Youth Funding. The Safer Streets 4 bid will also support this work as the LSOA is within the Medworth ward.</p> <p>Update December 2022</p> <p>It's felt the Safer Wisbech Group has been successful in delivering the desired outcomes and some of the work started will be continued through the Safer Streets Funded initiatives. The three projects being funded by the work of Safer Wisbech Group will be monitored by members of the CSP and an action plan template has been designed in draft. See attached both action plans relating to this work.</p>	



Project Delivery.docx Safer Wisbech Action Plan.docx





Update January 2022

In addition to the three funded projects there has been two bids made to the UK Shared Prosperity Fund, which if successful will further develop youth related engagement in Wisbech.

Strategic Theme: Putting Communities First & Crime Prevention

Priority Area: Child Criminal Exploitation (Support the preventative work within the County CCE Board delivery plan 22/23)

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
Delivery of Cambs Against County Lines video across Fenland	Each of the Fenland's four Academies to have participated in the Cambs Against County Lines Video initiative.	Delivery to each of the four main Academies.	Early Help Managers	<p>Update July 2022 Partnership delivery by CCC Early Help, FDC and the Police to deliver County Lines sessions within Colleges and Academies in Fenland.</p> <p>The first full day session was held Neale Wade on 11/07/2022 and Cromwell Community College is planned for the 13/07/2022. Follow up support and information will be available and along with teacher packs for further opportunities for schools to identify and work with groups of high-risk young people.</p> <p>Pre and post surveys to gauge learning have been created and shared with schools.</p> <p>NWCC – Years 7, 8, 9 10 and 11 all participated in this programme. Estimated number of students is 800/1000 students.</p> <p>Update October 2022</p> <p>Sessions have now been completed at both Neale Wade and Cromwell. Both led by Children's Early help Team for the locality with support from FDC and March NPT who also delivered a session relating to knife crime. There were also some delivered sessions by LEADA a Fenland based CIC. Their feedback can be read at this attached document.</p> <p> For Octobers LEADA Cambs CIC COUNTY I</p> <p>Plans are being made for delivery at Sir Harry Smith in Whittlesey.</p> <p>Update December 2022</p> <p>From Michelle Owen: Olive Academy and Thomas Clarkson both have access to the film and have been spoken to about making use of these in school and they've also been put them in contact with LEADA following their successful sessions at Neale Wade and Cromwell.</p> <p>From Ellen Tranter: Sir Harry Smith have been offered this (numerous emails offering) although as of yet they have not agreed a date. I have linked with PC Callum McGarvie who is also encouraging them to commit to a date so we can deliver this in the New Year.</p> <p>Update March 2023</p>	Yellow

				<p>County lines delivery for SHSC has been confirmed for 24/03/2023, in partnership with Cambs police and targeted support.</p> <p>County Lines - SHSC – YR 10 On 24/03/2023, Community Safety, Targeted Support and the Fenland Safer Schools Officer delivered a County Lines and Knife Crime awareness sessions to students in year 10 at SHSC in Whittlesey.</p>  <p>180 young people aged 14 – 15yrs attended this session which consisted of watching 2 thought-provoking films, an informative and interactive after-show Q & A session and a quick-fire quiz to test understanding.</p> <p>Future work with Year 7 was mentioned by the school staff as something they would consider for the future as they felt this age group would also benefit from our offer,</p> <p>The Olive Academy Wisbech have delivered the session in a way they feel will have the greatest impact with their student cohort. In addition, they have very good links with the Safe Team who are always discussing County Lines and consequences with students. The Fenland NPT Safer Schools Officer has also been in and delivered knife crime awareness sessions.</p>
<p>Support the introduction of contextual safeguarding (CS)</p>	<p>Contextual safeguarding is understood and proportionally used in Fenland</p>	<p>Workforce offered and attended training on the subject.</p> <p>Consideration of CS during partnership problem solving.</p>	<p>Alan Boughen</p>	<p>Update October 2022 Project remains with County Board whilst being developed and approved for county wide roll out and adoption.</p> <p>Update December 2022 Continues to be developed at County level for roll out.</p> <p>Update March 2023 Continues to be developed at County level for roll out.</p>
<p>Support County messaging programmes</p>	<p>Share and maximise the reach of messaging from the safeguarding board.</p>	<p>Supporting specific messaging campaigns led by the Safeguarding Board.</p> <p>Number of message campaigns supported.</p> <p>Number of general Child Exploitation messages shared.</p>	<p>Rosie Cooke</p>	<p>Update September 2022 Regular sharing of messaging from various organisations linked to CE. This has included CEOP’s messaging, Information relating to university new starters, Halo Projects and Cambs Safeguarding Partnership.</p> <p>Update December 2022 To support wider sharing of SWAYs to improve wider knowledge of child exploitation amongst businesses across Fenland a number of links will be circulated through Fenland For Business network and the FDC Licensing Team. The learning relates to child exploitation, victim blaming and contextual safeguarding. Planned for circulation mid-January.</p> <p>Update January 2023 Support of CSE Messaging and Campaigns CSP has supported messaging from organisations such as CEOPS, internet Safety, Relationships and sex education (RSE) and health education, CCE linked to drugs and sexual exploitation. We’ve also taken opportunity to share messaging relating to bullying.</p>

				<p>Additionally supporting police comms from Fencops related to work in schools and staying safe messages, road safety and domestic abuse linked to children. There will be a focus on child criminal exploitation as we enter the spring which will see greater freedom for young people linked to lighter nights/better weather.</p> <p>Update March 2023 CSP continues to support messaging from organisations such as CEOPS, internet Safety, Relationships and sex education (RSE) and health education, CCE linked to drugs and sexual exploitation.</p> <p>Specific safeguarding board campaigns that we have supported have included: CSE, child trafficking, parental advice for child online safety, child online grooming and sexual harm, internet safety, support for child victims of crime and county lines. DA advice, female digital wellbeing, violence against women, street safe reporting, stop suicide, Scams and Fraud alerts, elder abuse and LGBTQ+ DA advice and support available.</p>
Knife Crime presentations to be offered/delivered to the four main academies.	Raise awareness of the risk and consequences of knife crime through a presentation delivered by Fenland's NPTs.	Delivery of session at each of the four Academies.	NPT Sgts	<p>Update July 2022 Cambridgeshire Police Constables delivered a session at NWCC to students from Years 7 to 11 as part of the Cambs Against County Lines delivery. Opened with student participation, showing of a film and finishing with open question session. Linked nicely to County Lines session.</p> <p>Update October 2022 Same session delivered at Cromwell Community College during Cambs Against County Lines delivery.</p> <p>Update December 2022 The newly introduced Fenland Safer Schools Officer has delivered a knife crime session to about 30 students at Olive Academy. Further sessions have been delivered to year 8 at NWCC, along with a session for those involved in the Transforming Lives project. Offers have been made to both Thomas Clarkson and Sir Harry Smith</p> <p>Update March 2023 Knife Crime has now been confirmed to be delivered on 24/03/2023, following the County Lines sessions at SHSC.</p> <p>Session at Sir Harry Smith including knife crime input delivered.</p>
Understand how FCSP can support the Safeguarding Board with the link between Care Homes and missing children	Delivery of activities in support of Safeguarding Board.	Feedback from Safeguarding Board. Activity to support delivery board objective(s)	Alan Boughen	<p>Update October 2022 Contact was made with the safeguarding board regarding this subject and offering to support any preventative actions it was felt the CSP could action.</p> <p>Update December 2022 The link between Care Homes and risk of child exploitation has been flagged within the Serious Organised Crime Profile and once formerly released may determine work streams the CSP can support with.</p> <p>Update March 2023 Work will be progressed in 2023 to examine how the CSP can deliver this within children care homes to achieve the best outcomes for the staff and looked after children/YP. Discussion to held with partners at the session being delivered in March at SHSCC, current thinking is a MS Teams based delivery available for staff of all children care homes across Fenland.</p> <p>This will continue into the year 23/24 as links to serious organised crime recommendations. A meeting of key partner agencies has been held and actions agreed to take this forward.</p>

Priority Area: Shoplifting

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
Research to determine if shoplifting in Fenland is higher than other areas in the county and any trends relating offender type and cause.	An assessment that can be used to determine a partnership response to lessen the problem for the retail community, whilst also understanding the primary causes of offending	Receipt of a strategic assessment on shoplifting. Using the available research to deliver a preventative initiative.	Alan Boughen	<p>Update July 2022 Local NPT shared a paper relating to shoplifting in Wisbech which is the districts hotspot area. The paper is attached and was presented at the July meeting of the CSP. It was agreed at that meeting to commission further research to understand the background to the problem.</p> <p>Update October 2022 Discussions held with Cambs Research and SLA has been agreed in principle. Working towards the analysis being available no later than the January meeting.</p> <p>Update December 2022 Research report is on track for availability at January meeting. Following engagement with town centre retail/commercial operators, the subsequent finding has been shared with Cambridgeshire Research for inclusion within their report.</p> <p>Update March 2023 The shoplifting deep dive was presented to the January CSP board meeting. Recommendations were:</p> <ul style="list-style-type: none"> • The partnership already has a few retailers identified to engage with and hotspot areas to tackle. • The CSP could provide support and guidance around the benefits of giving more detailed information (i.e. items stolen) when reporting and recording crime. In the longer term this could help monitor the situation and inform the partnership response going forward. • The partnership could take an opportunity to engage with other retailers to see if they are experiencing shoplifting but not reporting and explore the barriers to engagement. • CSP seek input from offender services in order to understand (and respond to) the vulnerabilities of the prolific shoplifting offenders in Fenland to date <p>Linking these recommendations with feedback from retailers as part of Safer Street 4 engagement, the SS4 ASB coordinator is to commence work in Wisbech town centre to replicate successful work already completed by police in the out-of-town retail units around shoplifting. This will include.</p> <ul style="list-style-type: none"> • Improving confidence to report shoplifting and best option to use in given circumstances. • Need to consider details of information provided, especially linked to property stolen and suspects. • Encouragement to use online reporting opportunities. <p>Through some early research the ASB coordinator has identified potential repeat offenders and will look more closer at this.</p> <p>Upon completion of Wisbech this will be developed for other hotspot areas across Fenland.</p>	Amber

Strategic Theme: Putting Communities First & Crime Prevention

Priority Area: Safer Streets 4

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG
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Introduction of three new CCTV units within Wisbech town Centre	Three additional CCTV cameras operational	Cameras purchased Cameras installed Cameras being monitored.	Aarron Locks & Alan Boughen	<p><u>Update December 2022</u> The purchase of the three cameras has been agreed and is being progressed through the shared CCTV service managed by Aarron Locks. It's hoped there will be an underspend which could allow the purchase of one or two additional cameras for this LSOA. The current three on order will be situated in the town park, St {Peters Church Gdns and near Museum Sq.</p> <p><u>Update March 2023</u> Work to ensure appropriate utilities are available is being completed ready for installation of cameras. Expected to meet project deadlines.</p>
ASB Coordinator Role	Community Engagement Focus on emerging ASB issues within LSOA and immediate adjoining area Support NHW coordinator in rejuvenating the Wisbech scheme Involve partners and community in responses to ASB concerns	Monthly sessions Identify emerging trends and perpetrators and coordinate partnership responses Wisbech scheme back up and running Partnership responses	Helen Norton-Smith	<p><u>Update December 2022</u> Following two separate recruitment attempts the vacancy remained. First round the preferred candidate declined interview hours before scheduled time/day. Following second round two candidates were offered the position and both declined. In consultation with Cambridgeshire Constabulary and OPCC it was agreed to look at option of short-term secondment whilst completing further recruitment drive. However, the Constabulary nominated an employee for secondment to cover full term of the post. Helen Norton-Smith started late November, prior to this FDC Community Safety completed the required monthly engagement sessions.</p> <p><u>Update December 2022</u> Engagement sessions have been held in October, November and December. One a public engagement session and the others were focused engagement with retail/commercial community within the town centre. A summary of the findings from the retail/commercial engagement will be presented at January's CSPO meeting.</p> <p><u>Update March 2023</u> Engagement sessions continue with a break because of concerns around election period of purdah. Progressing work with town centre retailers linked to shoplifting. Is linking with Wisbech NPT and FDC Community Safety to monitor and identify emerging perpetrators, trends etc</p>
PSPO Alley Closure Norfolk Street	Prevention of ASB activities that adversely impact premises owners, residents and visitors	Evidence gathering Consultation Legal Advice Gates Ordered/manufactured Alley Closed.	Russell Wignall	<p><u>Update December 2022</u> Evidence gathering and consultation has been completed. Paperwork bundle has been handed to legal advisors. Land ownership checks have been completed by legal and papers passed to another legal advisor for progress.</p> <p><u>Update March 2023</u> This has been through the legal process and considered by FDC cabinet who supported the need to close the passage. Gate manufacturer is now being consulted to install the gates. Design agreed. 2.4mt high with mesh at rear in an attempt to prevent litter being discarded at location.</p>
CCTV - Shopwatch Signage	Reassurance to those visiting the town	Signs designed and manufactured Signs displayed	Alan Boughen	<p><u>Update December 2022</u> Signage designed and manufactured. This includes some for external display in areas of high footfall. A quantity of self-cling window stickers has been produced for displaying in shop/business premises. The displaying of these signs will be coordinated with the re-introduction of Shopwatch in the town.</p> <p><u>Update March 2023</u> Waiting shopwatch re-launch date ahead of installing signs.</p>

Horsefair Signage	To discourage young people scaling the roof to cause nuisance/damage and risking serious injury	Signs designed and manufactured Signs displayed	Alan Boughen	Update December 2022 Signage designed, produced and displayed at key locations. All completed in consultation with Horsefair management. In addition to the risk of injury the signs also advise of CCTV in operation.	
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Strategic Theme: Putting Communities First & Crime Prevention

Priority Area: SPARE


Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG


Strategic Theme: Putting Communities First & Crime Prevention

Priority Area: SPARE

Action	Intended Outcomes	Success Indicators & Proposed Timescale	Lead Officer	Progress narrative / Risk	RAG

Domestic Homicide Reviews

DHR URN	Town	Author	Status	Action Plan	Progress Narrative / Risk	RAG
FCSP DHR 1-2020 Home Office Reference Number 20201124/1	March	RJW Associates	Published Action Plan Live	 Action Plan Barry HO-URN 202011241.	<p><u>Update October 2021</u> Notification November 2020 – FCSP managed. First submission to Home Office was on 3rd September 2021</p> <p><u>Update December 2021</u> Action plan is as complete as can be at this current time. Need to review in January 2022 to consider evaluation actions and how to complete.</p> <p><u>Update January 2022</u> No feedback from Home Office yet. There is a lengthy backlog with the HO. The action plan has been completed as best it can at this stage.</p> <p><u>Update April 2022</u> The Home Office returned the overview report following its QA process. Generally, well received report with a few areas to review and update. The updated review has been shared with DHR panel members for comment before return to the Home Office by 8th May.</p> <p><u>Update June 2022</u> Following Home Office approval, the required documents have been published on the CSP page of the FDC website. All Home Office requirements relating to notification of individuals/organisations have been completed. Action plan will require a further work to complete</p> <p><u>Update October 2022</u> Two sections of the action need to be finalised before it can be considered complete. One recommendation is all planned for delivery and completion, the other needs a revisit to assess the learning outcome of training that was delivered. Once completed, it will be subject of a review with the DASV partnership before seeking rubber stamping of the CSP.</p> <p><u>March 2023</u> One section remains outstanding, currently being coordinated with DASV partnership to ensure all outstanding actions are complete before sign off.</p>	
FCSP DHR 1-2021	March (NE)	RJW Associates	With Home Office	N/A	<u>Update October 2021</u>	

<p>Home Office Reference Number 20210517/0</p>			<p>for initial QA</p>		<p>Notification May 2021 – DASV managed. Difficulty in finding an available author. First author who accepted the work felt it appropriate to disengage following first partners meeting. Direct approach made to RJW associates to become the author. IMR work being completed and next panel meeting in early December 2021.</p> <p><u>Update December 2021</u> 2nd panel meeting held in December 2021 with a new author, RJW Associates. Next panel meeting scheduled for February 2022.</p> <p><u>Update January 2022</u> The first draft version of the report should be available for the February meeting.</p> <p><u>Update April 2022</u> Panel meeting scheduled for 29th April to discuss overview report with a view to send to Home Office for QA.</p> <p><u>Update June 2022</u> All relevant documents have been submitted to the Home Office. Expected date of review by the Home Office QA panel is November 2022.</p> <p><u>Update December 2022</u> Home Office feedback has been received and this is currently being worked on by the author and overseen by the DASV Partnership</p> <p><u>Update March 2023</u> Review report remains with the Home Office following the amendments post first QA review. Recommendations have been translated to an action plan and being progressed. See attached. NOT FOR WIDER CIRCULATION AT THIS TIME</p> <p> DHR Daniel Action Plan.docx</p>
<p>FCSP DHR 2-2021 Home Office Reference Number 20210517/1</p>	<p>March (WC)</p>	<p>Robin Jarman from Sancus Solutions</p>	<p>Panel Meetings</p>	<p>N/A</p>	<p><u>Update October 2021</u> Notification May 2021 – DASV managed. Difficulty in finding an available author. First author who accepted the work and had made good progress towards the first panel meeting had to stand down due to illness. Sancus Solutions have now taken on the role of Chair/Author.</p> <p><u>Update December 2021</u> First meeting with new author held in October and review placed on hold as criminal investigation remains live.</p> <p><u>Update April 2022</u> Panel meeting held late march following the criminal court case being concluded. Next panel meeting is scheduled for May 12th.</p> <p><u>Update June 2022</u> Criminal Court hearing and sentencing has been completed. Some difficulties accessing relevant and critical paperwork from police investigation team has now been resolved. This has now been shared with the panel for review and comment.</p> <p><u>Update for October 2022</u> The author has not been in receipt of all required IMRs which has delayed progress. These were chased week commencing 26/09/22.</p> <p><u>Update December 2022</u> The author is writing the first draft of the overview report for circulation to the panel early in 2023.</p> <p><u>Update March 2023</u> Final draft overview report shared with panel for feedback ahead of HO submission on or around 31st March.</p>
<p>FCSP 2022 - DHR1</p>	<p>March (VT)</p>	<p>Jacky Dadd Consultancy Group</p>	<p>Panel Meetings</p>	<p>N/A</p>	<p><u>Update June 2022</u></p>

Home Office URN 20220314/0					<p>Overseen by DASV Partnership on behalf of CSP. IMR's complete, terms of reference agreed, and panel meeting scheduled.</p> <p><u>Update October 2022</u> Overview first version has been written and circulated for feedback no later than 07/10/2022.</p> <p><u>Update December 2022</u> The Overview report and action plan has been submitted to the Home Office for the QA process. The QA Panel will review on 26th April 2023.</p> <p><u>Update March 2023</u> Recommendations have been translated to an action plan and being progressed.</p>

Glossary

ABCs	Acceptable Behaviour Contract
Acquisitive Crime	Theft from dwellings, vehicles, non dwellings, commercial inc shop lifting
ASB	Anti-Social Behaviour
CAA	Community Action Area – Location that requires a partnership focus to reduce incidents and improve public confidence
CAF	Common Assessment Framework
CASUS	Cambridgeshire Child and Adolescent Substance Use Service
CCTV	Closed Circuit Television
Crime Calendar	Analytical work from 5 years of data produced seasonal crime trends
CSP	Community Safety Partnership
CYPS	Children & Young People Service
DA & HR	Domestic abuse & Healthy relationships
E-CINS	Empowering-Communities Inclusion & Neighbourhood-management System (E-CINS)
FDC	Fenland District Council
'Get Closer' campaign	Police campaign to place the service in the public eye including awareness, targeted and partnership media
'Hidden Groups'	Hard to reach groups or difficult to identify or engage
IDVA	Independent Domestic Abuse Advocate
IOM	Integrated Offender Management
LAC	Looked After Children
LARM	Locality Allocation and Referral Meetings
LCG	Local Commissioning Groups
MASH	Multi Agency Safeguarding Hub
Mosaic Data	Mosaic is a classification system that gives you access to a vast range of demographic data
NCCZs	No Cold Callers' Zone
NHS	National Health Service
NHW	Neighbourhood Watch
NTE	Night Time Economy
Op Titan	Police operation monitoring and enforcing licensing conditions in pub cluster areas
PRP (HMO)	Private Rented Property (House in Multi Occupation)
P&CC	Office of the Police & Crime Commissioner

PSG	ASB Problem Solving Group
PSHE	Personal, social, health and economic education
PST	Local Police Problem Solving Team
RAO Group	Partnership group for licensing monitoring and appropriate action around identified breaches
RONI	Risk Of NEET Indicator
SIRCS	Secure Incident Reporting and Empowering Communities System.
TLS	Traffic Light Model System
UKBA	United Kingdom Border Agency / UK Immigration services



**Fenland Community Safety Partnership
Grant Monitoring Meeting Progress Update**

Date 19th April 2023

Supporting local problem solving and community engagement

<p>Funding - How has funding provided additional capacity at a local level.</p> <p>Financial monitoring forms/returns</p>	<p>Added value to existing efforts.</p> <p>Two posts to provide a response to ASB and deliver community engagement and CSP projects. One full time and one 0.6 FTE.</p> <p>This has enabled Community Safety to continue to deliver objectives related to the CSP priorities which include, provide a response to complaints of ASB, community engagement and work force development.</p> <p>EG: <u>Work Force Development Sessions</u> Training themes for these sessions are linked to the priorities within the CSP action plan and community concern. Frontline professionals and community volunteers who work across Fenland are invited.</p> <p>They are delivered in partnership with subject matter experts such as DASV, CAPASP, Cambs Constabulary and CGL</p> <p>The sessions are intended to keep those attending updated with information on trends and response options for the subjects covered which will assist them to support, signpost, and where necessary refer potential victims/vulnerable people to the correct service.</p> <p>Partners attending include housing providers, police, probation, traveller teams, young people workers, family workers, children centres, food banks, volunteers, schools, healthcare workers, faith groups, community organisations and citizens advice.</p> <p>Subjects include Drug & Alcohol harm reduction, Domestic Abuse & Coercive Control (Non-Fatal Strangulation, Stalking, Elder Abuse), Cyber Crime & Scams, Suicide Prevention, Hate Crime, LGBTQ+ DA & Support awareness, and Serious Organised Crime.</p>
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<p>Reporting – How do you receive reports of community-level crime and disorder / ASB</p>	<p>Examples of increased awareness.</p> <ul style="list-style-type: none"> • Online reporting tool • Via My Fenland call centre • Via elected members • Through Community Engagement (Report options leaflet) • External partners and internal teams.
<p>Links with Vision Zero Partnership (Road Safety) – work at local level</p>	<p>Examples of joint work showing action/outcome and feedback to people.</p> <p>Community safety has links with Vision Zero partnership and supports their work by:</p> <ul style="list-style-type: none"> • Supporting Vision Zero social media campaigns, though CSP and FDC social media and sharing out to town and parish councils. • Supporting Project Edward Days of Action with venues, resources, and local advertising in the community. EG. October 2022 March Market Place and plans being made for Wisbech in 2023, following March not being a viable location due to ongoing engineering works. • Inclusion in community safety engagement events held quarterly in each market town. Wisbech 21/04/2022, Chatteris 04/08/2022, March 20/10/2022 and Whittlesey 10/03/2023. These events host a wide range of partners in a marketplace event for residents and provides an opportunity to share information and advice and signposting within their specialist service area.
<p>Data - Survey/ collection of data sources, Strategic assessments / action plans</p>	<p>Sharing of action plans.</p> <ul style="list-style-type: none"> • Commission Annual Strategic Assessment <ul style="list-style-type: none"> ◦ Bespoke Shoplifting deep dive commissioned. • CSP Community Survey's <ul style="list-style-type: none"> ◦ Twice yearly Community Survey ◦ Bespoke Survey SS4 town ctre retail/commercial • CSP Action Plan <ul style="list-style-type: none"> ◦ DHRs & Recommendations • Community Engagement <ul style="list-style-type: none"> ◦ You Said We Did • PSG Meeting Notes. • Case Report Data Monitoring
<p>Case Studies - All responsible authorities are engaging with the</p>	<p>Sharing of positive outcomes.</p> <ul style="list-style-type: none"> • March – ASB (housing provider, police, fire)

<p>local Problem-Solving Group or similar and contributing to developing responses e.g., Community payback teams</p>	<ul style="list-style-type: none"> • Whittlesey – Safeguarding (housing provider, children services, district elected member, children services, mental health, family support) • Community Concerns Christchurch – Residential property use (planning, private care company, adult safeguarding) • New Drove Wisbech – Community Nuisance (homeless services, police, landowner, CCC) • North Drive Park, March – Youth ASB (police, environmental health, private sector housing) • Doddington – Nuisance neighbour (adult safeguarding, housing options, private sector housing, GP) • Op Luscombe, Wisbech – Street based ASB (police led partnership response, FDC, DWP, Housing First, CGL) • Safer Streets 4 • Nightcrawlers, March – Youth ASB (police, YOS, Children Services, SAFE Team, FDC) • Community Payback – Parks & Open Spaces across Fenland (Cemeteries) • Old Market, Wisbech – Street nuisance (FDC teams, police) • Wisbech – Exploitation (FDC teams, housing first, housing provider, police)
<p>Safer Communities Fund Bids –</p>	<p>Number of Bids submitted.</p> <ul style="list-style-type: none"> • New Drove – Fly Tipping • Problem Sites & Properties Group - promotion • Team Service Planning – promotion • Streetpride - pending.
<p>Engagement – e.g., Community - Parish Council Meetings, submitting items for local newsletters, posting on social media, and traditional press releases</p>	<p>Examples.</p> <ul style="list-style-type: none"> • Town Engagement Partnership Event – Quarterly <div data-bbox="603 1435 1166 1917"> <p><small>Retweeted by Darryl Preston PCC Cambs & Peterborough</small></p> <p>Fenland CSP @FenlandCSP · Mar 13</p> <p>@FenlandCSP held a Community Safety event in Whittlesey on Friday 10th March. The event was supported by @CambsCops, @CAPA5P @FenlandYRadio @N_Watch. @cambsfrs, who spoke with local residents. @PCCCambs @FenlandCouncil @cambslib @CambsCops @FenCops @RuralCambsCAB @CambsNHW</p>  <p>2 3 321</p> </div>

- Rural Engagement – with police



- Newsletter



CSP Newsletter
Edition 13.pdf

- Social Media
- FDC Corporate Comms (Loan Sharks, DA, New Drive)
- Safer Streets 4

Date of next meeting

TBA at meeting

CCTV shared services statistics

January – December 2022

CCTV service performance overview

	Total 2021 (Jan – Dec)	Total 2022 (Jan – Dec)	Variance
Incidents	1,268	1,157	- 111 incidents
Enforcement Outcomes – arrests, fines and warnings	101	98	-3 outcomes
Camera Patrols	4,919	4,266	-653 patrols
Service delivery provided	100%	100%	-
No. of Cameras (Public Space)	82	82	-

Number of incidents picked up by CCTV and associated arrests & fines 2022

	Chatteris	March	Whittlesey	Wisbech	Total
Incidents	36	185	40	896	1,157
Arrests and fines (CCTV led)	6	24	12	63	98
No. of cameras / % of overall	15 (18%)	14 (17%)	6 (7%)	43 (52%)	82 (+4 Doddington)

Fenland District Council

leisure operating contract report
April 22 – March 2023

“ improving lives
through leisure ”



www.freedom-leisure.co.uk



an introduction to the uk's second largest genuine charitable leisure trust:

It has been an extremely challenging time for the sport and leisure sector as a whole, but Freedom Leisure has worked closely with their local authority partners to provide the best service possible during this unprecedented time. Nationally Freedom Leisure were selected as the preferred operator of 2 new leisure contracts, increasing their portfolio to 110 leisure centres, 24 individual clients and over 3,500 employees.



110

leisure centres, including 2 theatres, on behalf of 24 individual clients across England and Wales.



not for profit

freedom leisure is a not-for-profit leisure trust which manages leisure and cultural facilities on behalf of partners across the UK to realise our vision of “improving lives through leisure”



focus

committed to providing and developing inclusive leisure facilities for everyone. Delivering a service to exceed our customers' expectations

freedomleisure ethos

- Provide affordable and accessible health, leisure and sport facilities for everyone, therefore having a positive impact on the local communities in which we operate and serve – we aim to inspire people to be more active more often
- Reinvest surplus into quality services
- Exceed our partners' desired outcomes for local communities
- Enhance our reputation and status
- Grow and develop as a company in a sustainable way
- Develop our people
- Renew existing contracts and win new ones

freedomleisure corporate vision



3179

Learn To Swim members

(176% of pre-covid numbers)



3,998

fitness members

(103% of 21/22)
(121% of pre-covid numbers)



106%

turnover

(income vs budget)



#3

for growth of LTS memberships

(England)



#3

for children's activities

(Freedom)



staffing, supplier and energy costs are significantly higher in the last 6 months and remaining high into the current year
recruitment - incredibly challenging



Memberships

Site	1.4.22	31.3.23	Variance %	25.10.2020	Variance % (to 25.10.20)
Chatteris	610	653	+7%	571	+14%
George Campbell	1170	1304	+11%	1137	+14%
Hudson	1052	1115	+6%	1040	+7%
Manor	1049	949	-10%	1044	-9%
TOTAL	3881	4021	+3.6%	3792	+6%

The above numbers include fitness, and swimming only and for Direct Debits and Annual memberships.

Site	1.4.22	31.3.23	Variance %	25.10.2020	Variance % (to 25.10.20)
George Campbell	799	793	-0.7%	465	+70%
Hudson	1141	1111	-2%	614	+80%
Manor	1017	1217	+20%	562	+116%
TOTAL	2957	3121	+5%	1641	+90%

The above numbers include Learn To Swim members only and while 2 sites have seen a small drop compare to the start of the year the contract as a whole is on the increase and marketing push is in place for all 3 sites to ensure we help as many people wo swim as we can.

increased marketing



George Campbell Leisure Centre

31 January · 🌐

DON'T MISS OUT! Our January offers end TODAY

This your last chance to take advantage of our 3 MONTHS FREE offer. 12 Months for the price of 9.

Make a start and find your #FreedomReason today:

<https://bit.ly/3P8ACqC>

What's your Freedom Reason?

WELLBEING

THREE MONTHS FREE*
(Annual membership)

PAY NOTHING UNTIL FEBRUARY
(Monthly membership)

*Terms and Conditions apply



Your Freedom Values



STAY

active, keep progressing & achieve this essential life skill

10 for 8 passes*

	Adult	Concession
Pool	£35.20	£26.40

*Must be used within 6 weeks



Hudson 30 October 2022 · 🌐

🥳🥳 CHATTERIS HAPPY 10th BIRTHDAY 🥳🥳

To celebrate our sister sites birthday we are offering NO JOINING FEE this weekend only.

Come down and see us, Join up and pay NO JOINING FEE 🥳

🔴 LAST CHANCE NO JOINING FEE TODAY 🔴

winter bootcamp

4 week course
14 November - 10 December 2022

Members: £40
Non members: £50


NO JOINING FEE

This Weekend Only

wellness within freedomleisure resources

 **training and courses**

- Resilience training • Stress Awareness
- Mental Health Awareness Training
- Mental Health Awareness Training for Managers
- Managing Anxiety Training • Level 2 Mental Health Training

 **policies, procedures & HR**

- Stress Management Policy
- Equality and Diversity Policy
- Referral to Occupational Health; this includes reviewing work station and environment, completing a health risk assessment

 **staff shop**

- Financial Advice • Online Counselling 247
- Face to face counselling • Legal advice 247
- Family Solutions • Discounts on nutrition and fitness

 **local healthy living advice**

- Discounted Gym Membership
- Expert Physical Activity Advice
- Expert Nutritional Advice

 **additional advice**

- Importance of Exercise • Practice Mindfulness • Improve sleep patterns
- Ask for help • Samaritans - call 116 123 or email jo@samaritans.org

For a list of charity helplines as suggested by NHS for anyone suffering from OCD, Bipolar, Depression and more www.nhs.uk/mental-health/nhs-voluntary-charity-services/charity-and-voluntary-services/get-help-from-mental-health-helplines



recruitment strategies

recruitment continues to be a challenge, we've had to continue to adapt...



recruitment referral bonus scheme

employees can earn between £175 and £500

for referring a lifeguard or swim teacher that is successfully recruited!

Ask at your site for more details on the Recruitment Referral Bonus Scheme and rules



www.freedom-leisure.co.uk



We are hiring!

👋 Are you looking for that next step in leisure or looking to transfer the skills you already have in management?

Then we have the position for you 🙌

👉 Click on the link below and check out our Full Time Duty Manager position going here at the Manor.

<https://apply.workable.com/j/D20BA4E4DB>



George Campbell Leisure Centre

14 February · 🌐

SWIMMING TEACHER COURSE coming up soon. Being held at The Manor Leisure Centre, Whittlesey.

Starts Saturday 4th March 2023. So, get booked in quick... See more



Become an Assistant Swimming Teacher

Start your career as a Swimming Teacher with an SEQ Level 1 Swimming Assistant (Teaching) qualification.

Upcoming Course

Manor Leisure Centre, PE7 1UA
Starts Saturday 04 March 2023
Price - £395.00



Along with the activities we provide in our centres we are also proud to support lots of different activities with Active Fenland such as:

PRE-FIT Classes

FIRST STEPS Fitness Classes

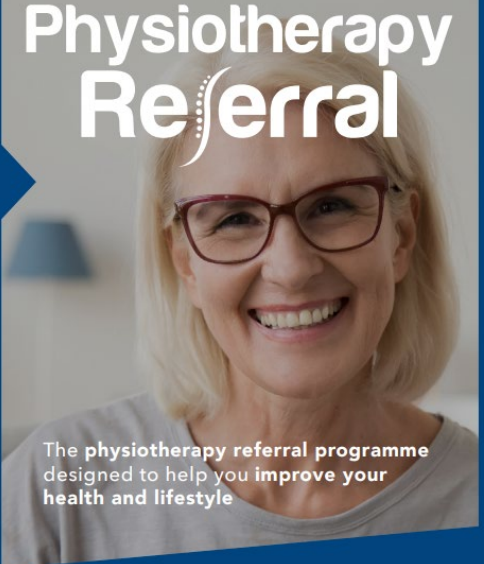
G.P. Referral Scheme

Lets Get Started!

RUN FOR FUN

Walking Football

Badminton for Adults, Junior's for all!



Physiotherapy Referral

The physiotherapy referral programme designed to help you improve your health and lifestyle

www.activefenland.org
www.freedom-leisure.co.uk

@ActiveFenland @FreedomLeisureFenland

active FENLAND
freedomleisure where you matter



Pre-Fit

Building strength, balance, stamina and suppleness for increased confidence to become more active.

<p>The Hudson Leisure Centre Harecroft Road, Wisbech, PE13 1RL</p> <p>Wednesdays from 2pm to 3.30pm Starting 11th January - £3 per person</p>	<p>George Campbell Leisure Centre City Road, March, PE15 9LT</p> <p>Wednesdays from 2pm to 3.30pm Starting 15th February - £3 per person</p>
<p>Doddington Hospital Benwick Road, Doddington, PE15 0UG</p> <p>Wednesdays from 12.30pm to 2pm Starting 15th February - £3 per person</p>	<p>Chatteris Leisure Centre Eastwood, Chatteris, PE16 6FN</p> <p>Wednesdays from 11.30am to 1pm Starting 15th February - £3 per person</p>

Inclusion Criteria:
Able to stand unsupported
Able to sustain 10min physical activity



LET'S GET STARTED

Kick start your physical activity journey

Ideal for beginners or individuals who are looking to return to being more active.

12 weeks of beginner level classes which progresses to gym based activity to help gain knowledge and confidence in the leisure environment.

Free
Chatteris Leisure Centre

Taster session: Friday 28th April

12 week programme:
Fri 12th May - Fri 28th July
Time: 7 - 8pm

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our customers have said

we received some fantastic feedback from our customers.

I am sending an email to give you some feedback about the event boot camp. It was amazing !!! I have a long history with the leisure centre which goes back over 20 years, where at times I have been very motivated but for a variety of reasons this will decline. I happened to have re downloaded the app where I noticed the boot camp, and I am so thankful that for some reason I downloaded the app !

My fitness has really improved and I can feel some really positive changes in my body including my confidence in my fitness.

Love going to the gym and a huge part of that is the staff they make you feel welcome and always helpful

A professional run centre with a very friendly atmosphere. Staff make you feel welcome and facilities have a good choice of equipment.

Staff are wonderful. Equipment has everything I need

I have just completed the 6 week bootcamp and what can I say I had totally forgotten how much I need exercise in my life. Sam has been fantastic with all us on the course meeting all our individual needs. We have all worked extremely hard and have had so much fun. Sam makes the classes fun and achievable to everybody so nobody ever feels left out. I have also enjoyed my assisted gym sessions which I could work on the areas that need more work. I would like to thank Sam for all her hard work and planning that went into each session and constant encouragement. I feel like a new woman not just physically but mentally as well. Looking forward to having more bootcamp classes put on the timetable.

I would like to know why there is no more warm water in shower facilities. I plan my day with Gym, then I usually go to work after, no I can't because I'm forced to drive home to take short shower. I know that energy bills are high now, but you increased membership fee too. I would like to ask, for at least to keep warm water(not hot) in shower facilities. its is not nice to use ice cold shower after Gym.

I do Aqua gym classes on Tuesday and Thursday. I always enjoy my class. It's friendly everyone joins in. It's exercise with good music and encouragement to do your best.

some highlights

Hudson:

A member of staff completed their Level 4 FAME training (fall and management exercise) now completing pre fit classes in collaboration with Active Fenland.

All new wet side showers - Thanks FDC.

In partnership with Active Fenland we have delivered Adult badminton, junior badminton, Forever fit, walking football and Pre Fit classes all have helped keep our local community active and engage with people in different ways.

George Campbell:

Introduced an rolled our new and improved 'Welcome Sessions' Gym and Whole Centre Orientation session to new and returning members. Up to 75% of all our new members get through all FOUR 'Welcome Session's over the first 8-weeks of their memberships with us. This helped us capture at least 18 absolutely brilliant 'Share your Success' Stories and customer testimonials.

We raised over £3600 for the MAGPAS air ambulance at our now world-famous TBEW (The Big Eastern Weekender) charity SPINNING Event. We also raised over £470 for Macmillan at our 'Abba-Thon' charity fitness event.

Chatteris:

Reconnected with local G.P surgeries and health professionals to promote our exercise referral scheme

Lv 3 Exercise referral qualification being completed by a member of staff offering more to our local community

Energetix sessions increased to 5 days a week to meet demand

Manor:

We have broken the 1200 barrier for children learning to swim at site! This is the first time Manor has helped over 1200 children each week to learn a key life skill.

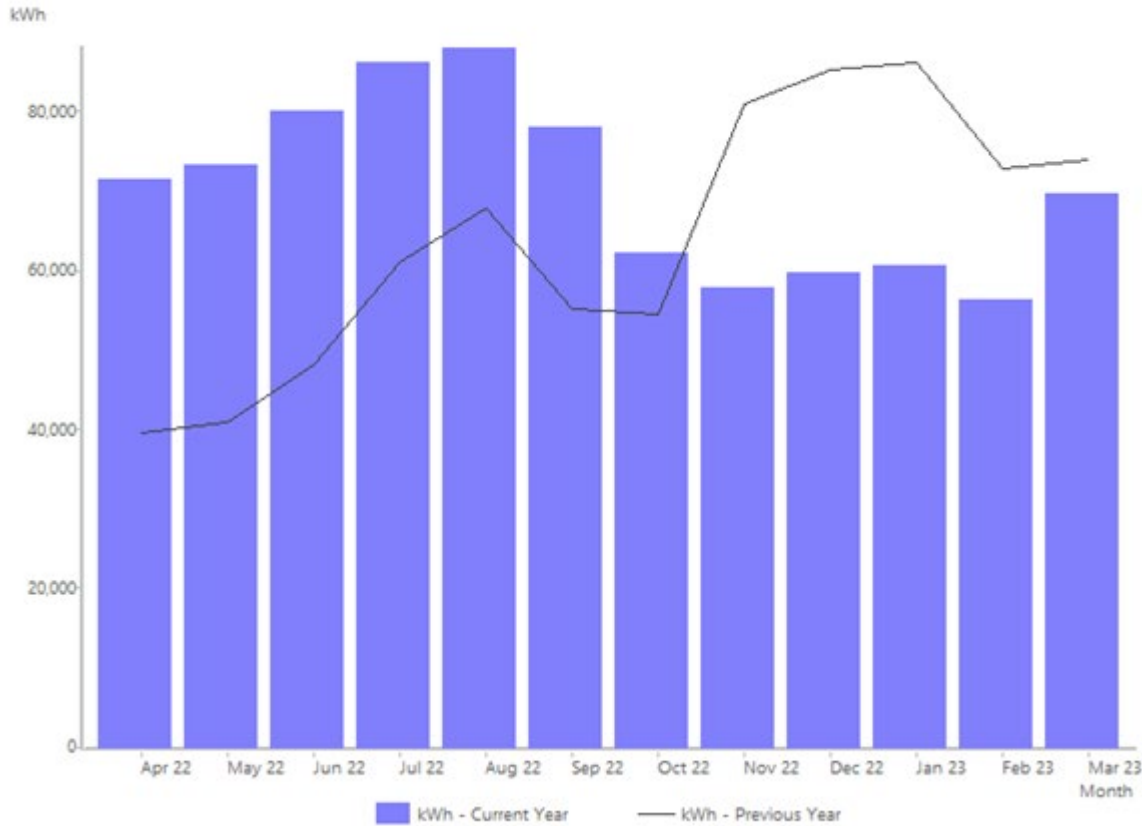
Whittlesey food bank are now renting a space from the Manor, this has now made the Manor a crucial space for the most needing in our local community

Pool timetable, soft play and parties had their timetables opened more to give the best customers experience.

We have forged a new relationship with an out of term kids club from Park Lane school

energy efficiency:

Annual Profile of Electricity Consumption



Dec – March
Electricity
Reduced usage by
22.5%



February 2022

Covid restrictions were fully lifted.

Summer 2022

Energy non negotiables introduced



Changes within the local Freedom team

Fenland now sits within the new region of South & East and Paul Doyle is the Regional Manager.


At Chatteris Sam Fabela has taken on the role of Fitness Manager and Simon Pešić-Smith has become the temporary Area Manager while a replacement is found.



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Agenda Item No:	11	
Committee:	Overview & Scrutiny	
Date:	26th June 2023	
Report Title:	O&S Panel Task and Finish Group	

COVER SHEET

1 Purpose / Summary

- 1.1 At its meeting on 9th May 2022, the Overview and Scrutiny Committee established a Task and Finish Group for the purpose of reviewing the Council's corporate performance indicators.
- 1.2 The Task and Finish Group made good progress in undertaking its review however, the review was not completed within the timescales originally predicted and there is therefore further work to be done.
- 1.3 In view of the change in membership of the Overview and Scrutiny Committee, revised nominations to the Task and Finish Group are required in order that the work can be completed. This report seeks nominations for that purpose.

2 Key Issues

- 2.1 In order for the Task and Finish Group to fulfil its agreed objectives, further nominations to its membership are required in view of the change in composition of the Overview and Scrutiny Committee. The Terms of Reference also require formally updating to reflect the change in timescales required to facilitate the conclusion of the objectives identified.

3 Recommendations

- 3.1 It is recommended that member of the Overview and Scrutiny Panel:
 - 3.1.1 Nominate replacement members to the Task and Finish Group up to a total of 3 members, 2 conservative and 1 opposition, with 1 substitute each. It is further recommended that where possible, the membership is comprised of the 2 former members of the Task and Finish Group who remain on the Overview and Scrutiny Panel.
 - 3.1.2 Agree the proposed amendment to the Terms of Reference of the Task and Finish Group shown as track-changes to the section entitled Report and Timescales.

Wards Affected	All
Portfolio Holder(s)	N/A
Report Originator(s)	Amy Brown – Assistant Director
Contact Officer(s)	Amy Brown – Assistant Director amybrown@fenland.gov.uk
Background Papers	Overview & Scrutiny Committee minutes from 17.01.22

REPORT:

1 BACKGROUND

1.1 At a meeting of the Overview and Scrutiny Committee on 17th January 2022 and during the discussion of the draft Business Plan for 2022/23 members requested the opportunity to consider the establishment of a task and finish group for the purpose of reviewing the Council’s corporate performance indicators.

1.2 The Overview and Scrutiny Committee is permitted to establish an advisory/task group by virtue of paragraph 23.3 of the Council’s Standing Orders which states as follows:

“The Council, Cabinet, Cabinet portfolio holder and any committee or panel may appoint such advisory groups as they may consider necessary from time to time and shall specify the purpose, duration and terms of reference of such advisory group, except that such advisory group shall be of a deliberative nature only and shall report back with or without recommendations to the body or person that appointed them”.

1.3 At a meeting of the Overview and Scrutiny Committee on 9th May 2022, the following recommendations were agreed:

- the formation of a time-limited cross-party scrutiny task and finish group;
- the Terms of Reference for the proposed task and finish group (at Schedule 1);
- initial nominations for the membership of the task and finish group; and
- agreeing that the outcomes of the task and finish group should be presented back to Overview and Scrutiny Committee at a future meeting.

1.4 The aim of the established Task and Finish Group is to review the corporate performance indicators for the purpose of ensuring that they enhance the Council’s corporate priorities and are both measurable and achievable in nature.

- 1.5 The cross-party Task and Finish Group, which it was resolved would be comprised of 3 members, was previously comprised of Cllrs Connor and Cllr Miscandlon with Cllr Hay as substitute and Councillor Booth with former Councillor Bob Wicks as substitute. Subject then to Cllrs Hay and Booth remaining on the Task and Finish Group, members are requested to nominate and agree a substantive and substitute conservative appointment and an FIA/Independent substitute.
- 1.6 It was initially envisaged that the work of the Task and Finish Group would be completed by the end of 2022 in order that its recommendations could be comprised within the draft business plan for 2023/24. However, due to various factors including the need to cancel a number of meetings during the official period of mourning for the Late Queen Elizabeth II it was not possible to meet that deadline. Nevertheless, in discussion with the former Chairman of the Overview and Scrutiny Committee and the original members of the Task and Finish Group, it was agreed that the work should continue and be completed as soon as was reasonably possible ensuring as the main priority that the overall objectives of the exercise are achieved.

2 TASK AND FINISH GROUP ACTIVITY TO DATE

- 2.1 To date the Task and Finish Group have reviewed all but the Communities priorities. Once this has been completed, a further meeting will be required to recap and review the previous discussions and proposals in relation to the other priorities (Environment, Equality and Quality Organisation). There therefore remains an ongoing opportunity to contribute not only to the outstanding priority but also in formulating the recommendations that the Overview and Scrutiny Panel ultimately agree for consideration as part of the draft Business Plan for 2024/25 for which consultation will commence later this year.
- 2.2 In order to ensure that new members of the Task and Finish Group are able to participate fully in achieving the desired outcomes, a briefing session will be arranged to outline in more detail the work that has already taken place and next steps.

3 ALTERNATIVE OPTIONS CONSIDERED

- 3.1 The most obvious alternative options in this scenario are either to discontinue the work of the Task and Finish Group, or to complete the work of the Task and Finish Group with the 2 original members only. These options have been discounted as the Overview and Scrutiny Panel resolved that the work should be completed and good progress has been made to date and also that the Task and Finish Group should be comprised of 3 members.

4 IMPLICATIONS

4.1 Legal Implications

4.2 There are no legal implications connected with the recommendations set out in this Report.

4.3 Financial Implications

4.4 There are no direct financial implications connected with the recommendations set out in this Report.

4.5 Equality Implications

4.6 The business plan and corporate priorities are designed to deliver and promote equal opportunities for all. The corporate performance indicators ensure that anticipated outcomes are met and provide opportunities for further improvement where issues are identified. These all contribute to the promotion of equal life opportunities for all.

5 SCHEDULES

5.1 Schedule 1 – Agreed Terms of Reference of the Task and Finish Group

**TERMS OF REFERENCE
SCRUTINY TASK AND FINISH GROUP TO REVIEW THE
CORPORATE PERFORMANCE INDICATORS**

1. Membership

3 members to be comprised of 2 Conservatives and 1 opposition group with 1 substitute each.

2. Advisers

Peter Catchpole, Corporate Director with responsibility for Governance and s.151 Officer.

Amy Brown, Head of Legal and Governance and Acting Monitoring Officer.

David Wright, Head of Policy & Communications.

Linda Albon, Member Services Officer.

Relevant service leads.

3. Purpose

1.1. To review the corporate performance indicators in accordance with recommended practices.

1.2. To report back to the Overview and Scrutiny Committee with its findings and suggestions for the purpose of enabling members of that Committee to make appropriate recommendations for incorporation into the next draft Business Plan.

4. Scope

To identify and agree the parameters for establishing effective performance indicators with input from officers and reference to resources such as the Local Government Association's Performance Manager Councillor Workbook.

To identify good practice from other local authority areas particularly where similar objectives are required to be achieved for example the fulfilment of certain statutory functions.

To review existing corporate performance indicators on an area by area basis with a view to establishing whether they enhance the Council's corporate priorities and are measurable and achievable.

To make suggestions as to how the existing corporate performance indicators may be amended or replaced.

To understand the skills and resources which will be required across the Council and relevant stakeholder organisations to deliver agreed actions.

To suggest a prioritisation mechanism to ensure that any resultant suggestions are effectively targeted and delivered having regard to the skills and resourcing available.

5. Reporting & Timescales

The Scrutiny Task and Finish Group will report its suggestions to the Overview and Scrutiny Committee ~~and should do so on or before its final meeting of 2022~~at its meeting on 16th October 2023 in order to ensure that any resultant recommendations can be incorporated into the draft Business Plan for 20243/54 which is due to be presented for consideration in February 20243.

Overview and Scrutiny – Draft Work Programme 2023-2024

All Informal pre-meetings are held via Teams until further notice,
but Formal meetings will be held in the Council Chamber at Fenland Hall

Meeting Dates

<u>Agenda Despatch Due 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>Meeting</u>
16 June 2023	19 June 2023	2.00pm	Via Zoom	26 June 2023	2.30pm
8 September 2023	12 September 2023	2.00pm	Via Zoom	18 September 2023	2.30pm
6 October 2023	9 October 2023	2.00pm	Via Zoom	16 October 2023	2.30pm
17 November 2023	20 November 2023	2.00pm	Via Zoom	27 November 2023	2.30pm
5 January 2024	8 January 2024	2.00pm	Via Zoom	15 January 2024	2.30pm
23 February 2024	27 February 2024	2.00pm	Via Zoom	4 March 2024	2.30pm
5 April 2024	8 April 2024	2.00pm	Via Zoom	15 April 2024	2.30pm

18 September 2023

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
14.30 to 16.30 Meeting	Road Safety Partnership	Communities	Dan Horn Alan Boughen Cllr Wallwork
	Commercial Investment Strategy and Investment Board Update	Economy	Cllr Boden Cllr Tierney Cllr Benney Paul Medd Peter Catchpole Dan Horn Anna Goodall Mark Saunders Adam Broadway Simon Machen
	O&S Annual Report	All	Chairman Amy Brown
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2022/23	All	Chairman Amy Brown

16 October 2023

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
14.30 to 16.30 Meeting	Anglian Water	Environment	Cllr Murphy Anglian Water Contact: Rose Shisler (AW reps tbc)
	Progress of Corporate Priority – Environment	Environment	Cllr Mrs French Cllr Count Cllr Murphy Cllr Tierney Mark Mathews

			Annabel Tighe Garry Edwards Phil Hughes Dan Horn
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2022/23	All	Chairman Amy Brown

Work to update the Work Plan for the remainder of the municipal year is ongoing to be agreed and finalised
Work Plan to include the attendance of the Mayor of the Combined Authority.

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