

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

July 2022
(For performance in April & May 2022)

Cabinet Members



**Councillor
Chris Boden**

Leader of the Council
& Portfolio Holder for
Finance



**Councillor
Ian Benney**

Portfolio Holder for
Economic Growth



**Councillor
Sam Clark**

Portfolio Holder for
Health



**Councillor
Mrs Jan French**

Deputy Leader of the
Council



**Councillor
Miss Sam Hoy**

Portfolio Holder for
Housing



**Councillor
Mrs Dee Laws**

Portfolio Holder for
Planning



**Councillor
Andrew Lynn**

Portfolio Holder for
Licensing &
Community Safety



**Councillor
Peter Murphy**

Portfolio Holder for
Open Spaces, Street
Scene & Waste
Management



**Councillor
Chris Seaton**

Portfolio Holder for
Social Mobility &
Heritage



**Councillor Steve
Tierney**

Portfolio Holder for
Transformation,
Communication &
Environment

Communities

Projects from Business Plan:

Work with landlords to improve housing conditions and management standards in the district's private sector, including using the Council's enforcement powers (Cllr Sam Hoy)

The Council has undertaken 3 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council has also inspected 38 properties as part of the Homes for Ukraine scheme and investigated 13 complaints from tenants occupying privately rented accommodation in the same period. Council officers intervened to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

Town	HMOs investigated	Ukraine Homes / Privately Rented Homes investigated
Wisbech	3	16
March	0	7
Chatteris	0	13
Whittlesey	0	3
Villages	0	12

Enforcement:

- In the first 2 months of 2022/23 Officers have served:
 - 2 improvement notices.
 - 8 Notices of Intent to fine landlords / agents in relation to breaches of Electrical Installation Condition Reports (EICR)
 - 4 Notices of Intent to serve a Civil Penalty Notices

Other

- Work has been undertaken to update Overview and Scrutiny on the progress of the Housing Enforcement Policy since July 2018 including proposed amendments to the policy that is going through the due consultation and governance process.

Support property owners to bring long-term empty homes back into use, helping to address the district's housing needs (Cllr Sam Hoy)

Represents the total number of properties brought back into use through officer involvement

From 1 April 2022 to 31 March 2023

	LTE 6-23 MTHS	LTEP 24 MTHS +
Total Officer involvement	13	3
Total for the period	1.4.22 – 31.3.23	16

Case Examples:

- 1) The Empty Homes officer supported the owner of a property, which has been empty since 1999, to sell at auction. The officer met with the new owners who purchased in April and have submitted a planning application, hoping to extend the property and bring it back into use as a 5-bedroom home. The property is in a poor state of repair and the officer is supporting the owners to apply to the Valuation Office Agency requesting removal of the property from council tax for the duration of the renovation. Once planning is agreed they hope to have the property ready for sale within 6-9 months.
- 2) An owner who purchased a property in October 2021 was supported by the Empty Homes Officer who successfully negotiated the removal of the property from council tax by the VOA. The owner used the savings from this towards insulating the property and spent £40k on a full renovation. The property was occupied by a tenant on 1 May 2022. The renovation was so good the energy rating increased from an F to a C which is excellent for the tenants and will ensure they have a warm energy efficient home when the fuel increases rise again this autumn.

Before and after photographs:





Prevent homelessness and reduce rough sleeping through working with individuals, families, landlords, housing associations and providers to meet the housing needs of residents in crisis (Cllr Sam Hoy)

The Housing Options team has successfully prevented 335 households from becoming homeless since April 2022. Housing advice has been given to 1220 households with no duties being owed. In total there were 1905 approaches for homelessness assistance in 2021/22. This is a 5% increase from the previous year (1803 approaches).

There continues to be a high number of B&B placements as emergency accommodation. This is in part due to an increase in requests for assistance and an increase in the number of families and complex cases presenting as homeless. There were 200 B&B placements in 2021/22 compared to 159 in the previous year, representing a 20% increase in use.

The team continues to work closely with households, landlords and other partners to resolve issues before notices are served. We recently had a short-term temp officer undertaking a project (in Q4) specifically tackling rent arrears cases in the private sector. This was funded by a central government grant and resulted in circa 30 additional preventions (these are not included in government reported figures as they were reported separately due to the nature of the funding).

The proportion of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work was 56% (335 preventions divided by 601 prevention and relief duties owed).

The team continues to be focussed on homeless prevention and supporting those in need within the Fenland community. Alongside this they will also be working towards gaining DAHA (Domestic Abuse Housing Alliance) accreditation over the coming year.

In the financial year 2022/23, for the period April 1st to May 31st, the Council has prevented 30 households from homelessness to date. The proportion of households presenting to the Council as homeless whose housing circumstances were resolved

through Housing Options work was 37% (30/81).

Deliver four Golden Age Fairs across the district (Cllr Sam Clark)

The first stand-alone Golden Age Fair took place on Friday 1st April at Gorefield Community Hall and Sports Pavilion. The Golden Age Team and 19 partners took part in the event with a great turn out of over 100 older people visiting our partners and gaining vital information. Some of the partners included March Breathe Easy, Care Network, CamSight, Healthwatch, Peterborough Environment City Trust, Cambridgeshire Libraries and the Think Communities team from Cambridgeshire County Council.

The event highlighted a need for financial advice at future event following the absence of the Fenland Ferret. Therefore, we have secured Citizens Advice Rural Cambs to attend future events and look forward to them joining with us.

Following our last Golden Age Team meeting in May we have planned for the following events:

- Whittlesey Big Bash – 26th June 2022
- Chatteris – Venue TBC – September 2022
- International Golden Age Fair – Rosmini Centre – December 2022
- Wimblington – Venue TBC – February 2023

Increase the use of local open spaces and collaborate with local activity providers and other partners to address health inequalities (Cllr Sam Clark)

FDC has been awarded a grant of approximately £140,000 from the emerging Cambridgeshire and Peterborough Integrated Care System for work that will tackle prevention and supporting community engagement. Fenland's project will run over two years and focus on;

- Wellbeing Walks targeted in areas of deprivation and health inequalities
- Learn to Move sessions targeting older people and those with dementia to stay well and independent
- Get Started sessions engaging residents from deprived areas to start activity in a supported manner
- Community Mental Health Wellbeing sessions using physical activity to improve mental health

Other Projects:

Leisure Update (Cllr Sam Clark)

Freedom continues to work hard to recover the leisure business to pre-pandemic levels. Management fee payments have been finalised for 2021/22 and total approximately £200,000. This is significantly higher than any expectation of a payment for last year.

Business in leisure remains difficult across the country, with cost of living concerns impacting on consumer spending. An additional concern for Freedom is the increasing cost of utilities. Freedom's current fixed gas and power agreements expire in autumn 2022, leading to very steep rises in costs. The leisure business uses a lot of energy to heat swimming pools and power large buildings. Freedom has put in place actions to mitigate for these costs where possible. Regardless, there will be a significant financial impact and the Council is working with Freedom to consider further mitigation options and potential support.

With regards to performance in the leisure centres, a summary of recovery levels against February 2020 pre-pandemic levels can be found below. Freedom is rechecking the studio figures, with the other statistics comparing favourably with other Freedom local authority contracts and the industry as a whole.

- Memberships – 90%
- Casual swim – 99%
- Swimming Lessons – 191%
- Catering – 71%
- Studio – 46%
- Children's Activities – 71%

Pride In Fenland Awards (Cllr Sam Clark)

The next event is planned for November 2022.

Health & Wellbeing Update (including Covid-19 Outbreak Plan implementation)
(Cllr Sam Clark)

The Enduring Transmission Programme drew to a close in March 2022. The programme helped more than 250 Fenland residents to access hardship support for isolation.

Work is ongoing to develop a phase 4 to the programme which will see public health support for local business who may wish to sign up to the scheme. The programme is still being developed but it aims to address the key health needs in Fenland. This includes; smoking cessation, alcohol issues, mental health support and cancer screening. The programme will support by enabling access and screening to support and referrals via the workplace.

Key PIs:

Key PI	Description	Baseline	Target 22/23	Cumulative Performance	Variance (RAG)
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	277	250	54	
CELP2	NEW INDICATOR The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work (%)	57%	57%	37%	
CELP3	Number of empty properties brought back into use	77	50	16	
CELP4	Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	£93,099	£45,000	N/A (December 22)	N/A
CELP6	Number of Active Health local sessions per year that improve community health	504	500	90	
CELP19	Satisfaction with our leisure centres (Net Promoter Score)	85%	85%		
CELP20	Value of Arts Council Grants achieved in Fenland	N/A	£40,000		

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

Comments
CELP2 - Homeless PI – is below target due to increase in competition to access solutions through the private rented sector and some short-term staffing resource pressures. However, it is envisaged that this will improve as we work towards meeting the target by the end of the financial year.

Environment

Projects from Business Plan:

Continue to deliver environmental enforcement using fixed penalty notices and the court process for serious offences (Cllr Peter Murphy)

During April – May 2022, we have recorded 126 incidents of fly tipping (the same period last year was 153). As part of our enforcement work, officers have visited 50 of these sites to look through the waste to determine who may be responsible. Often, no evidence is found, but we ensure a thorough search is carried out and follow up on any leads.

As a result of these finds, we have sent out 11 'Contact Me' letters to addresses found which has resulted in a further 5 'Formal Interview Under Caution' postal documents being sent out. Our ongoing investigations have resulted in:

- 2 Fixed Penalty Notices of £400 to those who we believe were responsible for fly tipped waste found in Wisbech.
- 3 Fixed Penalty Notices of £400 to Householders for failing in their duty of care and employing fly tippers to take their waste away. The offences relate to fly tipping found in Chatteris and March.
- 1 Fixed Penalty Notice of £150 to a male who was seen littering in Wisbech.

Additional enforcement work carried out saw 3 Parking Fixed penalty Notices issued to cars for parking on the market in March on a market day.

A total of 28 vehicles have been reported as abandoned in April and May. Most of these were not deemed abandoned and we did not require our contractor to remove any vehicles. All had Notices served on them but were all removed by persons unknown.

As part of our work supporting local businesses through our Tidy Fenland Voluntary Code of Practice, we have been visiting town centre businesses in Fenland. During this period, we have visited 54 premises and spoken with management staff to check on trade waste compliance. This resulted in 26 signing up to the Code during the visit and they were happy to display our poster. An additional 2 businesses were provided with cigarette bins to prevent excess litter.

Deliver the Four Seasons events programme in partnership with our four market towns
(Cllr Peter Murphy)

April saw the 12th annual St George's Fayre held in the town of March. After 2 years absence, visitor numbers did not disappoint with the public attending in their thousands. The volunteer committee have been overwhelmed with positive feedback received from the community for what proved to be a fantastic community event.

We continue to go to great lengths to curate an event that not only benefits the economy but also supports Fenland's cultural offering. We were therefore delighted to hear that March Museum had the highest footfall to date and to witness first hand traders and local businesses alike experiencing non-stop custom. A wrap up meeting took place in May where the committee considered the options for 2023 and the opportunities to further build on the professional stage entertainment.

Preparations are nearing completion for the upcoming Chatteris Festival, which will take place on 25th – 26th June. This year's theme is 'Fairy Tales and Folklore'. New attractions put forward by the volunteer committee this year will include a Dog and Duck Show and mask making. The Colour Fun Run, which was very popular in 2021, will return again on the Sunday.

Community groups supported to deliver environmental projects including Street Pride, Friends of and Green Dog Walkers (Cllr Peter Murphy)

A total of 21 events were held in April by community groups to improve the environment. This included regular work parties as well as the Friends of Octagon Graveyard in Wisbech holding an open day to showcase recent work undertaken to reclaim the graveyard.

In May, there were 25 regular work parties held. Two key events to highlight include the official opening of a platinum jubilee tree seat installed in Benwick by Street Pride / In Bloom volunteers. The tree seat is made from 100% recycled materials and replaces the one which was originally installed in 1911 to celebrate the coronation of King George V. However, it is believed the seat was destroyed during VE celebrations in 1945. Leverington Street Pride celebrated their 10th anniversary this month and were presented with a new litter picking trolley.

It is great to see the variety of projects coming forward from the groups and that they are starting to feel comfortable to meet in large groups again.

Deliver the Recycling Action Plan (Cllr Peter Murphy)

Performance 2021/22

Recycling teams are rejecting blue bins where incorrect materials are obvious, and as a result reported issues on more than **3,556 occasions** in 2021/22. Each of these properties has been delivered a standard letter advising of what can go in their blue bin and why this is important.



With the team successfully focussing on ensuring services were delivered with the pressures of Covid and driver shortages, the usual targeted positive campaign work was impacted. As a result, the Environmental Services supervisors checked a total of **3,620 blue bins** when the usual target to 2 visits to 18,000 properties. Of those visited, **1,005 (28%) were very good**, containing all the correct materials, and received a 'thank you' tag and



172 (5%) were found to contain incorrect materials and received information on how to improve.

Following up on the winter calendars that were delivered on around **46,000 green bins** in November there was a Recycling Leaflet accompanying **all Council Tax bills** and the new summer calendar delivered to **46,000 bins** during March.

Income and Performance

The value of recycling materials continues to improve. The overall net income for materials collected in 2021/22 was **£475,160**, including recycling credits, for the financial year to support the delivery of the service, and continues to be positive this year with income and recycling credits generating a further **£100,800 of income** already in April and May.

In 2021/22, **8,984 tonnes** of materials suitable for recycling was collected in customers' blue bins. This gives the Council a provisional recycling rate for waste collected of 41%, against an average the last year in England of 44%.

Waste Analysis 2021

The most recent RECAP waste analysis, showed that Fenland customers are putting more of their recycling in their blue bin as there is increasingly less recycling in the residual waste samples. This table shows the percentage of readily recyclable materials found in green bins in 2016, 2019 and 2021. The trend implies customers are choosing to recycle more.

RECYCLABILITY OF RESIDUAL WASTE (%) FENLAND	2016	2019	2021
PAPER	3.6%	1.5%	1.4%
CARD, CARDBOARD & CARTONS	2.3%	2.0%	1.7%
GLASS	3.5%	2.2%	2.6%
METALS	2.2%	1.7%	1.4%
PLASTIC BOTTLES & CONTAINERS	3.4%	3.5%	2.4%
	15.0%	10.9%	9.5%

However, there remains even more to be done. The waste analysis also showed what percentage of readily recyclable materials customers are presenting in their blue bins; at around 8 out of every 10 items available there is still room for improvement.

Dry Recycling Captured - Annual Tonnages	Residual Bins 2021	Recycling Bins 2021	Capture Rate 2021
Recyclable Paper	350	2860	89%
Recyclable Card	420	1120	73%
Tetra-Pak	20	50	71%
Plastic Bottles, Tubs, Pots and Trays	590	1040	64%
Glass	650	2900	82%
Steel Cans	190	290	60%
Aluminium Cans and Foil	160	210	57%
Total	2380	8470	78%

At current prices, this is around £250,000 worth of potential income for the Council that customers are choosing to put in their residual bin and destine for landfill. As a result, future work will give a focus to cans, plastics and card.

Deliver a competitive trade waste service (Cllr Peter Murphy & Cllr Tierney)

The work to improve the profitability of the commercial waste services offered by the Council is making steady progress, despite the impact of the pandemic on our customer base.

Income impacted by the pandemic in 2020/21 has recovered this year, showing a positive trend, even though the total number of customers receiving our services dropped slightly.

Commercial Waste Service	2019/20	2020/21	2021/22
Total Income (£)	£377,900	£342,300	£447,200
Total Customers	529	552	528
New Customers	51	40	50
Waste collected (Tonnes)	1,334	1,131	1,431
Recycling (Tonnes)	125	86	126
Net Income/profit (£)	£117,980	£95,170	£132,810

Work to commence the separate collection of food waste collections has naturally been delayed by the pressures on services of the pandemic and driver shortages. Recruitment, changes to work patterns and rounds will allow this work to commence later in the year with the customers already expressing an interest.

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

FDC, along with SCDC and HDC, continue to meet regularly with Cambridgeshire County Council via a joint working group to collectively move the implementation of Civil Parking Enforcement (CPE) forward and to track progress. More progress has been made to date on CPE in the Fenland and South Cambridgeshire Districts as HDC have yet to undertake any TRO survey works.

FDC progress to date and current focus:

- 1) Having undertaken a full Traffic Regulation Order survey for all 210 On-Street parking and waiting restrictions within the Fenland DC administrative area, 1193 queries/anomalies were found. This information has been passed to Cambridgeshire County Councils Policy and Regulation Team for resolution.
- 2) Work continues by FDC officers to draft a new preliminary CPE Off Street Parking Places Order for all FDC owned/managed parking facilities in preparation for the implementation of CPE.
- 3) FDC and CCC officers continue to work on drafting a preliminary agency and service level agreement for consideration by the CPE project team, before being put forward to FDC members for approval. The agreement will set out delegated authority to FDC and define responsibility for things such as sign and line maintenance, PCN income and operational deficit along with resolution of contractual issues associated with enforcement.
- 4) Cambridgeshire County Council formally consulted all statutory consultees and partner organisations on the implementation of CPE within Fenland at the end of March. Consultees were given one month to register their comments or objections

and the collective feedback will be used to finalise the CEA/SEA DfT application.

- 5) A draft application to the Department for Transport for a Civil/Special Enforcement Area Designation Order for the introduction of CPE in Fenland has been prepared by Cambridgeshire County Council in partnership with FDC. The application will be finalised using statutory consultee feedback and it is anticipated that the application will be put forward to the DfT later in the year.
- 6) FDC officers have liaised with neighbouring local authorities to ascertain what enforcement and administrative services could be provided for the Fenland area. Two Local Authorities have the potential to deliver enforcement and administrative services for FDC and these shall be explored further along with private enforcement companies going forward as the project develops.

Whilst the timeline required to implement CPE in Fenland has been estimated to be approximately 2 years, several factors including County Council and Contractor resources could inadvertently result in project slippage. Currently the project remains on track for the CPE designation order to be brought into effect in October 2023.

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

The CCTV shared service has maintained its 100% service function across a 24/7 period.

From 1st April to 31st May 2022, the CCTV service has been able to respond to 217 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.

CCTV interventions since April 2022 has led to 14 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 and up to 31st May 2022 the CCTV team have delivered 675 patrols. All patrols were conducted across the 24/7 period ensuring that, no matter what time of day or 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 services such as homelessness, stray and lost dogs, cleansing incidents, dangerous buildings and structures, and environmental complaints. From April 2022, the CCTV service has responded to over 63 service requests from our out of hours telephone contact service.

The CCTV partner liaison meeting, which includes invites to all CCTV stakeholders including our town council partners, is being held during June via MS Teams and will include a full and comprehensive update on the work of CCTV and performance.

Other Projects:

Open Spaces and Grounds Maintenance Contract Update (Cllr Peter Murphy)

Mowing season commenced in March and despite variable weather all has progressed well to date with all major cuts (2 per month) achieved on time. Smaller omissions have all been corrected quickly. Cemeteries and the larger parks have continued to look their best. No defaults have been issued.

Tivoli, under strong management, continue to deliver a good service notwithstanding the increase in energy costs, the fluidity of the labour force, and the continuing effects of Covid. It would be fair to say that praiseworthy public comments about their performance far outweigh the negatives. Their co-operation and response around the many issues related to storms Doris and Eunice were particularly noteworthy and appreciated.

The wildflower project at Manor field, Whittlesey has also proven to be a resounding success as the first blooms appeared with much positive media feedback. Other (smaller) areas are now being identified for development later this year.

Play areas have been completed at Larham Way (Chatteris), Huntingdon Road (Chatteris) and Burdett Grove (Whittlesey) with further tenders let for Cricketers Way (Chatteris) and Guyhirn play. These will be completed over the summer.

Contract work for the new Splash pad at Wisbech Park is well advanced and a summer opening is anticipated.

Street Lighting (Cllr Jan French)

Street Light Repairs & Maintenance

Seventy streetlight faults were reported and attended to between January and May 2022 by FDC's streetlight maintenance contractor on behalf of FDC, Clarion Housing Association and seven of the Parish Councils. The majority of the defects were associated with Parish Council lighting assets which provides a good indication that FDC's own streetlighting stock maintenance has reduced.

Capital Street Light Replacement Works

The majority of the 2020/21 and 2021/22 Capital Programmed replacement works have now been completed with 637 FDC streetlights having now either been replaced or had the existing lanterns upgraded to LED. A few units remain outstanding which have been delayed either due to supply delays or UKPN connectivity work, however it is anticipated these works will be concluded by end of August. The Engineering Team are now looking at the 2022/23 FDC LED upgrade works which will help to further reduce streetlight energy and maintenance costs.

In addition, officers continue to co-ordinate streetlight replacement works on behalf of Gorefield, Christchurch, Tydd St Giles, Parson Drove and Newton Parish Councils. It is also likely that defective streetlight replacement works for Elm Parish Council will be required going forward.

FDC Car Park Maintenance (Cllr Jan French)

A number of routine repairs and maintenance works were undertaken within several FDC managed Car Parks throughout the District between January and May. Works included gully cleaning along with pothole repairs and bollard replacements.

Further programmed maintenance and minor improvement works are being scheduled for 2022 for FDC managed Car Parks to include painting, signing and patch repair works.

Customer feedback from the works undertaken in October to reline and reconfigure parking bays in Chapel Road car park, Wisbech has been good, and the completed works has made the car park operationally safer.

Getting it Sorted Volunteers Update (Cllr Peter Murphy)

The Getting It Sorted volunteers' website (www.gettingitsorted.org) attracted **11,094 hits** during 2021/22. The top five enquiries were how to recycle "Shredded Paper", "Yogurt pots", "Crisp packets", "Plastic bottles" and "Bubble wrap". These were included within social media campaigns.

The Getting It Sorted social media posts attracted **141,715 views** during the year. Many directed customers to the volunteer and school education pages of the website where they can find a range of recycling information and pledge to recycle more. More than **2,000 customers** have signed up now to receive a regular email from the volunteers around all things recycling.

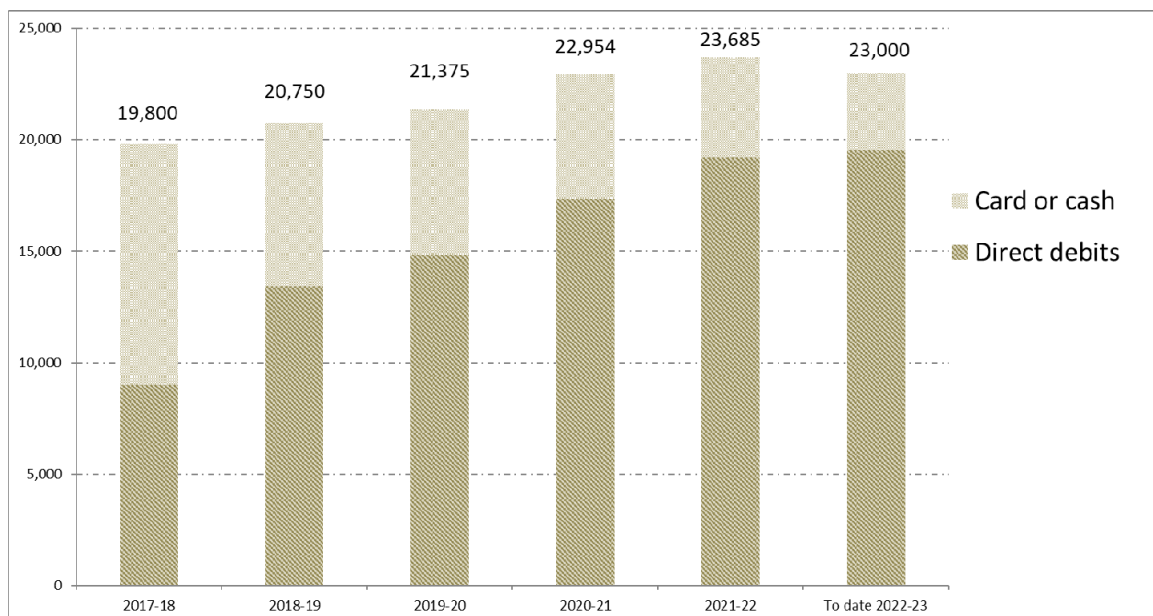
Garden Waste Service Update (Cllr Peter Murphy)

The Garden Waste service continues to provide a reliable and good quality service that our customers are satisfied with.

So far this season there are more than 23,000 active subscriptions which is 1,200 ahead of the same point last season.

We can see that the proportion of customers deciding to take up the reduced-price direct debit has increased each year since the service started. With 19,200 direct debits last year, the total income to cover the cost of services generated was £931,000 and the resulting average subscription fee is £39.30.

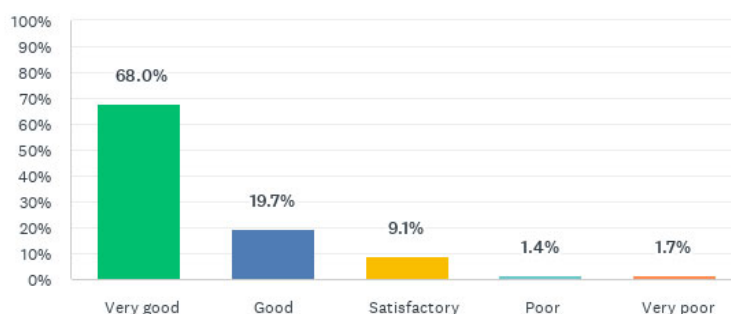
Garden Waste Direct Debit and 'Cash/Card' payments by Year



Included within the cash/card payments we have around 700 customers who take advantage of the PayPoint option to renew their garden waste subscription at their local Post Office or shop.

Last year, customers making use of the Garden Waste Service reported very high levels of satisfaction with the service provided; 97% (403 from the 416 respondents).

Overall, how would you rate your experience of the Garden Waste Service?



Community Safety Partnership Update (Cllr Andrew Lynn)

Community Safety Team Update

The Community Safety team has welcomed Russell Wignall to the team. Russell joins primarily to work with other partners and the community to respond to concerns of community nuisance and supporting the PCC's priority of Putting Communities First. The team has supported the FDC Licensing Officer by visiting licensed premises in March alongside the Police Licensing Officer in relation to concerns of drink spiking and providing information how to deal with suspected cases of spiking. Also discussed were prevention techniques and how to act should a suspected spiking's present itself. It was pleasing to see that the venues we visited were taking the matter seriously and were willing to engage with the authorities. Posters had been distributed and pleased to report most of the venues had put the posters up. This helps FDC strengthen its relationships with licensed premises whilst also looking to keep customers safe

CSP Workforce Development

Training themes for CSP Workforce Development sessions are linked to the priorities within the CSP action plan. Frontline staff from statutory and voluntary sectors who work across Fenland are invited to attend these free training sessions.

Those attending include staff from housing providers, FDC teams, police, probation, traveller teams, young people workers, family workers, children centres, food banks, volunteers, schools, healthcare workers, faith groups, community organisations and citizens advice.

Substance & Alcohol Abuse Awareness

On 10/02/2022 (in partnership with CGL) the CSP hosted a training session on Substance & Alcohol Abuse Awareness.

Domestic Abuse Training: Non-Fatal Strangulation

On 17/03/2022 the CSP coordinated a domestic abuse training session on Non-Fatal Strangulation. This was delivered by Vickie Crompton from the DASV partnership. A link to further online training on this topic has been circulated.

Domestic Abuse & Coercive Control Awareness Training

On 24/03/2022, the CSP coordinated a Domestic Abuse & Coercive Control Awareness Training This was delivered by in partnership by Refuge and Vickie Crompton from the DASV partnership. Information and advice from this training has been circulated to attendees and partners.

Community Safety Newsletter 11th Edition

The newsletter which reports on the activity of the CSP has been redesigned. The 11th Edition will be published in June 2022 and will be available on the CSP webpage and will be distributed to partners in the statutory and voluntary sectors. Hard copies are available in local libraires. In this edition you will find updates on workforce development sessions, engagement events, CAPASP. Plus, support and advice and reporting links on a range of concerns for the Fenland community to refer to.

Community Engagement

On 21/04/2022, the Fenland Community Safety Partnership held a Community Safety event at Wisbech Tesco in partnership with Cambs Police, Refuge, Neighbourhood Watch, Cambridgeshire and Peterborough Against Scams Partnership (CAPASP), Vison Zero—Road Safety Partnership, Illegal Money Lending Team England and Neighbourhood Watch.



During the event local residents were provided with information and advice on loan sharks, road safety, domestic violence, cybercrime, scams, and rogue trading, and from neighbourhood watch.

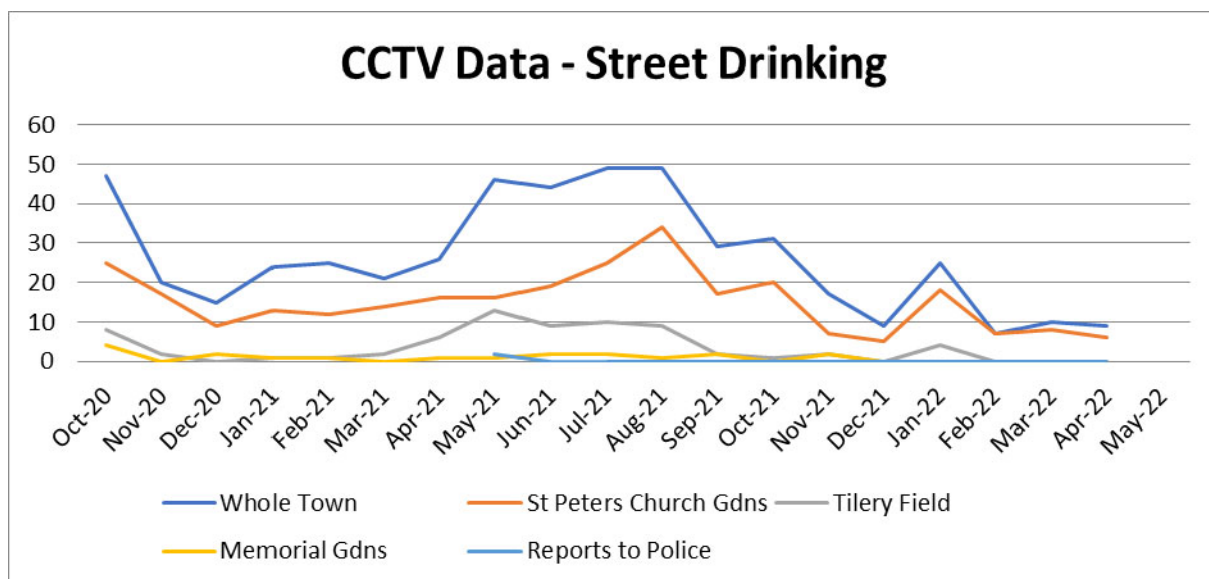
Fenland Community Safety Partnership will be delivering further community engagement events throughout 2022 and 2023. These will be advertised on the FDC website, partnership pages and in your local area. Residents will be invited to come along and meet the community safety team and their partners for information and advice on a wide range of community safety matters.

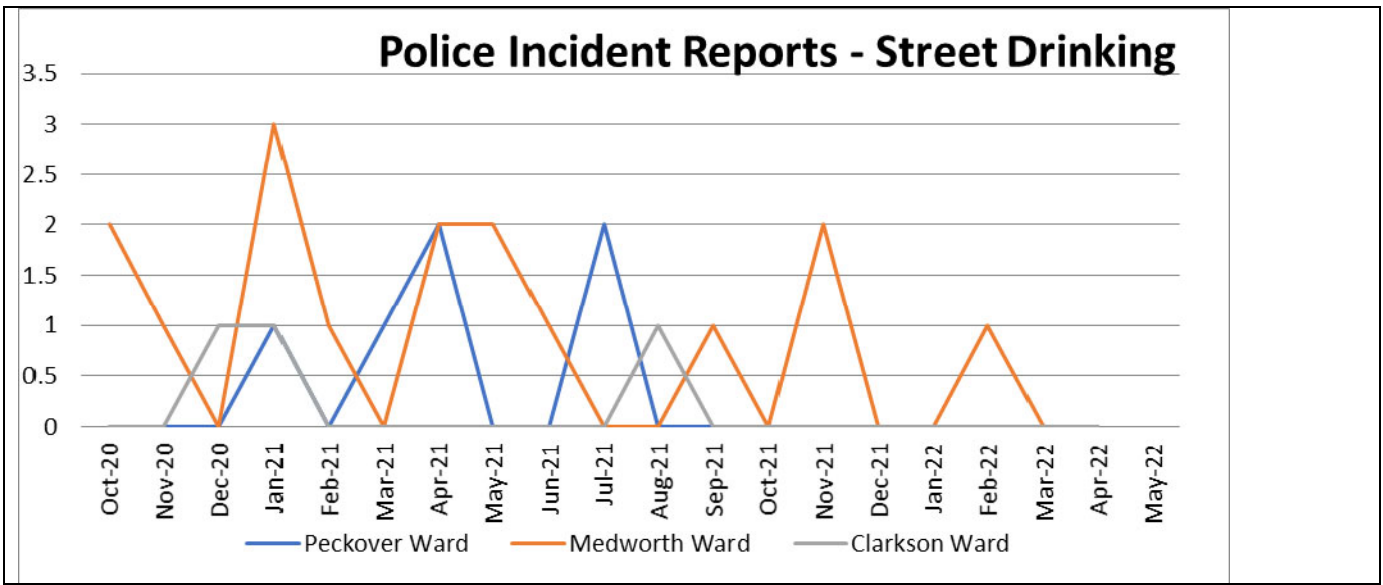
Street Drinking Update (Cllr Andrew Lynn)

Partners including FDC teams, CCTV, Police, Substance Abuse Support Services and homeless outreach continue to monitor and meet regularly.

Current community reporting into services is low and this is corroborated by the observations of CCTV operators as well as little social media activity. There are occurrences of street drinking happening but the associated poor behaviour being experienced in the past doesn't appear to be happening. There has also been a reduction in the discarded alcohol related litter with evidence to suggest the litter bins are more frequently used.

Police partners are leading on the introduction of a partnership response to street based anti-social behaviour which will also encompass street drinking, with the first partnership meeting scheduled for early June. The response is based upon prevention, intervention and enforcement and therefore adopts the same approach as the Council's enforcement policy.





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	95%	90%	97%	
CELP9	% of inspected streets meeting our cleansing standards (including graffiti and flyposting)	99%	93%	100%	
CELP10	% of household waste recycled through the blue bin service (1 month in arrears)	27.5%	28%	27%	
CELP11	Customer satisfaction with refuse and recycling services (quarterly)	96.3%	90%		
CELP12	Customer satisfaction with our garden waste service (quarterly)	98.75%	85%		
CELP13	Number of Street Pride, Green Dog Walkers, and Friends Of community environmental events supported	191	204	46	
CELP14	% of those asked who are satisfied with events	97%	96%	97.7%	

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

Comments
CELP11 & CELP12 - Customer satisfaction with refuse, recycling and garden waste will be completed and reported later in the year.

Economy

Projects from Business Plan:

Continue to review council land and property assets to ensure they are fit for purpose and optimised to deliver better public services, improve efficiency and release surplus land for residential and commercial development as outlined in our Commercial Investment Strategy (Cllr Ian Benney)

Occupancy remains at 100% across all industrial investment units and the Boathouse, whilst the South Fens Business Centre is at 64% but with occupancy levels improving.

Work has been completed to identify lease events that are coming to an end or are due for action and which will result in an increased revenue benefit to the Council and the first tranche of these rent reviews are in the process of being acted upon.

The first 3 properties in the surplus asset disposal programme were sold at Auction in May achieving a figure more than double the guide price. The remaining first phase sites are currently being worked up to planning approval status with a view to maximising potential returns at auction.

The next phase of surplus sites are being investigated prior to be submitted to members for approval prior to disposal process commencing

Continue to lobby for improvements to our transport infrastructure, including the A47 economic corridor (Cllr Chris Seaton)

Wisbech Access Strategy

This is a CPCA funded project being delivered by Cambridgeshire County Council. The latest information about the project can be found on the County Council website from the following link:

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/transport-funding-bids-and-studies/wisbech-access-strategy>

A Wisbech Access Strategy report was presented to CPCA Business Board in July 2021 and CPCA Board in September 2021. The report required a strategic decision on the way forward linked to timescales and budgets. It was agreed that funding would be made available to complete the detailed design and the land acquisition for the 3 schemes – A47 Broad End Road, A47 Elm High Road and A1101 Ramnoth Road/Weasenham Lane. The work is progressing alongside a full business case project. These projects are expected to now be complete in late Summer/early Autumn 2022. A copy of the main accompanying paper for the meetings mentioned above can be

found from the following link:

https://cambridgeshire.cmis.uk.com/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1529/Committee/62/Default.aspx

Kings Dyke Level Crossing

This project being delivered by Cambridgeshire County Council, Growth Deal Funding by the former Local Enterprise Partnership (LEP) and Cambridgeshire and Peterborough Combined Authority Transforming Cities Fund. The Project is currently in its construction phase. The new road will be open to the public by the end of 2022.

The County Council website includes significant detail about this project including technical reports and questions and answers. This webpage can be accessed from the following link. [Kings Dyke Crossing](#).

March Area Transport Study

This is a CPCA funded project being delivered by Cambridgeshire County Council. It includes a range of transport projects across March to address transport issues and to facilitate new housing and employment growth.

The project is currently in detailed design stage and full business case project work which is due to complete in late 2022. Papers confirming the outcome of the previous Outline Business Case (OBC) work including recommendations to draw down funding for detailed design and the final business case, were part of CCC, CPCA and FDC meetings in November and December 2021.

A copy of the OBC report can be found on the County Council website from the following link:

[Council and committee meetings - Cambridgeshire County Council > Meetings \(cmis.uk.com\)](#)

Technical details and feasibility study work associated with this project can be found on the County Council website from the link below

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/transport-funding-bids-and-studies/march-transport-study>

March to Wisbech Railway Line

This is a CPCA funded project with current study and assessment work being undertaken by Network Rail. FDC is currently awaiting the outcome of the study work which is now expected during Summer 2022.

In March 2021 CPCA gave an update to the Transport and Infrastructure Committee on the Wisbech railway project. This included a recommendation to draw down an additional £300,000 for the further study work mentioned above. The work will look to align the Wisbech Railway work with the Ely Area Capacity Enhancement project and in the short term a Wisbech to March service. A copy of the March 2021 CPCA report can be found in the link below.

<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/View>

[MeetingPublic/mid/397/Meeting/1973/Committee/67/SelectedTab/Documents/Default.aspx](https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1973/Committee/67/SelectedTab/Documents/Default.aspx)

A47 Dualling (CPCA Project)

It was reported in late 2020 that National Highways (formally Highways England) Road Investment Strategy (RIS2) announcement did not include the A47 dualling project. Discussions between CPCA, National Highways and Government in early 2021 have since continued and negotiations are ongoing. In February 2021 National Highways agreed to undertake a review of the stage 0 work completed by CPCA. This review is to determine if there is any further work needed with a view to National Highways adopting the development work into their own programme. It was also agreed that the work will also consider proposals from East Tilney to A47/A17 junction in Norfolk. We are awaiting the outcome of this project.

The above information was reported to the CPCA Transport and Infrastructure Committee in March 2021. A link to the paper from that meeting is below.

<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1973/Committee/67/SelectedTab/Documents/Default.aspx>

A47 Guyhirn (National Highways Project)

The Guyhirn roundabout project is now complete and was formally opened in May 2022.

Full details about this scheme can be found on the [Highways England website](#).

Support the delivery of interventions listed within the four market town 'Growing Fenland' socio-economic masterplans (Cllr Ian Benney)

All £4m of CPCA funding has now been allocated to Growing Fenland projects. Updates on the projects are shown below:

Chatteris

Chatteris Town Renaissance Fund (£92k)

The Chatteris Town Renaissance Fund project is progressing well and continues to consider and process applications for business grants as a result of the continued promotion of the scheme.

A total of 90% of all street furniture refurbishment work is now complete.

Chatteris Skills Development (£36,179)

All of the ICT equipment ordered has now been delivered. The equipment will be

configured over the next few months ready for use in the autumn.

Chatteris Museum & Community Space (£771,821)

Chatteris Town Council are working towards purchasing the freehold and leasehold of 2 Park Street (the former Barclays Bank) from the existing tenants.

Planning permission has been granted for the conversion of the former Barclays Bank (2 Park Street) into a museum. The purchase is close to being agreed and quotes will be sought from local builders to carry out the work once the architect has drawn up a schedule of works.

Planning permission to extend and convert 14 Church Lane has been agreed in principle, pending further agreements being approved.

March

Match funding for March Future High Street Project (£900k)

Please see update for March Future High Street Project on page 36.

Whittlesey

Whittlesey Interactive Highway Signs (£57,500)

Project complete (please [click here](#) for further information)

Whittlesey Heritage Walk (£218,169)

Work is progressing well with the Whittlesey Heritage Walk project, overseen by the steering group, with completion expected by end of August 2022. This is slightly later than planned due to delays with 3rd party land permission.

Updates include:

- The Whittlesey Heritage Walk long and short routes have been fully uploaded to the Love Exploring App. This will be made live on the project launch date.
- Highway improvements have been commissioned through CCC Highways. Phase 1 dropped kerbs and replacement fencing/railings have been completed. Footpath surfacing and phase 2 of works are being programmed for the coming months.
- The design work is being finalised for the 22 no. information boards.
- The supply and installation of the information boards is expected in late July.
- Brochure/Leaflet design for the route is underway.
- 6 no. additional public benches have been installed. The 7th bench is pending Ely Diocese approval.
- Twenty20 productions have been commissioned to create a video to promote the Walk.

Whittlesey Heritage Visitor Centre (£500k)

The Whittlesey Town Council Property Working Group continue to drive this project forward. Officers have discussed potential capital grant support with Arts Council England. Any support is exceptionally unlikely from this source and, as a heritage

building, an approach to the Heritage Lottery Fund (HLF) was suggested. Whittlesey Town Council has previously submitted a bid to the Heritage Lottery Fund and was unsuccessful. FDC officers are meeting with the local HLF officer shortly to review the previous bid documentation and discuss a revised bid to bridge the current funding gap.

Whittlesey Business Capital Grants Scheme (£124,331)

Please see update on page 36.

Wisbech

Wisbech Market Place Enhancement Scheme (£200k)

The enhanced Wisbech Market Place was opened on 20 June following 9 weeks of construction work. Enhancements include new paving, benches, waste bins, planters and other decorative features to provide an improved trading area and community space.

The Market Place is now fully open to the public and market traders with the final touch of the Wisbech Town Council crest to be added at a later date.

For further details please [click here](#).



Wisbech Football Counters (£19,500)

This funding has been received by the Town Council and spent in full.

Football counters have been installed and the Town Council has been receiving data

since 13 December 2021. The data shows that in the first 29 weeks of operation, almost 1,500,000 people walked through the Wisbech Market Place area. At the request of the Town Council, the supplier of the footfall counters, Springboard, is now providing not only separate reports for both the Town Council and the Horsefair Shopping Centre (which has its own footfall counters via the same supplier) but a report which combines both sets of data. This data is proving to be very useful, as it shows, for example, the additional footfall that results from events etc being run in the town centre.

Wisbech Replacement Shopwatch Radio Scheme (£33,800)

This funding has been received in full by the Town Council but none of the money has yet been spent.

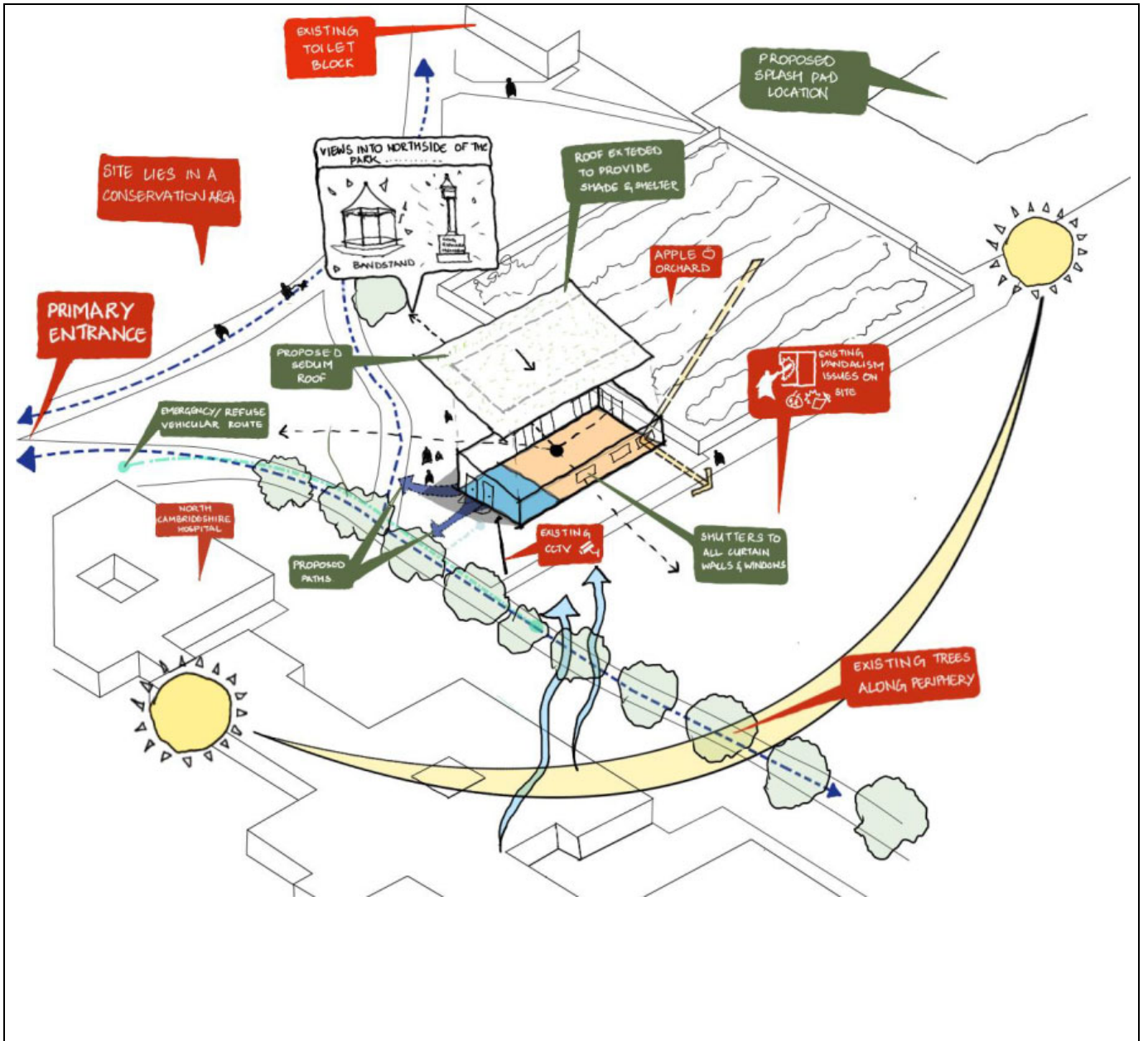
A meeting between the Wisbech Town Council Clerk and representatives of the Chamber of Commerce, for the purpose of developing a Service Level Agreement in relation to the council "handing-over" the radio scheme to the Chamber of Commerce, has taken place. The Town Clerk is, consequently, in the process of producing a Service Level Agreement. A representative of the Chamber of Commerce has been involved in discussions with the supplier of the equipment regarding some of the pre-installation technical issues. These discussions have been successful and, consequently, the Town Council is awaiting an invoice from the supplier. This project has been incorporated within the Safer Wisbech Action Plan.

Wisbech Water Park (£147,500) & Wisbech Park Community Hub (£299,200)

Designs for the Community Hub are complete. The floor plan offers a multi-activity room, café space and servery, indoor toilets, a changing places toilet facility and a small office. Additionally, there are 2 unisex toilets available externally for use as public toilets when the Hub is closed, but public toilets are still required. It should be noted that the glass finishes will all have shutters to prevent vandalism and the public toilets will be fitted with robust toilet fittings. Additionally, the location of the facility sits under one of FDC's CCTV units for added security.

The images below illustrate the position of the building in the park (following consultation with planning officers), along with 3D renders of how the building may look on completion.

It is expected that the scheme will be submitted to planning in July.





Wisbech Business Capital Grants Scheme (£200k)

Please see update on page 36.

District Wide

Civil Parking Enforcement (£400k)

Please see update on Civil Parking Enforcement on page 14 **Error! Bookmark not defined.** **Error! Bookmark not defined.**

Continue to prepare a new Local Plan document, which will determine how the district will grow in the future (Cllr Dee Laws)

The draft Local Plan was presented to Cabinet in June 2022 and approved. It will now be published for public consultation in July.

Deliver railway projects with CPCA support through the Manea, March and Whittlesea Stations Project Boards (Cllr Chris Seaton)

Manea Station

Following a period of improved weather, work to deliver the car park project has recommenced. The improved ground conditions have allowed surfacing work to take place and the delivery is moving forward. Work is ongoing with an expectation that the car park will be complete in early autumn 2022

Whittlesea Station

The second strategic outline business case and options appraisal work is nearing completion. The Project Board will then need to review the recommendations and decide a way forward and next steps. These discussions will take place during Summer 2022.

March Station

The platform 1 building project and the refurbished and extended station car park are now complete. The official opening event took place in May 2022. Please [click here](#) for further information.

FDC has released a video of the March Station project including aerial drone footage. This can be viewed from the link below:

[New drone video shows March Railway Station works from start to finish, from the air! | Hereward Community Rail Partnership \(herewardcrp.org\)](#)





Work with partners to deliver property improvements and the activity plan as part of the National Lottery Heritage Funded Wisbech High Street Project (Cllr Chris Seaton)

Wisbech High Street Property Improvements

The shop front programme has continued to progress well, with 3 further properties coming forward and submitting applications following the soft relaunch of the scheme last October. Number 18, 19 and number 31 will all receive grant towards historic shop front works by the end of the programme if they continue to engage well with FDC and follow the NLHF guidance regarding shopfront improvements. These follow number 13-17 which has now completed the refits with new shop frontages and residential apartments above.

Number 24 High Street, Wisbech

Works to prepare the site for construction are now complete.

Following ongoing work undertaken by FDC officers to secure a contractor for the delivery of the mixed-use scheme, FDC now has a quote from one contract via the framework to deliver the project. The cost as of June 2022 now sits at £2.477m which represents a £717,000 increase over the bids received at the last round of procurement. The new figure does include a number of Prime Cost Sums which may increase as the construction market continues to face cost inflation. Officers are carrying out ongoing Due Diligence ahead of progressing the project with the contractor.

Number 11-12 High Street, Wisbech

The site is now back in the ownership of FDC and has been secured correctly by the asset team. Officers continue to work with partners to find a developer for the site following the withdrawal of the previous developer.

Wisbech High Street Activity Plan

So far in 2022 there have been four virtual events as part of the Wisbech High Street Project activities programme. These have all been well attended with new guests joining often and we receive good feedback. The Lincoln Conservation staff we have partnered with to organise the events, and the external speakers have all made great effort to make each event relevant to Wisbech history, heritage, and the important buildings in the town. This has been especially well received with local members of the audience who have been able to relate event content to their own home and restoration projects.

Going forward, plans are being developed to work with Wisbech buildings to host in-person workshops for both adults and families as we approach the summer. This will give local people the chance to see up-close demonstrations of historic, specialised conservation and building techniques by industry experts. There will also be exciting opportunities for the public to try out these skills themselves and learn something new with thanks to the National Lottery Heritage Funded project.

Other Projects:

Economic Growth Team Activity (Cllr Ian Benney)

Start & Grow

The Start & Grow programme is providing business support, advice and grants to anyone looking to start a business and any early-stage business looking to grow. The programme was due to end at the end of June, but the scheme has been extended and is now due to end in December. Currently, 70 prestart and 55 micro businesses are completing the coaching course with a further 52 people on the waiting list. A total of 14 business have completed the coaching course and were eligible to receive grants totalling £127,669. Funding for the project was secured

through bidding into the Government's Community Renewal Fund project and the District Council is investing £200k of funding provided by Government via the Additional Restrictions Grant.

Business Development, Expansion & Relocation Projects

The Economic Growth Team (EGT) continue to meet with targeted individual businesses to discuss their plans and how the Team can support them. Businesses are now receptive to in-person meeting and so these are replacing Teams meetings with issues and opportunities identified and introduction made to organisations that can provide support. With the help of the EGT, one company has achieved government backed Disability Confident status. The company is now actively seeking to employ people with learning disabilities. As well as meeting the company's CSR policy, this also aids recruitment.

The team continue to be actively involved with a number of local businesses and their expansion/relocation projects.

May saw the official opening of the Turmeric Co in Chatteris. The Economic Growth Team worked with the company prior to its relocation from North London and introduced them to Growth Works which resulted in a successful grant application for new equipment and a potential future grant for website development.

Stakeholders

The EGT continue to build relationships with business support organisations including the various Growth Works teams. Meetings have taken place with Growth Works – Coaching (marketing), Growth Works with Skills and Inward Investment, Department for Work and Pensions, Smart Manufacturing Alliance, Federation of Small Business and the Low Carbon Business Support programme

The teams are members of the Agri-Food Tech & Sustainability Consortium (Part of ARU Peterborough - New University of Peterborough) and have been asked to be part of the Shoestring East of England regional stakeholder group run by the University of Cambridge's Institute of Manufacturing and is dedicated to helping SMEs get started with digitalisation. For a quick explanation of Shoestring, watch this 2 minute video <https://www.youtube.com/watch?v=r48WRJRh5Gc>

The Team also met with UPP and City Fibre regarding work to deliver high speed broadband in the District.

Growing Fenland Wisbech & Whittlesey Capital Grants

Meetings are being arranged with Cllrs with a number of successful applicants to see how the grant money was spent, how the business has benefited and to develop case studies.

Future High Streets Fund (Cllr Ian Benney, Cllr Chris Seaton & Cllr Jan French)

Broad Street and Riverside:

The enhancement scheme is progressing well. Members will have seen the most recent iteration of the design published on the FDC website and referenced in local press. The project is now at detailed design stage to firm up costs and viability for the scheme. The scheme is currently on programme and has not deviated too much from the original plan submitted as part of the Future Highstreets Fund Bid.

Market Place:

Following consultation with market traders and ongoing partnership working with CCC officers, the marketplace scheme now has a draft design which has been approved by members of the Member Steering Group. Detailed design is ongoing. Following communication with the March Market Traders, the programme has been adjusted with construction now expected between Jan-Feb 2023 during the quietest period of the year for the traders.

Grant Funding:

An expression of interest application was launched in April to all owners eligible for the Vacant Unit Activation Scheme. The deadline for the expressions of interest (EOI's) is July 30th. At present FDC has received 4 EOI's for the scheme. These comprise of 6 properties with some properties being in the same ownership. The Living Over The Shops grant is scheduled for launch later on this year. There are significant challenges with absentee landlords but officers continue to publicise the grant through written offers, press and online.

Acre Road:

The Acre Road project has been put on hold through the intention of a private developer to bring forward the site. Officers are now working with DLUHC and local agents to identify an alternative site to deliver a scheme on. Barclays is currently the most viable option but FDC await confirmation from DLUHC to adjust the project at present.

Skills Update (Cllr Chris Seaton)

We continue to support a range of apprenticeships within the Council in Planning, My Fenland, HR & Payroll, ICT, Business Administration, Leading a Team and Accountancy. We are hoping to begin offering apprenticeships within Environmental Health and Marine Service soon.

Promote and develop our Business Premises at South Fens, The Boathouse and Light Industrial Estates to encourage investment, business and job creation and skills diversification (Cllr Ian Benney)

Work continues to promote and develop our Business Premises and the overall occupancy rate currently stands at 94.35%. With the exception of South Fens Business Centre, all units are fully occupied. The South Fens Business Centre is currently at 64% occupancy but this figure is rising all the time as we continue to work with local agents to raise awareness of this facility in the local market.

South Fens Business Park Expansion

The planning application for the additional light industrial units at the South Fens Business Centre has been approved with work expected to start later in the year. A report will be tabled at the Cabinet meeting scheduled for 15 August and we have already received interest in the new units.

Sail the Wash Partnership Update (Cllr Ian Benney)

The Sail the wash partnership with FDC, Kings Lynn & West Norfolk Borough Council & Lincolnshire County Council is in the process of closing down the partnership as all objectives have been delivered.

FDC (via Marine Services) have recently been undertaking additional hydrographic surveys on the North Norfolk coast as part of the scheme which has resulted in circa £30K additional income.

Affordable Homes (Cllr Sam Hoy)

The Council is forecasting to enable a total of 213 new affordable homes to be completed in this financial year. This is welcome as there has been a significant increase in households registering on the Council's Homelink register to look for an affordable home to meet their needs.

Homelink Applications:

- April 2022 – 1448 'live' applications
- April 2021 – 1313 'live' applications

- April 2020 – 1125 'live' applications

Environmental Health inspection and business support programme (Cllr Sam Hoy)

During 2021-22, following the lifting of COVID restrictions for businesses, the food safety inspection programme recommenced. The Food Standards Agency issued a Recovery Plan for local authorities to follow whilst implementing their inspection plan. The recovery plan extends the timescale for lower risk businesses with fewer food safety hazards to receive an inspection visit. The Recovery Plan runs until March 2023.

In April 2022 the food standards agency asked councils for an update against the Recovery Plan and, further to additional staff being brought in in 2022, the Council's plan is well on target to meet all Recovery Plan requirements.

The food safety inspection plan for 2022-23 includes approximately 280 businesses ranging from retail outlets selling food (these lower risk types are contacted by letter) to food producing approved businesses and exporters. During April and May more than 50 businesses have been visited.

Following a round of recruitment in March and April, there are now 2 more qualified environmental health officers appointed to the service replacing staff who left in 2021 and 2022.

Key PIs:

Key PI	Description	Baseline	Target 22/23	Cumulative Performance	Variance (RAG)
CELP15	% of major planning applications determined in 13 weeks (or within extension of time)	92%	70%	67%	
CELP16	% of minor planning applications determined in 8 weeks (or within extension of time)	72%	70%	68%	
CELP17	% of other planning applications determined in 8 weeks (or within extension of time)	84%	80%	86%	
EGA1	% occupancy of our business estates	91.2%	92%	94%	
MS1	% occupancy of Wisbech Yacht Harbour (85 berths)	94%	95%	94%	
CELP18	% of businesses who said they were supported and treated fairly	100%	96%		

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

Comments
<p>Planning Performance: The performance has been a little below expectations, but we have had a high turnover of agency staff in the last few months, and this has cause disruption with the handing over of cases from one officer to another with the consequential delays in application determination. Our performance still exceeds the national performance requirements: 93% of major applications decided on time against a target of 60% and 85% of non-major applications determined on time against a target of 70% (performance is measured over a 24 month rolling period) The validation backlog has been reduced down to approximately 3 weeks now but there is limited availability of our casual staff in the coming weeks so the backlogs may climb again depending upon the volume of submitted applications.</p>

Quality Organisation

Projects from Business Plan:

Launch our Commercial Investment Strategy (Cllrs Chris Boden & Ian Benney)

As part of the Commercial and Investment Strategy, a facility of £25m was granted to the Investment Board to finance capital expenditure to be undertaken in accordance with the aims and objectives of the agreed strategy. At the end of March 2022, £4m of this facility has been utilised to fund the acquisition of a commercial investment in Wisbech and a house in March. These acquisitions were approved at Investment Board meetings held on 16th March 2021 and 3rd December 2021 respectively. Further utilisation will be needed when the funding position of Fenland Future Ltd is fully agreed.

The Commercial Investment in Wisbech has delivered a rental income of £230k for the year to March 2022. As we used our own funds to acquire this asset there is no external cost of capital and the loss of interest foregone on our funds is minimal at present. This acquisition has enhanced the Councils revenue position and has had a positive impact on the MTFs as presented to Full Council in February 2022.

Deliver the Transformation project to modernise customer service arrangements across the district (Cllr Steve Tierney)

My Fenland is the first major corporate transformation programme under the Council for Future priority that focusses on modernising the way we deliver all aspects of our services to our customers.

On Monday 10 May we marked the 1st year anniversary of the new My Fenland team.

Over the last year the new team have not only taken on new work streams and processes, they have also moved to a new operating model, including a revised structure with new job descriptions and role profiles.

This has allowed the organisation to move away from the traditional service specific roles to generic job titles and structures, providing greater organisational resilience and enabling staff to learn new skills and gain a greater knowledge of Council services.

Phase 1 and Phase 2 key achievements to date:

- **5** admin services brought together

- **29** staff in new roles
- **285** training sessions completed covering **34** topics
- **63,125** answered calls to contact centre in 2021
- **99.5%** of customer queries resolved at first point of contact
- **15,454** payments made via PayPoint
- Over **£1.84m** in payments made via PayPoint
- New ways of working has released **2 days** per week chargeable support to Hunts DC
- **136** process mapped across services
- **33** processes redesigned
- **8** service teams supported by Technical Officers
- **17** customer digital journeys launched in 2021
- **8** new online website forms launched in 2021
- **15,542** website forms completed online in 2021
- **969,144** visits to our FDC website in 2021/21

Delivering these achievements have not only benefitted our staff, it has also enhanced our digital offer for our customers. All improvements are in line with the original project aim of **“improving customer experience and making it even easier for people to interact with the council”**.

The successes of Phase 1 and 2 of the project has demonstrated that both the new My Fenland team and the work the transformation team are doing is having a real benefit for our staff and customers.

Future work...

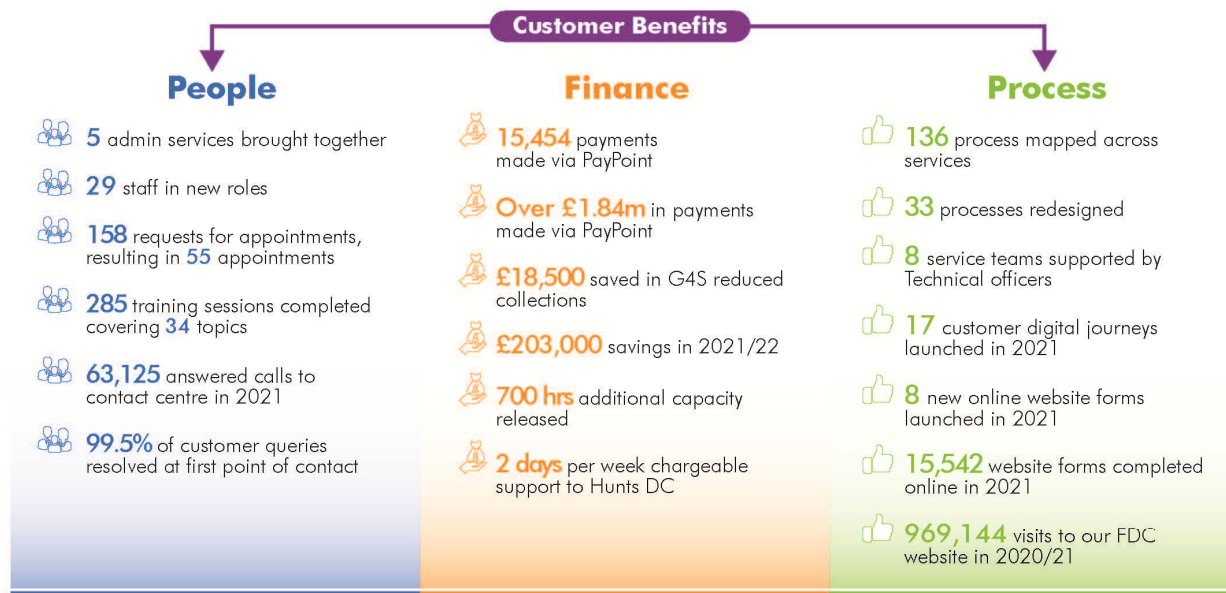
Process mapping of tasks and activities identified as a priority and agreed by the project team, work is underway in relation to process mapping and review of Planning Services, Estates, Trade Waste, Tree Management Software, Cemeteries and Private Sector Housing. Whilst these inform the transformation programme for 2022/23, we continue to receive requests for work across services.

Modernising Council Services

"Transforming council services to improve customer experience and make it even easier for people to interact with the council"

Our Impact

The My Fenland project, our first corporate transformation project, was commissioned in January 2020. Since then we have delivered:



01354 654321
 info@fenland.gov.uk
 fenland.gov.uk



Better Online Services Project (Cllr Steve Tierney)

The Better Online Services Project aims to **“Develop the Council’s website to provide residents and businesses with even better online services”**

Our aim is to have an inviting and user-friendly website for our residents and businesses. We aim to have a suite of online forms and digital journeys that enable residents and customers to self-serve via the website, with little or no back-office intervention.

We had 969,144 visits to www.fenland.gov.uk and 20,946 website forms completed online between April 2021 and March 2022.

Better Online Services

"Developing the Council's website to provide residents and businesses with even better online services"

Our Aim

Our aim is to have an inviting and user-friendly website for our residents and businesses. We aim to have a suite of online forms and digital journeys that enable our residents and customers to self-serve via the website, with little or no back-office intervention.

FDC Website

-  **New website** - design and content transformed to offer residents a more modern, user-friendly browsing experience
-  **Mobile friendly** - information and features are the same for all devices: pc, laptop, tablet, phone
-  **848,949** visits to fenland.gov.uk from April 2021 to March 2022
-  **20,946** website forms completed online from April 2021 to March 2022
-  **Front page** - regular updates on the latest Council news, events, and information
-  **Social media** - links to regular Council news, events and information to our Twitter followers (**8,757**) and our Facebook followers (**5,875**)

Online Forms

-  Our website offers over **50 online forms**
-  **8** new online forms launched in 2021
-  **20,946** website forms completed online from April 2021 to March 2022
-  New **Missed Bin** form allowing real time reporting
-  New suite of **Environmental Service Request** forms that allow reporting of; abandoned vehicles, broken glass, dead animals, dog fouling, fly-tipping, fly-posting, graffiti, request a litter pick or street sweep, overflowing litter bin, syringes & needles
-  **Missed Bin** and **Environmental Service Request** forms are automatically added to operative's in-cab workpacks in real time without the need for staff intervention

Digital Journeys

-  **17** customer digital journeys launched in 2021
-  New suite of **Taxi Licensing** journeys that allow new and renewal applications for: private hire driver, vehicle and operator, and hackney carriage driver and vehicle
-  New suite of **Premises Licensing** journeys that allow new and renewal applications for: food registration, club certificate, interim authority notice, notification of interest, new and transfer licenses, full & minor variation, temporary event notice, tables & chairs, and pavement licence
-  **Taxi Licensing** and **Premises Licensing** applications are automatically added into our back office system in real time without the need for staff intervention



Identify and deliver projects that support us to become a 'Council For the Future' (CFF)
(Cllr Chris Boden & Cllr Steve Tierney)

Please see update included in the Council's Annual report for 2021/22.

Other Projects:

3Cs Update (Cllr Steve Tierney)			
Jan – May 2022	Total received	Total within time frame	%age within time frame
Correspondence	13	13	100%
Stage 1			
Community Environment Leisure and Planning (CELP)	31	29	94%
Growth and infrastructure (GI)	0	0	NA
Policy Resources and Customer Services (PRCS)	18	16	89%
Stage 2			
CELP	5	5	100%
GI	0	0	NA
PRCS	2	2	100%
Stage 3			
CELP	2	2	100%
GI	0	0	NA
PRCS	0	0	NA

Communications Update (Cllr Steve Tierney)

News update:

The number of news stories added to the FDC website and distributed as press releases to local media:

- April = 14
- May = 11

Monthly update on FDC social media sites:

The number of social media updates added to the FDC twitter and Facebook accounts:

- April: Twitter = 94
Facebook = 92
- May: Twitter = 120
Facebook = 108

We currently have 5,875 followers on Facebook and 8,777 followers on twitter.

Consultation Summary:

- Local Government Boundary Commission – 29 March – 6 June 2022
- Article 4 Direction: How Fen, Horseway, Chatteris – 24 March – 21 April 2022
- Taxi Tariff Consultation – deadline 1 April 2022
- Housing Enforcement Policy Consultation deadline – 5pm on 8 June

Business Plan 2022-23:

Our Business Plan 2022-23 identifies the key challenges and opportunities for Fenland. Its structure outlines our key Corporate Priorities (Communities, Environment, Economy and Quality Organisation), and an additional cross cutting 'Council for the Future' section. This section outlines transformative projects which aim to tackle areas of need within the district, or to transform services or the wider organisation to be fit for the future.



The impact of Coronavirus has and continues to affect our residents, partners, local businesses and our workforce. Recovering from the impact of Covid-19 and the 'Council for the Future' projects will be crucial in supporting the organisation to adapt and reshape to be able to effectively respond to future needs, aims and challenges.

Despite the challenges posed by Coronavirus and over a decade of continued public sector austerity, the Council remains committed to delivering high-quality services. We are working hard to attract crucial external funding needed to unlock Fenland's potential and bolster its prosperity and resilience in the coming years.

Millions of pounds worth of investment is already secured, and projects are underway as part of 'Partnership Investment in Fenland'.

The Draft Business Plan was presented to the Overview and Scrutiny Panel on 17 January 2022.

Cabinet and Council approved the Final Business Plan 2022-2023 on 24 February 2022

Other Updates:

Cambridgeshire & Peterborough Combined Authority (CPCA) update (Cllr Chris Boden)

Information relating to the CPCA can be found on their website:

[Cambridgeshire & Peterborough Combined Authority \(cambridgeshirepeterborough-ca.gov.uk\)](http://cambridgeshirepeterborough-ca.gov.uk)

Mayoral decisions can be found [here](#).

Officer decisions can be found [here](#).

The papers for recent meetings can be found by clicking on the links below:

CPCA COMMITTEE	DATE OF MEETING	LINK
Extraordinary Combined Authority Board Meeting	08.06.22	CMIS > Meetings
Extraordinary Combined Authority Board Meeting	20.05.22	CMIS > Meetings
Combined Authority Board Meeting	20.05.22	CMIS > Meetings
Combined Authority Board Meeting	08.06.22	CMIS > Meetings
Business Board Meeting	14.03.22	CMIS > Meetings
Business Board Meeting	09.05.22	CMIS > Meetings
Audit & Governance Committee	11.03.22	CMIS > Meetings
Housing & Communities Committee	09.03.22	CMIS > Meetings
Overview & Scrutiny Committee	28.03.22	CMIS > Meetings
Overview & Scrutiny Committee	13.06.22	CMIS > Meetings
Employment & Skills Board	17.05.22	CMIS > Meetings
Transport & Infrastructure Committee	14.03.22	CMIS > Meetings

Forthcoming CPCA meetings include:

CPCA COMMITTEE	DATE OF MEETING	LINK
Combined Authority Board (resumption of annual meeting)	27.6.22	CMIS > Meetings
Combined Authority Board	27.07.22	CMIS > Meetings
Business Board	24.06.22	CMIS > Meetings
Business Board	11.07.22	CMIS > Meetings
Audit & Governance Committee	24.06.22	CMIS > Meetings
Audit & Governance Committee	29.07.22	CMIS > Meetings
Housing & Communities Committee	11.07.22	CMIS > Meetings
Overview & Scrutiny Committee	25.07.22	CMIS > Meetings
Skills Committee	04.07.22	CMIS > Meetings
Employment & Skills Board	12.07.22	CMIS > Meetings
Employment Committee	24.06.22	CMIS > Meetings
Transport & Infrastructure Committee	13.07.22	CMIS > Meetings

Key PIs:

Key PI	Description	Target 22/23	Cumulative Target	Cumulative Performance	Variance (RAG)
PRC1	% of customer queries resolved at first point of contact	Rolling monthly target of 85% per month	85%	98.9%	
PRC2	% of customers satisfied with our service (February 2023)	90%			
PRC3	% of contact centre calls answered within 20 seconds	Rolling monthly target rising to 46.5% by March 2023	25%	35.5%	
PRC4	% of contact centre calls handled	Rolling monthly target rising to 80% by March 2023	52.5%	85.8%	
ARP1	Days taken to process Council Tax Support new claims and changes	7.00 days		5.77	
ARP 2	Days taken to process Housing Benefit new claims and changes	6.00 days		5.63	
ARP3	In year % of Council Tax collected	95.72%	20.10%	19.92%	
ARP4	Council Tax net collection fund receipts	£64,734,624	£12,595,342	£12,401,887	
ARP5	In year % of NNDR collected	96.70%	19.04%	19.87%	
ARP6	NNDR net collection fund receipts	£24,017,406	£4,466,095	£4,844,862	
PRC5	Number of online forms submitted via FDC website	22,000		4,784	

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

Comments

Management Team PIs – 2021/22

Performance Indicator	Baseline (20/21)	Target (21/22)	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Communities														
Days taken: new claims and changes for Council Tax Support	7.06 days	8 days	9.32	6.97	7.11	7.21	7.32	7.44	7.16	7.10	7.02	7.09	6.95	7.02
Days taken: new claims and changes for Housing Benefit	4.28 days	8 days	8.07	6.90	7.09	7.32	7.46	7.79	7.97	8.05	7.95	8.01	5.81	5.60
Total number of private rented homes where positive action has been taken to address safety issues	226	250				59			95		189	224	250	277
NEW INDICATOR The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work	N/A	Baseline	56%	74%	75%	50%	84%	45%	50%	50%	59%	61%	53%	57%
Number of empty properties brought back into use	87	70		12	20	27	32	39	41	50	56	58	63	77
Amount of New Homes Bonus achieved as a result of bringing empty homes back into use (To be reported TBC)	£79,217	£50,000									Expected			£93,099
Number of active health sessions per year that improve community health (added)	N/A	225	29	81	138	181	227	297	360	414	441	469	489	504
Satisfaction with our leisure centres (Net Promoter Score)	N/A	90%												85%
Environment														
Rapid or Village response requests actioned the same or next day	96%	90%	96%	97%	98%	96%	96%	97%	97%	97%	96%	96%	95%	95%
% of inspected streets meeting our cleansing standards	99.9%	93%	100%	100%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
% of collected household waste – Blue Bin recycling (1 month in arrears)	28%	28%	27%	27%	27%	28%	27%	28%	27%	27%	28%	28%	28%	27.5%
Customer satisfaction with Refuse and Recycling services	96%	90%										96.3%		
Customer satisfaction with Garden Waste service	98.75%	80%									98.75%			
Number of Street Pride and Friends Of community environmental events supported	44	204	0	0	0	43	60	77	93	109	126	140	161	191
% of businesses who said they were supported and treated fairly	100%	90%										100%		100%
% of those asked who were satisfied with events	N/A	90%				100%						96%		97%
Economy														
% of major planning applications determined in 13 weeks	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	95%	92%
% of minor applications determined in 8 weeks	92%	80%	80%	78%	78%	75%	72%	72%	74%	74%	75%	76%	74%	72%
% of other applications determined in 8 weeks	97%	90%	91%	92%	89%	91%	90%	89%	86%	86%	86%	87%	86%	84%
% occupancy of our Business Estates	88%	92%	88%	88%	87.9%	87.73%	87.66%	87.58%	87.94%	87.96%	87.63%	87.47%	87.26%	87.6%
% of customers satisfied with our Business Estates	N/A													
% occupancy of Wisbech Yacht Harbour	95%	85%	97%	93%	92%	92%	93%	95%	93%	93%	93%	95%	95%	94%
Quality Organisation														
% of customer queries resolved at the first point of contact	97.3%	85%	99.3	99.4	99.3	99.4	99.4	99.9	99.6	99.5	99.5	99.5	99.5%	99.5%
	Year to date target		85	85	85	85	85	85	85	85	85	85	85	85
% of customers satisfied by our service (measured annually in February)	75%	90%											91.3%	
% of contact centre calls answered within 20 seconds	74.81%	40%	18.5	24	19	18.6	16.68	17.97	21.6	26.1	28.85	30.3	30.84	30.45
	Year to date target		20	21	22.5	23.5	21	28	31.5	35.5	38	39	39.5	40
% of contact centre calls handled	96.44%	80%	65.2	73	68	67.72	65.68	76.34	70.61	73.08	76.52	74.64	77	75.94
	Year to date target		50	52.5	55	57.5	60	62.5	65	67.5	70	72.5	75	80
In year % of Council Tax collected	96.7%	96.77%	10.98%	20.97%	29.12%	38.33%	47.28%	56.35%	65.61%	74.68%	83.67%	92.46%	94.81%	96.77%
	Actual		11.32%	20.47%	29.59%	38.62%	47.49%	56.55%	65.56%	74.55%	83.50%	92.08%	94.53%	96.70%
Council Tax net collection fund receipts	£57,913,023	£61,172,317	6,029,407	11,827,457	17,551,558	23,351,957	28,996,455	34,743,756	40,628,173	46,358,929	52,062,693	57,665,755	59,223,951	61,172,317
	Actual		6,005,097	11,902,228	17,701,899	23,454,913	29,189,712	34,963,410	40,731,570	46,464,653	52,134,820	57,649,604	59,273,753	61,692,720
In year % of NNDR collected	97.51%	97.25%	8.54%	16.71%	23.46%	32.73%	42.44%	51.95%	61.40%	70.84%	80.28%	89.72%	94.03%	97.25%
	Actual		9.54%	18.04%	25.10%	34.43%	43.85%	52.47%	62.15%	72.39%	79.94%	88.89%	93.13%	96.04%
NNDR net collection fund receipts	£16,182,693	£18,341,776	1,878,122	3,726,213	5,252,660	7,349,233	9,546,756	11,697,906	13,834,339	15,970,279	18,106,158	20,241,142	21,214,706	21,998,313
	Actual £		1,785,160	3,598,192	5,750,467	7,885,927	10,134,228	12,027,514	14,357,236	16,502,110	18,696,649	20,829,359	21,868,748	22,579,308
Number of visits to the FDC website (sessions)	969,144	825,000	73,665	144,880	211,275	278,550	345,591	419,286	489,478	554,634	623,622	711,109	786,542	848,949
Number of working days lost to sickness absence per FTE	5.3 days	6 days	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0	5.5	6.0

Performance Indicator	Baseline (20/21)	Target (21/22)	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
	Actual		0.4	0.75	1.4	1.85	2.49	3.21	3.75	4.7	4.96	5.63	6.5	6.7
% of staff that feel proud to work for FDC	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

Key PI Description Target 21/22 Cumulative
Target
Cumulative
Performance
Variance