

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

September 2022
(For performance in June & July 2022)

Cabinet Members



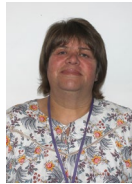
**Councillor
Chris Boden**

Leader of the Council
& Portfolio Holder for
Finance



**Councillor
Ian Benney**

Portfolio Holder for
Economic Growth



**Councillor
Sam Clark**

Portfolio Holder for
Health



**Councillor
Steve Count**

Portfolio Holder for
Licensing &
Community Safety



**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
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 15 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council has also inspected 53 properties as part of the Homes for Ukraine scheme and investigated 61 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	Privately Rented Homes investigated
Wisbech	14	47
March	1	21
Chatteris	0	20
Whittlesey	0	8
Villages	0	18

Enforcement:

- In the first 2 quarter of 2022/23 Officers have served:
 - 3 improvement notices.
 - 8 Notices of Intent to fine landlords / agents in relation to breaches of Electrical Installation Condition Reports (EICR)
 - 6 Notices Of Intent to serve a Civil Penalty Notices
 - The above fines total £98,723 and £19,815 has been collected informally, with the remaining debt being recovered pursuant of the corporate debt policy and referrals to the High Court Sheriff service.

Other

- The revised Housing Enforcement Policy was approved in July's council meeting and has been operative since 22nd July. Additional delegated powers relating to new legislation will allow officers to enforce Minimum Energy Efficiency regulations.
- Officers continue to inspect properties to identify health and safety compliance. A recent example is a case whereby the landlord has subsequently removed

occupants of a property as a result of the council's intervention and is currently being investigated for having carried out an illegal eviction. This has required the officer to undertake a number of interviews with the displaced occupiers, with the support of an interpreter. As this is an alleged criminal offence, the landlord is also being interviewed under caution. The officer is also pursuing breaches of HMO regulations and failing to licence the property whilst it was occupied pursuant of the Civil Penalty procedure.

- Officers continue to support the Homes for Ukraine scheme in Fenland. Inspection of hosts properties, delivery of sustenance payments and welfare checks continue on a weekly basis and are being carried out in a timely fashion. Due to breakdown between hosts and guests, the team are also witnessing a number of rematches within the district which often require an immediate response to prevent guests becoming homeless.
- The Council is working closely with CCC who receive the money for the homes for Ukraine from central government to ensure that the Council's costs are recovered.

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

	LTE 6-23 MTHS	LTEP 24 MTHS +
Total Officer involvement	25	7
Total for the period	1.4.22 – 31.3.23	32

The officer continues to support owners with bringing their properties back into use and has assisted several of them to apply to the Valuation Office Agency (VOA) to request removal of the property from Council Tax (CT) whilst they renovate. Through engagement with the owner and monitoring the renovation progress they inform CT when the property is near completion. They issue a completion notice and the property is brought back into council tax. This ensures the property is brought back into the system, council tax is paid and prevents the property being wrongly categorised on the system.

Below is an example of when the officer supported an owner to sell his property and obtained agreement for him to repay his CT debt of £14k. The officer then worked closely with the new owner to get the property removed from CT so they could renovate the property. This was an extensive renovation project due to the poor state

of the property which also required an extension. The property is on the market for sale and has received two offers. It has been bought back into CT and in the next few months will become occupied as a family home.



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 80 households from becoming homeless since April 2022 (up to end of July 2022). Housing advice has been given to 398 households where no duties were owed. Total homeless presentations for this period were 670.

There continues to be a high number of B&B placements as emergency accommodation. To date there have been 65 placements (up to end of July 2022). This has been increasing month on month since April. Officers are working to improve access to more temporary accommodation that can be used to get households out of B&B quicker and reduce budgetary pressure. Since April the Council has enabled:

- 6 modular homes in Wisbech for rough sleepers and those at risk of rough sleeping (Funded from the Rough Sleeper Accommodation Programme (RSAP) with subsidy from Places for people / Ferry Project)
- 4 properties purchased by Clarion ringfenced for Rough Sleepers and those at risk of rough sleeping. There are 3 more in the pipeline to be bought through funding secured from the RSAP and Clarion subsidy.
- All with support to reduce the risk of the tenancy failing.
- Clarion are also looking to provide 5 additional homes to the 10 we have already to use as temporary accommodation.

The proportion of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work is currently 48% (up to end of July 2022). (80 preventions divided by 166 prevention and relief duties owed). This KPI is moving in the right direction with a month on month increase since April 2022.

We have also successfully recruited a new member to the housing options team. They will split their time between homelessness case work and assisting with the Domestic Abuse Housing Alliance (DAHA) accreditation we are working towards.

The team continues to be focussed on homeless prevention and supporting those in need within the Fenland community. We continue to be successful in placing a good number of homeless households into private sector accommodation and are above the national average on this. This was recently commended by DLUHC.

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 period.

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

The Golden Age Fair joined the Whittlesey Big Bash II on Sunday 26th June 2022 at the Manor Leisure Centre. The following organisations joined us at the event; Breathe Easy, RAF Benevolent Fund, Poppy Appeal, Cambridgeshire Libraries, PECT (Peterborough Environment City Trust), Cam Sight, Age UK, Rosmini Centre, East of England Ambulance Service, Citizens Advice – Rural Cambs, Versus Arthritis, Whittlesey Community Car Scheme, Neighbourhood Watch, GoodCompany, Care Network, Healthy You and Cambridgeshire County Council – Think Communities Team.

We look forward to our next event at the King Edward Centre on Friday 30th September 2022 between 11am – 2pm.

Future events include:

- International Golden Age Fair – Rosmini Centre – 14th December 2022 – 09:30 until 12.
- 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)

Active Fenland is running wellbeing walks in open spaces, with more walk leaders being trained to offer more opportunities across the district. ICS is funding the increase in sessions over the next 2 years with the scheme expecting to be sustainable using volunteer walk leaders in the future.

FDC has received grant support from Government to improve provision in Wisbech Park as part of a Levelling Up Parks grant. The funding will pay for tree works, refurbishment of the play area and support an initiative to introduce Green Social Prescribing (GSP) into the park.

Freedom already runs a scheme of Exercise Referral from GPs to the leisure centres to help the community access high quality physical exercise opportunities with qualified support at a competitive price.

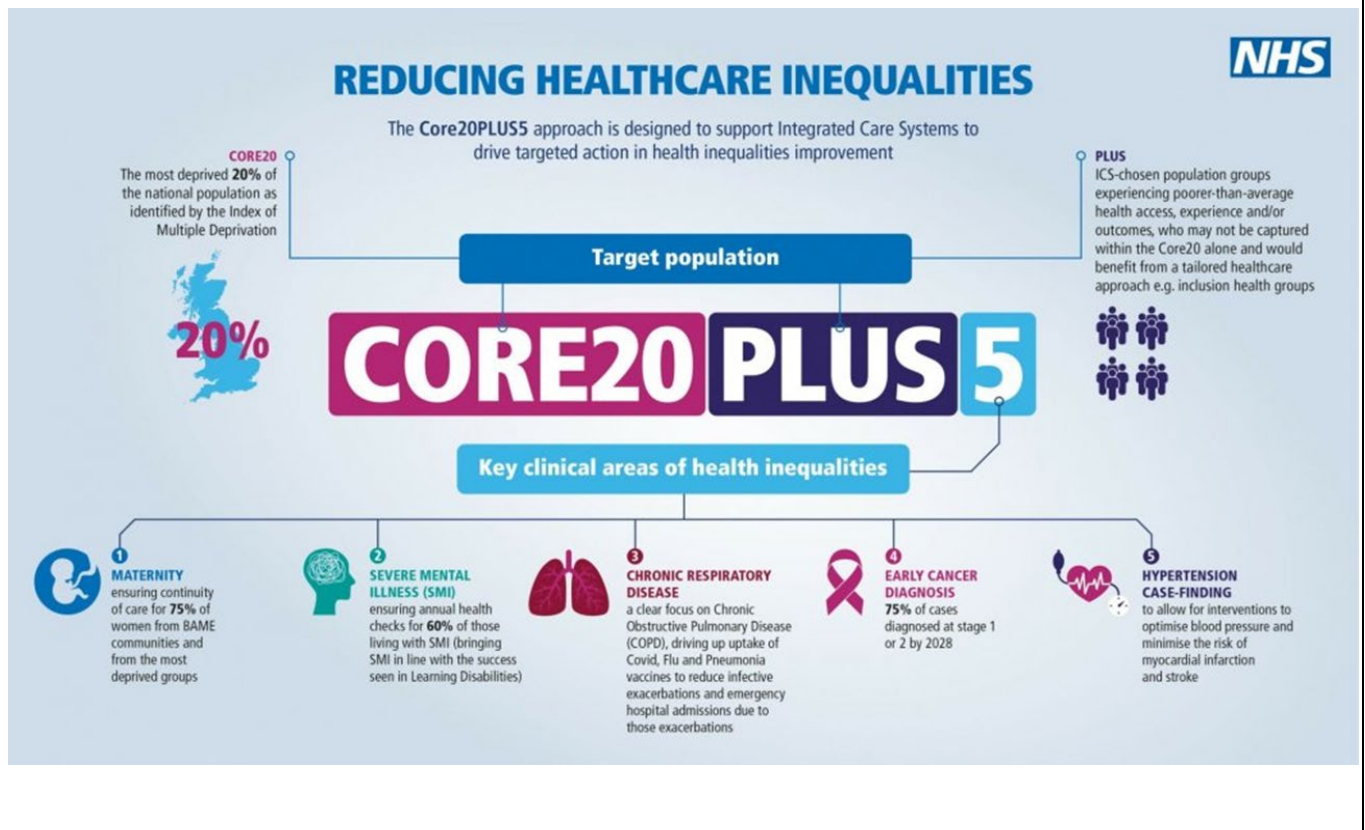
The GSP will be a scheme where GP's can refer patients to schemes being run in the park. This is in the early development phase at present, but would include group walks initially, might include working with the Friends Group on horticultural aspects of the park, potentially carrying out Street Pride style activities in the park and once the Community Hub is built engaging in activities in the Hub; yoga / Pilates / tai chi / volunteering at the cafe etc.

The following short films have been produced by NHS England to highlight Green

Social Prescribing successes in other areas of the country:

[Green Social Prescribing in Nottingham Partnership working & Green Social Prescribing](#)

Green Social Prescribing will support the ICS and Government focus on Core20+5 of the population to reduce health inequalities and initially is likely to link to Trinity Surgery in Wisbech. FDC will partner with the Strategic Parks and Green Spaces unit at CCC to move this initiative forwards.



Other Projects:

Leisure Update (Cllr Sam Clark)

Freedom continues to recover back to a more expected number of users following the pandemic. Swimming lesson numbers continue to exceed expectations considerably, however regular 'casual' swimming is still below pre-pandemic levels and memberships are still slightly behind too.

The energy crisis is impacting Freedom. Energy costs to run a leisure centre are high, despite FDC investing in energy efficient plant about 7 years ago. To mitigate initial increased costs of running the facilities FDC has worked with Freedom and the following, limited, changes have been made;

- Manor Leisure Centre sauna and steam rooms have been closed
- Swimming lesson fees have risen

Since the original discussions with Freedom regarding energy costs, the energy market has become even more volatile. A recent discussion has revealed costs that are expected to rise considerably in September and October – as business use has no price cap like a domestic household does.

Freedom awaits the new Government's decisions regarding energy and will then detail the impacts that the energy crisis is having on the business. FDC officers expect that Freedom will ask for additional support from the Council unless Government support caps prices at a realistic level.

Pride In Fenland Awards (Cllr Sam Clark)

Pride In Fenland Awards for 2022 will be returning as a face-to-face event in November 2022 at The Boathouse with a slightly smaller event. The Fenland Citizen will once again be partnering with us to put on the event and promote the event over the next two months. Nominations will open early September for volunteers to be nominated for their great work in our communities and further communications will be published throughout September.

Health & Wellbeing Update (Cllr Sam Clark)

The Cambridgeshire and Peterborough Joint Health and wellbeing board met on 15th July. Papers for the meeting can be found here:

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

Items of note included the Integrated Care Partnership and the Health and wellbeing Strategy. The next meeting will take place on 14th October 2022.

During July, August and September the Joint Health and Wellbeing Board for Cambridgeshire and Peterborough has been engaging on its new plan – **the Joint Cambridgeshire and Peterborough Overarching Health and Wellbeing Strategy 2022-2030**.

This strategy will help inform the ambitions for the local Integrated Care Service, its strategy and the priorities for local health and care services.

The three main goals are:

- to increase the number of years people spend in good health
- to reduce inequalities in preventable deaths before the age of 75
- to achieve better outcomes for our children

There are four priorities to help achieve these goals:

- create an environment for people to be as healthy as can be
- reducing poverty through better employment and housing
- promoting early intervention and prevention measures to improve mental health and wellbeing
- our children are ready to enter and exit education prepared for the next phase of their lives

The engagement process began on 15 July and closed on 15 September.

To find out more about the strategy visit the [Joint Health and Wellbeing Integrated Care Strategy feedback page](#).

Active Fenland

Throughout June and July, the continuation of the regular weekly Active Fenland programmes continued including:

- 4 x yoga programmes
- 3 x badminton programmes
- 1 x Strength & Balance programme
- 1 x Forever Fit programme

In this time Forever Fit saw the collaboration with the Tier 2 Healthy You service with the provision of health MOTs for the participants (Free service).

In addition, four new weekly programmes have also started including:

1. Junior Running sessions in Wisbech which enables junior runners to learn and develop into the local Junior Park Run, creating healthy lifestyle habits for life.
2. Junior tennis session in March as there is no Tennis club in March.
3. 'Cardio-Tennis' in March which is an adult session based on fun, social and fitness-based tennis drills to music. Participants do not need to have any tennis skills or to know the rules.
4. A targeted yoga session to the service users of the Cambridgeshire Recovery Service after receiving funding for this. Participants in this session will also be given a yoga mat to keep and practice at home with to further help with their wellbeing.

The first Fenland Ramblers Wellbeing Walk was launched in July, led by a volunteer walk leader in Wisbech, starting in Wisbech Park. Active Fenland are part of a Cambridgeshire scheme for the national Ramblers programme, and co-ordinate locally for Fenland providing training, support, marketing, and volunteer management. The Ramblers Wellbeing Walks are local, inclusive, group walks for health, which are no longer than 90 minutes (usually far less).

Active Fenland is currently looking for more volunteer walk leaders across the district in the market towns and villages to start walks for everyone to enjoy, be social and be active in their local community.

Link to the national scheme for information: [Ramblers Wellbeing Walks - Ramblers](#)

Active Fenland held an inaugural Tea Dance event in Wisbech as part of Innovate & Cultivate funding. There will be one run in each market town as a fun, active way for the community to come together and decrease social isolation. The events also provide a way to offer other key services, support, information, advice, and to signpost to other activities locally.

Active Fenland has also attended other events to share information on the service, to signpost, and provide key messages around health and well-being at, including:

1. A carers day event
2. Cambridgeshire Recovery Service open day.
3. Providing two tasters, walking netball and a Ramblers Wellbeing walk as part of the Whittlesey Big Bash.
4. Active Fenland has also provided 60 free sports bags and family healthy eating packs to March Cricket Club as part of their summer holiday children's sessions.

Active Fenland is now also part of the Joy App as part of the ICS services so that the service can be more easily referred into by health professionals.

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	111	
CELP2	NEW INDICATOR The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work (%)	57%	57%	48%	
CELP3	Number of empty properties brought back into use	77	50	21	
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 (May)	
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

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 the period 1st June – July, we have recorded 98 incidents of fly tipping. August's fly tipping figures are currently unconfirmed.

As part of our enforcement work from June - August 23rd, officers have been out to 53 fly tipped sites to look through waste found to try and find out who may be responsible, and this often leads to good evidence.

As a result of finds we have sent out 8 '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:

- 3 Fixed Penalty Notices of £400 to those who we believe were responsible for fly tipped waste found in Wisbech. 1 of which has already been paid.
- 1 Fixed Penalty Notice 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 Whittlesey.

Additional enforcement work carried out saw 1 Parking Fixed Penalty Notice issued to a car for parking on the market in March on a market day.

40 vehicles have been reported as abandoned between 1st June – 23rd August. Most of these were not deemed abandoned but we did require 4 to be removed by our contractor. The remainder had Notices served on them but were all removed by following the Notice.

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 been to 15 premises and spoken with management staff to check on trade waste compliance. This resulted in 7 signing up to the Code and supporting the project. 1 business was referred for a follow up visit due to concerns. 4 businesses were given cigarette bins which we had available to prevent excess litter.

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

June was a spectacular month for Fenland Four Seasons events. We saw the return of Chatteris Festival surpassing previous years. Volunteers stepped forward to organise a vast array of entertainment across the course of the weekend, which was attended by over 3,000 people. Spectators were treated to a headline performance from Scooted n' Booted, an arena show from the acclaimed Dog and Duck company and a Battle of Britain Memorial Flight flyover.

Plans are already underway for 2023, in which the annual theme will be the 1920s. Fundraising events are already being planned including music bingo, generating money for the volunteer committee to add to the event further next year.

July has been a busy month as we prepare for an open evening event for Whittlesey Festival, which will take place on 1st September 6-8pm at Whittlesey Town Council. The evening will be an opportunity to celebrate the success of the Festival over the past decade with existing volunteers, to recruit additional volunteers and potentially sponsors for the 2023 event, which will take place on 10th September.

Work will be going on behind the scenes in August and September to bring events bookings online and into the Council's DMS system as part of the transformation agenda. Following testing in the autumn, from January 2023 traders will be able to book digitally.

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

An impressive 20 events were held in June by community groups to improve the environment. This included regular work parties as well as Murrow Street Pride putting on a Jubilee Tea and Cakes event for villagers to mark The Queen's Platinum Jubilee. The event was a great success with the group raising £258 on the day via a raffle which will enable them to put on future events.

Equipment was lent to six students from March town, in August, so they could undertake two litter picks around the town as part of their National Citizens Service course programme.

In July, there were 24 regular work parties held. One key event to highlight is Whittlesey Street Pride holding their annual summer party where members of Whittlesey in Bloom also joined in with the celebrations. In addition this month, both

Chatteris and Benwick were busy finalising projects prior to Anglia in Bloom judging day which took place on the 25 July. Chatteris judging for Britain in Bloom was held on 26 July.

Results of the In Bloom judging were received in early September. At an award ceremony held on 7th September, Chatteris in Bloom received a Gold award in the town category and Benwick in Bloom Silver Gilt in the village category. Chatteris were narrowly pipped at the post for title of Best Town.

There were also some special award categories, with Benwick receiving a silver for their project commemorating the Queen's jubilee and Chatteris receiving two silvers for Cross Keys and Bramley House under the pub/restaurant category.

Deliver the Recycling Action Plan (Cllr Peter Murphy)

Performance

Frontline collection colleagues are an important element in the maintenance of the quality of recycling collected and through this, they derive income to the authority. In the past 4 months they have found more than **1,000 issues** with blue bins, identifying where incorrect materials are obvious. Each of the properties identified is then delivered a standard letter advising of what can go in their blue bin and why this is important.



The active positive campaign work has recommenced at Councillor Murphy's request this year. As a result, the Environmental Services supervisors checked a total of **800 blue bins** in targeted areas over recent months. Of those visited, **(30%) were very good**, containing all the correct materials, and received a 'thank you' tag and 29 (4%) were found to contain incorrect materials and received information on how to improve.

Income and Performance

The value of recycling materials continues to improve. The overall net income for materials collected in this financial year is more than £200,000 to the end of July.

So far in 2022/23, **2,954 tonnes** of materials suitable for recycling were collected in customers' blue bins. This gives a recycling rate for waste collected of 43% for the first 4 months of the year.

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

The income generated from commercial waste activities continues to develop, with 25 new customers so far this year. Currently the team have 498 customers using bins and 117 with sack-based services. An invoiced total of £270,000 to the end of August, is a 22% increase on the same period last year (£220,000).

The team now offer refuse, mixed dry recycling and a developing food waste service through a range of wheeled bin sizes and sacks where required.

Monitor and respond to the DEFRA Waste & Resources Strategy consultation with RECAP partners (Cllrs Peter Murphy & Steve Tierney)

Further information from Defra on the Extended Producer Responsibility and the Deposit Return Scheme is expected in the Autumn.

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

Fenland DC along with SCDC and HDC continue to meet regularly with Cambridgeshire County Council via a joint working group to collectively move the implementation of CPE forward and to track progress.

The County Council have made good progress to date in moving the implementation of CPE in SCDC forward. FDC are not far behind in terms of overall project progress, however the current lack of professional resources within the industry is likely to result in the programmed implementation date having to be pushed back. HDC are approximately 6 months behind FDC and aim to have their TRO survey work completed in October.

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 Fenland DC administrative area, 1228 anomalies were found. This equates to 86% of all existing TRO's in the Fenland area requiring some form of corrective works. The survey works were completed in four phases and this information has since been passed to Cambridgeshire County Councils Policy and Regulation Team for review.
- 2) Cambridgeshire County Council have advised that the preparation of the design package works for the TRO corrections are to be prepared by an external service

provider due to limited County Council internal resources. The first phase of design queries has been put out to Milestone Infrastructure and Atkins for pricing.

- 3) A preliminary draft CPE Off Street Parking Places Order has been compiled for all FDC owned/managed parking facilities. This will continue to be developed by the FDC project team in preparation for the implementation of CPE.
- 4) A second draft of the FDC/CCC agency and service level agreement has been drafted by Cambridgeshire County Council for consideration by the FDC CPE project team. This will be further developed by FDC legal representatives 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.
- 5) Cambridgeshire County Council formally consulted all statutory consultees and partner organisations on the implementation of CPE within Fenland in April 2022. Consultees were given one month to register their comments or objections and whilst no objections were received, some organisations integral to the CPE implementation process did not respond. These organisations have now formally been written to with a final date given for response of 2nd September. The collective feedback will be used to finalise the CPE application to the Department for Transport in 2023.
- 6) 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 any further statutory consultee feedback post September. It is anticipated that the application will be put forward to the DfT in March 2023 providing the FDC/CCC Agency Agreement has been developed and approved by both Councils.
- 7) Following liaison with all neighbouring local authorities to ascertain what CPE enforcement and administrative services could be provided for the Fenland area, three Local Authorities have expressed an interest. These offers and the potential to enter into a section 101 shared service agreement shall be explored in greater detail by the CPE project team going forward.

Whilst the timeline required to implement CPE in Fenland was envisaged to be approximately 2 years, several factors including County Council and Contractor resources could now inadvertently result in project slippage. Currently it is estimated that the CPE designation order will be brought into effect early 2024.

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

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

From 1st April to 31st July 2022, the CCTV service has been able to respond to 522 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 from 1st April to 31st July 2022 has led to 37 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 July 2022 the CCTV team have delivered 1,394 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 July the CCTV service has responded to over 152 service requests from our out of hours telephone contact service.

The CCTV partner liaison meeting, which includes our town council partners was held in June via MS Teams and included a full and comprehensive update on the work of CCTV and performance. The next meeting will be held in the Autumn and again via MS Teams.

Other Projects:

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

An unusual period (June-Aug) for the grounds maintenance team with the heat wave reducing the need to mow the grass, but increasing the need to water and trim the hedges and bushes. All has gone to plan with minor errors and omissions corrected quickly. Standards remain high and particular mention should go to the Tivoli team (18 seasonal staff in total) where no sickness absence has been recorded since June.

Additional resources have been pushed into cemeteries with the Community Payback team prominent in Mount Pleasant, Wisbech undertaking clearance work to great effect. Similar tasks have been undertaken at New Road, Chatteris and Eastwood, March with noticeable benefits.

Much tree work has taken place – overhangs, branches dislodged, crown lifts – across the district. The largest single task was the removal of a fallen giant beech tree in

Wisbech Park which has now been lowered to ground level and removed. New trees planted across the summer have struggled despite the watering and random acts of vandalism, but the vast majority will survive

The opening of the new Splash pad in Wisbech Park went ahead smoothly (August 15) although a generator remains on site until the mains are connected. Attendances are high and feedback has been very good. Vandalism has been present but minimal and the area has been locked nightly at 5.30 with no fuss. Dates for autumn closure (and winter mothballing) are yet to be decided.

Play area improvements are currently taking place at Cricketer's Way, Chatteris (total overhaul), and Guyhirn play area. A tender for replacement of equipment has been completed for Doddington, Beech Avenue, contract awarded, in consultation with Doddington PC. The completion of the play area improvement at Burdett Grove, Whittlesey has not been issue-free, however, largely due to the increased volume of children and the associated dissatisfaction of the neighbours. Amendments to the scheme are being considered in collaboration with the Police.

The wildflower meadow, our first, at Manor Field, Whittlesey has been a resounding success with much public acclaim. 6,000 square metres and an array of plants and colour have prompted numerous public photographs and some of these will be displayed alongside prior to the cutting and collection in September

Street Lighting (Cllr Jan French)

Street Light Repairs & Maintenance

Sixteen streetlight faults were reported and attended to between June and July by FDC's streetlight maintenance contractor on behalf of FDC, Clarion Housing Association and seven of the Parish Councils.

Capital Street Light Replacement Works

Unfortunately, limited progress was made in June and July on the outstanding programmed Capital replacement works due to material delays, UKPN connectivity work lead in times and a shortage of FDC streetlight contractor resources. It is anticipated that these works will now be concluded by the end of the financial year.

FDC Car Park Maintenance (Cllr Jan French)

Overall, very few defects were reported or observed in FDC managed Car Parks throughout the District between June and July. The exception being a suspected arson attack to the BT building adjacent to the Somers Road Car Park in Wisbech on 30th June which unfortunately caused damage to the asphalt surface and recycling

centre. The Engineering Team are working with the adjacent property owner and will arrange for suitable repair works to be undertaken once the building has been secured and made safe.

General maintenance and minor improvement works will be scheduled for FDC managed Car Parks following programmed routine inspections in October.

Garden Waste Service Update (Cllr Peter Murphy)

The Garden Waste Service this year has more than 22,700 properties with a total of more than 23,500 subscriptions. As a result, the service is forecast to deliver a cost neutral service again this year.

Community Safety Partnership Update (Cllr Steve Count)

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 the 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.

Hate Crime Awareness Training

On the 09/06/2022 in partnership with the hosted a training session on Hate Crime Awareness. This was delivered in partnership with Tiff Lane Action Against Hate Co-ordinator with Cambridge constabulary and David Baily the Traveller & Diversity Manager with Fenland District Council.

Scams & Cyber Crime Awareness Training

On the 07/07/2022 in partnership with the hosted a training session on Scams & Cyber Crime. This was delivered in partnership with Karen Reid from the community protection team at CCC and Nigel Sutton, Fraud and Cyber Security Advisor from Cambridgeshire Constabulary.

Community Safety Newsletter 12th Edition

The newsletter has been refreshed in a new format reporting back on the activity of the CSP. It is due to be published in October 2022, this will be available on the CSP webpage and 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 Chatteris

On 04/08/2022 the Fenland Community Safety partnership held a multi-agency Community Safety event at Chatteris Library in partnership with Cambs police, Neighbourhood Watch, Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) Vision Zero—Road safety Partnership - Illegal Money Lending Team England and Neighbourhood watch.



During the event local residents were supported with information and advice on neighbourhood policing and reporting options loan sharks, road safety, cybercrime, scams and rogue trading 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 are 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.

Neighbourhood Watch Engagement Event



On 11/08/2022 Neighbourhood Watch & the Community Safety team held an engagement event at Wisbech marketplace. Residents enquired about how to start a NHW scheme and were talked each step. 2 residents came forward for the Wisbech area requesting information to start their own scheme.

In this busy marketplace session, other residents took away information on scams and Domestic Abuse, including in Eastern European languages. Also, a new CSP Community Safety leaflet on how to report ASB. Other concerns

discussed included unhygienic pathways and refuse collection.

County Lines/Knife Crime

On 11th and 13 July community safety officers co-delivered county lines within Neale

Wade Academy in March and Cromwell Community College in Chatteris.

This was delivered in partnership with the schools, Children Early Help, and neighbourhood police team. Further sessions to work with the other academies are being scheduled for the Autumn/winter terms. The sessions had excellent student participation and were followed up with an after-show talk. Further resources such as teacher packs have been sent to all schools for use in smaller groups with students who are identified as benefiting from this additional support.



Street Drinking Update (Cllr Steve Count)

Community reporting to all agencies continues to be low. Those incidents of street drinking observed by CCTV have not involved ASB and therefore no requirement for police being notified. The area of interest has been St Peter's Church Gardens. A multi-agency monitoring, and response continues.

A police lead initiative to tackle street based ASB with a focus on Wisbech town is due to start in early September. Commonly referred to as Op Luscombe, although police led it is a multi-agency response, providing prevention and intervention opportunities before enforcement.

Some alcohol related litter has been found but the main concern is general litter. Youth related overnight litter and evidence of Nitrous Oxide use has been a regular occurrence.

The Council is part of a successful bid to Safer Streets 4 funding with the Police and other partners.

The grant is worth £634,285 over 15 months and will pay for a range of new initiatives and interventions to keep people safe in the Medworth Ward of Wisbech and Peterborough Central, some of which will include:

- The creation of two new posts within Peterborough City Council and Fenland District Council dedicated to tackling anti-social behaviour;
- Extra mobile CCTV cameras and an additional member of staff who is already trained in spotting predatory behaviours;
- Extended training to be delivered to Security Industry Staff and taxi drivers on

how to spot predatory behaviour and what to do when it is identified;

- The setting up of a Sexual Violence Ambassador Scheme within three schools to improve young people's knowledge of VAWG, promote equal relationships and prevent violence in dating and intimate partner relationships;
- Training for teaching staff and pupils in secondary schools to help identify predatory behaviour;
- Funding for a Street Chaplain scheme in Peterborough to provide support and assistance to those that wish to enjoy the city's nightlife;
- Resources for to develop local Neighbourhood Watch schemes with studies showing that for every 100 crimes committed an average of 15 crimes were prevented in active Neighbourhood Watch areas;
- Ring (video) doorbells will also be offered to homes within Peterborough Central and Medworth Ward as a preventative measure against burglary.

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	96.3%	90%		
CELP12	Customer satisfaction with our garden waste service	98.75%	85%		
CELP13	Number of Street Pride, Green Dog Walkers, and Friends Of community environmental events supported	191	204	90	
CELP14	% of those asked who are satisfied with events	97%	96%	97.5%	

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

Comments

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)

Following the completion of sales of the first group of three sites a further four sites have had planning applications submitted prior to disposal these being sites at Eastwood, Grounds Ave, Hurst Ave and Drybread Rd. The remaining tranche 1 sites are presently having planning applications prepared prior to submission in September.

Work continues with the Estates Dept and Portfolio holder to bring forward a set of tranche 2 properties for members to consider for disposal.

Cabinet will receive a detailed report on the proposed final phase development at the South Fens Enterprise park in October following the completion of the independent tender evaluation process.

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

Wisbech Access Strategy

There is no specific update on this project

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

The deliverer of this project is through Cambridgeshire County Council, Growth Deal Funding by the former Local Enterprise Partnership (LEP) and Cambridgeshire and Peterborough Combined Authority Transforming Cities Fund. In July 2022, the new Kings Dyke bridge opened to traffic. Please see the link below for further details and images.

[King's Dyke bridge opens after 50-year bid to replace level crossing - BBC News](#)

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

There is no specific update on this project.

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

There is no specific update on this project

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/ViewMeetingPublic/mid/397/Meeting/1973/Committee/67/SelectedTab/Documents/Default.aspx>

A47 Dualling (CPCA Project)

There is no specific update on this 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>

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 should now be ready for use at the start of the academic year.

Chatteris Museum & Community Space (£771,821)

Chatteris Town Council have now purchased 2 Park Street (the former Barclays Bank) and a contractor has been appointed to carry out the works. Unfortunately, like many construction projects, the cost of works has increased significantly, and so additional funding is being sought to complete the project.

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 click on the link to see the update for [March Future High Street Project](#) elsewhere in this document.

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 the project launch event programmed for Thursday 20th October. This was initially delayed by 3rd party land permissions which have all now been resolved.

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. Voice clips are now being recorded to provide sound options for people with difficulty reading.
- 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 expected to take place this week.
- The design work for the 22 no. information boards is complete and this with the suppliers for printing.
- The supply and installation of the information boards is expected in late September.
- Brochure/Leaflet design for the route is underway.
- All 7 new benches have now been installed.
- Twenty20 productions have been commissioned to create a video to promote the

Walk. Filming for this will begin with the launch event.

- The date for the launch event has been confirmed. This will take place on Thursday 20th October where the Whittlesey Heritage Walk will be officially opened by the CPCA Mayor.

Whittlesey Heritage Visitor Centre (£500k)

As part of the Growing Fenland work for the town of Whittlesey, the town team requested £500,000 to develop a heritage centre for the town. This facility was to be situated on Forterra land, adjacent to a local nature reserve about ¾ of a mile outside the town. Substantial work has been undertaken by third party consultants prior to the Growing Fenland project regarding this project.

Following the CPCA's approval of the grant to Whittlesey Town Council to support the development of the Heritage Centre, the Town Council put together a project working group consisting of three elected Members. Work on the design of the facility has been underway since 2021 until March 2022. Whilst a design now exists, there is a substantial gap in funding between the expected cost of the new building and the funding available. Other funders have been considered with no success – the funding gap is too large and requires a national funder such as the Heritage Lottery Fund. With the current climate in the construction market, alongside the abnormal inflation seen in the UK, any build project would need to add in a substantial inflationary contingency, as well as contingencies for unforeseen issues encountered during the build. These considerations increase the funding gap further.

The project team has considered the location and the gap in funding, alongside market conditions and believe that continuing with the project at this time is unlikely to produce a facility in a timely, affordable manner.

The project will not give good value for money to the taxpayer and work on the heritage centre has been suspended since early summer 2022.

Alternative propositions include:

- Await further gap funding
Given the current estimated cost of the facility now exceeds £1m, it is considered that the facility will not represent good value to the taxpayer. Additional supportive gap funding will not change the poor value for money that the project would represent in the current construction climate and this option has been discounted.
- Relocation and reduce facility scope
Consideration has been given to relocating the heritage centre to a more central position within the town and reducing the scope of the design. Whilst this is possible, the facility that would be developed as a result is unlikely to be able to provide the facilities necessary in an effective heritage centre and would not meet community or visitor expectations. The project group has discounted this option.

- Focus the remaining Growing Fenland funding on improving community provision within Whittlesey
As the heritage centre either in its original form and location, or in a reduced form and different location has now been halted, local elected Members have discussed other options for the remaining funding to improve community assets within Whittlesey. Members are determined to retain the grant funding to improve the town for local residents.

Members focus has been drawn to the very popular community green space that is central within the town – the Manor Field and Leisure Centre - and the community assets in this location.

Members have highlighted several aspects of the community facilities that require capital investment as follows;

- a) Community basketball / tennis / netball facilities; lighting upgrade and secure fencing
- b) Energy efficiency improvements added to the existing solar provision on the swimming pool building
- c) Community 5-a-side synthetic pitch; fencing and carpet replacement. In addition, on the same site, the following additional community provision should be developed
- d) Together with the County Council youth and community team, provide a youth facility attached to the Manor Leisure Centre using a Youth Investment Fund (YIF) grant and some of the remaining CPCA Growing Fenland grant. Should any YIF bid be unsuccessful or fall out of the anticipated timeframe, the project team proposes that the £125,000 set aside for YIF match funding be recirculated into further, Member-led, enhancements of community facilities on the Manor Field site.
- e) Development of cricket facilities at the Manor open space, including practice nets and improvements to the existing football pavilion in order for it to be used for cricket.

These projects, with the exception of the shared YIF funded youth facility, are deliverable in the short term (during 2022/23). The expectation is that the youth facility, if successful with a YIF grant, would be deliverable in 2023/24.

In summary, Members have been very committed to delivery of the Heritage Centre in Whittlesey. Unfortunately, the development of a facility to match local ambition has proved far more costly than originally envisaged due to a changing construction market and abnormal inflation levels.

The proposition regarding improvements in community facilities at the Manor facility in the town are subject to CPCA review and approval.

Whittlesey Business Capital Grants Scheme (£124,331)

Please click on the link to see the update for [Wisbech and Whittlesey Business Capital Grants Scheme](#) elsewhere in this document.

Wisbech

Wisbech Market Place Enhancement Scheme (£200k)

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

Wisbech Football Counters (£19,500)

Project complete.

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 in the process of finalising the Service Level Agreement. A representative of the Chamber of Commerce (who is also a member of Wisbech Town Council) has been involved in discussions with the supplier of the equipment regarding some of the pre-installation technical issues. The delay in implementing this scheme is because of the need to secure access to the radio repeater system, which is installed at Exchange Square (the former FDC offices in Wisbech) alongside the CCTV relays. Aaron Locks, the Manager of the joint FDC and Peterborough City Council CCTV service is currently negotiating with the new owners of Exchange Square an agreement to continue to use that space for both the radio repeater system and the CCTV relays. It is understood that that an agreement is close to being reached. As soon as that situation has been resolved, Wisbech Town Council is ready to procure the equipment and issue it to the Chamber of Commerce. This project has been incorporated within the Safer Wisbech Action Plan.

Wisbech Splash Pad (£147,500)

The community splashpad opened in the summer holidays and will continue to be open daily, closing on Sunday 25 September.

The new facility has proven exceptionally popular with people visiting being very happy with the new facility.

[Wisbech Splashpad Officially Opens - Fenland District Council](#)

Wisbech Park Community Hub (£299,200)

The planning application for the community hub has been submitted and

procurement paperwork is being developed. Power and water are already in place as a result of the splashpad facility's development.

District Wide

Civil Parking Enforcement (£400k)

Please click on the link to see the update for [Civil Parking Enforcement](#) elsewhere in this document **16**.

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

Following approval by Cabinet, the draft local plan is currently out for public consultation. The responses and any proposed revisions to the draft plan will be reported to members in Feb / March 2023 prior to reconsultation with the public. The live timetable can be viewed here: [Microsoft Word - 'Live' Timetable for Production of the Fenland Local Plan - August 2022](#)

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

Manea Station

Work is ongoing to complete the car park project following the lengthy weather delays earlier in 2022. The car park will be complete in early autumn 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.

Whittlesea Station

The second strategic outline business case and options appraisal work is nearing completion. The Project Board have reviewed early recommendations and work is ongoing to develop a way forward and next steps. These discussions will take place during Summer 2022 with ongoing plans for an outline business case phase in early development. Funding will need to be secured for future work.

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)

Following a successful online programme of virtual heritage talks and conversations, the Wisbech High Street Project partnership with Lincoln Conservation has now been expanded to provide in-person events. We were very excited to hold the first of these public events in July. One whole weekend the Wisbech High Street Project took over the use of the St Peter's Church Hall, and we opened the doors for our local people to book a place and try their hand at Medieval Tile making and a one-day course in Georgian and Victorian Brickwork with walking tour. These events were well-attended, and we enjoyed working with the expert workshop providers to provide both free, specialist, educational heritage skills training as well as a free enjoyable, entertaining day out where participants were able to be creative themselves and take their creations home. There were two more similar events in August which attracted a whole new audience, with another two scheduled for September.

From this we collected feedback forms, and everyone was impressed stating that they would visit Wisbech and like to engage with the project and its activities again. Thanks to the support of the Fenland District Council communications team, we were able to attract visitors by social media, newspaper and the website, and we have since published a blog post review of the weekend event complete with photographs.

After such a great first real-life event for the project post Covid-19 restrictions, we are delighted to be organising more similar workshops for people in Wisbech and the surrounding area to learn more about their High Street and access free, high-quality expert heritage skills training.

Other Projects:

Economic Growth Team Activity (Cllr Ian Benney)

Fenland Shared Prosperity projects have been submitted to the Combined Authority for inclusion in the Investment Prospectus submitted to Central Government for consideration.

Approval from CMT to progress a project to assess the infrastructure requirements to bring forward key commercial development sites in the district.

Meetings with various developers including:

- The proposed Whittlesey Science and Technology park. The company is preparing for discussions with the planning department, including at County level.

- A proposal for a commercial park near March.

Meeting with Force One based in March and the Portfolio Holder for Economic Growth following their planning approval for a new facility at March.

Meetings were undertaken with 4 recipients of the Wisbech and Whittlesey Business grants scheme. Cllr Laws attended the meetings with the businesses in Whittlesey and Cllr Hoy in Wisbech.

The receipt of an **£8,000 grant** from the scheme allowed CN Tech to refurbish the Service/Support workshop area into a fully functional TEST lab so that they can start to repair customers instruments in house as well as being able to offer a test/measurement service for existing and new customers.



The receipt of a £10,000 grant from the Whittlesey and Wisbech Business Capital Grant Scheme allowed the purchase of a recovery vehicle and D Moore & Co is now able to arrange collection and delivery from customer sites. The increase of work allowed for the recruitment of an apprentice mechanic and a part time driver.

Grants from the scheme totalling **£17,000** allowed WEP Fabrications and WEP Powdercoating to purchase MIG & TIG welders which are more energy efficiency and a containerised blast room, a shot blaster built into a container which allows the company to offer a complete in-house service. The company has recruited two additional staff due to the increase in orders.

The receipt of a £6892 grant from the Whittlesey and Wisbech Business Capital Grant Scheme allowed the purchase of a reliable vehicle and so Dawson's are now able to deliver over a wider area.

Meeting with ARU Peterborough to discuss the courses available to businesses when the university opens in September. Many businesses are looking to upskill their workforce or recruit skilled staff and can work with the University to develop degree apprenticeships to meet their needs. For maximum impact and minimum disruption, the apprenticeship programmes will be delivered via a blend of online, work-based and face-to-face learning from the brand-new ARU Peterborough campus.

- Manufacturing Engineer Degree Apprenticeship
- Digital and Technology Solutions Professional Degree Apprenticeship
- Construction Management Pathway
- Environmental Practitioner Degree Apprenticeship

Meeting with West Suffolk College at the new North Cambridgeshire Training Centre at Chatteris to discuss the plans for the centre and support its engagement with the local

business community.

Interviews and appointment of additional Advisor located in the My Fenland Team who will also specialise in supporting the Economic Growth Team.

Adoption of the REiid property database which is a national database of larger parcels of land and property seeking investment, development or buyers. The EG Team will work with developers and landowners to populate the database to attract national and international investors

Start and Grow Programme - 120 people have registered an interest in the scheme. 50 are micro businesses with 3 or fewer employees and operating for less than 2 years. 70 are people who are planning to start a business. 55 have completed workshops and 110 are on the workshop waiting list.

Apprenticeships offered:

- Business, Finance & Management
- Engineering - General Welder Level 2, Engineering Fitter Level 3, Engineering Technician Level 3, Maintenance and Operations Engineering Technician Level 3, Engineering Manufacturing Technician Level 4
- Commercial Courses – 18th Edition - Wiring Regulations, Non-accredited Health and Safety / Working at heights, First Aid at Work, Emergency First Aid at Work & Paediatric First Aid, Awareness of First Aid for Mental Health, ILM Level 2 Award / Certificate in Leadership and Team Skills, ILM Level 3 Award / Certificate in Leadership and Management, Project Management, Level 1 Welding, Non-accredited Welding, Safe Use of Abrasive Wheels

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

Progress continues on track with final design works for the Broad Street element of the project. This should be completed in the coming weeks, with the resulting procurement pack then being put to companies on a framework agreement. Procurement should complete in December / January, with a start on site date around March 2023.

This date is important as the MATS funded section of the combined project must commence before 2024 financial year.

The marketplace design is almost complete, with work taking place in January per market trader's wishes. During the work the market will transfer to City Road car park. Trader's feedback was that there would be an impact on trade with the relocation, but as January and February are their quietest trading months, carrying the work out at that time would be ideal.

Grant for reopening or improving closed properties in the environs of Broad Street have gone live. 2 owners are in the process of applying and once those are completed further promotion will be distributed to encourage more applications. The living above the shops grant will also go live in the coming weeks. This grant will support the conversion of space above shops into residential accommodation.

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)

The Estates Department continue to work with tenants of all sites to ensure the properties remain occupied and profitable. As of August, all industrial units are fully occupied whilst the Boathouse is at 95.8% occupancy and the South Fens Business Centre is at 71%

The process of reviewing the occupancies of the industrial units is ongoing with offices taking action to renew expired leases across all sites before moving onto rent reviews which have not been actioned. To date the work has resulted in rent increases to the benefit of FDC of 13.25% on the estates actioned as well as the management benefit of the agreements being on new standardised modern lease terms

Affordable Homes (Cllr Sam Hoy)

Affordable Homes Forecast 22/23

Homes completed since April 2022	13
Remaining homes in the pipeline currently forecast to be completed 2022/23	163
Total projection for 2022/23	176

Completed homes

Scheme/Site Name	Total Affordable	Affordable / Social rented	Shared ownership
Rough Sleeper Accommodation Programme	10	10	0
Bassenhally Phase 3	3	0	3
Total	13	10	3

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

Food Safety Service Plan

In July, the new food safety service plan and food standards agency recovery plan have been agreed with our environmental health portfolio holder.

The document is available on the council website following this link:

[Microsoft Word - Food Service Plan 2022-2023 FINAL \(fenland.gov.uk\)](#)

The plan has a set of clear priorities to meet statutory requirements placed on the council:

- Ensuring by means of education and/or enforcement that food intended for human consumption which is produced and/or sold in Fenland District is safe to eat and complies with food safety requirements.
- Advising and educating consumers and service users on food safety matters.
- Delivering a programme of inspections and interventions in relation to food businesses, on a risk-based frequency (in accordance with the Food Law Code of Practice and in line with the FSA Recovery Plan).
- Investigating complaints about food and food premises and taking appropriate action.
- Taking enforcement action on a consistent, transparent and proportionate basis in accordance with the Council's Enforcement Policy and the Enforcement Concordat.
- Supporting work on health inequalities in Fenland by working in partnership with others and with local businesses to improve food nutrition and quality.
- Sampling in response to emerging issues and in support of national studies.
- Preventing the spread of specified infectious and food borne diseases.
- Fulfilling our Port Health Authority functions in particular relating to food imports or exports.
- Working with stakeholders and customers to improve services delivered to them.
- Support relevant strategies for Health and Wellbeing.
- Engaging in an environmental health apprenticeship scheme.

Work continues to support our businesses through a difficult recover time and includes helping those with more complex food processing to remain compliant and provide safe food for public consumption.

Key PIs:

Key PI	Description	Baseline	Target 21/22	Cumulative Performance	Variance (RAG)
CELP15	% of major planning applications determined in 13 weeks (or within extension of time)	92%	70%	79%	
CELP16	% of minor planning applications determined in 8 weeks (or within extension of time)	72%	70%	58%	
CELP17	% of other planning applications determined in 8 weeks (or within extension of time)	84%	80%	81%	
EGA1	% occupancy of our business estates	91.2%	92%	94.4%	
MS1	% occupancy of Wisbech Yacht Harbour (85 berths)	94%	95%	94%	
CELP18	% of businesses who said they were supported and treated fairly	100%	96%	100%	

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

Comments
<p>The performance in relation to minor applications is of concern having slipped further since the previous month. The service is continuing to be impacted on by recent staff turnover (including agency staff) and the legacy of high caseloads. Recruitment is underway for the vacant posts which included for the new Principal post and the change of a Senior post from part time to full time. In relation to the Government's 24 month 'rolling tracker' of performance we are exceeding the target as we are achieving 90% on Major applications and 83% on Minor applications. The current poor performance on minors will eventually filter through into the 'rolling tracker' statistics and so it is important that performance lifts by the year end.</p>

Quality Organisation

Projects from Business Plan:

Deliver 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. Rental income continues to be on track for 2022/23. 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.

Fenland Future Ltd has applied for Outline Planning permission on the two Council owned sites identified for development in their Business Plan. Work now progresses on options for the delivery methodology to be utilised in delivering the developments. Financing, SLA and Indemnity agreements were approved by the Investment Board in July 2022.

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

The Corporate Transformation programme under the Council for the Future priority continues to focus on modernising the way we deliver all aspects of services to our customers. The project aim of **“improving customer experience and making it even easier for people to interact with the council”** continues to be at the heart of service design as well as ensuring we exploit the use of technology to increase customer choice regarding accessing services at the same time as working efficiently and effectively, building resilience whilst driving down costs.

Key achievements to date have included

- **5** admin services brought together creating a single point of contact for

customers

- **29** staff in new roles
- **99.5%** of customer queries resolved at first point of contact
- **Over 16,000** payments made via PayPoint
- Over **£2m** in payments made via PayPoint
- New ways of working has released **2 days** per week chargeable support to Hunts DC
- **136** processes mapped across services
- **33** processes redesigned
- **8** service teams supported by Technical Officers
- **17** customer digital journeys launched including Licensing and Environmental Health
- **8** new online website forms launched
- Automated trade Waste Invoices
- **£203k** savings 2021/22

The Transformation Programme works with services across the Council

Current projects include

Planning Service – Process mapping and business process redesign, maximising the use of technology and efficient working practices

Cemeteries – business process mapping/ process redesign, maximising the use of technology, building resilience

Markets and Events – Launching Digital Journey's enabling customers to book and pay for the service via one single electronic process

Economic Growth – Providing support to business at the first point of contact, releasing specialist Officer time to work more proactively with businesses with high growth potential

Private Sector Housing – Business process redesign releasing specialist officer capacity

Tree Management Software

Estates Software

Housing Options

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:

Elections Update (Cllr Chris Boden)

On 7 June 2022 a Parish Poll was held in Chatteris

The total registered electorate for the area was 8393, 1085 ballot papers were issued representing a turnout of 12.9%.

3Cs Update (Cllr Steve Tierney)

June- July 2022	Total received	Total within time frame	%age within time frame
Correspondence	17	17	100%
Stage 1			
Community Environment Leisure and Planning (CELP)	19	19	100%
Growth and infrastructure (GI)	0	0	NA
Policy Resources and Customer Services (PRCS)	14	14	100%
Stage 2			
CELP	6	6	100%
GI	0	0	0
PRCS	0	0	0
Stage 3			
CELP	4	4	100%
GI	0	0	0
PRCS	0	0	0

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:

- June = 8
- July = 7

Monthly update on FDC social media sites:

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

- June: Twitter = 91
Facebook = 87
- July: Twitter = 105
Facebook = 96

We currently have 5,981 followers on Facebook and 8,796 followers on twitter.

Consultation Summary:

- Local Government Boundary Commission – 29 March – 6 June 2022
- Housing Enforcement Policy Consultation deadline – 5pm on 8 June
- Whittlesey Neighbourhood Plan Examination – 8 July – 1 September 2022
- March Railway Station Redevelopment Survey – July 2022

Annual Report 2021-22:

The Annual Report of the Council 2021/22 describes the performance of the Council over the last year, linking to the priorities detailed in our Business Plan. These are designed to deliver outcomes that improve the quality of life for Fenland residents and are listed under the key headings of Communities, Environment, Economy and Quality Organisation.

The achievements listed in the Annual Report are not exhaustive but reflect some of our successful projects over the last year. Notable examples are given of how we have worked closely with the community and partners to tackle important local issues in a collaborative and efficient way.

As like other local authorities, Fenland District Council faces significant financial challenges due to the impact of Covid and increased demand upon services.

Nevertheless, we continue to provide high quality services whilst keeping our budget balanced.

Fenland District Council
Annual Report
2021/2022



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 the district, to transforming services and the wider organisation sustainability to be fit for the future. Some of these projects are also interlinked with our corporate priorities. A new section of the report has been developed to detail progress on these projects over the past year.

Cabinet approved the Annual Report 2021-2022 on 11 July 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](#).

Office 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
Combined Authority Board	31.08.22	CMIS > Meetings
Combined Authority Board	27.07.22	CMIS > Meetings
Audit & Governance Committee	29.07.22	CMIS > Meetings
Employment Committee	24.06.22	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
Transport & Infrastructure Committee	13.07.22	CMIS > Meetings
Business Board	11.07.22	CMIS > Meetings

Forthcoming CPCA meetings include:

CPCA COMMITTEE	DATE OF MEETING	LINK
Combined Authority Board	21.09.22	CMIS > Meetings
Combined Authority Board (reserved meeting date)	19.10.22	CMIS > Meetings
Audit & Governance Committee	30.09.22	CMIS > Meetings
Employment Committee	None scheduled	N/A
Housing & Communities Committee	12.09.22	CMIS > Meetings
Overview & Scrutiny Committee	19.09.22	CMIS > Meetings
Overview & Scrutiny Committee	17.10.22	CMIS > Meetings
Skills Committee	05.09.22	CMIS > Meetings
Employment & Skills Board	18.10.22	CMIS > Meetings
Transport & Infrastructure Committee	14.09.22	CMIS > Meetings
Business Board	12.09.22	CMIS > Meetings
Business Board (reserved meeting date)	10.10.22	CMIS > Meetings

Key PIs:

Key PI	Description	Target 21/22	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 (March 2021)	90%			
PRC3	% of contact centre calls answered within 20 seconds	Rolling monthly target rising to 46.5% by March 2023	25%	50.5%	
PRC4	% of contact centre calls handled	Rolling monthly target rising to 80% by March 2023	52.5%	88.45%	
ARP1	Days taken to process Council Tax Support new claims and changes	7.00 days		6.72 days	
ARP 2	Days taken to process Housing Benefit new claims and changes	8.00 days		7.83 days	
ARP3	In year % of Council Tax collected	95.72%	38.31%	38.85%	
ARP4	Council Tax net collection fund receipts	£64,734,624	£24,820,786	£25,229,767	
ARP5	% of NNDR collected	96.70%	37.13%	36.93%	
ARP6	NNDR net collection fund receipts	£24,017,406	£9,187,237	£9,160,017	
PRC5	Number of online forms submitted via FDC website	22,000		8,319	

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

Comments