

AGENDA

OVERVIEW AND SCRUTINY PANEL

MONDAY, 16 OCTOBER 2023

2.30 PM

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

Committee Officer: Helen Moore
Tel: 01354 622461
e-mail: memberservices@fenland.gov.uk

- 1 To receive apologies for absence.
- 2 Previous Minutes. (Pages 3 - 6)
To confirm and sign the minutes of the meeting of 19 September 2023.
- 3 To report additional items for consideration which the Chairman deems urgent by virtue of the special circumstances to be now specified.
- 4 Members to declare any interests under the Local Code of Conduct in respect of any item to be discussed at the meeting.
- 5 Update on previous actions. (Pages 7 - 8)
Members to receive an update on the previous meeting's Action Plan.
- 6 Progress of Corporate Priority - Environment (Pages 9 - 26)
This report sets out the Council's progress in delivering the corporate objectives.
- 7 Local Government Ombudsman - Annual Review of Complaints. (Pages 27 - 36)
To update Members on the annual statistics in relation to the Local Government

Ombudsman (LGO) and the Council's corporate '3Cs' procedure. This explains how we deal with the comments, compliments, correspondence and complaints we receive.

8 Annual Meeting with Leader and Chief Executive (Pages 37 - 78)

Presentation on FDC's key achievements and performance 2022/23

9 Future Work Programme (Pages 79 - 84)

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

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

Friday, 6 October 2023

Members: Councillor Mrs M Davis (Chairman), Councillor R Gerstner (Vice-Chairman), 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

TUESDAY, 19 SEPTEMBER 2023 - 2.30
PM



PRESENT: Councillor Mrs M Davis (Chairman), Councillor R Gerstner (Vice-Chairman), Councillor B Barber, Councillor J Carney, Councillor L Foice-Beard, Councillor A Hay, Councillor S Imafidon, Councillor Dr H Nawaz, Councillor E Sennitt Clough and Councillor Woollard

APOLOGIES: Councillor G Booth and Councillor D Roy

Officers in attendance: Helen Moore (Member Services and Governance Officer), Peter Catchpole (Corporate Director and Chief Finance Officer) and Carol Pilson (Corporate Director and Monitoring Officer)

ALSO IN ATTENDANCE: Councillor C Boden, Councillor A Miscandlon and Councillor S Tierney

OSC10/23 PREVIOUS MINUTES.

The minutes of the meeting of 26 June 2023 were confirmed and signed.

OSC11/23 COMMERCIAL INVESTMENT STRATEGY AND INVESTMENT BOARD UPDATE

Members considered the Commercial Investment Strategy and Investment Board Update report presented by Councillor Boden.

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

1. Councillor Hay noted the Council is only receiving a return on one of its investments in Wisbech and it would be useful to know what that investment is. Councillor Boden stated a press release was published on 24th March 2021 reporting the investment Fenland District Council had made in the Millennium Works in Enterprise Way, Wisbech. He added this was a good first investment and the yield at this time is 6.2%, this should increase over time following further rent reviews. There are long established tenants in the premises and the Council has a twenty-three-year lease left on the property.
2. Councillor Hay said the report shows there are five projects in progress, and asked if there is an expected completion date for these investments. She added that it would have been useful to have a timeline in the report showing this information for the panel to keep track of these. Councillor Boden stated that two projects are on FDC owned land, Chatteris The Elms and Wisbech Nene Riverside but with no fixed date for completion. The Elms is still at planning committee stage but the Nene Riverside site is more complicated due to a variety of factors, with some developments that will materialise earlier than others. Two other projects in progress are 24 High Street and 11-12 High Street Wisbech. Some projects will fall under Fenland District Council and others will be transferred to the local authority trading company, Fenland Futures Limited depending on what is most advantageous to FDC. The fifth project which is residential commercial cannot be discussed at this time due to ongoing commercially sensitive negotiations. Councillor Hay thanked Councillor Boden and said that she appreciated that these items would not be set in stone.
3. Councillor Hay noted there were items that were rejected and asked if this is because they did not meet the criteria, one of which she would expect to be the amount of return on the investment. She also asked if it would be possible to know what the minimum returns are

expected to be depending on the investment. Councillor Boden answered that the return is just one of the things that the Council is looking for and there is no fixed figure in mind, however the Council would never be expecting to break even as that would be a waste of time and would not help support the Council in providing its services.

4. Councillor Hay asked if the Council will only invest in Fenland or would consideration be given to investing outside the area and if there are any other restrictions on the type of investment that the Council can look at. Councillor Boden stated that the commercial investment strategy currently restricts the Council in respect of boundaries, and this will be looked at in the commercial strategy review which is taking place at the moment. However, if considering an investment that involves borrowing, the Council cannot consider justifying this if the return is not the primary aim and does not then benefit the people of Fenland.
5. Councillor Hay pointed out the report shows there is one investment under offer and two which have been parked and asked what is the situation with the parked items? Councillor Boden replied that the one shown as on offer, an offer was put in but not accepted. The two projects that have been parked are potential opportunities which have not been taken forward yet and involve two substantial pieces of FDC owned land behind Russell Avenue March and in Coates.
6. Councillor Gerstner asked what proportion of the £25m allocated to the CIS is made up of loans and reserves and what are the risks associated with this proportionality, particularly considering the issues faced by other councils currently such as Birmingham? He also asked what can be learned from the issues arising at other councils. Councillor Boden replied that the £25m was a notional figure that Council gave authority to the Investment Board to invest, however at this point only just under £4m has been spent and none of that money has been from borrowing. In respect of learning from the experience of other councils, Fenland District Council does not need to be any more cautious than it is currently as can be seen in the rejected items previously mentioned by Councillor Hay. Councillor Boden added that some of the councils went beyond their comfort zone in terms of risk or invested in things they did not understand or should have been wary of, or they did not have the correct governance in place. There is a lot to learn from them and this Council will not be spendthrift with the authorisation it already has and will continue to be cautious and will always err on the side of caution. Councillor Gerstner thanked Councillor Boden and said that was very reassuring to the Panel and to the public to hear. Councillor Boden said he should point out that as a result of being cautious, the Council may not have made as many commercial investments as it might have done and therefore would not get as much of a return as a result, so could be challenged as being too cautious but he would rather that than be challenged for being too reckless. Councillor Tierney added that when investing public money you cannot take the same level of risk as you would if it was personal money, this is public money and needs to be invested wisely.
7. Councillor Nawaz questioned the yield of 6.2% and asked if that is an average of residential and commercial or has there been a split for each? Councillor Boden replied that is a yield on one significant property acquisition, being the Millenium Works. The yield does not tell the whole story, but you have to look at the risk involved. In this case, there was a highly stable tenant in place with a long lease which meant the risk being taken was lower than average which made the yield of 6.2% more attractive.
8. Councillor Nawaz asked what the yield is on residential properties. Councillor Boden replied there is no yield, and the Council is a long way from working out what the yield would have been on the residential developments in Chatteris The Elms. There will be a mix of developments at Wisbech Nene Riverside and again it will be a long time before yield can be calculated on that. An individual property was purchased at Russell Avenue in March with a view to demolishing it so that the Council could get access to its own land at the back of the property for future development, but the house is currently being used as emergency accommodation under the Housing Act so again there is no revenue at present.
9. Councillor Nawaz said 6.2% as a yield is quite competitive as the average is 7%-10% in the private sector outside London. Given that it is competitive and safe as well, Councillor Nawaz suggested that given that the Council has a considerable amount of land and money to invest would it make more sense to explore undertaking a feasibility study for building our own

residential or commercial properties and reaping a greater yield? Councillor Boden thanked Councillor Nawaz for the suggestion and said that in answer to the question of investment this topic falls under the Treasury Management function, which is controlled separately. All investments are looked at with the regard to the cash flow forecast. On the commercial side it is not an easy time especially if you are not an established developer to be able to achieve what Councillor Nawaz has suggested. One exercise was carried out in Chatteris where it made good business sense to add an extension to one of our commercial premises, but this had to be cancelled due to increased building costs which made the project economically unviable even with financial support from the Combined Authority.

10. Councillor Nawaz questioned the building of new houses and asked why this is not encouraged in order to enlarge the assets of the Council. Councillor Boden answered this is something that has been investigated and it is still an option in terms of potentially utilising the two sites that have been mentioned in this meeting, but the aversion to risk has come in and the Council must err on the side of caution and not take undue risk.
11. Councillor Nawaz put the point across that as far as the risk is concerned that risk would be minimal compared to other investments and the Council needs to address the dire need for housing. He also asked if the Council had made loans to outside bodies either secured or unsecured given the performance of other councils. Councillor Davis said that she did not think that was a question for this panel however, Councillor Boden replied that the Council would have far less risk and a speedier return if the land owned was to be sold to a developer, but on the larger sites, it would be in the public interest for some of that profit to stay with the Council. In respect of housing availability, this Council is actively working on a purchasing programme to provide a pool of temporary housing to assist with its legal housing requirements to combat homelessness. Councillor Boden added he would like to see emergency social housing as an item at a future Overview and Scrutiny meeting as it is a very big subject that the Council takes very seriously. Councillor Nawaz asked two more question which will be carried over to the next meeting. In terms of loans to outside bodies, the Council does not undertake such a loan facility in respect of housing development.
12. Councillor Nawaz asked about the use of Section 106 monies and it was suggested that this also be put on the Future Work Programme for another meeting.

The Overview and Scrutiny Panel noted the annual report from the Investment Board.

OSC12/23 OVERVIEW AND SCRUTINY ANNUAL REPORT

Members considered the draft Overview and Scrutiny Annual Report 2022-2023 presented by Councillor Davis.

Councillor Davis recognised the work of Overview and Scrutiny under the previous administration and thanked the preceding panel for their efforts.

Councillor Miscandlon stated that as a previous Vice Chairman and Chairman of the Panel, he would like to express his thanks to the Corporate Management Team and all the officers for their work, particularly those involved in several Task and Finish groups, during his time as Chairman.

The Overview and Scrutiny Panel approved the draft Overview and Scrutiny Annual Report for forwarding to Council.

OSC13/23 UPDATE ON PREVIOUS ACTIONS.

Members considered the update on previous actions.

Carol Pilson stated that an update will be circulated to the Panel following this meeting in relation to an outstanding query raised by Councillor Booth, which should then see the query marked as

complete. Secondly, in respect of the item under review concerning an invitation to the Mayor of the CPCA to attend a panel meeting, the mayor has suggested that he is willing to attend an all-Member Seminar as he did at South Cambs recently. Therefore, all members will be contacted on behalf of Councillor Davis as Chairman to invite questions and comments that members would like the mayor to address, and a date will be arranged for this.

OSC14/23 FUTURE WORK PROGRAMME

Members considered the Future Work Programme.

It was noted in response to some earlier questions from Councillor Nawaz that additional items for the Future Work Programme be added in respect of housing and S106.

3.23 pm

Chairman

UPDATE ON PREVIOUS ACTIONS

REF	Date Requested	Question	Target Date
COMPLETED ACTONS			
Ongoing Actions Completed Since the O&S Meeting of 19 September 2023			
1.		No actions requested	
ONGOING ACTIONS			
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> <p>At the meeting on 26/06/23 Councillor Booth stated that he still believes there to be a disconnect between what Clarion and Planning are saying. He is still waiting for a response from Nick Harding.</p>	Completed

		<p><u>RESPONSE FROM NICK HARDING AS FOLLOWS</u></p> <p>In Jan 2015, we received a pre-application 15/0022/PREAPP from RG&P consultants for the client Partner Construction. There is nothing on file to indicate that Clarion was involved in the scheme). It was for 104 dwellings (a mix of private and affordable). Pre-application advice was given in March 2015 and again in November 2015 following contact from the agent in the same month. The pre-application advice was not generally favourable.</p> <p>We then had application F/YR16/0441/F for 94 dwellings from Partner Construction and this was subsequently withdrawn. The same happened to application ref F/YR18/0455/F (same applicant / number dwellings) Application F/YR19/0090/F for 80 dwellings from Partner Construction was refused. Application F/YR21/1175/F for 55 dwellings from Partner Construction was approved. If there was a pre-application from Clarion then they would be able to provide the details of this, but our own search has not revealed anything.</p> <p>Information above circulated in an email to the O&S panel on the 19 September 2023 following the O&S meeting.</p>	
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>As reported at the O&S meeting on 19 September, the Mayor of the CPCA is willing to attend an all-member seminar. The date is yet to be arranged but members will be invited to submit questions and comments for that seminar in due course.</p>	On going
WATCHING BRIEF ITEMS			
		None at present	



Overview & Scrutiny Panel

Progress Against the Environment Priorities

**For performance from
1st April to 31st August 2023**

Portfolio Holders



**Councillor
Mrs Jan French**
Deputy Leader of the
Council



**Councillor
Peter Murphy**
Portfolio Holder for
Refuse & Cleansing,
Parks & Open Spaces



**Councillor Steve
Tierney**
Portfolio Holder for
Communications,
Transformation, Climate
Change & Strategic
Refuse



**Councillor Susan
Wallwork**
Portfolio Holder for
Community, Health,
Environmental Health,
CCTV, Community Safety
& Military Covenant

Environment

Projects from Business Plan:

Deliver a high performing refuse, recycling and street cleansing service

Diverting waste from landfill (Cllr Murphy)

The amounts and make up of waste presented by customers continues to change in response to broader issues such as the cost-of-living increases.

The provisional waste figures for the first 4 months of this financial year demonstrate elements of these changes. The teams have already collected a total of more than 14,500 tonnes of domestic and commercial waste from our customers. Within this total the Residual Waste remains broadly unchanged from last year, overall recycling waste has reduced by around 6% (180 tonnes) and the weather this year has resulted in an increase in garden waste collected of 26% (781 tonnes).

Collected Waste Tonnages	2022	2023	% Change
Overall tonnage	13,956	14,527	4.09%
Residual Tonnage	8,014	7,984	-0.38%
Dry Recycling Tonnage Actual	2,960	2,780	-6.07%
Compost Tonnage Actual	2,983	3,763	26.17%
Dry Recycling & Compost Tonnage Total	5,942	6,543	10.11%

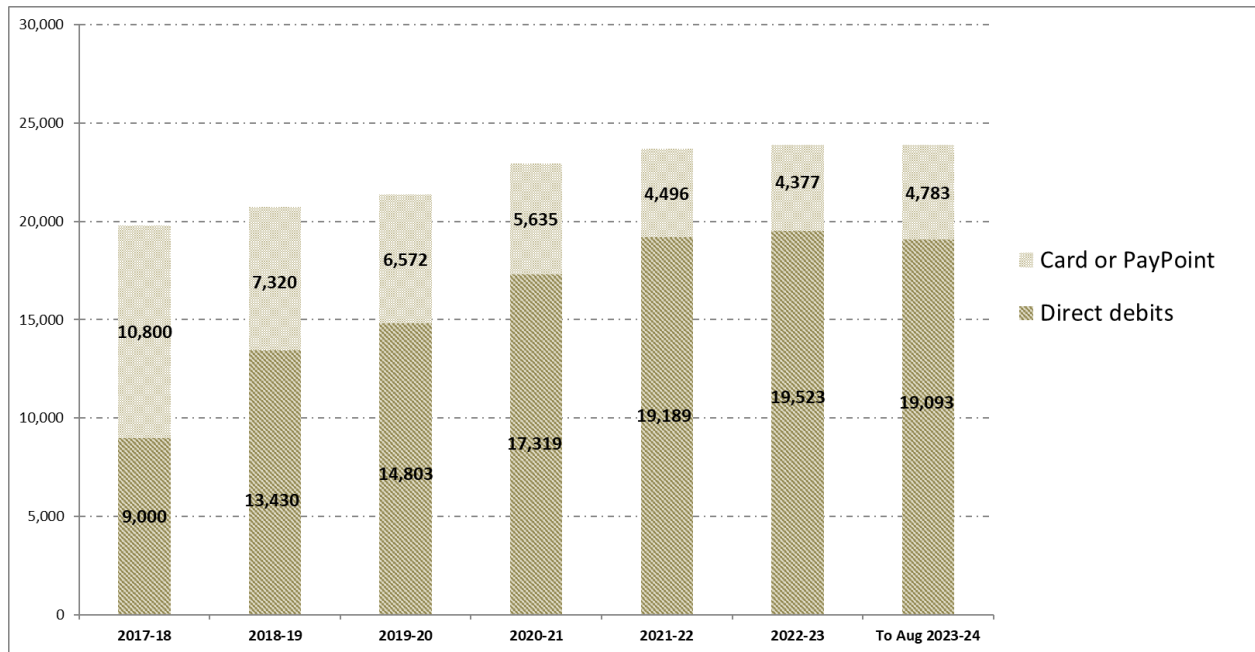
Collected Waste – Percentage Recycling (Blue Bin to Residual)	27%	26%
Percentage Recycling (Blue and Brown Bin to Residual)	43%	45%

The economic pressure on our customers is being seen in the reduced amount of recycling being produced. These reduced levels, along with significant changes in the values of the recycling material markets has seen a change in the income achieved from recycling compared to the highs of last year. In the first 4 months of this financial year, we achieved a net income of £110,182 from the materials presented, which is £92,733 less than the same period last year. This is because of a tonne of Fenland's recycling being worth around £130 a year ago and is now worth closer to £60 which has reduced the income from the materials.

We will continue to support our customers to maximise their recycling efforts and continue to treat their waste as a resource, but it is clear that the economic situation is having an impact across the recycling resource chain and impacting income from the materials collected.

Garden Waste Collection (Cllr Murphy)

The levels of garden waste subscriptions this year are already approaching those at the end of last year. A total of 23,876 subscriptions so far this year, with 80% direct debits, has generated an income of around £968,000 to cover the costs of providing the garden waste service to those who have chosen to make use of it.



Delivering clean streets and public spaces (Cllr Murphy)

The cleansing team works 7 days a week, 364 days a year to keep Fenland's streets and public open spaces clean.

So far this year they have responded to 681 requests from the public to deal with fly-tipping, graffiti, street cleansing or similar requests. Of these 96% (657) were actioned same or next day. Last year the team responded to 1,868 such requests with 96% (1,785) dealt with same or next day.

The scheduled cleansing and rapid response service, with support from Fenland's active local volunteers, including Street Pride groups, deliver clean streets and public open spaces in Fenland. The standard of cleanliness is monitored by Street Scene officers using Keep Britain Tidy surveying methodology across a range of land use types and all wards. In the past 4 months officers have completed 380 surveys for litter and street sweeping and found 378 to be of a suitable standard (99.5%).

Deliver a competitive trade waste service (Cllr Murphy)

Fenland has 594 commercial waste customers, including 28 who make use of the commercial food waste service. From these customers the team have collected more than 500 tonnes of waste, of which 45 tonnes was mixed dry recycling and 32 tonnes was food waste.

Working with key stakeholders to deliver an effective waste partnership and update the Cambridgeshire & Peterborough Waste Strategy (Cllr Tierney)

By delaying the Environment Act changes and not delivering any detail on what is expected of local authorities Defra have made it difficult to update the current Joint Waste Strategy for Cambridgeshire and Peterborough. The RECAP member board decided to extend the existing strategy until clarity is provided by Defra. We keenly await this clarity from Defra on food waste collections, the detail of the extended producer responsibilities and confirmation of the delayed

deposit return scheme.

Work with partners and the community on projects to improve the environment and streetscene

Tackling fly-tipping, illegal parking, dog fouling, littering and ASB (Cllr Murphy)

Fly tipping continues to be a priority for our communities and streetscene officers work proactively to investigate reported fly tipping, working closely with colleagues and other agencies to ensure swift removal of fly tipping, particularly where this presents a hazard, and to try and ascertain who is responsible.

During April to August the council has removed 451 fly tips. The main locations affected have been Wisbech and its surrounding villages. We have attended 249 of these, looking through the waste searching for any evidence. This has resulted in the following enforcement actions:

- A guilty plea in the magistrates court for fly tipping in West Street car park Wisbech. The incident was witnessed by a member of the public who reported it immediately. The male was issued with a Fixed Penalty Notice but was unpaid, so the matter was referred to Court. The man was fined £400 with costs awarded of £450 and a victim surcharge of £160. Total fine £1010.
- 6 x £400 Fixed Penalty Notices have been issued for individuals we believe have either been responsible for fly tipping or those who have failed to employ services of legitimate waste carriers (resulting in waste being dumped)
- 1 £150 fixed penalty notice for littering.
- 1 further £300 fixed penalty notice has been issued to a business for a duty of care offence, resulting in waste being dumped in Whittlesey.
- A further 2 formal written warnings for fly tipping offences where the level of evidence was not sufficient to prosecute.
- 4 formal interviews under caution have been carried out to those we suspect are linked to fly tipped instances.

Intervention work has continued with visits to address locations where bulky items are left outside properties or in community areas where there are issues with refuse.

Illegal Parking (March Market) and Abandoned/Nuisance vehicles

Additional enforcement work has been taking place on March Marketplace as the parking area returned to normal following enhancement works.

- During this time we have issued 5 parking fines.
- A total of 100 vehicles have been reported as abandoned. All were investigated and only 4 was deemed abandoned and later removed by our contractor. 2 were stolen vehicles and later removed by the Police.
- We have also received a further 47 reports of nuisance parking which have been referred to the Police.

- We have carried out several interventions with the owner of 5 vehicles parked up in prominent locations on the highway used for advertising. These have now been referred to Planning for enforcement under the Town and Country Planning Act.

Dog Control

During June a public and partner consultation exercise has been completed in relation to the Public Space Protection Order, which is the enforcement framework for addressing dog fouling and nuisance dogs. The current order will expire on 1st December if not renewed. The consultation is a statutory requirement prior to making a fresh order proposal. This item will go before cabinet in late 2023.

The public and our interested partners were consulted and asked to complete a survey through our website and social media pages to ensure they have had opportunity to help us decide on the council's priorities from the 1st December.

Officers have been proactive in carrying out patrols in areas reported to be affected by dog fouling carrying out approximately 200hrs of dedicated patrols.

Markets

Since April we have welcomed a new craft stall to the March Saturday Market and a burger van. The craft stall has remained but the burger van decided to move to another location after their trial.

Our casual bakery stall in Chatteris is now attending every week due to popular demand and is sold out by the morning each week.

We have welcomed a new mobility scooter to Whittlesey Market on a casual basis.

Community safety

Partnership work with internal teams and external partners to source funding for the removal of graffiti on private property in Ghost Passage. Some of the graffiti was considered offensive and potentially hate crime in nature. Following removal of the graffiti the wall will be coated in a clear substance to help make future removal easier. (Streetscene, Environmental Services, Safer Streets Officer, OPCC and Community Safety)

Partnership work with internal teams and external partners to remove significant debris left by a homeless person and also the remains of property believed unlawfully removed from the recycle centre. (Cadent, Police, Streetscene, Community Safety, OPCC)

Maintaining open spaces through grounds maintenance contractor and Street Pride, In Bloom, Green Dog Walkers and Friends of groups (Cllr Murphy)

Parks & Open Spaces Maintenance Jun – Aug 2023

A quarter of unseasonable weather between June and August has posed a number of issues in the management of the open spaces but our contractor, Tivoli, have performed well under the circumstances. With few exceptions, all fortnightly cuts have been managed within the

allocated timescales, any missed areas have been rectified promptly, and not a single default has been issued in the year to date. Closer on-site scrutiny by the team supervisor has helped ensure standards remain acceptable and the number of complaints from public continues to decrease. Sickness absence has greatly reduced as a result of better recruitment selection and improved management practices.

All cemeteries, open and closed, have been kept in good order and the recent appointment of a designated Cemeteries Officer ensures that the procedures, standards and presentation of the areas get the attention that they deserve and prevent potential issues developing. The number of burials including cremated remains at the end of July is identical to the previous year (177). The rose gardens in both Mount Pleasant, Wisbech and the Garden of Remembrance in Whittlesey have benefitted from winter attention and look better than ever before.

The renovation of the play area in Wisbech park was completed in early August to much public acclaim and numbers visiting on a daily basis remain high with an excellent display of play equipment on offer. The splash pad has been regularly used, despite the unpredictable weather and the trees planted in the area are flourishing. The pavilion progresses well and is due for completion by the end of the year. Our 56 Play area inspections have reduced in frequency to fortnightly, rather than weekly, to no adverse effect and have saved approximately £17,000 p.a. in doing so.

Tree inspections are currently taking place with over 3,000 specimens logged on our new database to date and remedial action, where required, has either taken place or been scheduled in for action in the coming months. This is a major piece of work but offers a greater degree of security that will bridge a known shortfall in the Council's green spaces operation. The total number of trees inspected on completion will exceed 5,000.

The new pavilion construction in Wisbech Park continues at a pace. It is anticipated that the roof will be completed in October, with the first fix works then taking place inside the pavilion. Discussions continue with Wisbech Town Council in regard to the management of the new facility.

Street Pride

A total of 103 events were held by community groups between April and August to improve the environment. This included regular work parties as well as equipment being lent to both March Brownies and Wisbech Police Cadets to undertake litter picking around the respective towns.

A few key events to highlight are:

- The Friends of Wisbech General Cemetery held a summer evening walk on Wednesday 7th June. Funds raised at the event will go towards further enhancements to the cemetery.
- Six volunteers from four street pride groups attended a refresher risk assessment training course, delivered by the Council's environmental health colleagues.
- Fenland District Council, Natural Cambridgeshire, PECT (Peterborough Environment City Trust) and Cambridgeshire ACRE joined forces to host a Nature Recovery event on Thursday 13 July where groups and residents attended to gain advice and information on developing nature restoration projects.
- Both Chatteris & Benwick were judged by Anglia in Bloom judges on 14th July with

results being announced in September.

- Eight Street Pride groups were formally presented with trollies funded by the Cambridgeshire and Peterborough Police and Crime Commissioner's Safer Communities Fund, to aid in their litter picking efforts.

Working with town councils and the community to provide local markets and market town events (including Four Seasons events) (Cllr Murphy)

April's St George's Festival was delivered in a different format this year. Months of planning in collaboration for the first time with Cambridgeshire skills, Market Place Creative People and Places, 20Twenty Productions and March Library culminated in a spectacular St George's Festival for the town of March.

The committee focussed on increasing the arts events at local venues throughout the month of April culminating with a celebration of the arts on St George's Day itself.

Together with the committee a series of free activities were designed and delivered to engage and inspire the town. Highlights included, all 5 primary schools creating dragon puppets, Neale Wade students creating an art exhibition, poetry walks and screen printing for groups and individuals which were fully booked. A huge Dragon was created by the community for the parade. Businesses were enthused too, giving over their window space for large scale dragon chalk drawings.

In June, Chatteris festival was successful with an income increase this year from £3,000 to £5,000, which will help to cover rising costs. This year the event was themed around the 1920s, which included a vibrant opening parade. Chatteris museum also obtained funding from the National Lottery Heritage Fund, for a project looking at life in Chatteris during the 1920s. The F-Stop Camera Club recreated archive museum photos in the present day to form a 'Then and Now Exhibition' working with local artist, Marian Savill, to deliver workshops in schools and the community to create art deco style tiles and vases from recycled materials. Which were displayed in the marquee over the festival weekend.

Plans for 2024 events are already underway, which will contribute to Fenland's new Cultural Strategy.

Review the current arrangements for parking enforcement in Fenland (Cllr French)

Officers are currently awaiting the estimated sign and line corrective work costs from the County Councils framework contract Milestone which are anticipated at the end of September. The extremely high rate of defective signs and lines within the Fenland area associated with poor routine maintenance has unfortunately seen the corrective work costs spiral. Officers are therefore anticipating the revised implementation costs to be significantly higher than initially anticipated.

Following receipt of the estimated corrective works costs from CCC, FDC officers will prepare a CPE update paper for Cabinet. For further information, members are advised to refer to the CPE cabinet update paper dated 17 July 2023.

Street Lighting (Cllr French)

The current Streetlight repairs and maintenance works contract is due to expire on 31st

January 2024 following a short contract extension period associated with existing officer workload and reduced resources within the engineering team. It is anticipated that a new repairs and maintenance works contract will be tendered at the end of October. It is the intention that the procurement exercise will be solely for FDC and associated Parish lighting stock and not extend to cover SCDC lighting stock requirements.

The new contract will focus on repairs and maintenance works with ad-hoc replacement and upgrade works. Bulk replacement works associated with capital programmed projects will be facilitated via a separate tendered exercise. Officers will look to develop a revised service level agreement with member input for third party works (Parishes and Clarion Housing Association) to overcome any service provision shortfalls and definitions.

Currently replacement and upgrade works are ongoing for several Parish Councils in addition to FDC's own lighting stock. No new replacement works shall be commissioned through the existing R&M contract due to associated connectivity and material lead in times.

All third-party works are recharged back to the Parish/Housing Association via the SLA upon full or partial completion of the works. FDC do not invoice the Parishes for any works that have not been completed and to date FDC have not charged Parish Councils for any professional staff time service provided.

FDC Car Park Maintenance (Cllr French)

All FDC car parks are fully inspected twice a year in April and October with visual inspections carried out periodically by the engineering team. Any corrective works are subsequently ordered following FDC procurement guidelines.

The 60-year lease term for Chapel Road car park with the National Trust is due to expire in March 2024. Officers commenced consultation with the NT some time ago in respect of future lease renewal heads of terms and these are currently still awaited. A full report will be brought to cabinet in due course following receipt of the National Trusts lease terms and conditions along with the estimated FDC capital cost that will be required to ensure the asset remains fit for purpose going forward.

Following the fire damage sustained in Somers Road car park in June 2022 associated with a suspected arson attack on the adjacent BT exchange building, all repair and reinstatement works have now been completed. The works included the relocation of the recycling centre facility in line with the fire safety report.

Community Safety Partnership updates (Cllr Wallwork)

- Gates at Norfolk Street have now been erected – shops in the vicinity have provided gratitude and positive feedback. FDC will cleanse once a month for any litter that gets thrown into the passage, although it is hoped this will stop when the novelty wears off.
- Community engagement sessions where members of the CSP, primarily FDC and police neighbourhood teams with other partners supporting occasionally, make themselves available for face to face engagement within numerous locations across Fenland. Following feedback from O&S more rural locations are chosen. Locations to date:
 - Eastrea Centre – FDC, Police and local Cllrs.
 - Coates Roadside – FDC & Police
 - Whittlesey – FDC (Community Safety & Streetscene), Police, Cyber Crime Officers, NHW, Cambs Fire & Rescue and the bobby scheme.
 - March Library – FDC, Police, Cyber Crime Officers, Domestic Abuse Support Service Outreach (DASS), Bobby Scheme, NHW, Cambs Fire & Rescue, & the Community Navigators.
 - Oasis Centre Wisbech – FDC, Police, Cyber Crime Officer.
 - Leverington Village Hall – FDC, Police, Cyber Crime Officer.
 - Newton Village Hall - FDC, Police, Cyber Crime Officer.
 - Wisbech Library - FDC, Cyber Crime Officers.
- Work Force Development: Frontline staff from statutory and the voluntary sectors who work across Fenland are invited to attend these free training sessions organised by Fenland CSP in partnership with subject matter experts. The intention is to keep those attending updated with latest information, trends and response options for the topics covered, to help them to support, signpost, and where necessary refer potential victims/vulnerable people to the correct service. Sessions include:
 - HourGlass - Elder Abuse awareness
 - Stop Suicide Awareness (Linked to DHR Recommendations).
 - Serious Organised Crime Training
 - Drug & Alcohol Abuse
 - County Lines Training for those who work in looked after children settings.

Fenland Diverse Communities Forum updates on delivering the Community Cohesion Action Plan (Cllr Wallwork)

Community cohesion describes the ability of communities to function and grow in harmony together rather than in conflict. It has strong links to concepts of equality and diversity given that community cohesion can only grow when society as a whole recognises that individuals have the right to equality (of treatment, access to services etc) and respects and appreciates the diverse nature of our communities. Community cohesion and Integration lies at the heart of what makes a safe and strong community.

The Fenland Diverse Communities Forum recognises that to achieve cohesion there needs to be:

- a common vision and a sense of belonging for all communities;

- an appreciation of peoples' diverse backgrounds and circumstances;
- people from different backgrounds need to have similar life opportunities; and
- strong and positive relationships being developed between people from different backgrounds and circumstances in the workplace, in schools and in neighbourhoods

The work of the Forum aims to build communities where people feel confident that they belong and are comfortable mixing and interacting with others. Effectively delivering community cohesion also tackles the fractures in society which may lead to conflict and ensures that the gains which changing communities bring are a source of strength to local areas. Community cohesion is therefore critical to the quality of life of local people and, as community leaders, local authorities have an essential role to play in facilitating this.

The Council is part of the Fenland Districts Diverse Communities Forum (FDCF). This partnership has been established for nearly 20 years and is formed of over 30 partners across different sectors and faith groups. Members of the FDCF work closely together to deliver projects promoting integration and community cohesion across Fenland.

Some Key Highlights.

- Completed the revamp of the partnerships action plan, to Identify issues and projects to address the identified cohesion and integration challenges the district faces.
- Settled status. The partnership have signposted Europeans wanting to settle in the District and adjoining districts to the EU Settlement Scheme, as well as helping people to apply.

The latest quarterly figures show that:

Looking at local figures, the numbers of people who have obtained settled status:

- Cambridge – 33,110;
- ECDC – 7,980;
- Fenland – 18,640 (previous quarter was 17,890), of these 5,910 people were from Lithuania & 4,610 people from Bulgaria.
- Hunts – 13,330;
- BCKL&WN – 14,080;
- Peterborough – 69,000;
- SCDC – 13,440;
- S Holland – 19,790.

English for Speakers of Other Languages (ESOL)

ESOL courses provide learners with the essential language skills that need to be able to communicate in English.

Although our ESOL support is primarily aimed at people who have moved here from Eastern Europe, there has been specific courses to cover Ukrainian nationals. Although work varies from agency to agency, people are given the opportunity to join whatever course fits them best. This approach has been very successful and the people who use these appreciate and like the flexibility shown that makes it possible to attend.

Looking at all our projects/ courses on offer they are designed to help people who want to learn basic English, to those who want to develop their speaking skills to support them in work and life to more advanced learners who want to brush up on their knowledge of grammar so

that they can be more confident and accurate when communicating in English.

There are courses held at the College West Anglia (CWA), Libraries, and the Rosmini Centre as well as floating support. Cambs & Peterborough Combined Authority, as well as Cambs Skills and CWA have built this into their Multi-Skills packages.

Other projects

A variety of projects by schools, FDCF partners are also working together to help to address the cost-of-living crisis. The partnership has also worked with partners across the region on a range of cohesion campaigns including Holocaust Memorial Day, International Women Day, Black History Month, LGBT History Month, Gypsy Traveller History Month, Refugee Week and Hate Crime Awareness Week.

The work of the forum also includes a tension monitoring subgroup which can pick up any early warning signs of tension and take a proactive response to mitigate any risks

Community Safety Grant Agreement updates (Cllr Wallwork)

- At a community engagement event an older lady caught the eye of a Community Safety officer and the attending police officer. The lady was felt to be nervous and nervous/reluctant to approach, so the officers made the contact. Advice was provided about contact with Age UK along with other suitable signposting. The police did conduct a follow up visit.
- An ASB report received which indicated more of a concern about a neighbour's mental health deterioration. Routine checks made with partners such as police and adult social care which revealed both agencies were aware and directly involved. Relevant information was shared with both agencies to help them support the subject.
- Older resident, who lived alone, contacted Community Safety to report a variety of concerns. The customer didn't access the internet and although living in social housing didn't know their housing provider. Community Safety supported the customer, identified and made contact with the housing provider making them aware of the concerns and enabling communication between the tenant and housing provider neighbourhood officer. Follow up call made to the customer to provide reassurance there would be contact with their housing provider and how to contact them.
- Successful OPCC Community Fund bids update:
 - Graffiti removal at Ghost Passage
 - New Drove site was cleared (crime, rough sleeper, community nuisance)
 - Gates at Norfolk Street have been erected (safer streets 4 ASB hotspot)
- UK Shared Prosperity Fund: Two ASB prevention/diversion projects are commencing:
 - Safer Wisbech – youth diversion related projects
 - Wisbech ASB – Youth Outreach & Diversion and Op Luscombe Enforcement

Deliver the CCTV shared service with Peterborough City Council (Cllr Wallwork)

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.

From April to end of August 2023, the CCTV service has been able to respond to 554 incidents across our four market towns including incidents relating to anti-social behaviour, criminal damage, violent crime, illegal drug use, possession of weapons and theft.

As a result of CCTV intervention this has led to 63 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.

The CCTV service also continues to be pro-active in delivering services that helps reduce crime & disorder and anti-social behaviour by delivering regular camera patrols of our four market towns and other key locations. Since April the CCTV team have delivered 1,812 patrols. All patrols all 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.

The CCTV service also provides the councils 'out of hours' telephone contact services for example, homelessness, stray and lost dogs, cleansing incidents, dangerous buildings and structures, environmental complaints, to name but a few areas. From April to end of August, the CCTV service has responded to over 129 calls for services from our telephone contact service.

Peterborough City Council (PCC), as part of its property asset review decided, the Eco innovation centre, where the control room was located, should be placed on the market for sale. As such, work was delivered to relocate the CCTV control room to Sand Martin House in Peterborough within dedicated ground floor space during August. The relocation was successfully delivered across a few days with no loss of service delivery or disruption to any customers and stakeholders. CCTV partners and stakeholders will be invited to see the new control room over the coming weeks.

Street Drinking Update (Cllr Wallwork)

Following considerable community concern and representations, and following partnership consultation it was decided that Fenland District Council (FDC) would seek to introduce an alcohol related Public Spaces Protection Order (PSPO) as a response to the growing concerns related to street drinking and alcohol related nuisance and disorder. It also coincided with the transition of the existing Designated Public Spaces Order into PSPO's and therefore following public consultation stricter restrictions were requested for three hotspot locations. At the time, and it still remains the case albeit subject of Government review, only a Local Authority (LA) could introduce a PSPO. The LA would be the lead enforcement and prosecuting agency. The police would be provided powers of enforcement to deal with offending but subsequent prosecution through use of Fixed Penalty Notice (FPN) or Court would be a responsibility of the relevant LA.

Upon introduction of the Order in October 2017 the three hotspot areas were subject of a restriction which included not having an open container of alcohol, whilst the wider area didn't have any restrictions as such but provided an opportunity for intervention when the consumption of alcohol involved, or was likely to lead to, anti-social behaviour. The offence committed would be a breach of the PSPO, which in the case of the Wisbech

Orders would be when:

- Found in possession of an open container of alcohol in the three hotspot areas, or
- Failing to following the instruction of an Authorised Person (LA employee or Agent) or Constable in the hotspot locations and wider area.

See this link for more detail - [Wisbech PSPO \(alcohol\) - Fenland District Council](#)

After an initial period of prevention and intervention, formal enforcement activities started at the beginning of 2018 and our contracted enforcement agents, Kingdom, were allocated the task.

During the first nine months of enforcement there were 236 FPN's issued by Kingdom. A subsequent internal review identified some concerns regarding the effectiveness of the enforcement in dealing with the problems. The identified problems included multiple FPNs being issued to the same person, regularly two or three but as many as seven, and many unpaid tickets. Although some unpaid tickets were processed through to court many were not as it was not believed to be the best use of the public purse and therefore not in the public interest to pursue through the courts.

This clearly identified the need to consider alternative options if the Orders were to be considered an effective tool in reducing alcohol related nuisance. The option to use the intervention/enforcement powers the Orders provided were of benefit to those who could deal with any identified breach, it was the enforcement of those breaches that needed the careful consideration.

Following some research and contact with another LA who was experiencing similar issues with alcohol related nuisance which involved members of their migrant community it was decided to introduce a more formal educational approach where intervention was 'ramped up' for those repeat offenders. Starting with a formal warning through to prosecution. Included within this response was an opportunity for diversion through accessing support services. As the stepped response was being formalised and agreed with partners the success of Peterborough City's Operation Luscombe was brought to the attention of FDC. Operation Luscombe was a multi-agency response to deal with those persistent ASB perpetrators who were causing nuisance to the community within the city centre.

FDC were keen to see the introduction of Op Luscombe in Wisbech and dialogue was opened with the local policing inspector. However, the Covid pandemic did interrupt the progress of those discussions but the Police, did commit to introducing Op Luscombe to Wisbech and put in place the mechanisms for it to go live in September 2022.

As Wisbech had different street nuisance issues to that of Peterborough the Fenland Op Luscombe primarily looked at issues relating to begging and those of street drinking. Surprisingly, begging was the primary issue being identified as needing intervention. Op Luscombe provides those responsible for causing nuisance in the community the opportunity to engage with a wide range of partners who are most likely to help provide appropriate support linked to the individual's needs. The intended outcome would be for the individual to engage with the appropriate agencies and make a personal effort to change their behaviours. Those who fail to engage with the process and continued to be a nuisance would then be subject of more formal interventions. The interventions were personal to the individual's situation and their behaviour, agreed as a partnership, designed to support and

divert whilst also becoming increasingly punitive in nature. A court appearance and Criminal Behaviour Order the ultimate sanction.

Since September 2022 and to mid-August 2023, 53 people had been subject to the operation, 43 have ceased offending as a result of the work of the partnership hub, five have received a community protection warning for not engaging, two have received a community protection notice for ignoring the warning with more punitive sanctions and three have been referred to court. A Criminal Behaviour Order has been secured for one person linked to begging and another, linked to street drinking, is currently going through the courts. The operation is ongoing and community feedback recorded by police has shown it to have had a positive impact in the town.

The improved situation is supported by police incident data, CCTV observations, personal observations of FDC colleagues on the ground and anecdotally through the lack of complaints recorded on social media discussion groups. It is recognised that the introduction of legislation and/or an enforcement response will not totally prevent the consumption of alcohol in public spaces but what it has done is reduce the levels of nuisance caused by alcohol consumption. In August 2017 just before the introduction of the PSPO's the police recorded 15 'street drinking' incidents for the Medworth ward. In the same month a year later (2018) they recorded eight. Since October 2020, the highest number recorded has been three but most commonly either one or two reports a month. Partners who were providing outreach substance abuse support have stopped the outreach activity as the demand for their services through outreach had fallen significantly. Discarded alcohol related litter has reduced over time. CCTV observations of suspected alcohol consumption for the whole town has also reduced over time. A peak of 129 incidents in May 2017, 111 in June 2018 falling to 55 in June 2020 hitting a peak of 99 in June 2022. Since May 2021 we've also monitor the number of observed street drinking occurrences where the behaviour has required police notification. This would provide a good indication of alcohol related disorder. Other than May 2021, when there were two incidents which required referring to police, there has not been any report made to police by a CCTV operator up to and including June 2023.

However, it is acknowledged that some of this positivity is lost due to a small number of rough sleepers who are having a significant detriment on the town. It's also worth noting that not all the rough sleepers abuse alcohol or engage in ASB but those that have their impact has been significant. We have worked closely with the police to take appropriate enforcement action where necessary, but also providing homelessness support. Most recently FDC has secured evidence to successfully obtain an injunction against one rough sleeper who was a persistent ASB perpetrator.

The PSPO, as with any legislation designed to tackle an issue, will not eradicate the problem of alcohol related nuisance on its own. The legislation is designed to encourage prevention and behaviour change. Where behaviour change hasn't materialised the use of it for enforcement is one tool of many in the enforcement toolbox of the LA and police. Each situation where a breach of an Order is encountered should be approached and dealt on its own merits taking into account the personal situation, activity and behaviours of the alleged offender as well as the impact on the wider community. One size doesn't fit all.

The Police led Op Luscombe wouldn't fail without the PSPO being in place but there is no doubt it wouldn't have had such a positive impact if the PSPO wasn't in place. The Order provides legitimate grounds for intervention where there is no evidence of other offences

linked to alcohol abuse, such as drunk on a highway or being drunk and disorderly. As a result of the success of the partnership response through Op Luscombe FDC has secured further funding through the UKSPF for additional hours of police patrol activity. This activity will be focused at perceived peak times of street drinking nuisance, locations and also incorporate community engagement.


Key PIs:

Key PI	Description	Baseline	Target 22/23	Cumulative Performance	Variance (RAG)
CELP8	Rapid or Village Response requests actioned the same or next day	96%	90%	96%	
CELP9	% of inspected streets meeting our cleansing standards	98%	93%	99%	
CELP10	% of collected household waste – Blue Bin recycling (1 month in arrears)	27%	28%	26%	
CELP11	Customer satisfaction with refuse and recycling services	95.8%	90%	N/A (March 2024)	N/A
CELP12	Customer satisfaction with our garden waste service	89.1%	85%	N/A (Dec 2023)	N/A
CELP13	Number of Street Pride and Friends Of community environmental events supported	236	204	103	
CELP14	% of those asked who are satisfied with events	97%	95%	N/A (May & Jul 2023, Jan & Mar 2024)	N/A
CELP18	% of businesses who said they were supported and treated fairly	100%	95%	N/A (Jul 2023, Jan & Mar 2024)	N/A

Key:	
	Within 5% of target
	5-10% below target
	10% or more below target

Comments
CELP 10. Recycling tonnages have been impacted by a range of factors, including increases in the cost of living.

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Agenda Item No:	7	
Committee:	Overview and Scrutiny	
Date:	16 October 2023	
Report Title:	Annual Ombudsman Letter and 3Cs process	

1 Purpose / Summary

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

2 Key issues:

- On an annual basis the Ombudsman forwards to the Council a summary of complaints received from members of the public. This is also copied to the Chairman of Overview and Scrutiny.
- The LGO made 10 decisions relating to services provided by Fenland District Council during 2022/23. Anyone can refer a complaint to the LGO as long as they have been through the Council's 3C's process. In 2022/23 we had 0 upheld decisions.
- In 2022/23, 3Cs received 453 pieces of contact. 176 were complaints (a 15.3% decrease from 2021/22). 95 pieces of correspondence (39.7% more than in 2021/22) and 182 compliments (16.5% less than in 2021/22) were received. Overall, contact through 3Cs was down by 8.3% compared to the previous year.

3 Recommendations

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

Wards Affected	All
Forward Plan Reference	n/a
Portfolio Holder(s)	Cllr Steve Tierney, Portfolio Holder for Transformation & Communications

Report Originator(s)	Sam Anthony Head of HR and OD santhony@fenland.gov.uk David Wright – Head of Policy and Communications dwright@fenland.gov.uk
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Background Paper(s)	LGO Annual Report 2022/23 https://www.lgo.org.uk/information-centre/reports/annual-review-reports/local-government-complaint-reviews

An overview of the Council's 3Cs process

1. Our 3Cs process

1.1 Our corporate 3Cs procedure is the framework used for managing comments, compliments, correspondence and complaints across the Council. We aim to provide a fair, consistent and structured process to enable customers to give their views and receive an accurate response. The feedback we receive is used to monitor performance and improve our services.

1.2 Customers can contact the 3Cs team by:

- Completing an online or paper 3Cs form
- Emailing 3cs@fenland.gov.uk
- Phoning our contact centre
- Through their local councillor

1.3 The process for managing each type of contact is summarised in the table below:

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

Type of contact	Procedure
	<p>If the customer is dissatisfied with the response, their complaint is escalated to Stage 2.</p> <p>Stage 2</p> <ul style="list-style-type: none"> • Customer receives acknowledgement within 5 working days • Complaint passed to manager of the officer who provided a Stage 1 response. The deadline for response is 10 working days from acknowledgement • Officer responds directly to customer. This is stored in the 3Cs system as a Stage 2 response <p>If the customer is dissatisfied with the response, their complaint is escalated to Stage 3. This is the final stage in the complaints process.</p> <p>Stage 3</p> <ul style="list-style-type: none"> • Customer receives acknowledgment within 5 working days • Complaint passed to CMT lead for response. The deadline for response is 15 working days from acknowledgement • CMT lead responds directly to customer. They state that this is final response within our 3Cs process and give contact details for the LGO as a final course of redress. Their response is stored in the 3Cs system as a Stage 3 response. <p>Section 2 explains the LGO process.</p>

- 1.4 Contact was split into three high level service areas:
- Communities, Environment, Leisure and Planning (CELP)
 - Growth and Infrastructure (GI)
 - Policy, Resources and Customer Services (PRCS)

Due to incorporating many frontline services, CELP has the largest volume of correspondence and complaints.

- 1.5 The table below provides a comparison of contact between 2022/23 and 2021/22:

	2021/22	2022/23	Variance
Compliments	218	182	-16.5%
Correspondence	68	95	+39.7%
Complaints	208	176	-15.3%
TOTAL	494	453	-8.3%

1.6 The table below shows a summary of which service areas received complaints and how many complaints they received during 2022/2023.

Summary of Service Area Complaints

CELP (Communities, Environment, Leisure, and Planning)	Complaints 2022/2023
Cemeteries	3
Environmental Health	3
Housing	20
Leisure	1
Markets & Events	1
Open Spaces	7
Planning Compliance	8
Planning Development	21
Refuse & Recycling	40
Street Cleansing	2
Street Scene	1
	107
GI (Growth and Infrastructure)	Complaints 2022/2023
Growth and Infrastructure	0
	0
PRCS (Policy, Revenues and Customer Services)	Complaints 2022/2023
Back Office	4
Benefits	9
Customer Services	12
Elections	1
Revenues	43
	69
	Total 176

1.7 We have analysed all the complaints across service areas for patterns or trends throughout the year. For example, more than one complaint relating to a specific location or topic. No common patterns or themes have been identified.

1.8 The table below shows greater detail for all service areas receiving more than 12 complaints, i.e. averaging one or more a month over the last year.

CELP (Communities, Environment, Leisure and Planning)	Complaints 2022/2023
<p>Housing</p> <ul style="list-style-type: none"> • Homelessness • Private rented • Staff • Other <p>No common patterns with complaint topics, locations, or time of year. All 20 complaints were different and largely dependent on the individual circumstances involved.</p>	<p style="text-align: right;">20</p> <p style="text-align: right;">12</p> <p style="text-align: right;">2</p> <p style="text-align: right;">2</p> <p style="text-align: right;">4</p>
<p>Planning Development</p> <ul style="list-style-type: none"> • Applications • Conservation • Decisions • Policy • Staff • Other <p>No common patterns with complaint topics, locations, or time of year. All 21 complaints were different and largely dependent on the individual circumstances involved.</p>	<p style="text-align: right;">21</p> <p style="text-align: right;">3</p> <p style="text-align: right;">2</p> <p style="text-align: right;">7</p> <p style="text-align: right;">2</p> <p style="text-align: right;">2</p> <p style="text-align: right;">5</p>
<p>Refuse & Recycling</p> <ul style="list-style-type: none"> • Assisted collections • Bin deliveries • Bin not returned • Bulky waste collection • Garden Waste • Missed bins • Vehicles • Staff • Other <p>None of the above 40 complaints were linked and there were no common patterns with complaint topics, locations, or time of year.</p>	<p style="text-align: right;">40</p> <p style="text-align: right;">2</p> <p style="text-align: right;">2</p> <p style="text-align: right;">3</p> <p style="text-align: right;">1</p> <p style="text-align: right;">4</p> <p style="text-align: right;">13</p> <p style="text-align: right;">1</p> <p style="text-align: right;">9</p> <p style="text-align: right;">5</p>

PRCS (Policy, Revenues and Customer Services)	Complaints 2022/2023
Customer Services	12
<ul style="list-style-type: none"> • Advice • Contact Centre • Hub / Shop • Staff • Other 	<p style="margin: 0;">1</p> <p style="margin: 0;">2</p> <p style="margin: 0;">1</p> <p style="margin: 0;">4</p> <p style="margin: 0;">4</p>
Revenues	43
<ul style="list-style-type: none"> • Bailiff • Bill query • Discount / Exemptions • Payments • Staff • Other 	<p style="margin: 0;">2</p> <p style="margin: 0;">16</p> <p style="margin: 0;">5</p> <p style="margin: 0;">5</p> <p style="margin: 0;">7</p> <p style="margin: 0;">8</p>
<p>Bill query (16 complaints) We have looked at each of these complaints and they are all individual cases that are not linked or any patterns.</p> <p>None of the other complaints were linked and there were no common patterns with complaint topics, locations, or time of year.</p>	

- 1.9 Members receive a quarterly performance report within the Portfolio Holder Briefing document. This provides a quarterly cumulative comparison of contact between the current and previous financial year.
- 1.10 A monthly report is produced to measure response times for correspondence and complaints. It also measures how many complaints are progressed beyond Stage 1.
- 1.11 The Council produces an Annual Report after full complaints data is available for the previous financial year. This is available for the public to view on our website.

2. The Local Government Ombudsman (LGO)

- 2.1 Customers can contact the LGO if they have made a complaint and are dissatisfied with our response(s). The LGO will only investigate complaints that have fully completed our 3Cs procedure and relate to our services. They will *not* investigate if:

- The complainant has known about the issue for over 12 months but hasn't complained
 - The matter has not affected the complainant personally or caused them an injustice
 - The issue affects most people in the Fenland area
 - The complainant should have appealed or taken legal action (e.g. a tribunal, appeal to the Planning Inspectorate)
 - The complaint is about personnel matters (e.g. employment issues)
- 2.2 If a customer makes contact, the LGO Assessment team will then ask us to check if the customer has completed our 3Cs process. They will ask for copies of customer contact and our responses.
- 2.3 If the Assessment team decides further investigation is needed, the complaint information will be passed to a LGO investigator. They will ask further questions and may request further information.
- 2.4 Once the investigator thinks they have got enough information to make a fair decision, they will share a draft with the Council and the complainant. Both parties then have the opportunity to comment on this decision and share further relevant information.
- 2.5 Following this, a final decision will be made. Depending on complexity, this process usually takes about 26 weeks. There are 6 possible decision types:
- Uphold the complaint and give recommendation(s) about how the organisation should put it right
 - Uphold part of the complaint
 - Uphold the complaint but not make any recommendations as the organisation has already put things right
 - Uphold the complaint but not make any recommendations because the fault has not had a significant effect on the complainant
 - Not to uphold the complaint
 - The complaint cannot or will not be investigated
- 2.6 The LGO will write to the Council and customer to explain their decisions. If the Council is at fault, they may ask us to put things right (if we haven't already). This may involve:
- Apologising to the complainant
 - Providing a service to the complainant that they should have had
 - Making a different decision (that it should have made before)
 - Reconsidering a decision that wasn't made properly
 - Improving our procedures so similar issues don't happen again
 - Making a payment
- 2.7 The LGO does not have legal powers to force organisations to comply with their recommendations – however, most Council's do. Their decisions are available to view on their website. They release an Annual Report for each authority every year.
- 2.8 The LGO states that complaint volume figures should not be used in isolation to evaluate corporate health. High volumes of complaints can show that an organisation is open to learning. In contrast, low complaint volumes can show that an organisation

is not receptive to user feedback. By monitoring trends and customer feedback, we are able to quickly change processes if they are not working as well as they should.

2.9 Between April 2022 and March 2023, the LGO made 10 decisions relating to services provided by Fenland District Council. The table below shows the complaints that the LGO made a decision on in 2022/23:

Service	Decision made	Decision
Corporate & Other services	April 2022	Closed after initial enquiries
Planning & Development	April 2022	Closed after initial enquiries
Housing	March 2023	Not upheld
Corporate & Other services	October 2022	Not upheld
Planning & Development	September 2022	Closed after initial enquiries
Environmental Services & Public Protection & Regulation	February 2023	Not upheld
Planning & Development	December 2022	Closed after initial enquiries
Corporate & Other services	February 2023	Referred back for local resolution
Benefits & Tax	March 2023	Incomplete /Invalid
Planning & Development	January 2023	Referred back for local resolution

2.10 Between April 2022 and March 2023 we had no LGO complaints upheld.

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Presentation by Leader and Chief Executive of Fenland District Council

FDC Overview & Scrutiny
Meeting

16 October 2023

Sources of further information

Please click on the links below to access further information:

[Annual report 2022/23](#)

[Corporate Priority Reports already tabled at O&S Committee meetings](#)

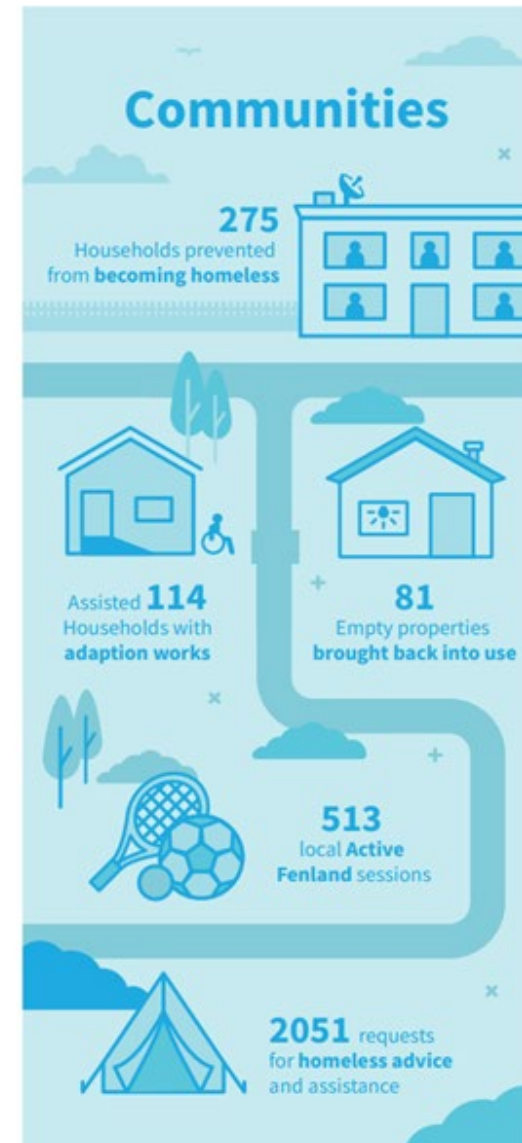
[Joint Portfolio Holder Reports tabled at Council Meetings](#)

Key Achievements & Performance 2022/23

Our Communities

Support vulnerable members of our community

- As the Cost of Living crisis deepened in the aftermath of Covid and war in Ukraine, we launched a campaign to **help residents struggling with rising costs**. Together with our partners, we have helped to ensure people claim support they are entitled to, know how to make their homes warmer and cheaper to run, are aware of social tariffs offered by suppliers, are helped to manage debt or know where to turn if they need advice or someone to talk to. The campaign has included organising cost of living events with a host of partners in attendance, creating a resource hub on our website, producing a cost of living information booklet available at locations across Fenland, internal staff updates and a social media toolkit.
- Our Housing Options team received **2,051 requests for homeless advice and assistance**; 1,228 of these approaches were resolved through the advice provided. **275 households were prevented from becoming homeless** through various forms of intervention including (but not limited to) mediation, emotional support, budgeting advice, financial support and assisting with sourcing alternative
- Through our Disabled Facilities Grants scheme, the Council provides **adaption works for elderly and disabled householders** to remain safe, secure and protected in their own homes. Last year we **assisted 114 households with adaption works**. These included the **installation of walk-in showers, stairlifts, ramped access facilities** and specialist equipment such as person hoists.

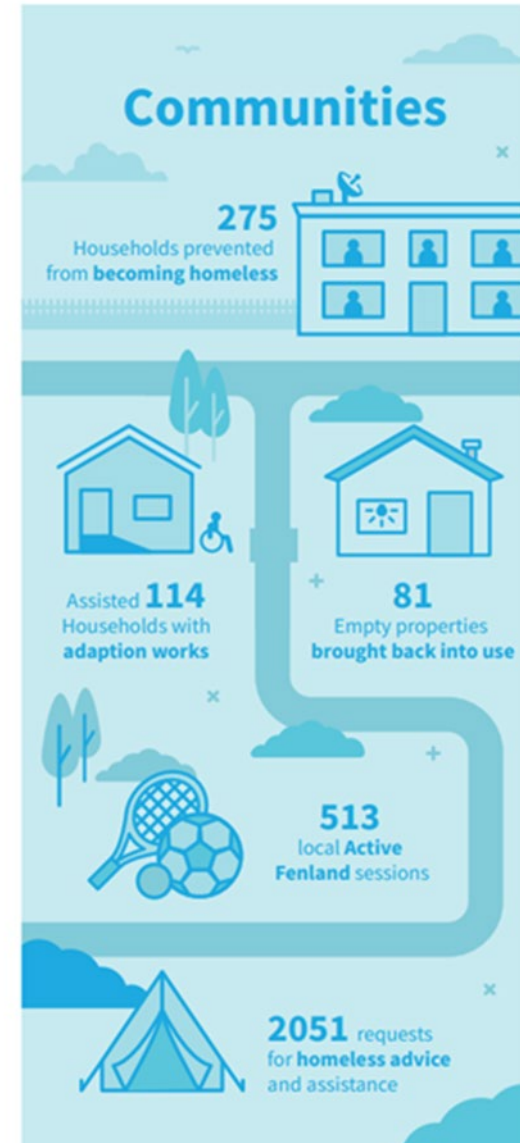


Key Achievements & Performance 2022/23

Our Communities

Support vulnerable members of our community

- The **15th annual Pride in Fenland awards** took place in November to celebrate the incredible contributions of unsung heroes from across the district. Organised by Fenland District Council and the Fenland Citizen newspaper, this year's awards saw an almost record number of nominations – 83 in total. Judges heard many inspiring stories of kindness and selfless support across seven categories
- Our **Golden Age project**, which helps provide older residents with advice on services and support available to them at events across Fenland, **celebrates its 20th anniversary in 2023**. Held at venues across the district throughout the year, the events bring together many providers of care, financial assistance, social activities, health provision and other services for the over 60s. To date, almost **7,000 visitors have attended the Golden Age events**.
- Since Russia's invasion of Ukraine began in February 2022, we have **led a co-ordinated response to the Government's Homes for Ukraine scheme**. Together with partner organisations and local community groups, we have helped to ensure all arrivals from Ukraine receive the best possible support and safe welcome to the district. This includes working with host families to carry out necessary accommodation and disclosure checks and providing a wrap-around support package for Ukrainian refugees to help them with access to financial support, education, healthcare, and social care services when they arrive.

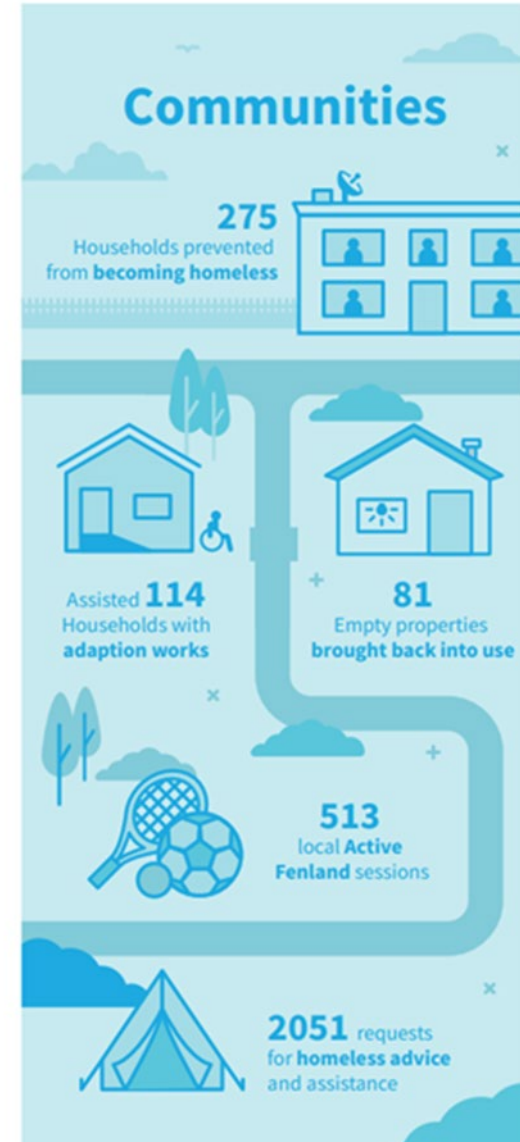


Key Achievements & Performance 2022/23

Our Communities

Promote Health & wellbeing for all

- **Freedom Leisure** continues to deliver leisure centre services on the Council's behalf and has done an excellent job at encouraging people back into the centres following the Covid pandemic. Whilst there remain some reductions in performance below the pandemic levels, overall monthly income is now performing 4% above the February 2020 level, with swimming lessons particularly strong, and **thousands of young people learning to swim every week.**
- Health and wellbeing support for Fenland residents and businesses continued following the Covid-19 pandemic. We focused on working with partners to promote vaccination centres and information regarding immunisations through the **'Stay Strong, Live Long' campaign.**
- Our Active Fenland team successfully attracted **more than £402,000 in funding** to help all ages of the community to **get more active, more often**, and to lead healthier lifestyles. The funding helped to **deliver 513 sports and physical activities** to Fenland communities.
- We have **continued to invest in our parks and open spaces.** We have **refurbishments to several play areas** to keep them up-to-date, safe, and popular with children and families, invested in **planting new trees**, and installed a **new Splashpad attraction** in Wisbech Park. We also **secured a £240,000 grant from the Government's Changing Places Fund** to provide two larger, accessible Changing Places toilets for severely disabled people, including one for the new Wisbech Park café and pavilion due to open in 2024.

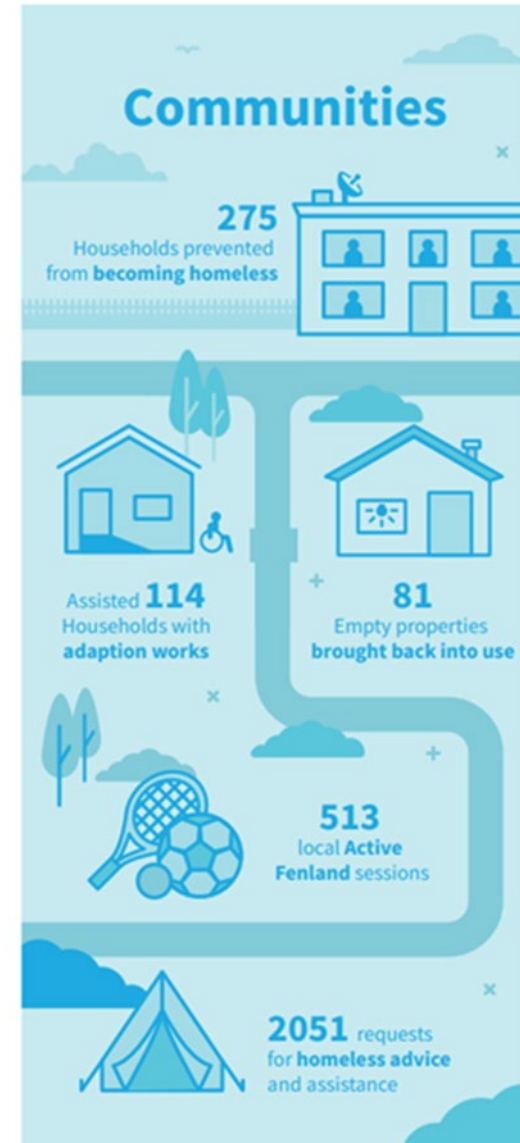


Key Achievements & Performance 2022/23

Our Communities

Work with partners to promote Fenland through culture and heritage

- We worked with numerous local cultural and creative organisations and individuals to **develop the Fenland Culture Strategy** and build on relationships with Arts Council England (ACE) and Cause4 Arts Fundraising and Philanthropy, both of which have led to **additional training support, engagement, and further investment in the district**. This work, combined with Fenland's ACE Priority Place status, also led to two Fenland-based organisations being named as the **first two ACE National Portfolio Organisations (NPO)** ever. As a result, they will receive a combined £399,600 investment annually.
- We secured **£120,000** from the Government's UK Shared Prosperity Fund for **Amplifying Community Arts and Culture**. The funding will be used to help local creative providers **develop more opportunities for the community to engage in creative activities**, including training and upskilling for cultural organisations and creative individuals, and equipment and resources. It will also provide dedicated support to the creative community around searching and applying for grant funding to further amplify what is available in Fenland.

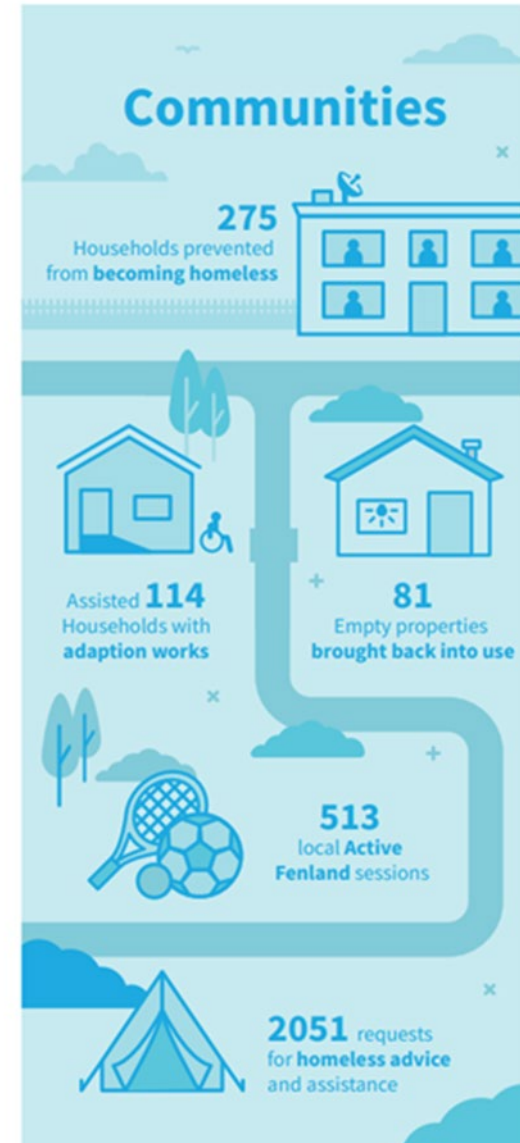


Key Achievements & Performance 2022/23

Our Communities

Work with partners to promote Fenland through culture and heritage

- Significant effort has been made in the last couple of years to ensure that our much-loved **Four Seasons events were not only re-established but came back bigger and better** than they were before the Covid pandemic. Government 'Welcome Back' funding enabled a series of marketing events throughout the town centres prior to the relaunches, designed to rebuild the events again and encourage visitors back out into public spaces. Additional funding was secured by volunteers to boost March's St George's Fayre, with visitors turning out to the event in their thousands, and there were huge efforts to support Whittlesey Festival to recruit more volunteers and regroup in 2022 after a three-year hiatus. Work has been ongoing in Whittlesey for 18 months but has proved successful, meaning that all Four Seasons events will have been reinstated in 2023.
- Thanks to an idea born from our Growing Fenland Whittlesey Project and funding from the Cambridgeshire and Peterborough Combined Authority, we launched the **new Whittlesey Heritage Walk** in October 2022. Developed in partnership with key stakeholders, the walk encourages people to explore the fascinating and often undiscovered history of the ancient market town. The walk can be completed by following information boards along the route, using the Whittlesey Heritage Walk brochure or downloading the Love Exploring App which includes Augmented Reality and GEO-Location features for lots of family fun.



Key Achievements & Performance 2022/23

Our Communities

Performance

Performance	Target 2022/23	Performance
Total number of private rented homes where positive action has been taken to address safety issues	250	246
Proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work	57%	53%
Number of empty properties brought back into use	50	81
New Homes Bonus achieved as a result of bringing empty homes back into use	£45,000	£98,395
Number of Active Health local sessions per year that improve community health	500	513
Customer feedback across Freedom Leisure facilities in Fenland	25	29
Value of Grants for creativity and culture managed by FDC	£40,000	£43,000

Key Achievements & Performance 2022/23

Our Environment

Deliver a high performing refuse, recycling & street cleansing service

- We carried out more than **2.9million bin collections** from across the district, in all weathers, and collected more than **8,850 tonnes** of materials for recycling. Thanks to residents continuing to recycle their waste well, we also generated more than **£461,600 of income** to support our services. Customer satisfaction with our Refuse and Recycling and Garden Waste (Brown Bin) services remains high with 96% and 89% respectively. The Garden Waste service has continued to grow with subscriptions at an all-time high of over **23,688** in 2022/23.
- Our trained '**Getting It Sorted**' volunteers supported recycling in **Fenland** with events, activities, and online training courses. They also kept the Council's multi-lingual recycling website, **www.gettingitsorted.org**, up-to-date to help residents recycle right at home.
- Our cleansing and Rapid Response team continued to provide the excellent **seven-day street sweeping, litter picking and fly-tipping removal service** in our towns and villages. Last year they responded to over **1,860 service requests**: 96% on the same or next day. Over **1,380 quality inspections** were made in areas of high footfall - **99% met cleansing standards first time**.



Key Achievements & Performance 2022/23

Our Environment

Working with partners and the community on projects that improve the environment and our street scene

- We **worked with a number of community environmental volunteering groups** who carried out litter picks, planting and other community projects help to keep Fenland clean, green and safe for all to enjoy. Leverington Street Pride celebrated its 10th anniversary and Chatteris In Bloom achieved Gold in the town category of the Britain in Bloom awards. Over **£33,000 was awarded to community groups** living within the vicinity of wind turbines to improve their local environment. Projects included switching to LED lighting, upgrading to triple glazed windows to a community hall, solar powered mobile vehicle activated signs and enhancements to green spaces.
- Our Street Scene team spent **3,900 hours out and about in the community**, working on various environmental improvement projects. In 2022/23 the team issued 10 Fixed Penalty Notices for fly-tipping, and successfully prosecuted two individuals for fly-tipping, with a combined fine total of £857 imposed by the courts. The team also investigated **194 reported abandoned vehicles** and issued **13 car parking fines** to drivers parked illegally on March Market Place.



Key Achievements & Performance 2022/23

Our Environment

Work with partners to keep people safe in their neighbourhoods by reducing crime and anti-social behaviour and promoting social cohesion

- Our **shared CCTV service** with Peterborough City Council maintained its 100% service function 24 hours a day, 365 days a year. The service **conducted over 4,000 pro-active camera patrols, detected over 1,000 incidents of crime and disorder across the district** and supported our policing partners to make **over 100 arrests** for offences, helping to make the district safer.
- Our Community Support and Community Safety teams made a **successful bid to the Government's UK Shared Prosperity Fund for £50,000** to improve the perception of crime and anti-social behaviour in Wisbech. We are currently working with partners including Cambridgeshire Constabulary, Clarion Housing, Wisbech Town Council and CCC to establish and engage with young people in Wisbech to shape the future of the project up to March 2025.
- Our Community Safety team has been involved in the investigation of 246 reports of anti-social behaviour, nuisance or other quality of life concerns. The team is also part of the Fenland Community Safety Partnership (CSP), which has undertaken projects to raise awareness of domestic abuse and coercive control, radicalisation, child criminal exploitation and road safety, hate crime, cybercrime and substance abuse. The team was also part of a successful partnership bid with the Office of the Police Crime Commissioner and Cambridgeshire Constabulary, securing funds from the Home Office's Safer Streets initiative to deliver work on diverting youth away from involvement in anti-social behaviour (ASB) in Wisbech



Key Achievements & Performance 2022/23

Our Environment

Performance

Performance

	Target 2022/23	Performance
Rapid or Village Response requests actioned the same or next day	90%	96%
% of inspected streets meeting our cleansing standards	93%	98.6%
% of collected household waste recycled through the Blue Bin service	28%	27%
Customer satisfaction with Refuse and Recycling services	90%	95.8%
Customer satisfaction with Garden Waste service	85%	89.1%
Number of Street Pride, Green Dog Walkers and Friends of Community environmental events supported	204	236
% of local businesses who thought they were supported and treated fairly	96%	100%
% of those asked who are satisfied with Fenland District Council's events	96%	97%

Key Achievements & Performance 2022/23

Our Economy

Attract new businesses, jobs & opportunities whilst supporting our existing businesses in Fenland

- The Economic Growth team has done intensive work with numerous business to support them to grow. One such example being major employer Suncrop, which was supported to:
 - develop a long-term plan to **combat business-threatening energy price hikes**.
 - become a **Disability Confident employer** and further explore opportunities to address recruitment challenges by employing harder-to-reach groups.
 - form beneficial contacts to help with **access to funding and partnership working** with a foreign business now looking to establish a base within Suncrop's Chatteris site.
 - further explore **robotics innovation**.
- We **secured over £900,000 of funding from the Government's UK Shared Prosperity Fund** to invest in businesses over the next three years. The funding will support businesses with grants to invest in new technology, diversify their income or create new employment opportunities. In addition, we have **secured over £430,000 to invest in rural businesses and communities** that will, for example, provide grants to help farming businesses diversify.
- We helped to **deliver a Start & Grow programme** with the CPCA Growth Hub, an intensive programme of structured business support and grants, funded by the Community Renewal Fund. More than £650,000 in business support and grants was delivered into Fenland through a number of sources.



Key Achievements & Performance 2022/23

Our Economy

Promote and enable housing growth, economic growth and regeneration across Fenland

- Our **Planning team determined 725 planning applications** - between 62% and 81% of these were decided on time, depending on application type. The team also dealt with nearly 800 other types of application (such as discharge of condition, general enquiries, and licensing requests) and received 103 pre-application enquiries, in addition to 'traditional' planning applications. We also **investigated and resolved 228 cases of unauthorised development** reported to us.
- Work continued on projects outlined in our **Growing Fenland masterplans**, part of the Cambridgeshire and Peterborough Combined Authority (CPCA) strategic Market Town Masterplans, including opening of the Whittlesey Heritage Walk and Wisbech Park Splashpad, progress on the March Future High Streets Fund project, completion of improvements to Wisbech Market Place and funding for local skills development in Chatteris.



Key Achievements & Performance 2022/23

Our Economy

Promote and enable housing growth, economic growth and regeneration across Fenland

- Work gathered pace on **March town centre's multi-million pound regeneration**, a programme of inter-related schemes being delivered by various partners to transform and futureproof the town centre. Highlights of 2022/23 include:
 - **Delivery of March Market Place improvements**, funded by our Future High Streets Fund grant funding. Work started in January 2023 and was completed in April.
 - Primary-build of **CityFibre's £5million super-fast broadband investment** - offering service to over 8,500 homes.
 - **Major gas pipe upgrade** by Cadent Gas
 - Contractor appointed to deliver the Broad Street regeneration scheme, including transformation of the existing road layout and a new public realm area. Funded by the Future High Streets Fund and the Cambridgeshire and Peterborough Combined Authority.
- Our **Wisbech High Street Project**, funded by the National Lottery Heritage Fund, continued to make progress. Highlights from 2022/23 included the completion of restoration works at 31 High Street with grant funding, the delivery of seven free, in-person traditional heritage skills workshops, and planning approved and contractor appointed to deliver a retail and residential scheme at 24 High Street, known as 'The Gap'.

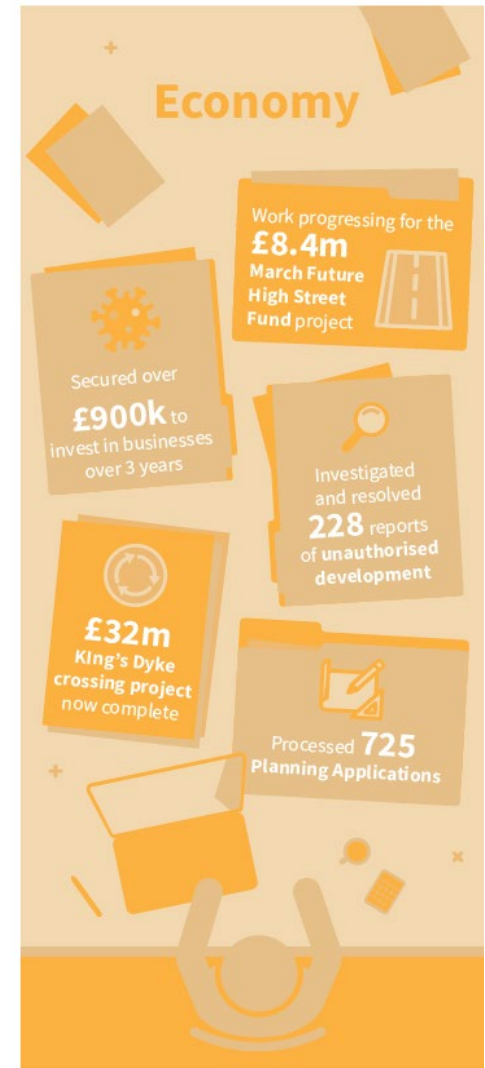


Key Achievements & Performance 2022/23

Our Economy

Promote and lobby for infrastructure improvements across the district

- Supported by Cambridgeshire and Peterborough Combined Authority funding, work continues to improve transport connectivity in Fenland. Highlights include the **completion of the £32million Kings Dyke Crossing Project** in Whittlesey and the **£25million A47 Guyhirn roundabout**. There was also great progress on the Fenland Railway Station Masterplans project, which aims to improve stations at March, Manea and Whittlesey and provide better railways for Fenland. Work included the completion of a redevelopment at March Railway Station, with a new open-plan ticket hall and waiting area, accessible modern toilet facilities and a bigger, upgraded car park. There were also infrastructure improvements delivered through the March Area Transport Study (MATS).



Key Achievements & Performance 2022/23

Our Economy

Performance

Performance	Target 2022/23	Performance
% of major planning applications determined in 13 weeks	70%	74%
% of minor applications determined in 8 weeks	70%	62%*
% of other applications determined in 8 weeks	80%	81%*
% occupancy of our Business Premises estate	92%	93.9%
% occupancy Wisbech Yacht Harbour	95%	99%

*The reduced performance was as a result of rising workloads and resource challenges

Key Achievements & Performance 2022/23

Quality Organisation

- We **collected over £65million in Council Tax and £24million in Business Rates**. This plays a major part in funding the key services we provide to the community. A large share of this money is also passed onto the Police, Fire Service, County and Parish Councils - see the 'Money Matters' section for more information.
- We continued to roll out our ongoing transformation project to optimise our workforce, improve services and customer experience and make it even easier for people to interact with the Council. Phase 2 of our transformation project included a new My Fenland operating model and new management structure. Transformation highlights in 2022/23 included the completion of 75 process mapping tasks, and redesign of 11 processes, to develop services for the benefit of either our customers, our staff, or both. The My Fenland team also **answered more than 54,900 phone calls** and **resolved 99% of customer queries** at the first point of call. We also received **10,397 payments via PayPoint, totalling over £1.3million**.
- Our website saw over **345,000 visits** and received **21,500 online form submissions** across 48 different topics and was regularly updated with front-page news to maintain user engagement. As part of our ongoing work to improve our digital services and user journeys, we also expanded our suite of online forms, with new digital journeys for licensing forms and event bookings. The forms enable residents to apply for services or submit information online 24/7, and automatically transfer information received directly to teams on the ground and into back-office systems – saving hours of resource in processing time.



Key Achievements & Performance 2022/23

Quality Organisation

- Our **Social Media** channels remain popular, with **8,880 Twitter followers and 6,700 Facebook followers**. Over the past year we have used our social media channels to promote our online services and customer self-service forms, encourage behaviour change to tackle issues such as dog fouling and fly-tipping and improve recycling rates, and highlight local news, events, campaigns and consultations. We have also increased our use of video on our social media channels to develop our online engagement with residents.
- The Licensing team issued **414 licences** and dealt with 95 service requests for a variety of licensable services including Taxi, Premises, Alcohol, Scrap Metal and Animal Licensing, to help ensure such businesses are well managed and operating safely and legally.
- We **consulted with residents, stakeholders and partners about a wide range of topics** to help us understand local people's priorities and shape our service. Consultations included asking for views on our draft Budget and Business Plan, our Local Validation List which helps ensure that the requirements for information included within a planning application are kept to the minimum, and plans for a Public Spaces Protection Order (PSPO) to help reduce anti-social behaviour in a Wisbech alleyway.



Key Achievements & Performance 2022/23

Quality Organisation

- We were **reaccredited with the Customer Service Excellence (CSE) award** last year. This is a Government standard that recognises the high quality, customer focused services that we provide. The independent assessor said the Council had continued to meet the **'gold standard' for customer service delivery** and that our ongoing transformation programme is clearly delivering significant benefits to customers.
- As well as continuing to provide direct public health support to businesses through the post-Covid Enduring Transmission project, our Environmental Health team delivered a wide range of services including:
 - **Inspected more than 290 food businesses** to ensure they complied with food law and produced food that is safe to eat.
 - **Investigated nearly 2,000 reports of noise or other environmental problems** that may be affecting residents.
 - Extended our network of **air quality monitoring** sites.
 - Assisted Health Security UK with **infectious disease outbreaks** including salmonella, norovirus, campylobacter, cryptosporidium.
 - Inspected and **permitted 16 industrial processes**, ranging from sawmills to mineral processes.
 - Inspected and **licensed all skin piercing businesses**, including tattooing, acupuncture, botox and eyebrow microblading.



Key Achievements & Performance 2022/23

Quality Organisation

Performance

Performance	Target 2022/23	Performance
% of customer queries resolved at the first point of contact	85%	99%
% of customers satisfied by our service	90%	86%
% of contact centre calls answered within 20 seconds	46.5%	47.49%
% of contact centre calls handled	80%	87.96%
Days taken to process Council Tax Support new claims and changes	8.0 days	5.29 days
% of Council tax collected	95.72%	96.76%
Council Tax net collection fund receipts	£64,734,624	£65,262,181
% of NNDR Collected	96.70%	97.1%
NNDR net collection fund receipts	£24,017,406	£24,120,990
Number of online forms submitted via FDC website	22,000	21,504

Council for the Future

Our Cabinet members have selected a number of projects to contribute towards our 'Council for the Future' agenda.

These projects have a variety of aims; from tackling areas of particular need within Fenland, to sustainably transforming services and our organisation to be fit for the future.

Projects vary in scope and complexity, with some requiring close partnership working with external organisations and changes in policies before their aims can be delivered.

The projects are listed over the next few slides.

Council for the Future

Councillor Steve Tierney

Modernising Council services

- Over 54,500 answered phone calls to contact centre and 99% of customer queries resolved at first point of contact.
- We continue to develop our My Fenland team, with 2 new service areas supported by the team & 112 officers trained over 30 topics.
- Our Transformation team has completed 75 new and existing processes, including 11 processes redesigned. These benefit either staff, our customers or both.

Councillor Samantha Hoy

Safer homes for tenants

- 246 properties where positive action from the team helped resolve issues.
- Our Housing Options team received 2051 requests for homeless advice and assistance; 1,228 of these approaches were resolved through the advice provided.
- 275 households were prevented from becoming homeless through various forms of intervention.

Councillor Susan Wallwork

CCTV service

- Service delivered 24/7, 365 days a year, providing key outcomes for our community.
- 1,247 incidents captured on CCTV to support police outcomes, leading to 107 arrests being made.
- 4,492 (12 per day) pro-active camera controls completed, supporting early detection of community issues and crime reduction.

Councillor Dee Laws

Planning for the future

- Completed the evidence base to enable consultation on a draft Local Plan.
- Consulted on a draft Local Plan between August and October 2022.
- Oversaw the making and successful referendum of the Whittlesey Neighbourhood Plan.

Council for the Future

Councillor Steve Tierney

Better online services

- Our website received over 345,000 visits and over 21,500 webforms were completed online across 48 different topics.
- Fenland For Business website developed with new branding and updated content, and brought back in house, with content hosted on the FDC website.
- Launch of two Idox web digital journeys for Licensing and Events which enable customers to supply information or apply for a licence via our website on a 24/7 basis.

Councillor Samantha Hoy

Bringing empty homes back into use

- Intervention advice and assistance to help two long-term empty residential properties (LTEP - 24mth), and two long-term empty properties (LTE 6-23mths) properties which have now been fully renovated.
- 81 homes brought back into use.
- £98,395 benefit from New Homes Bonus.

Councillor Peter Murphy

Competitive trade waste service

- Introduction of a commercial food waste service to complement the existing mixed dry recycling and residual waste collections offered to small and medium sized Fenland businesses.
- 75 new customers joined our service from other providers.
- Increased income year on year; income in 2022/23 was £465,000 - up 26% from 2021/22.

Councillor Jan French

Clamping down on poor parking

- Completed on-street site surveys of all existing Traffic Regulation Orders within the district, which identified works needed surrounding sign and line discrepancies.
- Working with Cambridgeshire County Council, we have prepared a draft application for the Department of Transport for the implementation of Civil Parking Enforcement.
- We wrote to all statutory consultees to find out any comments or objections in relation to the implementation of CPE. No objections were received.

Council for the Future

Cllrs Boden, Benney & Tierney

A more commercial outlook

- Received a second full year's rent (£230,000) from the Wisbech property investment acquired in March 2021.
- Outline planning permission granted for two Council owned development sites.
- Strategically purchased another property in March to support the Council's Commercial Investment Strategy.

Councillor Alex Miscandlon

Healthy you

- Through recruitment and training we have developed our Yoga, Forever Fit and Badminton sessions into self-sustainable programmes, thereby prolonging provision.
- Over 3,170 individuals made contact with the Healthy You Tier 1 service, with just over 1,320 new individuals starting an activity at some point in the year.
- 55 sessions set up across the district ranging from physical activity, healthy eating, to school-based and family focused sessions.

Cllrs Murphy & Wallwork

Protecting our environment

- Reviewed and responded to more than 800 consultations associated with proposed developments and industry in Fenland, including the proposal for an energy from waste plant, to protect the environment and residents from potential harm, such as noise, dust or other air pollutants.
- Successfully prosecuted two individuals for failing to dispose of their waste correctly when we found large items fly-tipped. This saw a combined fine of £857 imposed by the courts.
- Our Street Scene team spent 3,900 hours out and about in the community.

Councillor Chris Seaton

Better railways for Fenland

- Completion and launch of the Whittlesey Heritage Walk.
- Working with the Hereward Community Rail Partnership (CRP) and railway industry partners to achieve pre covid levels of use at Manea and Whittlesea Stations.
- The 10-year anniversary of the Hereward CRP and its national re accreditation for 2022/2023.

Year to date (2023/24)

Our Communities

Highlights

- The **Anglia Revenues Partnership** continues to support the local community through council tax collection, business rate collection and processing Universal Credit claims. The team also continue to identify and prevent fraud leading to an increase in Council Tax income.
- We continue to support residents to **manage the effects of the costs of living** through the use of online forms and intelligent information gathering tools to help enable quicker decision-making and payment processes.
- The Housing Options Team has successfully **prevented 81 households from becoming homeless** so far in 2023/24. There has been a 4.4% increase in homeless presentations compared to this point last year (2022/23 = 670, 2023/24 = 697). We anticipate that there will be a further uplift in the number of households requiring housing advice as the cost-of-living crisis continues into the autumn and winter months.
- As at 31.07.23, the Council were supporting 12 rough sleepers under the **Rough Sleeper Initiative Project (RSI)**, as well as 5 clients who were placed in temporary accommodation and 1 who was sofa surfing, therefore working with a total of 18 individuals.
- **Golden Age fairs** continue to be well supported by both partners and visitors.
- **Empty homes** continue to be brought back into use, with the potential to also recover fraudulently claimed council tax discounts.

Year to date (2023/24)

Our Communities

Highlights

- The **Leisure Centres** continue to support the local community in maintaining a healthy lifestyle. 3,030 children are taking part in the learn to swim program every week and, despite the cost-of-living issues, membership levels remain firm with little or no impact at this time.
- The **Integrated Care Partnership** focuses on the key better care national priorities of; staying well, safe, independent and at home for longer, providing the right care at the right place and time. Pooled budgets set for Cambridgeshire will help to deliver these priorities throughout the county.
- The **Active Fenland** scheme has provided financial support for volunteers to set up the new Wisbech ParkRun.
- The Council was awarded **Levelling Up Parks Funding** this year which has supported the play area improvements in Wisbech park as well as tree assessments and tree works in the same area.
- £50,000 of funding has recently been secured to deliver a programme of events to support young people's mental health using creativity and art interventions, as part of the **Creativity and Culture Strategy**.

Year to date (2023/24)

Our Communities

Performance

Key PIs:

Key PI	Description	Baseline	Target 2023/24	Cumulative Performance	Variance (RAG)
ARP1	Days taken: new claims and changes for Council Tax Support	6.48 days	9.00 days	7.56	
ARP2	Days taken: new claims and changes for Housing Benefit	5.29 days	10.00 days	10.33	
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	246	250	62	
CELP2	The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work (%)	53%	57%	46%	
CELP3	Number of empty properties brought back into use	81	50	29	
CELP4	Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	£98,395	£45,000	N/A (March 2024)	N/A
CELP6	Number of Active Health sessions per year that improve community health	513	650	262	
CELP19	Satisfaction with our leisure centres (Net Promoter Score)	29	30	N/A (March 2024)	N/A
CELP20	Value of Arts Council Grants achieved in Fenland	£43,000	£201,000	N/A (March 2024)	N/A

Key:	
	Within 5% of target
	5-10% below target
	10% or more below target

Comments:

ARP 2 - The number of days to process Housing Benefit in Quarter 1 is just outside the 10-day target. This is higher than we saw in Quarter 1 for 2022-2023 when it was 7.72 days. Heavy workloads in the first quarter have had an impact and the additional workload from administering the Council Tax Support fund and 2 Alternative Energy schemes on behalf of DESNZ. All 3 were implemented at extremely short notice at our busiest time of the year. The schemes have now ended.

CELP 1 – This target is on track to being met due to the spike in reports for service that take place in the winter months from private sector tenants.

CELP 2 - A combination of a significant reduction in existing social housing properties becoming available for relet alongside many new affordable homes being delayed ready to be available to let has meant year to date for the end of July 2023 the proportion of households presenting to the Council as homeless whose housing circumstances were resolved through housing options work is 46% against a target of 57%. At July Full Council, this was 33%. It is envisaged with a forecast increase in existing properties becoming available for relet through improved relet performance of our housing association partners alongside a significant increase in new affordable housing completions will continue to improve performance over the financial year.

Year to date (2023/24)

Our Environment

Highlights

- The **Refuse & Recycling** teams have already collected a total of more than 14,500 tonnes of domestic and commercial waste from our customers and the weather this year has resulted in an increase in garden waste collected of 26%
- The **Street Cleansing Team** have already responded to 681 requests from the public to deal with fly-tipping, graffiti, street cleansing or similar requests. Of these 96% (657) were actioned same or next day.
- There are now 594 **commercial waste** customers, including 28 who make use of the commercial food waste service.
- **Street Pride, In Bloom and Friends of Groups** continue to improve the local area through litter picks and enhancements. Both Chatteris and Benwick have been judged for this year's Anglia In Bloom competition, with Chatteris winning Gold and being judged overall winner in the town category.
- **Tree inspections** are currently taking place with over 3,000 specimens logged on our new database.
- **Market town events** have been delivered in March, Chatteris and Whittlesey with plans for the remaining Wisbech Christmas market well underway.
- The **Community Safety Partnership** continues to deliver community interventions and engagement sessions whilst providing training and advice to frontline services.
- The **CCTV Service** continues to provide a 100% service function across a 24/7 period. To the end of July 2023, the CCTV service has been able to respond to 443 incidents across our four market towns including incidents relating to anti-social behaviour, criminal damage, violent crime, illegal drug use, possession of weapons and theft.
- Community reports of **street drinking** continues to be low, and members of the public have approached Police to state that they feel the Operation Luscombe is having an effect.

Year to date (2023/24)

Our Environment

Performance

Key PIs:

Key PI	Description	Baseline	Target 22/23	Cumulative Performance	Variance (RAG)
CELP8	Rapid or Village Response requests actioned the same or next day	96%	90%	96%	
CELP9	% of inspected streets meeting our cleansing standards	98%	93%	99%	
CELP10	% of collected household waste – Blue Bin recycling (1 month in arrears)	27%	28%	26%	
CELP11	Customer satisfaction with refuse and recycling services	95.8%	90%	N/A (March 2024)	N/A
CELP12	Customer satisfaction with our garden waste service	89.1%	85%	N/A (Dec 2023)	N/A
CELP13	Number of Street Pride and Friends Of community environmental events supported	236	204	103)	
CELP14	% of those asked who are satisfied with events	97%	95%	97%	
CELP18	% of businesses who said they were supported and treated fairly	100%	95%	100%	

Key:	
	Within 5% of target
	5-10% below target
	10% or more below target

Comments
A range of issues, including the cost-of-living increases, are changing the nature of the waste collected, reducing the overall percentage of recyclable materials presented by our customers.

Year to date (2023/24)

Our Economy

Highlights

- The Economic Growth Team continue to support existing **Fenland businesses** and those that are considering opening premises in the district.
- Occupancy at our **business centres** remains high (Boathouse = 92% and South Fens Business Centre = 65%, with potential for 74% in November).
- The Economic Growth Team are working with the **No10 Workforce Participation Deep Dive** team to provide information which will help improve support for people getting back into work.
- **73 food inspections** have been carried out this year up to end of August. This includes a new food and environmental sampling programme.
- A new **Statement of Community Involvement** is being produced to set out how we will consult on planning applications, emerging planning policy and neighbourhood planning
- The development by Sage at Wisbech Road, March will deliver 118 new **affordable homes**, 42 shared ownership and 76 affordable rented.
- The Economic Growth Team are helping to process funding applications for the **Shared Prosperity Fund (SPF)** and **Rural England Shared Prosperity Fund (RESPF)**
- Work continues on **24 High Street, Wisbech** and remains on target and on budget. Third party appraisals of **11-12 High Street, Wisbech** have been commissioned to inform discussions with NLHF about future grants for the site.

Year to date (2023/24)

Our Economy

Highlights

- The **Wisbech Pavilion** work continues and is on time and on budget.
- **Fenland Future Limited (FFL)** have commissioned Lovell Homes to become a development management partner for the site at The Elms and the Reserved Matters Planning Application is being progressed.
- **FFL** have signed heads of terms with Fenland Extra Care Consortium for plot 5 of the Nene Waterfront. Reserved Matters planning application being prepared. This will be an all-affordable home scheme for older people with care needs (circa 70 homes).
- The market place element of the **March Future High Street Fund** project has now been completed. Work continues on Broad Street and The Fountain has been removed to safe storage until it is moved to its new location. The old Barclay's building was purchased by the Council and is currently being used as a site office for Octavius who are delivering Future High Street Fund scheme. At the end of the project, the Barclay's building will be demolished and the site redeveloped.
- The **Manea Railway Station** and **March Railway Station** projects are now complete. Discussions are ongoing with CPCA to secure funding for an Outline Business Case (OBC) Project for **Whittlesea Railway Station**.

Year to date (2023/24)

Our Economy

Performance

Key PIs:

Key PI	Description	Baseline	Target 21/22	Cumulative Performance	Variance (RAG)
CELP15	% of major planning applications determined in 13 weeks	74%	70%	86%	
CELP16	% of minor planning applications determined in 8 weeks	62%	70%	64%	
CELP17	% of other planning applications determined in 8 weeks	81%	80%	80%	
EGA1	% occupancy of our business estates	93.9%	90%	93.25%	
MS1	% occupancy of Wisbech Yacht Harbour	94.0%	100%	95%	

Key:

	Within 5% of target
	5-10% below target
	10% or more below target

Comments

Performance on minor applications continues to fall below the KPI but is up slightly on the previous month's performance. More widely, the key area is the longer-term performance relating to non-major applications (essentially minor and other applications combined). Over the rolling 24-month monitoring period we are reporting a performance of 71.4% being determined on time (against a target of 70%). An action plan has been in place for the last 2 months and which this has delivered some improvement in monthly performance, it has not been enough to see an improvement in our 24-month rolling performance. A less restrictive scheme of delegation would assist in helping meet our performance goals. As part of the action plan, authority has been given to securing additional short-term resource. A bid to Govt has been made to assist in covering part of the additional cost associated with the additional resources. The likelihood of winning funding would be improved if the Council was engaged with the Planning Advisory Service as part of its improvement journey. Currently 50% of the development officers are agency staff.

Year to date (2023/24)

Quality Organisation

Highlights

- The Council's **Transformation** Project continues to focus on modernising the way we deliver all aspects of services to our customers. The Transformation Team are currently working with the Planning Service and Housing Options, as well as working on corporate wide projects.
- Council events and services are promoted through our **website, social media channels** and also through **press releases**. We currently have 6,957 followers on Facebook and 8,873 followers on Twitter/'X'.
- **Public consultations** are coordinated through the Communications Team to ensure minimal overlap. Recent consultations include:
 - Dog Control Public Space Protection Order (PSPO)
 - Wisbech Park Summer Activities
 - Alcohol PSPO renewal
 - Alcohol PSPO renewal
 - Statement of Community Involvement
- **Disposal of assets** declared surplus by members has resulted in capital receipts of approximately £475K to date.
- Regular updates on the **Commercial & Investment Strategy** are shared at Cabinet. Rental income from purchased assets are on track for 2023/24.
- **Fenland Future Ltd** has been granted Outline Planning permission on the two Council owned sites identified for development in their Business Plan

Year to date (2023/24)

Quality Organisation

Highlights

- **Staff** continue to be supported to **learn and develop new skills** through our extensive learning and development offer, which includes e-learning, coaching, shadowing, secondments, in house training workshops delivered by our own in-house experts; as well and more formal courses and training and apprenticeships.
- Our **talent management and succession planning** ensures ongoing organisational capacity and capability for the future and enables transformation; and at a time when more is demanded of less, it becomes increasingly important.
- **Staff are supported and empowered** through the provision of a range of services, including an Employee Assistance Programme (EAP) with offers extensive support. A trained team of Mental Health First Aiders can also provide support, along with our Occupational Health Advisor and HR Team.
- Good progress has been made over the last 12 months to deliver our objectives as set out in the **health and safety action plan** for 2022/23.

Year to date (2023/24)

Quality Organisation

Performance

Key PIs:

Key PI	Description	Target 21/22	Cumulative Target	Cumulative Performance	Variance (RAG)
PRC1	% of customer queries processed at the first point of contact	99%	90%	99%	
PRC2	% of customers satisfied with our service (measured annually in February)	86%	90%	N/A (Feb 2024)	
PRC3	% of contact centre calls answered within 20 seconds	47.49%	25.5%	22.98%	
PRC4	% of contact centre calls handled	87.96%	80%	75.37%	
ARP3	In year % of Council Tax collected	96.76%	39.96%	39.56%	
ARP4	Council Tax net collection fund receipts	£65,262,181	£26,080,324	£25,819,912	
ARP5	In year % of NNDR collected	97.10%	34.94%0%	37.33%	
ARP6	NNDR net collection fund receipts	£24,120,990	£8,754,017	£10,030,134	
PRC5	Number of online forms submitted via FDC website	21,504	21,000	11,133	

Key:

	Within 5% of target
	5-10% below target
	10% or more below target

Year to date (2023/24)

Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
Creativity and Cultural Strategy	<p>Creativity and Culture Strategy developed.</p> <p>Appointment of joint funded Creativity and Culture officer role <u>completed</u></p> <p>Amplifying Community Arts and Culture programme</p> <p>Programme of events to support young people's mental health using creativity and art interventions.</p>	<p>£15,000</p> <p>£35,000</p> <p>£25,000</p> <p>£50,000</p>	Arts Council, England	£20,000	FDC
Fenland Cycling, Walking & Mobility Improvement Strategy	<p>Strategy development stage to include schemes to be delivered. The strategy is to be used to bid for funds for scheme delivery.</p> <p>At present this is mostly FDC funded - £21,335</p>	£7,500	Hereward Community Rail Partnership		
Fenland Rail Development Strategy	<p>Strategy approved by FDC Cabinet April 2012.</p> <p>The Strategy runs 2011 – 2031 in line with the existing Local Plan. There are <u>a number of</u> components to this strategy. See below for funded capital projects.</p>	<p>The Hereward Community Rail Partnership receives approx. £50,000 per annum core funding. There are also opportunities to bid for project funding. This is expected to be ongoing.</p>	<u>CrossCountry</u> , East Midlands Railway, Greater Anglia, LNER.	FDC provide in-kind support with some staff time.	

Year to date (2023/24)

Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
Fenland Station Regeneration (March, Manea, Whittlesea)	Various projects for each station. March scheme – complete Manea scheme – complete Whittlesea scheme – work continues for find a way forward. Overall expected full cost approx. £20million	Up to £9.5 million originally approved. Approx 3.5million drawn down and currently in progress.	CPCA	Approx to date £250,000	£106 funding. Various applications for Manea, March and Whittlesea.
March Area Transport Study (MATS)	This is a CPCA funded project being delivered by CCC. Total funding allocated £6.4million. £2.6million spend was to complete feasibility and preliminary design on all schemes and to complete the Outline Business Case work. It also included delivery of a quick win schemes programme and work to develop some walking and cycling schemes. In late 2021, £1.5million was approved for the detailed design stage and full business case (FBC) for all schemes. In January 2023, the CPCA Transport & Infrastructure Committee recommended drawdown of £4,149,825 for the construction of MATS Broad Street and £300,000 for the completion of the FBC2.	£4.1million £4,149,825 £300,00	CPCA CPCA CPCA		

Year to date (2023/24)

Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
March Future High Street Fund	<p>The Member Steering Group continues to support officers in the delivery of the programme.</p> <p>Work to the marketplace is now complete.</p> <p>Work to Broad Street is ongoing.</p> <p>Vacant <u>units</u> scheme has now paid 4 grants and completed two full properties – 26 Marketplace and March Dental on Broad Street.</p>	£6.447m	MHCLG (Future High Streets Fund)	£900,000 Growing Fenland March £1,100,000 from the CPCA = £2m total	CPCA
Wisbech Access Strategy (WAS)	<p>This is a CPCA funded project being delivered by CCC.</p> <p>Original Local Growth Fund (LGF) Bid allocated £10.5million in 2018 for 5 schemes. In July 2020 the 5 schemes were reduced to 3 and the funding allocation from LGF reduced to £6Million. CPCA approved the £4.5million gap.</p> <p>In July 2021 CPCA Board approved a reduced scope of the scheme to complete the 3 projects to detailed design and procure all land needed. It is now expected that alternative funding will be sourced for scheme delivery.</p> <p>It is expected that approximately £9.5million will be needed to complete the 3 <u>schemes</u></p>	<p>£3.97million See status column <u>comments</u></p> <p>£2.09million spend to date leaving £1.88 million approved. The 1.88million element of the programme is nearing completion in March 2024.</p>	LGF		

Year to date (2023/24)

Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
Wisbech High Street Project	<p>This is a National Lottery Heritage Funded (NLHF) project, funded from their Townscape Heritage programme with additional partner funding from CCC, FDC, Wisbech Town Council and Wisbech Society.</p> <p>The project continues to address the three high priority sites, including two derelict sites currently under the ownership of FDC.</p> <p>The project continues to work with other private owners who have schemes agreed or who still wish to apply for funding.</p>	<p>£1.9million including partnership contributions.</p> <p>Overall project value greater with property owner contributions</p>	NLHF	n/a Property owner contributions increase project value	Private investment

Year to date (2023/24)

Other Corporate/District Wide Projects

- Austen Adams is the chair of the **North Cambridgeshire Place Development Board (NCPDB)** which will be launched towards the end of 2023. Funding for this place shaping work was received from Steve Barclay MP (stage 1) and Anglian Water (stage 2).
- £1.247m of funding has been allocated to Fenland through **Shared Prosperity Funding (SPF)**. The funding will help to deliver the following projects:
 - £908 for 'Fenland Investment in Business' project
 - £120k for amplifying Community Arts and Culture
 - £84k for targeting anti-social behaviour
 - £131k for CPCA all-ages careers project
 - £4k for an area-side Police & Crime Commissioner (PCC) project focussed on flytipping
- An additional £150k of funding has been secured from CCC, CPCA and GCP to enable CCC to commission Milestone to work up the remedial work designs and estimates for the Traffice Regulation Order (TRO) work packages needed to pursue **Civil Parking Enforcement** in Fenland. Once further information and cost estimates have been collated, Members will be asked to provide a steer on next steps.
- The **Accommodation Review** continues to assess our accommodation needs for the future. Members have been invited to attend tours of Fenland Hall so that they can make an informed decision on next steps. Reports will be tabled at future Cabinet and Council meetings.

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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>
6 October 2023	9 October 2023	2.00pm	Via Teams	16 October 2023	2.30pm
17 November 2023	21 November 2023	2.00pm	Via Teams	28 November 2023	2.30pm
5 January 2024	8 January 2024	2.00pm	Via Teams	15 January 2024	2.30pm
23 February 2024	27 February 2024	2.00pm	Via Teams	4 March 2024	2.30pm
5 April 2024	8 April 2024	2.00pm	Via Teams	15 April 2024	2.30pm

28 November 2023

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
14.30 to 16.30 Meeting	North Cambridgeshire & Peterborough Care Partnership		John Rooke (guest presenter)
	Anglian Water	Environment	Cllr Murphy Grant Tuffs Anglian Water (other AW reps tbc)
	Task and Finish Group Update		Peter Catchpole Dave Wright Phil Hughes
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

15 January 2024

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
14.30 to 16.30 Meeting	Draft Budget	Quality Organisation	Cabinet CMT
	Draft Business Plan	Quality Organisation	Cabinet CMT Dave Wright
	Fees and Charges 24/25	Quality Organisation	Councillor Boden Peter Catchpole Cabinet Mark Saunders
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

4 March 2024

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
14.30 to 16.30 Meeting	Road Safety Partnership and Vision Zero - TBC	Communities	Cllr Wallwork Dan Horn Alan Boughen
	Progress of Corporate Priorities – Communities	Communities	Cllr Mrs French Cllr Wallwork Cllr Murphy Cllr Miscandlon Cllr Boden Cllr Hoy Cllr Miscandlon Cllr Seaton Carol Pilson Dan Horn Annabel Tighe Phil Hughes Sam Anthony
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

15 April 2024

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
14.30 to 16.30 Meeting	Update on CPCA Growth Service and impact on Economic Development in Fenland	Economy	Cllr Benney Peter Catchpole Simon Jackson Mark Greenwood Anna Goodall

	Progress in Delivering the Economy Corporate Objectives to include Planning 2023/24	Economy	Cllr Benney Cllr Seaton Cllr Laws Cllr Wallwork Cllr Hoy Cllr Mrs French Cllr Tierney Cllr Boden Carol Pilson Dan Horn Anna Goodall Simon Jackson Mark Greenwood Phil Hughes Peter Catchpole Wendy Otter Head of Planning (tbc)
	Transformation & Communications Portfolio Holder update	Quality Organisation	Councillor Tierney Peter Catchpole David Wright
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2024/25	All	Chairman Amy Brown

New Municipal Year – Dates to be determined

TBC: June 2024

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
14.30 to 16.30 Meeting	Appointment of the Chairman and Vice-Chairman for the Municipal Year		
	Community Safety Partnership	Environment	Cllr Wallwork Dan Horn Alan Boughen

			Police representative (tbc)
	Freedom Leisure Review	Communities	Cllr Miscandlon Carol Pilson Phil Hughes
	Annual review of Anglia Revenues Partnership	All	Sam Anthony Cllr Mrs French Peter Catchpole Adrian Mills
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2023/24	All	Chairman Amy Brown

TBC July/September 2024

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
14.30 to 16.30 Meeting	Annual Review of Anglia Revenues Partnership	All	Cllr Mrs French Peter Catchpole Sam Anthony ARP representatives
	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 2023/24	All	Chairman Amy Brown

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