

# **Cabinet and Corporate Management Team**

## **Portfolio Holder Briefing Report**

**July 2023  
(For performance in April to May 2023)**

## Cabinet Members



**Cllr Chris Boden**  
Leader of the Council  
& Portfolio Holder for  
Finance



**Cllr Ian Benney**  
Portfolio Holder for  
Economic Growth & Skills



**Cllr Jan French**  
Deputy Leader of the  
Council, Portfolio Holder  
for Revenues & Benefits  
and Civil Parking  
Enforcement



**Cllr Sam Hoy**  
Portfolio Holder for  
Housing & Licensing



**Cllr Dee Laws**  
Portfolio Holder for  
Planning & Flooding



**Cllr Alex Miscandlon**  
Portfolio Holder for  
Leisure & Internal  
Drainage Boards



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



**Cllr Chris Seaton**  
Portfolio Holder for  
Transport, Heritage &  
Culture



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



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

## Communities

### Support Vulnerable Members of Our Community

#### **ARP updates (Cllr French)**

Business Rates Collection is on target; Council Tax Collection exceeded target in 2022-23 and remains on target year to date.

Days taken to process Local Council Tax Support and Housing Benefit also remain on target.

ARP are working to identify and prevent fraud leading to an increase in Council Tax income in the following areas:

- Local Council Tax Support
- Single Person Discount
- Council Tax
- Non-Domestic Rates

The review of newly awarded Single Person Discounts continues to provide positive outcomes. The ARP team are working with the largest Social Housing provider in the Authority to tackle Right to Buy and subletting abuse.

The team continue to seek opportunities to identify dwellings and businesses not registered or having had an undeclared change in use, leading to increased charges, including possible retrospective charges.

The Cambridgeshire Fraud Hub, East Cambridgeshire and Fenland Councils have approved the business case to extend the Fraud and Compliance work for the two partners from April 2023. This will align the Fraud and Compliance work currently being carried out for other partners of the Anglia Revenues Partnership as indicated in the fraud savings on the quarterly performance report. This work has again consistently seen savings outweighing the costs of the work in the areas of Local Council Tax Reduction and Single Person Discounts particularly, over several years. Cambridgeshire County Council are funding 2 posts for a year from April 2023

#### **Supporting residents to manage the effects of the costs of living (Cllr Boden)**

Three new Government schemes were introduced in December 2022.

The £100m Council Tax Support Fund, introduced within the Local Government Finance Settlement, is intended to support vulnerable households with their Council Tax bills.

The Government expects local authorities to use the majority of their funding allocations to reduce Council Tax bills for current working age and pension age Local Council Tax Support (LCTS) claimants by up to £25. Councils can then use their remaining allocation as they see fit and determine their own local approach to further support vulnerable households with Council Tax bills.

Fenland was allocated £190,482 which should be applied as reductions directly to 2023-24

Council Tax bills and this took place as part of the annual billing process, with residual funds set aside to provide further help by way of Council Tax exceptional hardship payments. As at the end of May £171,486 has been allocated with £19,561 left to support new claimants during 2023-24 and help those experiencing financial hardship.

The second scheme is the Energy Bill Support Scheme (Alternative Funding) which has been introduced to support households not automatically eligible for support via the Energy Bills Support Scheme (EBSS), equivalent to the monthly subsidy direct payers receive.

The Department for Business, Energy, and Industrial Strategy (BEIS) now renamed Department for Energy Security and Net Zero are administering the scheme nationally via a claim route on gov.uk website. Local Authorities are required to undertake secondary checks, log the outcomes via a government portal and make the payments of £400. Fenland's number of estimated eligible residents is 2,199 with funding paid upfront to cover 80% of maximum costs. The scheme closed 31<sup>st</sup> May 2023, but applications can still be made during June for appointee cases. So far, Fenland had paid out £72,400 in support to residents.

The Third scheme is the Alternative Fuel Payments (alternative fund) also administered by BEIS with Local Authorities carrying out secondary checks and making payments of £200. The scheme went live at the beginning of March and closed on 31<sup>st</sup> May 2023. Fenland's estimate of eligible residents was 1119 and Fenland has paid out £60,800 in support to residents to date.

### **Homelessness and meeting housing needs (Cllr Hoy)**

The Housing Options team has successfully prevented 275 households from becoming homeless for the 2022/23 period. Housing advice has been given to 1228 households where no duties were owed. Total homeless presentations for this period were 2051. There has been an 8% increase in homeless presentations compared to the previous year.

The proportion of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work for the year was 53% (275 preventions divided by 523 households where duties were owed).

The team continues to be focussed on homeless prevention and supporting those in need within the Fenland community. We are trying to be as creative as possible in our approach and despite the numerous challenges over the past year we were able to successfully discharge homeless duties via 94 private rented properties.

We remain committed to reducing our B&B use which has also seen an (22%) increase over the past year. We have a number of additional properties that will imminently be available that will enable us to move households out of B&B.

A combination of a significant reduction in existing social housing properties becoming available for relet alongside the availability of many new affordable homes being delayed has meant, year to date for the end of May 2023, the proportion of households presenting to the Council as homeless whose housing circumstances were resolved through housing options work is 33% against a target of 57%. It is envisaged that the forecast increase in existing properties becoming available for relet through improved relet performance of our housing association partners alongside a significant increase in new affordable housing completions will improve performance over the 12 months.

However, we anticipate that there will be a further uplift in the number of households requiring housing advice as the cost-of-living crisis continues.

### **Reducing Rough Sleeping (Cllr Hoy)**

As at 31.05.23, we were supporting 12 rough sleepers, and a further 6 clients were placed in temporary accommodation.

Of the 12 rough sleepers, 1 has no recourse to public funds (called "Restricted Eligibility") and 1 has a yet to be determined status. The Home Office have been out with FDC and the Police to visit those clients and both individuals have been served notice to apply for status. In addition to this, we also had a third rough sleeper who was ineligible but through work between FDC and the Police the individual was sentenced to serve a short stay in prison. Following this and again through the good working relationship established between FDC and the Police, along with making contacts within Home Office, this client who was causing ASB just outside of the town centre, and refusing to engage with support services was deported at the end of May. This was able to happen due to the links FDC had built between these two agencies.

The remaining 10 clients who are rough sleeping, are being supported by our Outreach team as well as Ferry Hub. Outreach carry out 1 x early Outreach session each week. However they are present around town daily, carrying out support sessions with clients. Our rough sleepers are also encouraged to access support at the Ferry Hub to shower, access laundry facilities and engage with further professionals to seek support. Of those rough sleeping we have 4 who are also engaged with our other key partners such as Changing Futures and Housing First. This is our core group of rough sleepers who have higher support needs and require a multi-agency approach to be able to move on.

Despite all the support offered from these agencies, some individuals continue to fail to meaningfully engage, and cause anti-social behaviour around Wisbech. Operation Luscombe has been a huge success in supporting these individuals. Of our rough sleeper cohort 4 are discussed at the Op Luscombe bi-weekly meetings and invited to come in to seek support from the agencies attending. We have one rough sleeper client who is currently being progressed through the Op Luscombe route and the Police are looking to act against them due to their lack of engagement with the support on offer as well as continuing to offend. Through the RSI project and with support from partners, over the course of May 2023 we were successful in moving 8 clients on either from the streets or from being in temporary accommodation in to settled accommodation. This multi-agency approach with partners will also continue for our remaining rough sleeper cohort with the view for them to be able to move on.

### **Golden Age & Supporting older people (Cllr Wallwork)**

Since the last portfolio update presented to Full Council we had 42 external partners join us at South Fens Business to celebrate 20 years of the Golden Age brand. We also used the celebration as an opportunity to welcome new partners and all organisations had the opportunity to present upcoming projects and promote their organisation.

The following were represented on the day; Active Fenland, Age UK CAP, Alzheimer's Society, East of England Ambulance Service, Anglian water, Athena Care homes, Blind Veterans UK, Breathe Easy, Cambridgeshire Skills, Careline, Caring together, Clarion Housing Group, College of West Anglia, CPFT Pharmacy, Day Services Manager - Victoria Lodge,

Fenland Library Service, Fenland Versus Arthritis, Fenland Volunteer Centre, Fitness Rush, Good Company, Healthwatch, Healthy You, Hereford Rail Partnership, In House Accommodation Services, Living Sport, March Model Railway, Neighbourhood Watch, How are You? Fenland, Papworth Trust PECT, People Plus, PosAbility, Rosmini Centre, Social prescribers, The Bobby Scheme, Cambridgeshire County Council – Communities Service Team and the Community Protection Team, Whittlesey Town Council, Wisbech Rotary, Wisbech Social Prescribers and Psychological Wellbeing Service.

The Officer and Member Golden Age team will be planning some celebratory events for the founder of Golden Age, the late Mac Cotterell, and what has been achieved over the last 20 years with Golden Age. The June Golden Age event will be reported at the next Full Council meeting.

### **Housing Enforcement Policy & Empty Homes (Cllr Hoy)**

**Table 1**

Represents the total number of properties brought back into use through officer involvement from 1 April 2023 to 31 March 2024 (end of May 23)

	<b>LTE 6-23MTHS</b>	<b>LTEP 24MTHS +</b>
<b>Total Officer involvement</b>	9	4
<b>Total for the period</b>	1.4.23 – 31.3.24	13

**Table 2**

Represents the number of properties brought back into use for the New Homes Bonus financial calculation from 4 October 2022 to 2 October 2023 (CTB1 submission date)

	<b>LTE 6-23MTHS</b>	<b>LTEP 24MTHS+</b>
<b>Total Officer Involvement</b>	40	5
<b>Total for the period</b>	4.10.22 - 2.10.23	45

My Fenland team continue to support the officer, which ensures more owners with 6–24 month empty properties are contacted, and conversations initiated with them to bring their properties back into use. The number of 10yr+ empty properties are reducing due to the officer's intervention.

The officer continues to visit properties and is now considering more formal action against some of the long-term problematic properties, where premium charges and negotiation have failed to persuade the owners to renovate or sell.

The officer will be providing training to My Fenland Team members and officers within ARP to promote their role and make customer service staff aware of what they can offer to support empty homes owners.

The Council has undertaken 12 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council has also inspected 8 properties as part of the homes for Ukraine scheme and investigated 31 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:

<b>Town</b>	<b>HMOs investigated</b>	<b>Privately Rented Homes investigated</b>
Wisbech	8	22
March	1	7
Chatteris	0	1
Whittlesey	2	2
Villages	1	7

### **VILLAGE BREAKDOWN**

Benwick = 0

Coates = 0

Coldham = 0

Christchurch = 1

Doddington = 0

Eastrea = 0

Elm = 0

Fridaybridge = 1

Gorefield = 0

Guyhirn = 2

Leverington = 3

Manea = 1

Newton = 0

Parson Drove = 0

Throckenholt = 0

Tydd = 0

Turves = 0

WSM = 0

Since the last Portfolio Update to Full Council in February 2023, the team has hosted a further Landlord Forum, which was conducted virtually. Presentation topics included Landlord Inventories, Energy Saving tips from a local landlord, recognising Domestic Abuse, update on the Ukraine Project and Discretionary Housing Benefit.

The team recently completed an HMO guidance booklet for landlords, which covers both licensable and non-licensable HMO's. The document details legislative requirements and local expectations, including tenancy management information. This document will be issued to all landlords of licensed HMO's and those registered on the council's email distribution list and will be available upon request to the team email and on the HMO website page.

The team approach to their enforcement work is now embedded into a holistic approach to legislative breaches, incorporating alongside Housing Health and Safety Rating System (HHSRS) assessments, Energy Performance Certificates (EPC), Minimum Energy Efficiency Standards (MEES) and Electrical Installation Condition regulations (EICR). This has resulted in an increase in the number of fines for EICR breaches being issued, with MyFenland staff recently embarking on identifying EPC breaches and serving the appropriate fines. Recovery of unpaid fines continue, utilising additional powers (over and above the normal recovery processes that the Council has) to recover outstanding fines that is available for

recovery of Civil Penalty Notices. The power available is a Money Judgement Application.

## Promote Health & Wellbeing for all

### **Leisure & Freedom Updates (Cllr Miscandlon)**

The leisure centres continue to perform well and are now running at about pre-COVID levels overall. Unfortunately, the current situation is still missing the growth anticipated in the interim years. Despite the current cost of living concerns the centres perform well, with memberships remaining buoyant and swimming lessons now teaching in excess of 3,000 children in our swimming pools every week.

Freedom has recently attended the Overview and Scrutiny Panel. Their presentation can be found in the minutes for the O & S Panel meeting of 26 June 2023. This presentation gives further detail regarding the business in Fenland and the wider issues facing the sector overall.

### **Integrated Care Partnership (Cllr Boden)**

Integrated Care Partnership funding has been awarded to the council to support 3 project streams throughout 2023-24.

The first has provided a small grant of £10,000 to support the resolution of environmental hazards within the home. Examples of situations that will be supported include homes where hoarding, pest infestations or mould problems have become a risk and is affecting the residents' health or wellbeing or those of neighbouring properties. The funding will support actions to mitigate the problems where other grants or third sector support cannot help. The aim of the project is to act in a preventive way to reduce burdens on the health service and to help those who are frail or where young family members may be affected.

The second project theme is a focus on community-based health improvement pathways in support of those already in place. These will include local group sessions that are affordable/free and focus on reduction in cardiac, diabetes and frailty issues in the District.

The final project will support young people's mental health by using a community-based art intervention, taking inspiration from the NHS 5 Steps to Mental Wellbeing, which demonstrates a pathway for people to improve and maintain better health. Young people will be invited to join a 6-week programme that fits into the NHS 5 Ways of Wellbeing, with a focus on affordable, locally delivered art sessions.

### **Active Fenland (Cllr Miscandlon)**

Three externally funded projects continue to be delivered in community settings across Fenland. Further details can be found here; [Spring Timetable 2023 - A4 New \(fenland.gov.uk\)](https://www.fenland.gov.uk/active-fenland)

The three projects are:

- Healthy You – This project is funded by CCC Public Health until June 2025. This is a broad project and includes sessions such as yoga, older adults' activities and schools sessions. This project is countywide (i.e. delivered across all 5 Districts by the Council



on behalf of the Public Health Team).

- Integrated Care System funded activity and community engagement project. This project is funded until September 2024. The project includes health walks, love to move dementia friendly sessions, mental health programmes, Let's Get Started beginner confidence building sessions at gyms and also supports the new adult ParkRun due to commence in Wisbech in the summer.
- Healthy Weight programme. This is also funded by the CCC Public Health team and runs until March 2025. This project includes 12-week initiatives to help people get into physical activity including group classes, jogging groups, as well as sessions regarding sports such as badminton and healthy eating support and information

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

FDC was awarded some Levelling Up Parks funding in 2022. This funding had to be spent in Wisbech Park (Government directed by an assessment of Wards and IMD scores), with the funding split into 3 projects, namely:

1. Play area improvements (£50,000)
2. Wisbech Park tree assessment and capital works associated (£20,000)
3. Green social prescribing activities (£16,000)

The play area work is underway, and the tree works already completed. This summer activities will be provided in the park as part of the green social prescribing project. The sessions will include involving people in art and the decoration of park benches led by a local artist, as well as Wild Play run by Groundwork. In addition to these sessions, the County Council will also be running sessions for young people that have been informed by their feedback. Wisbech Town Council will also be providing activities, funded by FDC from the Levelling Up Parks funding. Alongside the recent Armed Forces event, the Rock Festival, the building of the Park Pavilion and the ongoing replacement of the play park, not to mention the Splash Pad, the Park will be a hive of activity helping the local community improve their health, mental health and strengthen community bonds.

### **Health & Wellbeing Update (Cllr Wallwork)**

A series of 5 wellbeing webinars is being made available to Fenland businesses commencing in June 2023.

There will be 5 webinars in total on different topics, which are funded by the County Council Public Health team, and are the final part of the COVID pandemic business support package following feedback from the enduring transmission project.

The first webinar covers the subject of Grief and Loss and is running on 27 June at 1.30pm.

## Work with partners to promote Fenland through Culture & Heritage

### **Delivering the Creativity & Culture Strategy (Cllr Seaton)**

The Creativity & Culture Development Officer (CCDO) continues to work in close collaboration with multiple external partner organisations. An ongoing strong working relationship with two Arts Council England Relationship Managers has led to further support and investment this year, leading to the CCDO and strategy core group working together with a specialist, independent facilitator since January 2023. Driven by the Fenland Culture Strategy and our action plan for culture, a district-wide group of partners has committed to bidding for Arts Council England's Place Partnerships Fund. Any bid would target in excess of £1m in grant funding. A successful bid would result in increased levels of investment in arts, culture and creative activity across Fenland District. We believe this ambitious work will lead to greater audience engagement, health benefits in the community and improved perceptions of our district as a place to live, work and enjoy arts and culture.

### **Working with partners to promote Fenland through Culture & Heritage (Cllr Seaton)**

The CCDO works in close connection with many cultural organisations and creative practitioners to encourage and support their growth, as well as build on the awareness of Fenland and the achievements of its developing strategy. The CCDO has promoted Fenland by delivering a breakout session on district-wide cultural strategies at the Heritage Compass Symposium at Coventry Cathedral bringing together delegates from 300 organisations. In addition to this, the CCDO has presented on the process and learnings of the Fenland Cultural Strategy alongside Senior Officers from Kent and Derbyshire County Council's, at the Symposium for Visioning a Creative & Cultural County in collaboration with Leicestershire County Council and University of Nottingham. Both of these examples have brought the strong collaborative network and substantial developments to the sector in Fenland and to a range of interested audiences and potential supporters nationally.

### **Pride In Fenland Awards (Cllr Wallwork)**

The annual celebration of volunteers will take place in November/December 2023 and publicity and nominations are planned to open in September 2023.

### **4 Market Place Wisbech – Fire Damaged Building (Cllrs Laws & Seaton)**

The Planning Service received applications for selective demolition works at the Listed (nationally important) property. If approved, this will pave the way for designing a suitable replacement structure and its submission for planning approval / Listed Building Consent.

**Key PIs:**

Key PI	Description	Baseline	Target 2023/24	Cumulative Performance	Variance (RAG)
ARP1	Days taken: new claims and changes for Council Tax Support	6.48 days	10.00 days	6.68	
ARP2	Days taken: new claims and changes for Housing Benefit	5.29 days	10.00 days	9.99	
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	246	250	51	
CELP2	The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work (%)	53%	57%	33%	
CELP3	Number of empty properties brought back into use	81	50	13	
CELP4	Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	£98,395	£45,000	N/A (March 2024)	N/A
CELP6	Number of Active Health sessions per year that improve community health	513	650	65	
CELP19	Satisfaction with our leisure centres (Net Promoter Score)	29	30	N/A (March 2024)	N/A
CELP20	Value of Arts Council Grants achieved in Fenland	£43,000	£201,000	N/A (March 2024)	N/A

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

Comments
CELP 2 - A combination of a significant reduction in existing social housing properties becoming available for relet alongside many new affordable homes being delayed to be available to let has meant year to date for the end of May 2023 the proportion of households

presenting to the Council as homeless whose housing circumstances were resolved through housing options work is 33% against a target of 57%. It is envisaged with a forecast increase in existing properties becoming available for relet through improved relet performance of our housing association partners alongside a significant increase in new affordable housing completions will improve performance over the 12 months.

## Environment

### Projects from Business Plan:

#### Deliver a high performing refuse, recycling and street cleansing service

##### Diverting waste from landfill (Cllr Murphy)

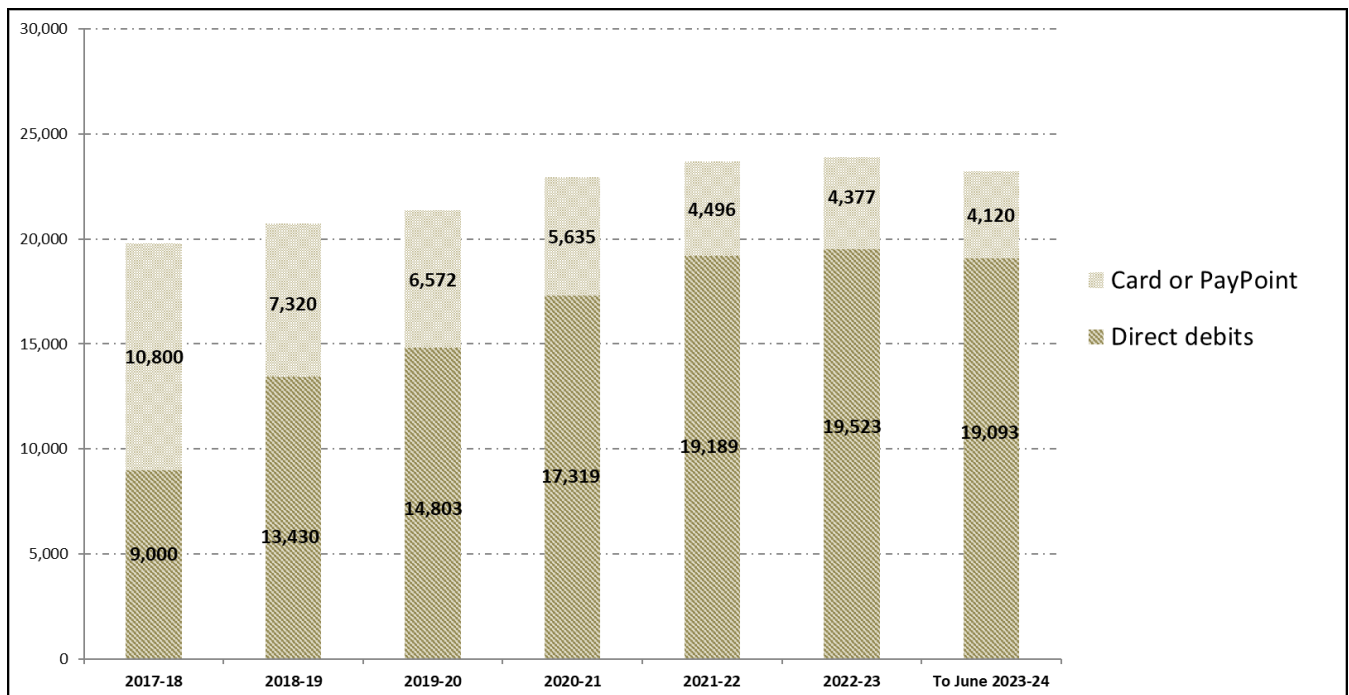
Customers continue to actively recycle, although total amounts of domestic waste are reducing from the highs of recent years as customer behaviour changes.

In the past year customers have presented 9,465 tonnes of plastics, glass, cardboard, paper and cans in their blue bins; 92% of which was good quality material suitable for recycling. This was sorted at Waterbeach and sent for onward processing into new materials in the UK.

This is an average of almost 200 kg of recycling per property sent for processing, a good result, but down around 13 kg per household on recent years. There are likely many reasons for this change, with the cost of living increases likely to be having the largest influence on customer behaviours.

Customer have been making increased use of the Council's Bulky Waste Service, with 2,100 requests made by customers last year. All white goods, waste electricals, fridges and freezers are processed for recycling.

##### Garden Waste Collection (Cllr Murphy)



Subscription Levels 2017 to Present.

The graph demonstrates how the number of customers using the garden waste service has increased year on year, and the number taking advantage of the reduced-price direct debit has

increased. So far this year we have a total of 23,213 which is a slight improvement on this point last year with customers continuing to purchase their subscriptions.

The total garden waste income for 2022/23 was £933,420 which allowed the service to cover its costs.

Customers remain satisfied with the service, with 89% of customers who responded (74) to the online survey, sent by email to 18,000 customers, declaring they were satisfied overall, although the level and response is lower than the previous year when 416 customers responded to the same online survey and delivered a 97% satisfaction level.

### **Delivering clean streets and public spaces (Cllr Murphy)**

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

So far this year they have responded to 332 requests from the public to deal with fly-tipping, street cleansing or similar requests. Of these 98% (325) were actioned same or next day. Last year the team responded to 1,868 such requests with 96% (1,785) dealt with same or next day.

The scheduled cleansing and rapid response service, with support from Fenland's active local volunteers, including Street Pride groups, delivered clean streets and public open spaces in Fenland last year. The standard of cleanliness is monitored by Street Scene officers using Keep Britain Tidy surveying methodology across a range of land use types and all wards. In the past year officers have completed 1,380 surveys for litter and street sweeping and found 1,344 to be of a suitable standard (97%).

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

Defra have yet to provide detail in relation to the national changes in waste legislation first announced in 2018. As a result, the Recap Board have extended the existing strategy and will commence work once the details are delivered by government.

### **Deliver a competitive trade waste service (Cllr Murphy)**

Fenland's commercial waste service continues to develop, increasing its customer base and income. Last year saw a total income of £465,000, which is an increase of £94,000 on the previous year. 75 new customers were recruited, with a total of 679 businesses served, including Fenland's own properties and 28 customers making use of the newly launched commercial food waste service.

### **Monitor and respond to the DEFRA Waste & Resources Strategy consultation with RECAP partners (Cllr Tierney)**

Over recent months, the County Council have been working with all the Cambridgeshire districts and communicating with Defra following an approach that offered the option to delay Food Waste collections in Cambridgeshire and move away from the national change to weekly food waste collections from 2025.

County Council members at a meeting of the Environment and Green Infrastructure Committee in March rejected the offer to delay these changes and proposed to jointly pursue Defra for the necessary financial support as set out in parliamentary discussions about the Act.

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

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

Total number of fly tips reported for April and May are shown below. Rural villages have been the most affected.

Month	Total	Chatteris	March	Whittlesey	Wisbech	Villages
April-23	86	7	17	11	23	28
May-23	97	4	15	14	30	34

The Street Scene Team aim to be as proactive as they can and aim to attend fly tipped sites to look for any evidence. During this time, we have attended 29 of the tips to look for evidence.

- As a result of our investigations, we have issued **1 Fixed Penalty Notice of £400** to a male following an admission that they dumped their unwanted household items in Cordon Street.
- 1 male was issued a littering **Fixed Penalty Notice of £150** for leaving a bag of rubbish in York Terrace.
- A further 3 residents received a formal written warning for fly tipping offences where we did not have sufficient evidence for a prosecution but where we suspected their involvement.

Some additional proactive work has involved speaking with residents in areas where there are refuse issues including carrying outdoor knocks to properties with bulky items outside offering advice on disposal and checking provisions.

We continue to monitor New Drove in Wisbech. This area has dramatically improved following work using funds from the Police and Crime Commissioners grant with only one fly tip, which is an ongoing investigation due to evidence being found.

Additional enforcement work is taking place on March Market Place to raise awareness of the parking order following the recent improvement works. A **parking fine** has been issued for a car parking outside a bay causing an obstruction.

During May and June, a total of 37 vehicles have been reported as abandoned. All were investigated and only 1 was deemed abandoned and later removed by our contractor. The Council also had an external audit by the DVLA and was approved as 'compliant'. This is a 3-year review to check that registered keeper's details are accessed in accordance with GDPR compliance.

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

A total of 20 community group events were held in April and 24 in May to improve the local environment. This included regular work parties as well as several groups holding litter picks to coincide with Keep Britain Tidy's national campaign The Great British Spring Clean and events linked to the big help out which took place weekend of the Kings Coronation. A few key events to highlight are:

- The Friends of Rings End Nature Reserve group utilised marketing opportunities from the Councils 'Four Seasons' events by having a promotional stand at this year's St George's festival.
- The Friends of March Railway Station held a model railway exhibition which also provided an opportunity to highlight the work the group have completed here over the last few years.
- Benwick Street Pride / In Bloom held an exhibition showcasing photographs of Benwick through the years as well as displays of local arts and crafts. Monies raised from the raffle will go towards future planting schemes.
- The Friends of Wisbech General Cemetery held their annual Spring Walk on Sunday 16<sup>th</sup> April. 13 people attended with one person coming forward to volunteer their time to the group by offering to produce information to schools to pass on knowledge to the younger generation. Funds raised on the day will go towards further enhancements to the cemetery.
- The Friends of Octagon Graveyard held an open day on each of the three bank holiday Mondays. These events are an opportunity for the volunteers to show visitors around to look at the uncovered graves, appreciate the wildlife and to just enjoy the peaceful space.

Throughout June, a public consultation has been open to hear comments about the proposal to continue with the current Public Spaces Protection Orders (PSPO) for Fenland. This allows the Council to take enforcement action against people who breach dog control restrictions in public areas, including:

- Failing to clear up dog fouling.
- Failing to put a dog on a lead if requested by authorised officers.
- Failing to keep a dog on a lead in some open children's play areas, public facilities, closed cemeteries, and churchyards.
- Ignoring dog exclusions at fenced/gated children's play areas and open cemeteries.

The orders, originally introduced in 2017, expire in October 2023 if not renewed.

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

April was an incredible month for Fenland District Council events. Months of planning in collaboration for the first time with Cambridgeshire skills, Market Place Creative People and Places, 20Twenty Productions and March Library culminated in a spectacular St George's Festival for the town of March.

When faced with the challenge this year of town centre upgrades, we formed a working group,



focusing not on what was not possible this year but what opportunities this presented to improve the annual event, which has been running for over a decade.

It was decided to expand on the day itself and have a series of arts events at local venues throughout the month of April culminating with a celebration of the arts on St George's Day itself. Fenland has one of the lowest participation rates in arts and culture in the region, and this is something that we were striving to change.

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

The working group are keen to build on this success, with support from the Council's Culture Officer, to bid for Arts Council funding for 2024, which will enable the St George's Festival to continue to be a catalyst for participation in the arts, expanding on what can be offered with a particular focus on follow on courses and support after the event.

#### **Review the current arrangements for parking enforcement in Fenland (Cllr French) – GE**

Please refer to the Cabinet report due to be tabled on 07.07.23: Property, Assets & Major Projects – On and Off-Street Parking Enforcement Update Paper.

#### **Street Light Repairs & Maintenance (Cllr French)**

In terms of streetlight contractor performance, we are experiencing some issues with contractor output and also long lead in times with both materials and UKPN connectivity works.

Our current contract ends on 1st July 2023. However, due to staff time pressure with urgent health and safety related works in other areas, a decision has been taken to extend the current contract to Q1 2024. It is unlikely that the new contract will facilitate bulk replacement streetlight works with the focus being on repairs and maintenance and ad-hoc replacements associated with knockdowns. It will be the intention of officers to work with Parish Councils and members of FDC to develop an agreed scope of services to be provided to the Parishes going forward prior to the issue of tender documents.

#### **Capital Street Light Replacement Works (Cllr French)**

All works in relation to FDC capital funded Cat 1 and Cat 2 streetlight replacement works undertaken on behalf of the Parishes have, to our understanding, all been completed. Therefore, any streetlight replacement works that are now currently ongoing are being funded by the Parish Councils and not FDC. These works are being facilitated by the Engineering Team via the FDC streetlight contract. However, all works are recharged back to the Parish via the SLA and therefore there is no need for FDC to have Capital programme updates for Parish Cat 3 works. FDC have not invoiced the Parish for any works that have not been completed and FDC have not charged the Parish Councils for any services provided.

#### **FDC Car Park Maintenance (Cllr French)**

Car Park asset inspections are undertaken on a planned periodic basis and any defects quantified. Repair works are then identified and undertaken in the period thereafter.

Consultation with the National Trust has commenced in respect of the lease renewal of the Chapel Road Car Park in Wisbech with the lease due end in 2024 and a full report will be brought to cabinet in due course.

Following fire damage sustained to the recycling centre within Somers Road Car Park in June 2022 from the adjacent BT exchange building, and having taken on board recommendations from the resulting fire safety report, officers are working with British Telecom to assist with the reinstatement of the security fencing on their site without impacting car park operation.

## Work with partners to keep people safe in their neighbourhoods by reducing crime & antisocial behaviour and promoting social cohesion

### **Community Safety Partnership (CSP) updates (Cllr Wallwork)**

Since the last Portfolio report to Full Council, the CSP has been continuing delivering on its action plan.

#### 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 organised by Fenland CSP.

The sessions are intended to keep those attending updated with latest information, trends and response options for the subjects covered, to assist them to support, signpost, and where necessary refer potential victims/vulnerable people to the correct service.

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.

Examples of sessions held include:

- Non-Fatal Strangulation & Stalking Awareness Training = 39 Fenland frontline professionals attended
- Hate Crime = 31 Fenland frontline professionals attended
- Scams & Cybercrime Awareness Training = 38 Fenland frontline professionals

A meeting of the CSP partnership was held in April where a strategic needs assessment was reviewed to agree the work programme for the next year with updates to follow at future Portfolio Holder Updates.

#### Business Against Abuse (BAA)

As part of the Safer Streets initiative, we have been working with the Police and district Licensing Officers to promote the launch of the Business Against Abuse Scheme in Fenland. Visits to local businesses took place with hand delivered invitations to attend training relating to identifying predatory behaviour and how to become accredited as a Business Against

Abuse (BAA) partner.

There was a good uptake and attendance to the training sessions which were held in March and Wisbech. BAA trains staff in the business community to know how to spot the signs of predatory behaviour and have the confidence to take action that could prevent a sexual offence.

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

The Council is part of the Fenland Districts Diverse Communities Forum (DCF). This has been established for over 15 years and is formed of over 30 partners across different sectors and faith groups. Members of the forum work closely together to deliver projects promoting integration and community cohesion across Fenland.

Through working with local partners, to influence local services and help make things happen, the Council can embed community cohesion principles into local life and bring about real change to the lives of the people living in the area. Building cohesive communities brings huge benefits by creating a society in which people from different ethnic, cultural, and religious backgrounds can live and work together in an atmosphere of mutual respect and understanding. Cohesive communities are communities which are better able to tackle common problems, to provide mutual support and to work together for a positive future. The work of this partnership aims to achieve these.

#### April and May highlights

- Completed the revamp of the partnerships action plan, to identify issues and projects to address the identified cohesion and integration challenges the district faces.
- The partnership has promoted and signposted Europeans wanting to settle in the UK/ District to the EU Settlement Scheme.

The latest quarterly figures show that the numbers of people who have obtained settled status are:

- Cambridge – 33,110;
- ECDC – 7980;
- Fenland – 18,640 (compared to the last quarter 17,890), of these 5,910 people were from Lithuania & 4,610 people from Bulgaria. We have one of the largest Bulgarian communities in England and only Boston outside of a large Town/ City has more Bulgarian people.
- Hunts – 13,330;
- BCKL&WN – 14,080;
- Peterborough – 69,000;
- SCDC – 13,440;
- S Holland – 19,790.

#### English for Speakers of Other Languages (ESOL)

ESOL courses provide learners with the essential language skills that need to be able to communicate in English. Although our ESOL support is primarily aimed at migrant workers, this has been extended to cover Ukrainian nationals, although work varies from agency-to-agency and people are given the opportunity to join whatever course fits them best.

Projects/courses are designed to help people who want to learn basic English, for those who want to develop their speaking skills to support them in work and life and for more advanced learners who want to brush up on knowledge of grammar so that they can be more confident and accurate when communicating in English.

Courses are held at the College West Anglia (CWA), Libraries, and the Rosmini Centre as well as floating support. Cambridgeshire & Peterborough Combined Authority, as well as Cambridgeshire Skills and CWA have built this into their multi-skills packages. Working with Cambs Skills, we have scoped the ESOL package for Asylum and Refugee seekers and this has/ is being delivered.

#### Other

A variety of projects by DCF partners and schools are being designed to address issues arising out of the cost-of-living crisis.

The partnership supported a range of cohesion campaigns during the year including Holocaust Memorial Day, International Women's Day, Black History Month, LGBT History Month, Gypsy Traveller History Month, Refugee Week and Hate Crime Awareness Week.

### **Community Safety Grant Agreement updates (Cllr Wallwork)**

#### Community Engagement Events not reported previously

- **Christchurch Lunch Club** - to deliver an engagement session. We spoke to local residents who had concerns about accumulated rubbish and unkept properties, noise disturbances, planning regulations, speeding and hare coursing
- **Wisbech – The Light Cinema**- A Safer Streets 4 engagement session was held in the foyer of the light cinema to coincide with the Sliver Monday event. Residents reported a number of concerns, including roadside memorials, e-scooters, inconsiderate cyclists on pavements, unsafe motorbike riders and drug activity.
- **Wimblington & Doddington** Fenland Community Safety Team & Cambs Police visited the rural parishes of Wimblington and Doddington to engage with the local communities about their concerns. Residents reported drug activity, speeding, dog fouling and parking issues.
- **Whittlesey** - Fenland CSP held a Community Safety event. Partners included Cambs Police, Cambridgeshire & Peterborough against scams partnership, Neighbourhood Watch, The Bobby Scheme and Cambs Fire & Rescue. Residents were supported with concerns regarding electric scooters, reporting adult related ASB and Scams.
- **Sir Harry Smith CC** - Community Safety, Targeted Support and the Fenland Safer Schools Officer delivered a County Lines and Knife Crime awareness sessions to students in year 10 at in Whittlesey.

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

The CCTV shared service has maintained its 100% service function across a 24/7 period – the CCTV service is the only council service that is delivered across 24 hours a day, 365 days a year.

From April to May 2023, the CCTV service has been able to respond to 195 incidents across our four market towns including incidents relating to anti-social behaviour, criminal damage, violent crime, illegal drug use, possession of weapons and theft.

As a result of CCTV intervention this has led to 26 arrests being made by Cambridgeshire

Police. This highlights the work CCTV services do to support the council and partners in responding to crime and disorder and helping to make our communities safer and reduce the fear of crime.

The CCTV service also continues to be pro-active in delivering services that helps reduce crime & disorder and anti-social behaviour by delivering regular camera patrols of our four market towns and other key locations. Since April the CCTV team have delivered 726 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 May, the CCTV service has responded to over 72 calls for services from our telephone contact service. The CCTV service is offering opportunities to funding Town and Parish Councils over the summer to visit and see the CCTV control room in action.

Peterborough City Council (PCC), as part of its property asset review, has decided the Eco Innovation Centre, where the control room is located, should be placed on the market for sale. As such, it has been decided to relocate the CCTV control room to office space within Sand Martin House (PCC HQ). The new space will present several improvements to the service including being located next to the main server room and providing back up power feed to the control room. This project is currently being developed by the CCTV manager and further details will be shared in due course once details have been finalised. However, for reassurance, there will be no disruption to services with continuity being maintained throughout any future relocation with no costs being passed to FDC for the move.

### **Street Drinking Update (Cllr Wallwork)**

Op Luscombe – A partnership initiative led by the Police which focuses on street ASB linked to begging and street drinking. The wider partnership group is made up of various partners, many members of the Community Safety Partnership, who can provide support with the intention of sustainable prevention being the main objective.

Begging has been the primary issue the group have had to deal with, although more recently there has been an increase in Op Luscombe interventions linked with non-engaging rough sleepers. There are regular partnership patrols with Police, and these are planned to continue.

Feedback indicates a reduction in observed street drinkers and alcohol related litter appears to be much less than it has been. It is expected a spike will occur in summer months and the Op Luscombe project will continue to operate throughout the summer. This will also include more joint patrols.

Op Luscombe partners meet fortnightly to discuss those referred and provide an open support hub on the same day.

Media item (May 2023) - [Operation makes 'significant difference' tackling anti-social behaviour in Fenland town \(fenlandcitizen.co.uk\)](https://fenlandcitizen.co.uk)

PSPO Alcohol Review – The alcohol related PSPO's in Wisbech are subject of a review as required by legislation. Work has begun on this with the statutory consultation taking place. Public consultation will take place late June and early July.

**Key PIs:**

Key PI	Description	Baseline	Target 22/23	Cumulative Performance	Variance (RAG)
CELP8	Rapid or Village Response requests actioned the same or next day	96%	90%	98%	
CELP9	% of inspected streets meeting our cleansing standards	98%	93%	99%	
CELP10	% of collected household waste – Blue Bin recycling (1 month in arrears)	27%	28%	30%	
CELP11	Customer satisfaction with refuse and recycling services	95.8%	90%	N/A (March 2024)	N/A
CELP12	Customer satisfaction with our garden waste service	89.1%	85%	N/A (Dec 2023)	N/A
CELP13	Number of Street Pride and Friends Of community environmental events supported	236	204	44	
CELP14	% of those asked who are satisfied with events	97%	95%	99%	N/A
CELP18	% of businesses who said they were supported and treated fairly	100%	95%	100%	N/A

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

Comments
CELP 10 – Provisional figures that will be updated as soon as confirmed with CCC.

## Economy

### Projects from Business Plan:

#### Attract new businesses, jobs and opportunities whilst supporting our existing businesses

##### **Attract inward investment and establish new business opportunities (Cllr Benney)**

There were 2 successful expansion and 1 inward investment success in April and May.

Attendance at the UK's Real Estate Investment and Infrastructure Forum held in Leeds resulted in a number of leads from potential investors that are being followed up.

Meeting with a Peruvian Agrifood company looking to establish a facility in the UK. Following an introduction from Growth Works, the Team hosted the company during its location search. It is hoped that the company will open an office in the District by September.

##### **Provide responsive Business Support (Cllr Benney)**

UK Shared Prosperity Fund, Investment in Business project continues to the application stage with 8 businesses invited to apply for a total of £180k from the 22 Expressions of Interest received.

Rural England Shared Prosperity Fund June Cabinet recommended approval of the £436k of funding from Government via the CPCA and a report going to the July Cabinet will ask for approval of how the funding in 2023-24 will be utilised and outline the governance and processes that will be in place to deliver the project.

Two company meetings in Chatteris:

1. packaging and Logistics company that is an inward investor – 3 employees.
2. Precision Engineering company with customers in F1. Growing business looking for additional unit at South Fens

Two company meetings in Wisbech

1. An Advanced Engineering company that is forming an additional company in the group.
2. An advanced Engineering company supplying national catering companies such as Nandos. The company has taken an additional unit and 2 additional staff as the company expands.

One company meeting in March which has recently expanded to form an additional company in the group.

Advice given to the companies includes recruitment, skills, grants, R&D support.

In total the Team responded to 9 inward investment and expansion enquiries.

The Team presented to members of the Chatteris Business Club regarding the support available from Fenland for Business. The businesses in attendance were mainly the larger employers in Chatteris.



A joint event with Growth Works was held on 17/5. The event was entitled Develop, Succeed, Inspire and outlined the support from Fenland for Business, Growth Works – Coaching (including grants) and Growth Works with Skills. There were 40 attendees at the event and speakers included 3 companies who had benefitted from support.

The Economic Growth Team are engaged with the CPCA's Business Productivity Group, one of six groups rolling out of the Trailblazer Deeper Devolution Deals for Cambridgeshire & Peterborough.

### **Promote business premises at South Fens, The Boathouse and Light Industrial Units (Cllr Benney)**

The Estates team continue to work with tenants of all sites. Industrial units are fully occupied whilst the Boathouse has increased since the previous report to 96% occupancy. However, at the same time occupancy at South Fens Business Centre has decreased to 65%. Investigations with the marketing and outgoing tenants to understand this decrease are ongoing with a view to amending the offer on site to attract tenants once again.

The process of reviewing the occupancies of the industrial units continues 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 30% on the estates actioned as well as the management benefit ensure the properties remain occupied and profitable.

### **Skills Update (Cllr Benney)**

The Economic Growth Team are engaged with the CPCA's Devolution II Skills and Employment Group, one of six groups rolling out of the Trailblazer Deeper Devolution Deals for Cambridgeshire & Peterborough.

### **Environmental Health inspection and business support programme (Cllr Wallwork)**

The statutory food safety and health and safety inspection plans have been published for 2023-24. These set out the priorities for the service and propose the inspection plans for this period of time.

#### Food Safety

The following is a current breakdown of the food business make-up in Fenland.

Catering,	77
Manufacturers and Distributors/transporters,	18
Manufacturers and packers,	35
Mobile food units,	17
Hotel / Guest House,	13
Importers,	1
Pub / club,	74
Primary producers,	6
Retailer / other,	51
School / college,	41
Small retailer,	166
Supermarket / hypermarket,	27
Restaurants / Café / Canteen / Catering,	100

Restaurants and Caterers - Other,	29
Takeaways,	106
<b>Total,</b>	<b>761</b>

Throughout April and May, 31 businesses received an inspection and were offered a score using the food hygiene rating scheme, where applicable. The purpose of the food hygiene rating is to allow consumers to make informed choices about the places where they eat or shop for food and, through these choices, encourage businesses to improve their hygiene standards. Some premises may be excluded from the scheme or their rating may not be published for sensitivity purposes, however they are still rated in accordance with the standard.

Food Hygiene Ratings were awarded as follows:

- 22 businesses received a 5
- 5 businesses received a 4
- 3 businesses received a 3
- 1 business received a 2

The lower scoring businesses will receive follow up support and revisits to assist them in achieving at least a 3 rating consistently.

### Health and Safety

There are over 1,500 known health and safety at work business duty holders on Fenland's data base where the main activity is retail, wholesale distribution, offices, caterers, hotels, residential care homes, leisure activities and consumer services.

Health and safety inspection plans are required to focus on high-risk premises only and to visit these at least every 3 years or in response to issues, concerns or complaints.

The health and safety service plan for 2023-24 will focus on:

- Premises offering ear and body piercing, tattooists, cosmetic body piercing, electrolysis and acupuncture
- Residential Care Homes - Manual Handling
- Petting/Feeding Farms open to the public

The number of inspections completed against the plan will be reported on a quarterly basis.

## Promote and enable housing growth, economic growth and regeneration

### **Planning updates (including progress on the Local Plan) (Cllr Laws)**

Following the consultation on the draft new Local Plan in the summer / autumn 2022 the Key Issues Report was published on the website in May 2023. It provides a summary of the main issues raised by respondents.

[Draft Local Plan Key Issues Report - Fenland District Council](#)

The support from Peterborough City Council to develop a new local plan ended on the 31

March. Work is underway to resource the work required to produce a final Local Plan that will be referred for external examination. Once the resource is in place it is envisaged the timescale to achieve this will be circa 18 months.

### **Delivery of new homes (including affordable homes) (Cllr Laws & Cllr Hoy)**

326 affordable homes are in construction forecast to be completed this financial year on 7 schemes.

Current pipeline of a further 486 affordable units over 9 sites (i.e to be completed beyond 2023/24)

### **External funding bid updates (Cllr Boden)**

Please see updates elsewhere in the document including:

- [Shared Prosperity Fund](#)
- [Rural England Shared Prosperity Fund](#)
- [March Future High Street Fund](#)
- [Growing Fenland](#)

### **Capital Project Updates:**

#### **The Elms, Chatteris**

Outline planning has been secured by FFL and work is now progressing on the delivery of the scheme. The detailed planning application will be delivered in partnership with the procured development management partner Lovell.

#### **Nene Waterfront Development**

Outline planning has been secured by FFL and work is now progressing on the delivery of an extra care scheme on one of the plots at the Nene Waterfront.

#### **March Future High Street Fund (Cllr Seaton & Cllr French)**

##### Broad Street/Riverside

Following completion of the upgrade to the Broad Street gas and Water mains by Cadent and Anglian Water, Octavius Infrastructure Ltd have now taken control of the site to begin delivery and are currently on site.

Octavius have signed a lease agreement with FDC let Barclays as a temporary site office for the duration of the works from 16 May. There is no break in works and TRO's and road layouts will remain the same for the foreseeable future until the new road layout is installed.

Banners have now been created and will be erected on the works fencing and in the Barclays site office windows informing the public of the works following positive feedback on a similar approach at the Marketplace.

Key programme dates are as follows:

- Dismantling of Historical Fountain w/c 26/06/23 (delayed 2-3 weeks due to the presence of Doves nest in structure)
- Eastern footway and carriageway area (Phase 2) Broad St East 30/06/23 to 24/10/23
- Northern junction (Phase 3) Station Rd/ Dartford Rd junction/ roundabout 25/10/23 to 11/03/24

- Western public realm area (Phase 4) Broad St west & Grays Lane 12/03/24 to 30/09/24
- Riverside area (Phase 5) Riverside 11/04/24 to 30/09/24
- Public toilet demolition (Phase 5) 16/04/23 to 30/04/23

There are no further changes to the road layout planned until the MATS work begins installing the roundabout following removal of the fountain. Octavius have now identified a subcontractor to sympathetically remove the fountain for storage at the base. This will be one of the first elements of the work undertaken by Octavius.

Lining of the Station Road taxi bays and disabled bays was completed on 19 April. The bays are now open for use by taxi drivers and all relevant road legislations have been updated and are now live.

#### Marketplace

March marketplace is now completed on site with the exception of bike rack installation. The racks will be located outside the town hall on the North Eastern corner of the car park shortly. The market was successfully relocated to the Marketplace on Saturday 8 April and is now functioning as normal. The carpark was re-opened on 6 April and is now functioning as normal.

#### Development Sites

The Barclays building was purchased by FDC in April utilising Future Highstreet Funding and is now being used as offices for the construction team and a compound for equipment and materials.

#### Vacant Unit Grants

To date, two grants of the maximum £25,000 have been allocated to local landlords to improve their properties. These are: March Dental (Retrospective) and 26 Market Place. Work is ongoing to engage further landlords to come forward and apply for the grant.

#### **Wisbech High Street (Cllr Hoy, Cllr Tierney & Cllr Seaton)**

The Grant expiry date has now passed. No further properties can be allocated funding for renovations until the NLHF agrees a further extension. This extension is pending the following items:

- a) 24 High Street application (submitted)
- b) 11-12 Options Appraisal

FDC will commission a specialist consultant to undertake a formal options appraisal regarding 11-12 High Street. Members can then assess the options presented by a third party and decide the appropriate direction for the property. The NLHF will then consider the preferred option and whether an extension to the High Street project is possible.

#### **Growing Fenland (Cllr Boden)**

#### Chatteris Projects

The Chatteris Renaissance Fund project is now complete. Remaining funds have been transferred to Museum/Community Rooms project on agreement of Combined Authority.

Chatteris Museum is due to move into their new premises (the old Barclay's bank building in the High Street) at the beginning of July with the first-floor office space also being let. Snagging works are being carried out and new leases will be agreed. This part of the project is currently within budget.

A schedule of works will be drawn up for the redevelopment of the first-floor at Chatter Town Council's offices at 14 Church Lane, which was where the museum was previously located.

### Whittlesey Projects

Funding from the CPCA, following the suspension of the Whittlesey Heritage Centre project, has been secured for work to;

- Develop an SOBC regarding a Whittlesey relief road. Consultants will be appointed to progress this work.
- Add additional solar PV to the Manor swimming pool; Business case developed, roofing engineering assessment underway. Application to UKPN underway.
- Improvements to the netball / tennis court area & options appraisal at the Manor Centre. Quotations sought for light replacement / surface improvements and fencing replacement underway. Match funding also secured to support the playing surface improvements. Options appraisal background work underway.
- Whittlesey Library display re Must Farm - project yet to commence.
- Whittlesey Buttercross – remove trip hazard works. Project yet to commence.

### Whittlesey Business Grants

Funding for this stream has almost all been allocated. The final amount of funding is being invested in a cleanse of the town.

### Whittlesey Heritage Walk (£218,169)

The Whittlesey Heritage Walk was officially opened on 20 October 2022. The new interactive walk will help to encourage people to explore the fascinating and often undiscovered history of town. Walkers will be guided by new signage and wayfinding information boards, and they can also use a walk brochure or an interactive app to help them along the route.

The brochure can be [downloaded](#) or printed copies are available from the Museum, the Library and the Town Council in Whittlesey.

The [Love Exploring App](#) includes the Heritage Walk and special Augmented Reality (AR) trails are planned for each school holiday throughout the year. A brand new, bespoke AR Straw Bear was launched for February Half-Term and the Space Walk was featured for Easter.

Short 'tic-toc' style videos have been produced by 20Twenty productions to promote the Whittlesey Heritage Walk. These will be shared through Facebook over the summer.

### Wisbech Projects

There is no further progress with the Shop Watch Radio Scheme due to issues around access to the aerials at Exchange Tower.

The Footfall Counters in Wisbech town centre have been in operation since December 2021 and are providing very useful data. Wisbech Town Council is now able to evidence the positive impact of holding public events and the data is also useful in being able to attract new businesses.

**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 Benney)**

The Estates team continue to play a full and active role in the ongoing accommodation review as reported to members.

Work is also ongoing in connection with the management of the Health & Safety requirements placed upon on us owners and landlords and as such we are working with the Facilities Management Team and Council Health & Safety advisor in an ongoing review of building operational safety and compliance.

Sales of land previously approved by members for disposal continues with several sites remaining in planning. To date sales completed have resulted in capital receipts of £476K.

Work has commenced to identify potential sites for a further tranche of disposals, and these will be put before members for approval prior to disposal work commencing.

## Promote and lobby for infrastructure improvements

### Promotion of sustainable road, rail and concessionary travel initiatives (Cllr Seaton)

#### Manea Railway Station

Work is continuing to get the project completed. The final materials have now been delivered to the contractor and a programme is being co-ordinated to get the project completed. It is hoped that the car park will be open in August 2023.

#### March Station

The platform 1 building project and the refurbished and extended station car park was officially opened in May 2022.

#### Whittlesea Railway Station

Following the completion of the second strategic outline business case and options appraisal work in late 2022, we are continuing to try and secure funding for the Outline Business Case (OBC) Project. Discussions with CPCA are ongoing.

#### Hereward Community Rail Partnership

The CRP has achieved Department for Transport national accreditation for 2023/24. This was announced in May 2023 following an annual review that was completed in April 2023 recommending that the national standard has been met. We took part in Community Rail Week during May 2022 and had a stall at Nottingham Station. We spoke with many tourists, walkers and cyclists who are keen to visit the area now they understand that frequent trains are available from Nottingham. Funding applications have been submitted to secure money for a Manea Walking and Cycling map, route audits and route promotion and a summer 2023 drone video.

## **Engagement with CPCA and CCC on delivery of major road and rail infrastructure projects (Cllr Seaton)**

### Local Transport and Connectivity Plan (LTCP)

The LTCP sets out the forward transport strategy for Cambridgeshire and Peterborough. It is an essential document to help secure funding for local transport improvements. The CPCA are currently updating this document. In March 2023 the latest version of the LTCP went to the CPCA Transport and Infrastructure Committee for further discussion and comment. This version of the document with the district chapters and the main report can be viewed from the following link: [CMIS > Meetings](#)

Additional versions of the LTCP are expected to be considered as part of future Transport and Infrastructure Committee and CPCA Board Meetings later in 2023.

### Wisbech Access Strategy

This is a CPCA funded project being delivered by Cambridgeshire County Council. It contains a range of transport projects in Wisbech that aim to address transport issues within the town and to help support the delivery of the scale of growth in the Fenland Local Plan. 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.

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

There has been delays relating to land acquisition and ongoing discussions around related issues such as probate. This work is now expected to end at the end of July 2023. The next step for these 3 projects is to secure funding for their construction.

### March Area Transport Study – Main schemes

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. In January 2023, A paper went to CPCA Transport and Infrastructure Committee. The paper asked the Committee to:

- note the completion of the Full Business Case stage 1 (FBC1);
- Recommend to the Combined Authority Board to approve the drawdown of £4,149,825 for the construction of MATS Broad Street;
- Recommend to the Combined Authority Board to approve the drawdown of £300,000 for the completion of the FBC 2;

Here is a link to the Committee Paper and relevant reports for further details:

[CMIS > Meetings](#)

The schemes forming part of this project are:

- A141 / Peas Hill Roundabout Upgrade (52m ICD), including the creation of an all movement signalised junction at the A141 / Hostmoor Avenue Junction.
- A141 / Twenty Foot Road Signals. Broad Street / Dartford Road / Station Road Mini Roundabout, with one lane in each direction on Broad Street High Street / St Peter's Road Traffic Signal Improvements.
- Development of a Northern Industrial Link Road (NILR) – As a larger more complex project this scheme is expected to be taken to FBC2 in 2024.

### March Area Transport Study – Walking & Cycling Schemes

The MATS project also includes a Walking and Cycling Strategy. £562,800 was approved at the October 2022 CPCA Board meeting. This funding allows for schemes in the Walking and Cycling Strategy to be progressed in 3 phases. The phase one schemes which are primarily lining and signing will be constructed and completed in full. Phase 2a schemes require further investigation and design work to determine the solution to be built. Phase 2b schemes require option development work as well as further investigation and design work. This funding will enable 28 projects to be progressed as set out above. Phases 2A and 2B will require further funding in the future for their construction. A copy of the October 2022 CPCA Board meeting paper setting out more details and information including for the 28 schemes can be found from the link below:

<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/2117/Committee/63/SelectedTab/Documents/Default.aspx>

The full technical details and feasibility study work associated with the March Area Transport Strategy 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 study work being taken forward by CPCA. In November 2022, CPCA Transport and Infrastructure Committee and the Board approved work to Undertake an Options Assessment Report to provide the economic analysis on mode options, including existing information on heavy rail. This will be based on a service operating between Wisbech and March which removes the current dependency on Ely Area Capacity Enhancements whilst still being mindful of the future strategy to link into Cambridge. £80,000 has been drawn down from CPCA Medium Term Financial Plan to undertake this options assessment work. This study work is currently ongoing. A link to the papers and information from the November 2022 CPCA meeting with the relevant reports and papers can be found from the link below:

<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/2139/Committee/67/SelectedTab/Documents/Default.aspx>

### A47

In May 2023 National Highways released a series of documents and a consultation to support the Roads Investment Strategy 3 process covering the period 2025 – 2030. The consultation is live until 13 July 2023. It includes a Strategic Road Network Initial report, regional reports, and interactive maps. There are several references to A47 within the East of England regional



report. The outcome of the consultation will feed into the RIS3 decision making by Government. The documents can be viewed from the following link:  
<https://routestrategies.nationalhighways.co.uk/>

As part of RIS2 National Highways are working on a series of Pipeline scheme undertaking feasibility and other technical work to support decisions for RIS3. One of these projects is A47 Elm High Road roundabout. They are also considering this roundabout alongside Weasenham Lane/Ramnoth Road. Officers are providing extensive technical input into the project. The outcome of the work will go forward to Government as part of their decision making for RIS3. Any such decisions are expected to be in 2024.

**Work with CPCA to influence housing and infrastructure funding to stimulate housing development and economic growth (Cllr Boden)**

An Infrastructure Development Framework initiative is being developed with all constituent bodies and the CPCA to look at mapping the key big ticket infrastructure issues across the area and consider how close collaboration through the CPCA can lobby for the additional funding needed to help stimulate housing and economic growth.

**Key PIs:**

Key PI	Description	Baseline	Target 21/22	Cumulative Performance	Variance (RAG)
CELP15	% of major planning applications determined in 13 weeks	74%	70%	100%	
CELP16	% of minor planning applications determined in 8 weeks	62%	70%	44%	
CELP17	% of other planning applications determined in 8 weeks	81%	80%	80%	
EGA1	% occupancy of our business estates	93.9%	90%	95%	
MS1	% occupancy of Wisbech Yacht Harbour	95%	100%	95%	

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

Comments
<p>The performance on minor applications is falling significantly below target. The reduced performance is a consequence of high staff turnover / recruitment difficulties and a high number of applications referred to committee for determination. There is the risk of designation by Government for poor performance and the consequence of this would be that applicants could choose to have their applications decided by the planning inspectorate and there would have to be a formal supervised improvement plan put in place. Officers have already produced an action plan, and this includes suggested changes to the scheme of delegation in the constitution.</p>

## Quality Organisation

### Projects from Business Plan:

#### Transformation and Efficiency

##### **Transformation Project updates (Cllr Boden & Cllr Tierney)**

The Corporate Transformation programme (TA2), 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.

##### **Current projects include:**

**Planning Service** – An audit of the current software system, Idox, took place in March & April 2023. The audit captured over 70 recommendations on how the Council can enhance current systems and make processes more efficient. A detailed project and implementation plan has been devised and subject to CMT approval, will commence in the coming weeks. Phase 2 continues to look at tasks and processes carried out by Planning officers to identify any further efficiencies for the team.

**Tree management software** – The Council have recently implemented a tree management software system (Ezytreev) with colleagues in Parks & Open Spaces. Previously, the team had limited information relating to our 4000 trees across the district which posed a health & safety risk to the Council. The new system will enable our grounds maintenance contractor to audit, inspect and log the condition of all trees in the District. Ezytreev will allow a schedule of work to be created for those trees requiring attention, fulfilling the Council’s health & safety obligations. This will also result in an improved response time for customers regarding ownership and inspection queries.

**Bulky Waste form** – The new Bulky Waste webform has now launched and has been used by over 170 customers. The form fully integrates with the back-office system improving the customer’s ability to self-serve 24/7. The form allows a customer to book an accurate collection date for a wide range of household items, whilst linking with the back-office system to ensure the service is not ‘overbooked’. As a result, there has been a reduction in the number of transactions requiring officer intervention and further reduced unnecessary contact.

**Cemeteries** - Refining process maps, ongoing software development and training for Technical Officers.

##### **Modernising Council Services Project**

“Our aim is to transform council services to improve customer experience and make it even easier for people to interact with the council”.

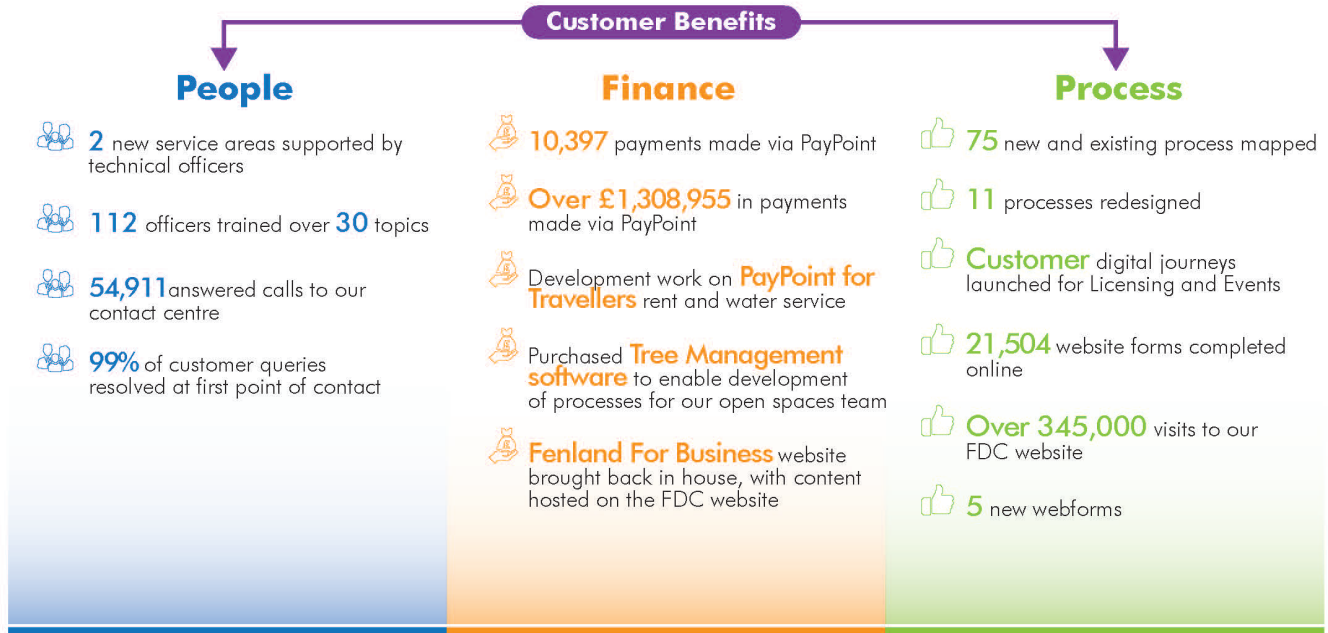
Key achievements delivered between April 2022 and March 2023 for the modernising council

services project:

## Modernising Council Services - April 2022 to March 2023

### Our Aim

Our aim is to transform council services to improve customer experience and make it even easier for people to interact with the council.



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fenland.gov.uk



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

Please see update included in the Council's Annual report for 2021/22 and on individual projects as detailed elsewhere in this report.

## Communication, Consultation and Engagement

### News update:

The number of news stories added to the FDC website and distributed as press releases to local media in April = 6

### Highlights include:

- New March town centre taxi rank opens.
- Market traders to return to revamped Market Place this weekend.
- More free and low-cost fitness sessions launched in Fenland.
- Countdown to St George's festival.

- Closures at Whittlesey Tower Recreation Ground.
- New UK Emergency Alerts Service.

\*Due to the Fenland Local Elections on 4 May and purdah commencing on 20 March, we were unable to publicise our normal selection of press releases.

The number of news stories added to the FDC website and distributed as press releases to local media in May = 12

Highlights include:

- Fenland District Council announces new Chairman and Cabinet members.
- Council purchase of former bank will create 'fantastic opportunity' for March.
- Walking and cycling maps launched for March and Chatteris.
- Discover free support available to businesses in Fenland.
- Fenland rail group joins national campaign to celebrate Britain's railways.
- Whittlesey Golden Age 20th anniversary event.
- Cake and chat events offer support with cost of living.

#### **Monthly update on FDC social media sites:**

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

#### **April:**

Twitter = 113

Facebook = 101

#### **May:**

Twitter = 104

Facebook = 95

We currently have 6,631 followers on Facebook and 8,871 followers on twitter.

#### **Better Online Services Project**

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

Key achievements delivered between April 2022 and March 2023 for the better online service project:

## Better Online Services - April 2022 to March 2023

### Our Aim

Our aim is to develop the Council's website to provide residents and businesses with even better online services.

### FDC Website

- 345,00 visits to www.fenland.gov.uk
- 21,504 webforms completed online
- Regular update and front-page news story promotions to maintain user engagement
- Accessibility improvements undertaken to increase compliance with WCAG 2.1AA
- Wisbech 2020 Vision website brought back in house, with content hosted on the FDC website
- Fenland For Business website brought back in house, with content hosted on the FDC website
- Launch of 'Operation London Bridge' homepage template following the death of Her Majesty the Queen

### Online Forms

- Our website offers 48 online forms
- 21,504 webforms completed online from April 2022 to March 2023
- Launch of new online forms relating to Internment bookings, Commercial Waste enquiries, Noise complaints, Smoke complaints and the Local Plan consultation
- Updates undertaken to Garden Waste form to improve the user journey
- Process mapping work completed, and order placed for a Bulky Waste Collection form. Like our Missed Bin Reporting and Environmental Service Requests forms, it will be fully integrated with Bartec to provide real-time information to crews and reduce back-office resourcing

### Digital Journeys

- 2 Idox Digital Journey forms for Licensing and Events. These enable customers to supply information or apply for a license via our website on a 24/7 basis
- Launch of Noise Reporting, Smell Reporting and Event Application forms via Goss linking to Idox system, reducing the amount of back-office intervention required

### Social Media

- Links to regular Council news, events and information to our 8,861 Twitter followers and 6,601 Facebook followers



## Excellent Customer Service

### Customer Service Excellence accreditation (Cllr Tierney)

Our annual assessment is scheduled for 22 June and results will be shared as soon as they are available.

### Supporting vulnerable customers with complex queries (Cllr Wallwork) – ALL

Please see updates on [Homelessness](#), [Rough Sleepers](#) and [Community Safety](#).

### Elections Update (Cllr Boden)

#### Postal Vote Refresh

The law currently requires Electoral Registration Officers, by 31 January each year, to send to every absent voter whose signature on the personal identifiers record is more than five years old a notice in writing requiring them to provide fresh personal identifiers (signature).

In January 2023 the Elections Team wrote to 1940 electors who had initially submitted their postal votes in 2017/2018 inviting them to provide a fresh signature. In February reminders were sent to 604 electors who had not responded. And in April 273 electors had their postal

vote cancelled as they had failed to respond. These electors are still able to apply for a fresh postal vote in the future should they require one.

Moving forward The Elections Act 2022 will introduce changes to the postal vote refresh process as electors will be required to reapply (not refresh) every 3 years.

### Elections

Scheduled all-out Local Elections took place on 4 May 2023 in Fenland under new boundary arrangements following a review carried out by the Local Government Boundary Commission for England.

The team processed 247 Nominations during the Nominations Period and all 18 District Wards and 16 of the 42 Town/Parish Wards were contested.

Across Fenland's 59 polling stations 10,292 electors voted in person and a further 9385 voted by post. The overall turnout was 26.24% for District Wards and 24.99% for Parish/Town Wards.

The Elections Act 2022 introduced a requirement for voters to show photo ID for the first time at this election before they could vote in person at a polling station. An extensive public awareness campaign was run to raise awareness of the new requirements with adverts in local publications, posters in community venues, voter ID leaflet sent out with every Council Tax bill and an extensive programme of social media posts. We also worked with local organisations to raise awareness and to help us to communicate more widely with the electorate therefore successfully getting the message out.

Data shows that 99.8% of Fenland electors who voted at the polling station showed an accepted photo ID and were able to cast their vote. Although 56 electors initially arrived without the correct photo ID, or with no photo ID at all, 39 later returned with an accepted photo ID and were issued with a ballot paper. So, by close of poll just 17 electors who had tried to vote in a polling station were unable to because they did not meet the new voter ID requirements, this is just 0.2%.

## **Asset Management and Commercialisation**

### **Using assets to maximise income opportunities and financial opportunities (Cllr Benney)**

Work continues on the phased disposal of assets declared surplus by members a programme which to date has resulted in capital receipts of approximately £475K.

The estates team have now commenced work to identify further opportunities for the disposal of potentially surplus land and a report identifying these will be brought to members for approval in due course.

### **Commercial & Investment Strategy (Cllr Boden) – PC**

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 2023, £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 16<sup>th</sup> March 2021 and 3<sup>rd</sup> December 2021 respectively. Further utilisation will be needed when the funding position of Fenland Future Ltd is fully agreed and the draft Business Plan for 2023/24 has now been agreed.

The Commercial Investment in Wisbech has delivered a rental income of £230k for the year to March 2023. Rental income continues to be on track for 2023/24. 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.

An update on the work of the Investment Board was presented to Cabinet at its meeting on 30 January 2023.

#### **Fenland Future Limited (Cllr Boden, Cllr Benney & Cllr Tierney)**

Fenland Future Ltd has been granted 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.

## **Workforce Development**

### **Workforce skills and training (Cllr Boden)**

We have a strong commitment to learning and development. We believe that if we are to continue to deliver excellent services to our customers, our staff must be well trained.

We have an extensive learning and development offer for our workforce, which involves opportunities for formal and informal training; we have a range of learning resources available to all staff, e-learning, coaching, shadowing, secondments, in house training workshops delivered by our own in-house experts; as well as more formal courses and training and apprenticeships.

Staff value the learning and development opportunities that are offered at FDC and are able to indicate the difference that training makes to them and their team. However, it is important that we continually review our learning and development offer to ensure it is fit for purpose and as accessible as possible.

We believe that talent exists in all our staff and that it needs to be encouraged and nurtured. Every manager with staff responsibility manages talent through the following activities:

- Performance management
- Coaching and development



- Springboard discussions, 121's and
- Recruitment

Talent management and succession planning ensures ongoing organisational capacity and capability for the future and enables transformation; and at a time when more is demanded of less, it becomes increasingly important.

### **Supporting and empowering staff (Cllr Boden)**

We are committed to supporting and empowering our workforce, and we have a range of support that our staff can access, from an Employee Assistance Programme (EAP) The EAP is free and confidential for staff to use, and is available 24 hours a day, 7 days a week, 365 days a year and is accessible by phone, email and online.

The EAP is designed to help with a wide range of work, family, and personal issues. It provides practical information, fact sheets and packs, resource information on support services in the local area and even short-term face to face or telephonic counselling if required. It is supported by a comprehensive EAP website offering extensive resources including articles, interactive tools, regular online seminars, confidential 24/7 support, self-help workbooks, Podcasts, blogs, videos, and articles on a range of topics, Debt advice, Debt Management, Domestic Abuse support, Wellbeing portal & App, Trauma programme and Exercise and Fitness advice.

Alongside this we provide additional support via our team of Mental Health First Aiders (MHFA), our Occupational Health Advisor, a range of family friendly policies and procedures, a comprehensive (cost neutral) employee benefits platform. We also provide individual support via our HR team, service managers, our Management and Trade Union and Staff Partnership (MTSP) reps.

We carry out our Staff Survey every two years to get a better understanding of employee morale, satisfaction, and engagement at Fenland District Council. This was undertaken in 2022, with 87% of respondents stating they were proud to work for Fenland District Council.

## **Enforcement**

### **All enforcement policies update (Cllr French (CPE), Cllr Laws (Planning), Cllr Murphy (Streetscene) & Cllr Wallwork Environmental Health))**

Please see other updates in the report:

- [CPE](#)
- [Planning](#)
- [Streetscene](#)
- [Environmental Health](#)

## Health & Safety

### **Maintaining Health & Safety Systems to comply with legislation (Cllr Boden)**

The Council has a comprehensive suite of Health and Safety Policies and procedures, which all managers are aware of and trained on. We have a Health and Safety Panel, with membership drawn from all areas of the Council. This Panel meets every quarter to ensure ongoing compliance in all areas; to track all health and safety related issues, accidents and near misses. An ongoing Action Plan to monitor the corporate health and safety goals is in place and well established.

Work continues to drive forward improvements in health and safety management where required.

In 2023/24 the emphasis will be to support managers and staff to continue good standards of health and safety, whilst operating a shared service with East Cambridgeshire District Council, (three days per week at Fenland and two days per week at East Cambridgeshire).

A summary of some of the work planned for 2023/24 is provided below:

- Conduct review of the Council's Codes of Practice as required under the three yearly revision programme
- Delivery of a corporate health & Safety training programme
- Conduct accident investigations as applicable
- Coordinate delivery of a health surveillance programme across the Council
- Development of further e-learning training courses for the Council's e-learning platform
- Undertake audits/inspections of individual services/teams/buildings as per the audit programme
- Update intranet-based health & safety information for staff use

### **Health & Safety Action Plan updates (Cllr Boden)**

Good progress has been made over the last 12 months to deliver our objectives as set out in the health and safety action plan for 2022/23. Some of the actions are highlighted below:

- The roll out of internal health and safety e-learning courses developed for staff training via the Intranet.
- An analysis of all accidents and their consequent actions has been undertaken.
- The Accident Incident Rate (based on 100 per employees) was 6.31, which was the same as for the previous year
- Health and Safety training was delivered to a total of 91 staff
- A programme of audits and inspections undertaken

## 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:

<b>CPCA COMMITTEE</b>	<b>DATE OF MEETING</b>	<b>LINK</b>
Combined Authority Board (10:00)	31.05.23	<a href="#">CMIS &gt; Meetings</a>
Combined Authority Board (12:00)	31.05.23	<a href="#">CMIS &gt; Meetings</a>
Audit & Governance Committee	09.06.23	<a href="#">CMIS &gt; Meetings</a>
Employment Committee	14.03.23	<a href="#">CMIS &gt; Meetings</a>
Housing & Communities Committee	13.03.23	<a href="#">CMIS &gt; Meetings</a>
Overview & Scrutiny Committee	19.06.23	<a href="#">CMIS &gt; Meetings</a>
Skills & Employment Committee	05.06.23	<a href="#">CMIS &gt; Meetings</a>
Employment & Skills Board	16.05.23	<a href="#">CMIS &gt; Meetings</a>
Transport & Infrastructure Committee	14.06.23	<a href="#">CMIS &gt; Meetings</a>
Environment & Sustainable Communities Committee	12.06.23	<a href="#">CMIS &gt; Meetings</a>
Business Board	15.05.23	<a href="#">CMIS &gt; Meetings</a>

Forthcoming CPCA meetings include:

<b>CPCA COMMITTEE</b>	<b>DATE OF MEETING</b>	<b>LINK</b>
Combined Authority Board	26.07.23	<a href="#">CMIS &gt; Meetings</a>
Audit & Governance Committee	07.07.23	<a href="#">CMIS &gt; Meetings</a>
Skills & Employment Committee	03.07.23	<a href="#">CMIS &gt; Meetings</a>
Skills & Employment Committee	04.09.23	<a href="#">CMIS &gt; Meetings</a>
Housing & Communities Committee	No meeting scheduled	
Overview & Scrutiny Committee	24.07.23	<a href="#">CMIS &gt; Meetings</a>
Overview & Scrutiny Committee	18.09.23	<a href="#">CMIS &gt; Meetings</a>
Employment & Skills Board	No meeting scheduled	
Transport & Infrastructure Committee	12.07.23	<a href="#">CMIS &gt; Meetings</a>
Environment & Sustainable Communities Committee	11.09.23	<a href="#">CMIS &gt; Meetings</a>
Human Resources Committee	05.07.23	<a href="#">CMIS &gt; Meetings</a>
Business Board	10.07.23	<a href="#">CMIS &gt; Meetings</a>
Business Board	04.09.23	<a href="#">CMIS &gt; Meetings</a>

**Key PIs:**

Key PI	Description	Target 21/22	Cumulative Target	Cumulative Performance	Variance (RAG)
PRC1	% of customer queries processed at the first point of contact	99%	90%	99%	
PRC2	% of customers satisfied with our service (measured annually in February)	86%	90%	N/A (Feb 2024)	
PRC3	% of contact centre calls answered within 20 seconds	47.49%	21.5%	16.9%	
PRC4	% of contact centre calls handled	87.96%	80%	70.25%	
ARP3	In year % of Council Tax collected	96.76%	19.58%	19.42%	
ARP4	Council Tax net collection fund receipts	£65,262,181	£13,201,833	£13,098,109	
ARP5	In year % of NNDR collected	97.10%	18.30%	18.80%	
ARP6	NNDR net collection fund receipts	£24,120,990	£4,493,517	£5,007,906	
PRC5	Number of online forms submitted via FDC website	21,504	21,000	5,314	

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

Comments