

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

**July 2024
(For performance in April & May 2024)**

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

Projects from Business Plan:

Support Vulnerable Members of Our Community

ARP updates (Cllr French)

ARP continue to work 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 Single Person Discounts continues to provide positive outcomes. The ARP team are also 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 further recovery work jointly funded by County Councils collected just under £1.8 million. This has increased from £1m in 22/23. This is a great result for a small team actioning complex further recovery cases for the collection of Business Rates and Council Tax. The Fraud teams work, also jointly funded by the County Councils, identified over £3.8 Million in fraud and error last year, an increase on the previous year. This is due to the further resource funded by Cambridgeshire County Council and has allowed ARP to expand proactive fraud and error identification

ARP also launched a new improved 'Contact Us' online form which signposts customers to online forms to streamline avoidable customer contact. The Annual Billing process was exceptionally well managed achieving tighter deadlines to facilitate the use of economy post for all annual bills and notifications. ARP also successfully implemented PDF attachment e-bills in Q4 of 2023-24 and with the 2024-25 Annual Billing. A Partnership wide e-billing take up campaign is in the early planning stages, to be implemented throughout 2024-25 in conjunction with the Customer Strategy Team.

The year end outturn for 2023-24 resulted in a deficit in the budget. This was mainly attributable to higher than anticipated pay awards for 2023, along with inflationary increases in supplier costs, an 18% Royal Mail increase in postages in October and a tighter triage on the cases sent through to the enforcement team. The efficiency target of £100,000 was met through the provision of fraud and enforcement services and we are working through a plan to achieve the £200,000 target set for the current financial year. Vacancies will be kept under review throughout the year as we manage the Universal Credit migration alongside inflationary pressures to achieve the budget.

In terms of performance in 2024-25 so far, Business Rates Collection is on target; Council Tax Collection remains on target year to date. Days taken to process Local Council Tax Support and Housing Benefit is not currently on target. This is due to the ongoing rollout of Universal Credit as migration files have increased, and staff have targeted new claims, so therefore volumes remain high. The staff continue to have focus days to target areas of work and we are confident that this will tackle the issue over the coming months.

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

Our customer facing teams provide support to residents struggling with cost-of-living issues in many ways:

- Issuing food vouchers
- Advising on additional benefits they can claim
- Signposting to other partners who can support
- Assisting with on-line Universal Credit (UC) applications
- Working closely with our ARP colleagues we signpost to avenues where discretionary benefits might assist
- We work with a huge range of partners who can also provide additional support, and we will link our customers into these channels
- We have just launched our Early Help Hub to provide an additional channel of support to residents who may be ready to return to the work environment, having had a protracted spell of ill-health.

The ARP has seen significant success thus far in 2023/24 and have achieved the following:

- In December 2022 a new Government scheme was announced to help support economically vulnerable families by providing additional reductions to their Council Tax bills. The Council Tax Support Fund (CTSF) we administered automatic reductions for those in receipt of Council Tax Reduction at the time of annual billing and those making a claim successful claim during 2023-24. A residual fund was retained to provide additional support via the Exceptional hardship claim route throughout 2023-24. Fenland was allocated £190,482. The funds were managed to maximise use, with 100% of the funds being spent by 31st March 2024.
- 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. So far, Fenland had paid out £72,400 in support to residents.
- The Alternative Fuel Payments (alternative fund) also administered by BEIS with Local Authorities carrying out secondary checks and making payments of £200. 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)

Between 1/4 to 31/5 inclusive the Housing Options team has successfully prevented 58 households from becoming homeless.

Number of households seeking advice (homeless presentations) so far this year are 328. 134 cases within this period were advice only.

The proportion of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work is 49%. The target for the year is 53%.

We are continuing to work hard to try and bring down the numbers placed into B&B. However, this continues to pose a significant challenge as the cost-of-living crisis continues which is leading to an increase in homeless presentations. We have placed 67 households into B&B compared to 41 for the same period last year. However, with more temporary accommodation (TA) now available as a result of the Local Authority Housing Fund the aim is to reduce the time taken in B&B before placement into TA.

Reducing Rough Sleeping (Cllr Hoy)

The Rough Sleeper Initiative (RSI) 5 Project supported a total of 29 clients from April to end of May 2024.

Of the 29 clients, 4 were placed in off the street accommodation, 1 was sofa surfing and the remaining 24 were rough sleeping during this period.

However, with support from the RSI programme we successfully moved 3 clients on into settled accommodation, which includes supported living routes, into the private rented sector or reconnected with family and friends.

A total of 3 clients had alternative outcomes such as custody, hospital or lost contact with services.

The remaining 18 clients continue to be supported to find secure accommodation and move off the streets. For the total 29 clients that were supported during this period, 3 had restricted eligibility, 2 had unknown eligibility and the remaining 24 were eligible.

The Prevention and Move On Fund (P&MO) which was granted by DLUHC continues to be a success by supporting our rough sleeper cohort to move on and settle into accommodation. A total of 26 clients have been supported under this funding as of May 2024. The breakdown of these interventions is below:

Prevention & Move On (P&MO) Fund:

- 10x Under intervention 1 (Moving On Fund)
- 1x Under intervention 2 (Deposits)
- 4x Under intervention 3 (Decompression for Rough Sleepers in work)
- 2x Under intervention 4 (Arrears)
- 6x Under intervention 5 (Flexible prevention fund). This has supported with matters such as fast tracking a passport for a client to be able to work, transport for re-connection to another area, as well as clearing a property for an extremely vulnerable client.
- 3x Under intervention 6 (Extended Support)

Housing Enforcement Policy (Cllr Hoy)

April 2024 – May 31st 2024

Town	HMOs investigated	Other Homes investigated
Wisbech	8	18
March	4	5
Chatteris	8	4
Whittlesey	0	4
Villages	2	6

Total homes investigated is 59.

VILLAGE BREAKDOWN

Benwick = 1
Coates = 1
Coldham = 0
Christchurch = 1
Doddington = 0
Eastrea = 0
Elm = 1
Fridaybridge = 1
Foul Anchor = 0
Gorefield = 0
Guyhirn = 1
Leverington = 1
Manea = 0
Murrow = 0
Newton = 0
Parson Drove = 0
Stonea = 0
Throckenholt = 0
Thorney Toll = 0
Tydd = 1
Turves = 0
Wimblington = 0
Wisbech St Mary = 0

Year to date enforcement in Private Sector Housing

No.s of Notices Served April - December 31st 2023	S.11 Improvement Notice *	S.12 Improvement Notice **	Notice of Intent ***	Final Civil Penalty Notice ****	EICR *****	MEES *****	EPC *****
April	1	1	0	0	2	1	0
May	0	0	0	0	1	1	0
Total	1	1	0	0	3	2	0

Notices served in relation to Category 1 (serious) hazards identified during inspection

**Notices served in relation to Category 2 hazards identified during inspection

***Notice issuing intent to serve a civil penalty fine due to a breach of legislation & can be reviewed by Assistant Director upon appeal if a request is submitted by the landlord.

****Final Civil Penalty fine issued after review by Assistant Director- (landlord can only make a further appeal to the First Tier Tribunal)

***** EICR- Requirement for Landlord to comply with Electrical Installation Regulations- Final Number of fines issued after internal review

***** MEES- Requirement for Landlord to comply with Minimum Energy Performance Regulations- Final Number of fines issued after internal review

***** EPC- Requirement for Landlord to comply with Energy Performance Certification Regulations- Number of fines issued after internal review

In summary, since the new approach to enforcement was implemented in September 2019, out of the 134 Improvement Notices served:

- 91 have been paid in full.
- The remaining debts will continue to be registered as a formal Land Charge on the title deeds until they are paid, or the property is sold, at which stage the debt will be recovered as a 1st charge.

Of the 77 Civil Penalty Notices served:

- 39 have been paid in full,
- 7 are subject to payment arrangements,
- 3 is subject to formal court action,
- 3 are with the High Court Bailiff,
- 3 are proposed to be written off as not recoverable
- 10 have been revoked
- 12 are subject to an ongoing appeal.

All fines from the EPC breaches have been paid.

There are 3 CPN's being progressed but not served as yet.

Empty Homes

Table 1

Represents the total number of properties brought back into use through officer involvement.
From 1 April 2024 to 31 March 2025

	LTE 6-11MTHS	LTEP 12MTHS +
Total Officer involvement	5	5
Total for the period	1.4.24 – 31.3.25	10

Table 2

Represents the number of properties brought back into use for the New Homes Bonus
From 3 October 2023 to 7 October 2024 (CTB1 submission date)

	LTE 6-11MTHS	LTEP 12MTHS+
Total Officer Involvement	32	17
Total for the period	3.10.23 - 7.10.24	49

Golden Age & Supporting older people (Cllr Wallwork)

No events have been held since the last Council update in May. However, planning is underway for our annual Golden Age partners event taking place at South Fens Business Centre. This will identify any gaps in our service and provide an opportunity to discuss different ways that we could expand the Golden Age brand to more residents in Fenland. We will also have the chance to find out more about new and existing partners with them having the opportunity to present upcoming projects and promote their organisation.

Due to the pre-election period, we postponed our planned event in Eastrea on Friday 21st June as part of the Big Bash event week and will re-arrange to ensure the number of events planned for the year remain the same.

Promote Health & Wellbeing for all

Leisure & Freedom Updates (Cllr Miscandlon)

Freedom continues to deliver the leisure centre service – we are now more than 5 ½ years into the contract. Last year over 500,000 visits were made to the leisure centres, with this number excluding the number of school based visits and club based visits.

Freedom is having excellent success with the development of the learn to swim offer with the current performance far exceeding what was anticipated at the start of the contract. Fitness membership on the other hand, is slightly down on expectations, but the team in Fenland continues to push opportunities to be healthy in these facilities.

Recently the George Campbell has had pool filters replaced, new pool boilers on order, the gym changing facility has been modernised and the reception area now has a Department for Levelling Up funded Changing Places toilet and a larger space adjacent for people to wait for partners and friends.

The project to add additional solar PV to the roofs of the swimming pools is continuing and is finally at the procurement phase. Additionally, the building management systems are being updated to replace redundant equipment and will improve the effective management of the pool and air heating the facilities.

As a result of Fenland's success last December in securing support from the Sport England Swimming Pool Support Fund for excess energy costs, FDC will not have to finance any support to Freedom for last financial year. Despite recent challenges including covid, energy crisis and the current cost of living crisis, the overall financial performance of the Freedom / Fenland contract is slightly better than anticipated at the bid stage nearly 6 years ago.

Active Fenland (Cllr Miscandlon)

The Council's Active Fenland team continues to deliver affordable activity sessions within local communities to encourage people to be more active. The three activity co-ordinator posts remain funded by the County Council Public Health Team (1 post) and the Integrated Care System (2 posts). In the first two months of the year 247 different sessions have been offered.

Integrated Care Partnership (Cllr Boden)

The next meeting of the Cambridgeshire and Peterborough Health and Wellbeing Board is 19 July 2024.

Health & Wellbeing Update (Cllr Wallwork)

New help hub

Work in May has focussed on recruitment for the FDC managed triage service, training and engagement with partners in the public sector, the community and the voluntary sector ready for the commencement of the service as a quiet launch in June. The service initially will focus on residents out of work engaging with the DWP or GP practice.

Funding for the help hub service is through health budgets. September full council will receive an update on the progress of the first couple of months.

Work with partners to promote Fenland through Culture & Heritage

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

Fenland Culture Fund:

A total of 19 applicants were successful with grants of up to £2000 each as part of the Fenland Culture Fund, funded by Arts Council England and the UK Shared Prosperity Fund. With a combined value of more than £34,000, some more of those funded projects and activities have continued to take place since the last report.

- **Lilian Ream: Faces and Places** - A major exhibition of work by Wisbech photographer Lilian Ream. Robert Bell, Chair of the Lilian Ream Trust, said “We are extremely grateful to the Fenland Culture Fund for providing funding to enable to us to mount this exhibition here at the Museum. We will highlight the career of a businesswoman who came to dominate professional photography in Wisbech for nearly half a century.”
- **Launch of 'Why do we celebrate women's art?' Exhibition** - The exhibition has been curated by Fenland-based artist Lisa Banks and features works by 18 female artists from across the country. The exhibition has been funded by Arts Council England and the Fenland Culture Fund.
- **Dragon's Head** - Young artists at Neale Wade Academy were able to participate in a student workshop with Mandinga Arts in preparation for the St George's Festival parade. Mandinga Arts researches, designs, creates, and delivers extraordinary and innovative outdoor performance costumes, puppets, and processions, engaging communities in collaboration with skilled professional artists.



Express Yourself:

The Integrated Care System funded project 'Express Yourself' supports children and young people's health and wellbeing through positively engaging with arts and cultural activity based on the NHS 5 Ways to Wellbeing.

- It is now in delivery and being administered by 20Twenty Productions. With their subject expertise, they are a Fenland based Arts Council England National Portfolio Organisation. 20Twenty Productions were ideally placed to administer this project because they work with many young people and schools already and they understand very well some of the challenges that young people are facing today.
- 9 artists and professionals are delivering the sessions, they have been supported with training to further their own skills and development.

Phase Two was delivered across Fenland villages and in Whittlesey, Wisbech and March working with 40 teenagers, 10 young adults (aged 18-24) and 81 primary school children on a wide range of artforms. Feedback from the students included:

- “In the beginning I was scared but now I am not, I love this place and I never want to leave.”
- “I learnt that meeting new people and talking to new people isn’t that hard.”
- “I know that when I get angry now, I can colour.”
- “I enjoyed doing art and doing the wellbeing, it was fun. Now I know how to do art and relax”.



Supporting groups to hold public events (Cllr Murphy)

The Council have established an internal working group to help support organisers wishing to hold events on FDC land. Transformation has also been involved in digitising applications for land use. Collaboration between teams will help to ensure that events on FDC land are held safely.

Pride In Fenland Awards (Cllr Wallwork)

Following the successful Pride In Fenland Awards 2024 earlier this year, the team are reviewing the event with lead members. This will be the focus over the next few months and we plan to hold our next Pride In Fenland Awards in 2025 (date to be agreed).

5 Market Place Wisbech – Fire Damaged Building (Cllrs Laws & Seaton)

The Planning, Building Control and the Police are all working on resolving the situation, but it is dependent on the willingness of the property owner and their resources. Formal action taken against the owner, such as s215 notices from Planning, would potentially make things more difficult for the developer and put pressure on the authority to do works in default. The developer does seem to be progressing the works, but at a slower pace than we would like. There are concerns about the impact on adjoining buildings, but this is a civil matter between property owners.

Key PIs:

Key PI	Description	Baseline	Target 2024/25	Cumulative Performance	Variance (RAG)
ARP1	Days taken: new claims and changes for Council Tax Support	9.52 days	10.00 days	9.84	
ARP2	Days taken: new claims and changes for Housing Benefit	7.37 days	10.00 days	13.36	
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	294	250	59	
CELP2	The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work (%)	45%	53%	49	
CELP3	Number of empty properties brought back into use	86	50	10	
CELP4	Number of Active Fenland sessions delivered and total attendance per year	621	600	132	
CELP19	Satisfaction with our leisure centres (Net Promoter Score)	47	38	N/A (March 2025)	N/A
CELP20	Value of Arts Council Grants achieved in Fenland	£199,000	£201,000	N/A (March 2025)	N/A

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

Comments
The time taken to assess Council Tax Support new claims/changes has been achieved. However. The time to taken to assess Housing Benefit new/claims has not been achieved this month by 6.12 days. Due to the ongoing rollout of Universal Credit, migration files have increased, and staff have targeted new claims volumes remain high. The staff continue to have focus days to target areas of work. DHP expenditure is currently 13.80 % of the allocated DWP budget.

Environment

Projects from Business Plan:

Deliver a high performing refuse, recycling and street cleansing service

Diverting Waste from Landfill (Cllr Murphy)

During 2023/24 the teams collected a total of almost 40,000 tonnes of domestic and commercial waste from our customers. Within this total, the Residual Waste (green bin waste) has reduced by 3.4% (1,102 tonnes) and blue bin recycling waste collected has reduced by around 1.8% (428 tonnes). However, there has been a significant increase in the amount of garden waste collected, 19.5% (1,329 tonnes).

Collected Waste Tonnages	2022/23	2023/24	% Change
Overall tonnage	39,928	39,997	<0.2%
Residual Tonnage (green bins)	24,250	23,418	-3.4%
Dry Recycling Tonnage Actual (blue bins)	8,887	8,459	-1.8%
Compost Tonnage Actual (brown bins)	6,791	8,120	+19.5%
Dry Recycling & Compost Tonnage Total (blue and brown bins)	15,678	16,579	+5.7%

Collected Waste –		
Percentage Recycling (blue bins to green bins)	26.8%	26.5%
Percentage Recycling (blue and brown bins to green bins)	39.3%	41.5%

Customers are producing less waste than previous years even with the significant property growth that Fenland has experienced. Customers remain active recyclers and the good quality recycling collected has dropped by a smaller proportion than the residual waste.

In 2023/24, we achieved a net income of £318,657 from the materials presented, which is £144,853 less than the same period the previous year. This is because the material markets have been impacted by reduced demand and a tonne of Fenland's recycling has reduced in value over the past 12 months as a result. The 50% profit share within the contract has been impacted by this change in the value of the materials.

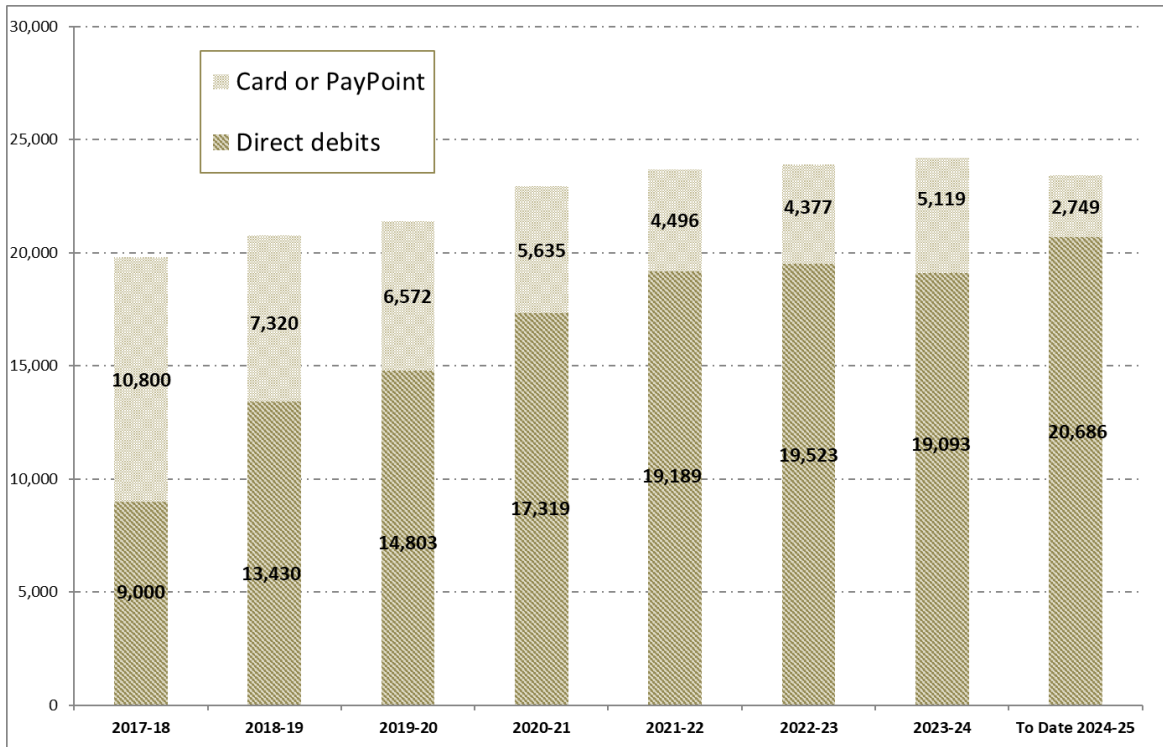
We will continue to support our customers to maximise their recycling efforts and to treat their waste as a resource, but the economic situation is having an impact across the recycling resource chain and reducing income from the materials collected.

To protect the quality of recycling materials collected, the team rejected 7,864 blue bins last year. Each of these customers is written to with information about how to get their recycling correct. Alongside this, through inspections, 4,796 properties received information directly from supervisors encouraging best use of recycling bins. Of these 4,796 bins inspected, 5% contained incorrect materials (227).

Garden Waste Collection (Cllr Murphy)

To date this year we have 23,435 subscriptions, with 88% direct debits and a total of £1,061,000 of income. Last year there were a total of 24,212 subscriptions, with 78% direct debits, which generated an income of £985,000. This covered the costs of providing the garden waste service to those who chose to make use of it.

Garden Waste Subscriptions 2017-2024



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.

Since April, the team have received 238 requests from the public to resolve environmental issues, such as litter, broken glass, flytipping, drug related litter or similar. 92% of these were attended and dealt with the same or next working day.

The development, increased kilometres of kerbs requiring sweeping, the weather and the amount of building work taking place in some of the Fenland towns continues to place increased pressure on the available HGV mechanical street sweeping resource and schedules have had to move out to 8 or 10 weeks as a result.

The scheduled cleansing and Rapid Response service, with support from Fenland's active local volunteers, including Street Pride groups, deliver clean streets and public open spaces in Fenland. The standard of cleanliness is monitored by Street Scene officers using Keep Britain Tidy surveying methodology across a range of land use types and all wards. Since April, officers have completed 220 surveys for litter and street sweeping and found 217 to be of a suitable standard (99%).

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 for April and May. Wisbech rural villages have been the most affected across the district.

Month	Total	Chatteris	March	Whittlesey	Wisbech	Villages
April	120	7	11	10	60	32
May	158	7	19	16	76	38

The Street Scene Team aim to be as proactive as they can and aim to attend fly tipped sites to look for any evidence and bring those responsible to account. Some of our proactive work is included below:

6 members of the public have been issued with a Fixed Penalty Notice in connection to fly tipping offences.

- 2 of these were to householders who failed to employ the services of a licensed waste carrier which resulted in their waste being given to fly tippers.
- 3 tickets were issued to those we have reason to believe are responsible for waste found dumped.
- 1 fine was issued to a director of a business when we found his trade waste in the A605 layby.

All but 2 of these fines remain unpaid (but are still within payment time)

6 Formal Interviews Under Caution have been carried out. All were questioned in connection with waste found dumped.

Additional enforcement work is taking place on March Marketplace to raise awareness of the parking order following the recent improvement works. We have had to issue **5 parking fines** to cars who were found to be parking illegally.

The team have received **a total of 36 reported abandoned vehicles. All were investigated and 2 were removed by our contractor** due to being a danger to the highway.

Maintain parks and open spaces (Cllr Murphy)

Fenlands open spaces have been challenging to maintain in the initial part of the growing season. The wet and mild weather created ideal conditions for rapid growth in grass that the current regime of a cut every two weeks struggled to keep up with. However, things have settled down in June and the cut and finish in Fenland's open spaces is excellent. The large spaces that the Council maintains in our towns are all looking particularly impressive, with our contractor, Tivoli, working hard to ensure these spaces are well prepared for the many community activities that the spaces are used for throughout the summer.

The Tivoli contract is in its ninth year, with the final year starting in November 2024. This being the case, officers are preparing for a procurement exercise in 2025 to put in place a grounds maintenance partner in November 2025 on the current contract conclusion.

Support community groups including Street Pride, In Bloom, Green Dog Walkers and Friends of groups (Cllr Murphy)

Highlights for Street Pride groups in May have included 97 per cent of Fenland areas surveyed for litter and street sweeping in the past year being deemed of a suitable standard.

More than 1,100 areas across the district were surveyed using Keep Britain Tidy methodology.

The cleansing team works 7 days a week, 364 days a year to keep Fenland's streets and public open spaces clean. Street Pride volunteers work relentlessly to make Fenland cleaner and more beautiful with clean-up projects.

Volunteers in Benwick also completed yet another community project in the village, with the unveiling of a miniature replica of St Mary's Church - nearly 40 years after landmark's demolition. Determined to preserve the memory of the beloved landmark, Benwick in Bloom / Street Pride group took up the challenge of recreating the church in meticulous detail.

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 events. Fenland District Council in partnership with March Events Committee, March Library, Market Place Creative People, 20 Twenty Productions and Cambridgeshire Skills delivered March St George's Fayre. This included a whole programme of arts activities running up to the event focused on the parade. London based Notting Hill carnival production company Mandinga Arts and Local Artist Ricky Outis worked with the community to create stand out head dresses and show pieces for the parade.

Market Place hosted a medieval encampment on West End Park which included headline performances from re-enactors and fire breathers! Popular taster arts also included making shields. Thousands enjoyed the event and engaged in the arts.

Working collaboratively, the group are already planning to bid for funds for 2025.

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

There is no further update on the implementation of the CPE project. Currently progress on the CPE has been paused until such time as additional funding in region of £500,000 is found or committed.

Reference should be made to the joint portfolio holder report for May and the Cabinet report dated 18/12/2023 - Property, Assets & Major Projects – On and Off-Street Parking Enforcement Update Paper.

Officers are currently exploring the option and associated cost of introducing a District wide parking places order across all FDC owned car parks. Whilst this would not offer enforcement of on-street highway areas, this would enable off-street parking areas owned by FDC to be regulated and enforced which would in turn free up parking spaces to reduce on-street parking contraventions.

Streetlighting (Cllr French)

Streetlight Repairs & Maintenance

A total of thirty-four streetlight faults were reported and attended to during the months of April and May by Fenlands streetlight maintenance contractor on behalf of FDC, Clarion Housing Association and the seven Parish Councils that FDC provide streetlight services for. Eighteen of the reported faults related to District Council streetlights during this period.

An overview of the fault attendance can be seen below. These figures exclude any programmed replacement or upgrade works.

Fenland DC -	18 Fault Reports
Clarion -	2 Fault Reports
Parish -	14 Fault Reports

The above figures include one fault which required emergency attendance.

The current streetlight service provider contract is scheduled to end at the end of August. A new streetlight repairs, maintenance and replacement work contract has been put out to tender and is due back on 15th July. Following completion of the tender evaluation, governance and award procedures it is anticipated that the new contract will commence on 1st September. The contract duration will be for three years with the option to extend for a further two.

Capital Streetlight Replacement Works

A number of streetlight replacements or upgrades have been ordered through the existing contract for both FDC and on behalf of six Parish Councils. Some works remain outstanding where either material delivery is awaited or where connectivity works are outstanding with UKPN. Officers will continue to progress any outstanding works with the existing streetlight service provider and UKPN.

The remaining capital streetlight replacement and upgrade works shall be ordered through the new service provider contract following completion of programmed electrical and structural testing works which are due to commence in August. The streetlight electrical and structural integrity testing works contract has been put out to tender and is due back on 13th June.

FDC Car Park Maintenance (Cllr French)

All FDC's public car park asset inspections are currently being undertaken and any associated defects shall be quantified and actioned.

The FDC car park gully and surface water drain cleansing works contract is scheduled for re-tender later this year and will be in place prior to the annual cleansing work being undertaken in January/February 2025.

Liaison with the National Trust associated with the Chapel Road car park site continues following the expiry of the long-term 60-year lease agreement on 25th March 2024. FDC's former lease will hold over on a protected lease arrangement until a way forward is determined and agreed.

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

Community Safety Partnership updates (Cllr Wallwork)

UKSPF and Wisbech ASB fund

UKSPF (Wisbech ASB) funding, has enabled two fire break schemes to be completed, a boxing course, Posh football workshops at Thomas Clarkson Academy and Living Sport delivering an eight-week programme, as well as youth workshops over the school holidays which included, beatbox, dance and computer coding.

Wisbech Youth Outreach and Diversion Projects - Youth of Fenland delivered youth detached outreach work in Wisbech, primarily on the locations where young people congregate. This included the town centre and town park.

Through this outreach activity and subsequent contact with young people some were further supported with accessing education opportunities, mental health referral and referral into young career support networks.

Community Engagement

A number of community engagement events have been held across the district.

A rural engagement event held in Leverington was attended by over 50 people from the local community. This event was supported by Cambridgeshire Constabulary with a local PCSO present and their Scams, Cybercrime and Fraud prevention officer.

Safer Streets 5 Engagement Officer has conducted regular engagement with the out-of-town retail sector and also held a community engagement at Belgrave Retail Park.

Safety Zone

In person Safety Zones have seen a return and these sessions for primary school year 6 children are being delivered by a wide range of partner agencies. These include the Fire Service, Education, Healthy Schools and Fenland District Council. The session provides year six pupils with a range of lifelong safety skills, in an enjoyable and interactive way. They help students to stay safe through practical activities focusing on Fire, Water, Road, Personal and Dog Safety. Cybercrime and an awareness of age restricted products are also included along with some knowledge of lifesaving skills.

The first sessions have been held at Whittlesey Fire Station with further sessions planned for March and Wisbech.

Feedback from schools who have attended a session includes:

- Really informative delivery, with age-appropriate information provided.
- Very sensitive to our pupils' needs, particularly during the firefighters' workshop.
- Wide range of activities/workshops meant the children learnt about a wide range of things and lots of practical tips.
- The booklets were very informative.

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

Fenland has one of the largest Gypsy Traveller communities in the Country. To help capture the history of Travelling people in Fenland and to aid integration, members of the Diverse Communities Forum and in particular Chatteris Museum, March Camera Club and One Voice4 Travellers have undertaken a project to document the complex histories of the Gypsy Traveller communities who have made Chatteris and Fenland their temporary or permanent home in the last half century. This follows on from an earlier project "Who lived in my House in 1921" which focused respectively on the changing townscape and its landmark buildings, and its population as recorded in the census of that year. This relied upon historic records, whether built or written. This project addresses the question but what about those who did not live in houses, and moved from place to place?

The Museum's photographic collection and those of one of the members of the March Camera Club contain many historical images, from the 19th and 20th centuries, of Gypsy Travellers living on the Fen in their vans.

The project focused on a then and now picture from the perspective of their modern-day counterparts. Looking at:

- How did/ do Travelling people shape the life of the town;
- Why did/ do they stop or settle here?

The project will enable all to reflect on these questions and to do this it will focus on documenting the discrete but overlapping lives of:

- Past and present Gypsy, Romany and Traveller communities;
- Travelling fairs, show people and entertainers
- Horse traders and general traders

The project will also reflect on both van- and house- based lives, and the transition between them.

Work has been/ is being undertaken/ project rollout;

- Launch at the Chatteris Museum on the 15th May;
- Cultural awareness training for Museum volunteers
- Collect local stories at the Museum during May;
- Plan for Roadshows and Festival - May to August)
- June – Feasts and Fairs (including Chatteris Midsummer Festival during GRT History month
- July 2024 – Horses, working, trading and Moving (Wimbledon)

Throughout July and August the Museum will host 5 "Museum of Me" making events, which may include sound recordings, videography, scrapbooking and photographing treasured objects. North Cambridgeshire Training Centre will host the Festival of making.

Throughout the summer/ autumn the Museum will offer physical and digital space to display the outcomes of the project and take a pop-up version to other fairs and festivals and onto local Gypsy sites.

The project will be archived permanently at Chatteris Museum, to be used in future exhibitions, and digital outputs will be hosted on its YouTube channel, OV4T website and offered to the Traveller Times News Magazine.

The project received £18k funding to allow it to happen with an officer at FDC helping to enable and support the successful bid.

Community Safety Grant Agreement updates (Cllr Wallwork)

Following receipt of ASB allegations against an elderly female (the subject) and reports of concern about their well-being, a visit was conducted to make sure all aspects of the allegation were covered.

The subject was spoken to at length about the situation. There were no immediate safeguarding concerns and appropriate advice was provided with further contact to be made regarding identification of potential support networks the subject may choose to access as well as discussion with Social Prescribers in the health service.

An operational visit to a commercial premises identified an area that was being used as living space including young children whilst the premises was open to customers. Concerned it wasn't suitable for such a purpose, appropriate safeguarding measures were taken internally as well as notification to external agencies.

Community Safety assisted the Fenland Neighbourhood Police Team with Op Spectre, a knife crime initiative. Joint visits were carried out at premises to check if they sold knives, to enquire if children had attempted to buy them, improve awareness of the laws related to selling knives and how to report concerns. This was followed by some open green space patrols looking for potential locations where a knife may be concealed for later use.

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

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

From April to end of 31 May 2024, the CCTV service has been able to respond to 229 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 27 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. During 1st April to 31st May 2024, the CCTV team have delivered 800 patrols. All patrols are conducted across the 24/7 period ensuring that no matter what time of day and night our local communities are being protected and that any issues or concerns are being identified as early as possible.

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, damaged trees, to name but a few areas. The CCTV service has responded to 62 calls for services from our telephone contact service from 1st April to 31st May 2024.

The North Cambs Hospital CCTV works was completed in May 2024, which was in response to the planned demolition of the tower at the location which housed critical radio infrastructure for the town centre CCTV system. The new design relocates the transmission pathway utilising local street lighting assets to maintain and improve communication pathways. The works also included a new CCTV camera located on the Wisbech Park pavilion to provide protection against damage and anti-social behaviour in the area.

Street Drinking Update (Cllr Wallwork)

Ongoing work with the Police via visits to retail premises and review meetings with Local Neighbourhood Police Team continues alongside site owners to ensure site security. Anglia Water confirmed that they will be installing fencing on the former encampment after review which will be actioned in the next few weeks.

Joint patrol activities with Wisbech Neighbourhood Policing team linked to their work around Op Luscombe continues. In addition to the focus around begging and street drinking related nuisance, the patrol activity now considers other ASB related hotspots, such as those where litter is an issue especially alcohol related litter and the use of Nitrous Oxide.

Key PIs:

Key PI	Description	Baseline	Target 24/25	Cumulative Performance	Variance (RAG)
CELP7	Rapid or Village Response requests actioned the same or next day	93%	90%	92%	
CELP8	% of inspected streets meeting our cleansing standards	97%	93%	99%	
CELP9	% of collected household waste – Blue Bin recycling (1 month in arrears)	26.6%	28%	Awaiting data	
CELP10	Customer satisfaction with refuse and recycling services	93.6%	90%	N/A (March 2025)	N/A
CELP11	Customer satisfaction with our garden waste service	89.8%	85%	N/A (March 2025)	N/A
CELP12	Number of Street Pride and Friends Of community environmental events supported	255	204	29 (March) 23 (April) 21 (May) YTD 73	
CELP13	% of businesses who said they were supported and treated fairly	100%	95%	N/A (Jul 2024, Jan & Mar 2025)	N/A
CELP14	% of those asked who are satisfied with events	97%	90%	St George's 122 received 114 satisfied – 93%	

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

Comments
CELP9: We are waiting for data to be confirmed for April.

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)

Attendance at the UK Real Estate Investment and Infrastructure Forum (UKREiiF) held in Leeds May 20th to 22nd. The overall objective was to promote Cambridgeshire and Peterborough to potential investors under a “Team Cambridgeshire” approach. The Combined Authority took a pavilion space at the forum, held seminars in the pavilion on each day of the forum, attended fringe events and held meetings with potential investors. Several of the local authorities provided resources, including Fenland, to support the Team Cambridgeshire approach. The seminars attracted 272 visitors from 209 organisations. A full evaluation and follow up on enquiries are currently under way and will be reported on when available.

Provide responsive Business Support (Cllr Benney)

The Customer Relationship Management (CRM) system is now live and being used by the Economic Growth Team to enhance the service it provides to local business, to support the targeting and engagement with potential inward investors, to enable significant efficiency improvement in the management of grant programmes such as Shared Prosperity fund and to provide more insight into the Fenland economy. The CRM has also enabled us to provide a commercial property search facility hosted on the Fenland for Business website. The Economic Growth Team will enable other council services to benefit from, for example, being able to send out targeted communications to businesses by size, sector, location, number of employees and so on. A presentation will be provided later in the year to highlight the capabilities of this system.

Joint meeting with Age UK at their offices in South Fens Business Centre with Growth Hub.

Meetings with companies in the care sector that attended the Care Micro-Enterprise Development Event at March Library.

The latest newsletter was circulated to 1,325 to local businesses with an open rate of 40% and 747 clicks to access further information highlighted in the newsletter.

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

The Estates team remain actively engaged with tenants of all sites. Overall occupancy across the investment estate remains high at 94.7%

- Industrial units are fully occupied.
- Boathouse occupancy has now risen to 100%.
- South Fens Business Centre has fallen to 68.1%

We continue to have had a high turnover of tenants at SFBC. However, following the

relaxation of the rents we are able to charge, we have seen a flattening of the curve and at least one tenant who had served notice to quit has reversed that decision based on the new rent profile and agreed a new lease.

Skills Update (Cllr Benney)

Meeting with CPCA to discuss how Fenland Businesses can benefit from the CPCA Skills SPF funded projects of All Age Careers, Internships and Digital Badging.

Meeting with North Cambridgeshire Training Centre to discuss how to encourage more Fenland businesses to take advantage of the training on offer and the recruitment of apprentices.

Environmental Health inspection and business support programme (Cllr Wallwork)

The council's food safety and health and safety regulatory service plans have been published following portfolio holder consultation in May. These plans set out the forward plan for these statutory services and comply with the council's enforcement policy and national enforcement concordat. The plans can be read here:

[Food Safety Service Plan 2024/25 \(fenland.gov.uk\)](https://www.fenland.gov.uk/health-and-safety/Fenland-District-Council/Food-Safety-Service-Plan-2024-25)
[Health and Safety - Fenland District Council](https://www.fenland.gov.uk/health-and-safety/Fenland-District-Council)

Throughout April and May, 45 businesses received an in person visit and were offered a score using the food hygiene rating scheme, where applicable.

15 businesses were offered a questionnaire-based inspection as they are categorised as 'low risk' to public health due to the type of food they prepare and sell.

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 (e.g. data protection) however they are still rated in accordance with the standard.

Food Hygiene Ratings were awarded as follows:

- 38 businesses received a 5
- 4 businesses received a 4
- 0 businesses received a 3
- 1 business received a 2
- 1 business received a 1
- 1 business received a 0

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

In April and May we received 7 applications for a food hygiene rating rescore visit. An opportunity to request a re-visit when improvements have been made in order to be re-assessed for a 'new' rating is one of the 3 safeguards to ensure that the Food Hygiene Rating scheme is fair to businesses, alongside a right to appeal and a right to reply. The re-score visit is unannounced and must take place within 3 months of the application being made by paying a fee via our website.

Businesses that were subject to the questionnaire-based approach do not receive a new food hygiene rating.

We also received 28 support requests, ranging from new business enquiries to foreign body and food poisoning complaints or issuing a food export certificate.

Recently we also participated in a national sampling study focusing on both unpasteurised and pasteurised milk cheese at retail sale to ascertain their microbiological safety and quality. We collected 6 samples from shops located in Wisbech and all the results came back from the laboratory as satisfactory.

Next, we will be involved in a study designed 'to collect and use microbiological data to assess environmental hygiene and cleaning standards in Tattoo and Piercing premises.

These sampling programmes assist in developing good practice procedures and provide data to support businesses in assessing risk and implementing suitable cleaning or food safety procedures.

Promote and enable housing growth, economic growth and regeneration

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

The Council helped enable Platform Housing to invest into Fenland to deliver a new 137 affordable home scheme in Wisbech. The homes were completed before the end of April but occupation commenced in May.

External funding bid and major projects updates (Cllr Boden)

Long-Term Plan for Towns, Wisbech (Cllr Hoy, Cllr Tierney, Cllr Wallwork)

The Long-Term Plan for Towns programme has successfully set up and held its inaugural meeting of the Wisbech Town Board where members have formally appointed a chair and provided an initial high-level steer on priorities for the programme.

Work is ongoing with CPCA and CCC to clarify membership appointments.

The initial £50,000 of capacity funding has been received with a further £200,000 capacity funding to follow in the coming weeks.

Officers have been working together with Norr consultants (formerly of the Wisbech Masterplan) to cost out the work required to submit the 10-year Vision and 3-year delivery plan as required by DLUHC. This work requires community consultation on the plans that the Town Board are putting in place.

The next Wisbech Town Board meeting is to be held on Wednesday the 26th June for the Board to consider the costs associated with undertaking the work and provide further steer for officers to generate the documents in conjunction with a consultant.

The deadline for submission of documentation to DLUHC for review is November the 1st. If the documents are not at that standard required by Government, the substantive grant award and the subsequent project delivery will be delayed. Ensuring that the 10-year vision and 3-year delivery plan are developed to Government's specification is critical to success.

Accommodation Review (Cllr Boden)

The Outline Business case in respect of the shortlisted options in respect of the Accommodation Review is now complete. The Outline Business Case will support the decision-making process in relation to the future of the corporate accommodation.

As part of the next steps, we are engaging with key partners via One Public Estate (OPE) to ascertain the potential for future co-location.

A report seeking members agreement to a preferred option regarding the Corporate Accommodation will be brought to Cabinet in Summer 2024, following which, if Cabinet are in agreement, a full business case of the preferred option will be commissioned.

Shared Prosperity Fund and Rural England Prosperity Fund (Cllr Benney)

UK Shared Prosperity Fund 2024/25 full applications have been sent out to businesses; closing date is 14th of June 2025. Unfortunately, Fenland District Council only received enough funding to support 17 businesses. The need is great, particularly for capital grants, so many businesses may feel disappointed. If levelling up grants or equivalent are available in 2025/26, we can evidence the need to the Government and hopefully secure a more realistic amount of funding.

UK Rural –27 Full applications have been sent out, closing date 14th of June 2024.

Start-Ups- This grant programme was also oversubscribed; 25 expressions of interest were received with a total ask of £250k. Total funding available is £140k.

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

The March Future Highstreets fund programme continues through delivery phase and at pace. To date the Marketplace scheme has been completed on time and under budget, along with four property grants being provided to local property owners. March Dental and 24 Market Place have both received grants totalling £100,000 to improve their premises from empty/derelict properties to bring them back into use. Following intervention by the grants, FDC have been able to support the creation of two new purpose build business units (now let) and three new residential units (also let) within the town centre.

The Broad Street project continues to be delivered by Octavius, with regular community coffee mornings making officers and staff available to members of the public that may have questions or concerns. At time of writing, phase one, two and three of the scheme are completed. The March toilet block has been removed and works have switched to the western side of the road with a temporary roundabout and temporary road surface currently in operation throughout the works site.

Most importantly for the Town, the temporary traffic lights in Broad Street have now been removed. This allows traffic to flow through the town. As expected, the new roundabout design, alongside zebra crossings, is working very well and traffic is flowing much more effectively than it did in the past. The removal of the traffic lights at the northern end of Broad Street has significantly improved the traffic flow, with the zebra crossings allowing safe and swift pedestrian flow in the town centre.

11-12 High Street, Wisbech and 24 High Street, Wisbech (Cllr Boden, Cllr Hoy & Cllr Tierney)

These projects are covered by monthly Cabinet report items. Please review Cabinet Report packs for further information.

The Elms, Chatteris (Cllr Boden, Cllr Benney, Cllr Tierney)

Please see [Fenland Future Limited](#) update below.

The business plan for this site being finalised by Fenland Future Limited with their Partner Lovell Homes, which will trigger a reserved matters planning application.

Nene Waterfront Development (Cllr Boden, Cllr Benney, Cllr Tierney)

The reserved matters application for a new extra care affordable home scheme on the site is being finalised following a pre application process with Fenland District Council Planning Team. Option assessment is ongoing for the other 4 plots.

Growing Fenland (Cllr Boden)

Chatteris Projects

The Chatteris Town Council managed Chatteris Museum project has now moved the museum into its new premises (the old Barclay's bank building in the High Street) as scheduled.

The contract for the works to 14 Church Lane has been awarded and work is well underway in converting the former museum and town council chambers to create better work spaces, badly needed storage facilities and new community rooms. The existing first floor accommodation is already taking shape as a residential flat, and initial work is now complete for the new build above the flat roof part of the building at the rear to create a second residential flat for rent. The building work continues but should be completed shortly, allowing Chatteris Town Council to move back after using temporary accommodation at 2 Park Street. As a result of the building works large meetings of the Council, including full council meetings, are being held at the King Edward Centre.

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. Application to UKPN underway – awaiting notice from UKPN to proceed, whilst procurement is undertaken.
- Improvements to the netball / tennis court area at the Manor Centre:

Fencing replacement has been completed, playing surface refurbishment completed and lighting units have arrived in the UK and will be fitted in July.

- Whittlesey Buttercross
A meeting with local Members will be booked shortly to consider the situation.

Wisbech Projects

Further works needs to be carried out to install equipment at Exchange Tower before the Shop Watch Radio Scheme can be progressed.

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 engage as a key stakeholder in the ongoing accommodation review. As reported to members, this has included member tours of both Fenland Hall and The Base and work with appointed agents in preparation of an outline Business case to be presented to members in due course.

The first tranche of disposal continues as planning consents are granted followed by either a sale via auction or by private treaty. In the case of private treaty sales, to ensure fair value an independent valuation by a local RICS qualified surveyor is undertaken prior to disposal.

Work is concluding in relation to identifying potential sites for a further tranche of disposals, and these will be put before members for approval prior after the General Election and prior to disposal work commencing.

Promote and lobby for infrastructure improvements

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

Whittlesea Station

Following the completion of the second strategic outline business case and options appraisal work in late 2022, additional funding needed to be sourced for the Outline Business Case (OBC) and to deliver projects on the ground. Following a public consultation in late 2023, the CPCA have approved £3 million pounds for Whittlesea Station from April 2024 to end of March 2027. The grant funding agreement with the combined authority is nearing completion. Project Board meetings have been set up in diaries. Work is ongoing to set up key documentation such as the risk register and programme for the project.

Further details about the Whittlesea Station funding are available here [Document.ashx \(cmis.uk.com\)](https://cmis.uk.com)

Hereward Community Rail Partnership

The CRP Try a Train and Community visit programmes have now commenced. Young people from FACET have been to Peterborough as part of their skills programme and they also have been learning about station safety with support from the British Transport Police. Doddington Girl Guides visited March Station to learn about careers in the railway for women, they travelled on the train to Ely. At Ely they were met by a tour guide. Had a visit to the park and did a trial around Ely Station. Several other visits and trips are being planned for the coming months.

The latest Meet the Manager Event was held at Ely Station in April 2024. This was in partnership with all the train companies serving the station and other Community Rail Partnerships in East Anglia. This gave local people the opportunity to meet with train company representatives and ask questions.

The latest CRP Management Board Meeting from May 2024 was held in Whittlesey. This gave everyone a chance to learn about the Whittlesey Heritage Walk project and to consider railway tourism in accordance with the new CRP Marketing and Tourism Strategy.

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

Local Transport and Connectivity Plan (LTCP)

There is no specific update on this project.

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 November 2023 the latest version of the LTCP went to the CPCA Board for further discussion and was adopted. This version of the document includes the full draft LTCP with the district chapters, the main report and all the appendices. It can be viewed from the link below.

[CMIS > Meetings](#)

Relating to the September 2023 version of the LTCP, at FDC Council on 2 October 2023, a motion was passed that the LTCP should be revised. The good elements should be retained and matters relating to deliverability and funding should be amended and prioritised. Any such prioritisation should recognise differences within individual districts. A copy of the motion has been sent to all CPCA Board members. Further details can be found in the FDC press release, a link to which is below

[Call for revised local transport plan - Fenland District Council](#)

Wisbech Access Strategy

There is no specific update for this project.

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/ccclive/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 complete before the end of 2023. The next step for these 3 projects is to secure funding for their construction.

March Area Transport Study – Main schemes

There is no specific update for this project. Work is ongoing to progress the individual projects as set out below.

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.](#)

Work is ongoing to deliver these projects until Spring 2024.

The schemes forming part of this project are:

- A141 / Peas Hill Roundabout Upgrade (52m ICD), including the creation of an allmovement 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

There is no specific update for this project. Work is ongoing to progress the individual projects as set out below.

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

There is no specific update for this project. Work is ongoing to progress the individual projects as set out below.

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 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

There is no specific update for this project. Work is ongoing to progress the individual projects as set out below.

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.

Whittlesey Relief Road Project SOBC

The Whittlesey Relief Road Strategic Outline Business Case (SOBC) project is being procured and managed by Fenland District Council with funding from the Cambridgeshire and Peterborough Combined Authority (CPCA) market towns programme. The project commenced in March 2023 with a paper approved by FDC Cabinet for the Governance arrangements and procurement of a contractor to deliver the project. Please see the link to the Cabinet paper for further details.

[Cabinet Paper March 2023 - Whittlesey Relief Rd V2 6.2.2023 updated 02.03.23.pdf \(fenland.gov.uk\)](#)

During April and May the base line data report was completed along with the case for change. A stakeholder workshop was held to develop a long list of possible scheme options. Project Board members discussed and agreed proposals for the public consultation for this project that will be held in the autumn 2024. All the steps of the project are in line with government business case guidelines. The project remains on target.

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

Officers across the Council have been providing information and comments to support an infrastructure delivery framework that can be used to support submissions to government to secure additional inward investment to meet infrastructure challenges. Officers have been working with lead members to ensure the document compliments and supports approved ambitions of the Council in relation to infrastructure set out in existing access strategies and planning documents in the district.

Key PIs:

Key PI	Description	Baseline	Target 24/25	Cumulative Performance	Variance (RAG)
CELP15	% of major planning applications determined in 13 weeks	92.5%	70%	100%	
CELP16	% of minor planning applications determined in 8 weeks	68%	70%	87.5%	
CELP17	% of other planning applications determined in 8 weeks	85.75%	80%	100%	
EGA1	% occupancy of our Business Estates	94.2%	90%	94.7%	
MS1	% occupancy of Wisbech Yacht Harbour	95%	97%	91%	

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

Comments
Performance in relation to minor applications has improved steadily over the last year and is nearing the target. The authority is not in danger of designation.

Quality Organisation

Projects from Business Plan:

Excellent Customer Service

Customer Service Excellence accreditation (Cllr Tierney)

Our annual assessment took place on 13th June, and we are currently awaiting the formal confirmed outcome.

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

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

Elections Update (Cllr Boden)

Police and Crime Commissioner Election 2 May 2024

On Thursday 2 May 2024 an election took place for the Police and Crime Commissioner for the Cambridgeshire Police area.

The Cambridgeshire Police area is made up of six voting areas: Cambridge, East Cambridgeshire, Fenland, Huntingdonshire, Peterborough, and South Cambridgeshire.

There were 57 polling stations located across the Fenland voting area where 5254 electors voted in person and a further 8095 voted by post. The Fenland area turnout was 17.44% of the registered voters.

The overall turnout across the whole of the Cambridgeshire Police area was 25.63% of the registered voters and Daryl Preston was duly elected.

Following our Modern Polling pilot, the Elections Team and Polling Station Staff successfully rolled out 40 iPads to polling stations in May's PCC Election and at the Parliamentary General Election in July this will be rolled out further, all of Fenlands polling stations will be using the Modern Polling iPads.

Whittlesey Town Council By-Elections 2 May 2024

On the same day, Thursday 2 May 2024, the Council successfully delivered two By-Elections for Whittlesey Town Council as follows:

- North West Ward following the resignation of Councillor Luke Turner. There were two polling stations located at Whittlesey Baptist Church and Bowker Way where 323 electors voted in person and 437 voted by post. The overall turnout was 20.05% of the registered voters and Alex Miscandlon was duly elected.
- St Andrews Ward following the resignations of Councillor Simon Black. There was one polling station located at St Andrews Parish Hall where 242 electors voted in person

and 270 voted by post. The overall turnout was 29.27% of the registered voters and Gurninder Gill was duly elected.

Elections Act 2022 Update

Postal Vote Handling

Two new rules on the handling of postal votes were introduced. From 2 May 2024:

- any postal vote pack not returned via royal mail must be handed to an authorised officer and a Postal Vote Return form completed.
- you will not be allowed to hand in more than five postal vote packs plus your own (six in total).

We can no longer accept postal vote packs posted directly into the letterbox at Fenland Hall. Any postal vote packs delivered without the completed Postal Vote Return form, by law, must be rejected. This new rule was widely publicised, we added messaging to the instructions in the postal vote packs, on the outer return envelope and placed signage on the letter box at Fenland Hall. 15 postal vote packs were rejected as they were returned without the completed postal vote form at the elections on 2 May 2024.

3C's Update (Cllr Tierney)

April – May 2024	Total received	On time	% On time
Correspondence			
	14	12	86%
Stage 1			
CELP	22	18	82%
GI	-	-	-
PRCS	13	11	85%
Stage 2			
CELP	-	-	-
GI	-	-	-
PRCS	1	1	100%
Stage 3			
CELP	2	2	100%
GI	-	-	100%
PRCS	-	-	-

Governance, Financial Control & Risk Management

Finance and internal audit updates (Cllr Boden)

The new Head of Internal Audit joined the Council in mid-May and is currently working alongside the contracted Interim HoIA who departs in July. A new Internal Auditor is due to start on 1st July filling the remaining vacant position. The contracted auditor will remain in place over the summer to assist with audits, shadow-training and cover. The 2023-24 audit work is being finalised and an annual audit opinion of 'reasonable assurance' over our governance, risk management and internal control arrangements will be provided to the Audit & Risk Management Committee at their July meeting. Meanwhile the 2024-25 audit plan work has started.

The Draft Annual Governance Statement is currently being prepared to provide assurance over the Council's governance framework for the year 2023-24. This will also be presented at the July meeting.

Data Protection Updates (Cllr Boden)

There have been no reportable breaches of the UK GDPR during the period to which this briefing relates. However there has been 1 recorded breach requiring no further action. In the same period, there have been 2 data subject access requests.

Transformation and Efficiency

Transformation Project updates (Cllr Boden & Cllr Tierney)

The Transformation service is supporting the continued roll out of Transformation Agenda 1 (TA1) efficiencies within the Planning Team. Tablet devices have been issued to Planning Officers to improve application times and support a paperless approach to working including enabling greater efficiencies when undertaking site visits.

Work is also well progressed in respect of the enterprise functionality within IDOX which facilitates automated workflow of planning applications removing the current labour-intensive manual process, which will enable further time savings therefore releasing greater capacity for planning officers.

In addition, service reviews have commenced in collaboration with the following services;

- Marine Services
- My Fenland including the Help Hub initiative
- Hybrid Print and Post
- Housing Options
- Sports Development
- Finance
- Cemeteries including Public Health Funerals

- Legal Services
- Land for Events
- Procurement

The service Reviews are already identifying potential costs savings and improvements to the customer's experience, reducing exposure of risk to the Council and impacting on the forecast budget deficit. Our team approach is allowing synergies between services to be identified and best practices replicated across the organisation. We also pride ourselves in advocating a culture for continuous improvement encouraging services to consider their costs of recourses and engage with us to make impactful and sustainable change.

The Transformation Team have project managing the new Help Hub service in conjunction with My Fenland, to support the successful delivery of this new multi-agency initiative, which aims to support residents who have needs in respect of their health and well-being which are impacting their ability to work. The Help Hub pilot went live in June 24 for an initial 12-month pilot.

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

Individual project updates are as detailed elsewhere in this report. A full review of 2022-23 was published in the Annual Report as approved by Cabinet on 17th July 2023. The report is available on our website. A review of 2023-24 will be presented to Cabinet in September 2024.

Communication, Consultation and Engagement

News update:

Due to the PCC Elections on 2 May and the pre-election period commencing on 25 March, we were unable to publicise our normal selection of press releases in April.

The number of news stories added to the FDC website and distributed as press releases to local media in April = 2. We also created an additional 5 news articles we published on our website.

The number of news stories added to the FDC website and distributed as press releases to local media in May = 11. We also created an additional 5 news articles we published on our website.

Highlights include:

- £20 million for Wisbech Town Centre is a real opportunity.
- Deaf-led business benefits from business grant to increase inclusive employment opportunities.
- Fly-tippers hit with penalties totalling more than £3k.
- Council partners with new HIA to enhance support for vulnerable residents.

- What to expect at the polling station for elections on 2 May.
- Benwick volunteers preserve memory of historic village landmark.
- Whittlesea Railway Station £3m investment moves forward.

All press releases are distributed to relevant press and media organisations, appear as a web article on the news pages of the [Fenland District Council website](#) and on our social media channels [Facebook](#) and [Twitter](#).

Monthly update on FDC social media sites:

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

April:

Twitter = 124

Facebook = 105

May:

Twitter = 119

Facebook = 103

We currently have 7,801 followers on Facebook and 8,846 followers on twitter.

Asset Management and Commercialisation

Commercial & Investment Strategy (Cllr Boden)

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 2024, £4m of this facility has been utilised to fund the acquisition of a commercial investment in Wisbech and a house in March. These acquisitions were approved at Investment Board meetings held on 16th March 2021 and 3rd December 2021 respectively. Further utilisation of this facility was used to fund the development of the two sites now owned by Fenland Future Ltd in line with the agreed Business Plan for 2024/25 has now been agreed.

The Commercial Investment in Wisbech has delivered a rental income of £230k every year since acquisition in March 2021 and continues to be on track for 2024/25. 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.

Updates on the work of the Investment Board were presented to Cabinet at its meetings on 30 January 2023, 16th March 2023 and 11th September 2023. The annual report on Investment Board activity was presented to Overview and Scrutiny on 19th September 2023.

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

Fenland Future Ltd (FFL) 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.

On The Elms site in Chatteris, Lovell Homes have been commissioned to work with FFL as a Development Management Partner and Design Architects, Planning Consultant and Engineering specialists have been appointed to work up the Reserved Matters Application. At the Nene Waterfront in Wisbech, a Reserved Matters Application is being prepared for 1 of the 5 plots for a circa 70 home affordable housing extra care scheme.

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 is needs to be encouraged and nurtured. Every manager with staff responsibility manages talent through the following activities:

- Performance management
- Coaching and development
- Springboard (appraisal) discussion and regular 121's, which include a discussion about the learning needs and aspirations for each member of staff
- Recruitment

In the first few months of this financial year, we have arranged and delivered numerous development interventions based on the requests of our workforce, such as:

- IT skills courses
- Qualified project management skills courses
- Fire safety training
- First Aid training.
- People management skills workshops

to name but a few.

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.

This year we will be carrying out pulse surveys for our staff via our new HR/Payroll system app to obtain more immediate feedback.

Enforcement

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

The council's food safety and health and safety regulatory service plans have been published following portfolio holder consultation in May. These plans set out the forward plan for these statutory services and comply with the council's enforcement policy and national enforcement concordat. The plans can be read here:

[Food Safety Service Plan 2024/25 \(fenland.gov.uk\)](https://fenland.gov.uk/Health-and-Safety-Fenland-District-Council)
[Health and Safety - Fenland District Council](#)

A review of the level of fixed penalty fines for environmental offences will be presented to Cabinet in the next 2 months.

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 20224/254 the emphasis will be to support managers and staff to continue good standards of health and safety,

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

- Continue to review and update of the Council's Codes of Practice as required under the three yearly revision programme, and/or as a result of any legislative changes.
- Delivery of the ongoing corporate health and safety training programme.
- Conduct accident investigations as applicable and continue to build management skills in conducting these investigations.
- Coordinate delivery of a health surveillance programme across the Council.
- Development of e-learning training courses for the Council's new e-learning platform.
- Undertake audits/inspections of individual services/teams/buildings as per the audit programme.
- Continue to update intranet-based health and safety information for staff use.
- To deliver a programme of proactive health and welfare events across the Council

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 2023/24.

Some of the actions are highlighted below:

- The final 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 7.71, which is an increase of 1.4 on the previous.
- Health and Safety corporate training was delivered to a total of 65 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 \(cambridgeshirepeterborough-ca.gov.uk\)](https://www.cambridgeshirepeterborough-ca.gov.uk)

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

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

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

CPCA COMMITTEE	DATE OF MEETING	LINK
Combined Authority Board AGM	05.06.24	Agenda for Combined Authority Board on Wednesday, 5th June, 2024, 10.00 am (cambridgeshirepeterborough-ca.gov.uk)
Combined Authority Board	05.06.24	Agenda for Combined Authority Board on Wednesday, 5th June, 2024, 11.00 am (cambridgeshirepeterborough-ca.gov.uk)
Audit & Governance Committee	20.06.24	Agenda for Audit and Governance Committee on Thursday, 20th June, 2024, 10.00 am (cambridgeshirepeterborough-ca.gov.uk)
Overview & Scrutiny Committee	01.07.24	Agenda for Overview and Scrutiny Committee on Monday, 1st July, 2024, 10.00 am (cambridgeshirepeterborough-ca.gov.uk)
Skills & Employment Committee	17.06.24	Agenda for Skills and Employment Committee on Monday, 17th June, 2024, 11.00 am (cambridgeshirepeterborough-ca.gov.uk)
Transport & Infrastructure Committee	26.06.24	Agenda for Transport and Infrastructure Committee on Wednesday, 26th June, 2024, 10.00 am (cambridgeshirepeterborough-ca.gov.uk)
Business Board	08.07.24	Agenda for Business Board on Monday, 8th July, 2024, 2.30 pm (cambridgeshirepeterborough-ca.gov.uk)
Human Resources Committee		
Environment & Sustainable Communities Committee	19.06.24	Agenda for Environment and Sustainable Communities Committee on Wednesday, 19th June, 2024, 11.00 am (cambridgeshirepeterborough-ca.gov.uk)

Forthcoming CPCA meetings include:

CPCA COMMITTEE	DATE OF MEETING	LINK
Combined Authority Board	24.07.24	Agenda for Combined Authority Board on Wednesday, 24th July, 2024, 10.00 am (cambridgeshirepeterborough-ca.gov.uk)
Business Board	11.11.24	Agenda for Business Board on Monday, 11th November, 2024, 2.30 pm (cambridgeshirepeterborough-ca.gov.uk)
Audit & Governance Committee	18.07.24	Agenda for Audit and Governance Committee on Thursday, 18th July, 2024, 10.00 am (cambridgeshirepeterborough-ca.gov.uk)
Environment & Sustainable Communities Committee	31.07.24	Agenda for Environment and Sustainable Communities Committee on Wednesday, 31st July, 2024, 10.00 am (cambridgeshirepeterborough-ca.gov.uk)
Overview & Scrutiny Committee	07.11.24	Agenda for Overview and Scrutiny Committee on Thursday, 7th November, 2024, 10.00 am (cambridgeshirepeterborough-ca.gov.uk)
Skills & Employment Committee	29.07.24	Agenda for Skills and Employment Committee on Monday, 29th July, 2024, 10.00 am (cambridgeshirepeterborough-ca.gov.uk)
Transport & Infrastructure Committee	22.07.24	Agenda for Transport and Infrastructure Committee on Monday, 22nd July, 2024, 1.00 pm (cambridgeshirepeterborough-ca.gov.uk)

Key PIs:

Key PI	Description	Target 24/25	Cumulative Target	Cumulative Performance	Variance (RAG)
PRC1	% of customer queries processed at the first point of contact	99%	85%	98%	
PRC2	% of customers satisfied with our service (measured annually in February)	97.94%	N/A	N/A (Feb 2025)	
PRC3	% of contact centre calls answered within 20 seconds	43.96%	46.5%	59.87%	
PRC4	% of contact centre calls handled	83.46%	80%	93.65%	
ARP3	In year % of Council Tax collected	100%	19.05%	19.22%	
ARP4	Council Tax net collection fund receipts	£73,595,060	£14,019,994	£14,141,450	
ARP5	In year % of NNDR collected	96.57%	18.90%	18.23%	
ARP6	NNDR net collection fund receipts	£28,409,318	£5,408,503	£5,623,915	

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

Comments