

Overview & Scrutiny Panel

Progress Against the Communities Priorities

**For performance from
February 2025 to October 2025**

Cabinet Members



Cllr Chris Boden
Leader of the Council
& Portfolio Holder for
Finance, Governance &
Business Rates



Cllr Jan French
Deputy Leader of the
Council, Portfolio Holder for
ARP, Car Parks, Parking
Decriminalisation and Parks
& Open Spaces



Cllr Gary Christy
Portfolio Holder for Housing,
Licensing & Environmental
Health Enforcement, Port,
SHA, Transport and Yacht
Harbour



Cllr Sam Hoy
Portfolio Holder for
Culture, Housing,
Licensing and Wisbech
Town Board



Cllr Chris Seaton
Portfolio Holder for Funfairs,
Fenland Inspire! Projects,
Markets and Wisbech High
Street Projects



Cllr Steve Tierney
Portfolio Holder for
Communications,
Decarbonisation, ICT,
Streetsweeping, Street Bins
& Dog Bins and Recycling &
Refuse Collection



Cllr Susan Wallwork
Portfolio Holder for
Cemeteries, Community,
Safety, Emergency
Planning, Freedom
Leisure, Military Covenant,
Policing, Street Pride,
Street Naming &
Numbering and Travellers
Sites

Support Vulnerable Members of Our Community

Enable residents to claim the Council Tax Support and Housing Benefit they are entitled to (Cllr French)

Welfare Reform was introduced by Government in 2012 as part of wider fiscal measures to reduce deficits, with the intention to encourage work whilst reducing welfare expenditure. As the migration of claimants from legacy benefits to Universal Credit nears completion, the DWP issued all Migration Notices by the end of September. 95% of total claimants have so far claimed Universal Credit.

The DWP has invested up to £15 million nationally in Help to Claim to support the most vulnerable customers move to UC. This enhanced support journey includes outbound calls, visits, and the new complex case coach role.

The spending review announced that £842 million has been made available for a Crisis Resilience Fund (CRF). This is a multi-year settlement and replaces the current Household Support Fund (HSF) and Discretionary Housing Payments (DHPs). The aim is to provide longer-term funding which will enable LAs to take a more preventative approach and plan more effectively to support communities.

The DWP is committed to working in partnership with Local Authorities to co-design the Crisis Resilience Fund, and Anglia Revenues Partnership was represented on the working group which is helping to shape the scheme and feed into how the fund will be implemented.

Taking the feedback from the working group into account, the DWP has now confirmed that they intend to take a phased approach to integrating Discretionary Housing Payments within the Crisis Resilience Fund. This means that funding allocations for housing support will be maintained and provided to the current Local Authority recipient until March 2028.

The year-to-date figures for the number of days to process Housing Benefit new claims and change of circumstances were over the target at the end of Quarter 2. ARP are currently working at 10.23 days to process Housing Benefit claims against a target of 8 days. As we move through Quarter 3, we expect to see an improvement in this performance due to a focus on new claims.

The year-to-date figures for processing Local Council Tax Reduction New Claims and change of circumstances were on target at the end of quarter 2 (9 days).

We continue to provide support for our residents via our My Fenland team to quickly signpost them to the support they need from partner organisations. We are currently working with public health partners to deliver the Help Hub based at Fenland to provide tailored support to individuals with employability concerns or who have experienced health issues impacting their ability to continue or access paid employment and are keen to get back into the workplace.

Use our housing powers to improve the condition of private rented homes (Cllr Christy) -

Town	HMOs investigated	Other Homes investigated
Wisbech	16	48
March	0	18
Chatteris	4	3
Whittlesey	1	6
Villages	0	8

Total homes investigated is 104 - This is in line with the profile of interventions that are undertaken each year to the target of 250.

VILLAGE BREAKDOWN

Benwick = 0
Coates = 1
Coldham = 1
Christchurch = 2
Doddington = 0
Eastrea = 0
Elm = 0
Fridaybridge = 1
Foul Anchor = 0
Gorefield = 0
Guyhirn = 1
Leverington = 1
Manea = 0
Murren = 0
Newton = 0
Parson Drove = 1
Stonea = 0
Throckenholt = 0
Thorney Toll = 0
Tydd = 0
Turves = 0
Wimblington = 0
Wisbech St Mary = 0

No.s of Notices Served 01/04/25- 31/10/25	S.11 Improvement Notice *	S.12 Improvement Notice **	Notice of Intent ***	Final Civil Penalty Notice ****	EICR *****	MEES *****	EPC *****	Prohibition Orders
April	0	0	1	0	1	0	0	0
May	0	0	0	0	0	1	0	0
June	0	0	1	0	1	4	0	0
July	2	2	2	0	2	1	0	0
Aug	2	1	0	0	1	1	0	0
Sept	5	2	0	5	1	0	0	0
Oct	1	3	2	0	0	0	0	0
Total	10	8	6	5	6	7	0	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 180 Enforcement Notices served, with £44,620 levied and £34,055 having been paid.

- The remaining debts will continue to be registered as a Local Land Charge on the title deeds until they are paid, or the property is sold, at which stage the debt will be recovered.

Of the 76 Final Civil Penalty Notices served (total levied £522,819)

- 43 have been paid in full,
- 13 are subject to payment arrangements,
Total collected £152,696
- 1 are subject to formal court action,
- 0 are with the High Court Bailiff,
- 7 are proposed to be written off as not recoverable
- 7 are subject to an ongoing appeal.
- 5 subject to early enforcement
- Of the 18 fines issued due to EPC breaches, 18 have been paid. (total £3,600)
- Of the 43 Final CPN's served for breaches of Electrical Safety Regulations (totalling £184,033) 22 have been paid in full. Other debtors are paying by arrangement, with those

who are not being subject to appeals or formal enforcement action. (total paid £60,251)

- Of the 28 Penalty Notices served for breaches of Minimum Energy Efficiency Regulations, totalling £60,500, £35,212 has been paid with the remaining debts either subject to appeals or formal enforcement action

Use our housing powers to prevent homelessness and reduce rough sleeping (Cllr Hoy)

From the start of this financial year to end of October 2025, the Rough Sleeper Prevention and Recovery Grant (RSPARG), has supported a total of 64 rough sleepers. As at the end of October, 15 clients were rough sleeping. 20 had successfully moved on, 3 were between rough sleeping and sofa surfing, 2 had an alternative outcome and 4 were placed in off the street accommodation awaiting move on. Although 20 had lost contact with Outreach services, we know from intelligence gathering with local partners that they are no longer rough sleeping and found alternative accommodation. We will continue to link in with both our internal and external colleagues to discuss those who have lost contact with services, but likely from intel, remain at risk of rough sleeping i.e being in unstable accommodation. We will continue to work in our multi-agency approach to monitor these individuals and continue to offer support when appropriate and will work to prevent a return to the street where possible.

For those rough sleepers who are facing multiple-disadvantage, we continue to work collaboratively with Changing Futures, Housing First, MHCLG and closely with services such as mental health teams, the police, CGL and the Ferry Project to be creative in our approach to engage with these individuals and ensure the correct and most appropriate support is offered. This cohort are identified as our Target Priority Group (TPG) by MHCLG. Our current TPG figure is 7, of which 6 are rough sleeping and one successfully moved on. Plans are in place to work with our partners to reduce this figure.

We continue to utilise Prevention & Move On funding, with 15 interventions used to support rough sleepers with matter such as; mobile phones, deposits to access Private Rented sector, and to clear arrears to allow move on. This fund continues to break down specific barriers that individuals face from getting support and into accommodation.

FDC have also created a leaflet which will be given to charity providers such as Salvation Army and Feed Fenland to outline the services open to those who are experiencing rough sleeping and homelessness in Fenland. It is our aim that this leaflet will reach those individuals who may require support with their housing but may not yet known to support services.

Reduce emergency accommodation use to provide better quality and more cost-effective short-term accommodation and supported homes for homeless clients (Cllr Hoy)

Currently there are 186 active homeless cases. Caseloads are currently circa 30 per housing officer. This is enabling us to be pro-active in our preventative work along with our partnership working, which plays an important part of tenancy sustainment in the long term.

The Renters Reform Act has now achieved Royal Ascent, and we anticipate that the abolition of S21 notices will come into law by Spring 2026. This may have a significant impact on reducing homelessness and therefore the demand for emergency accommodation.

On 31/10/25 we had 26 households in B&B (2 families) with 64 in temporary accommodation in

total.

On the same day last year, we had 53 households in B&B (5 families) with 88 in temporary accommodation in total.

Families on average are spending 14 days less in B&B accommodation.

We now have 61 units of temporary accommodation available to us. 33 of these are owned by FDC with a 7-unit hostel. We lease 16 units from Clarion and 5 at Hope House via Ferry project.

The throughput from B&B into this stock is working and this is demonstrated by the reduced time families are spending in B&B. We will seek to maintain this positive progress while drawing our focus onto single people in B&B for a similar impact through ongoing projects to increase the supply of single person accommodation.

Use our housing powers to meet housing needs, including bringing empty homes back into use (Cllr Christy)

The tables below represent properties bought back into use up to and including 31 October 2025.

Table 1

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

From 1 April 2025 to 31 March 2026

	LTE 6-11MTHS	LTEP 12MTHS +
Total Officer involvement	8	27
Total for the period	1.4.24 – 31.3.25	35

Table 2

Represents the number of properties brought back into use for the New Homes Bonus

From 7 October 2025 to 5 October 2026 (CTB1 submission date)

	LTE 6-11MTHS	LTEP 12MTHS+
Total Officer Involvement	1	8
Total for the period	7.10.25 - 5.10.26	9

Willow View is a property the Council secured as part of a Compulsory purchase order (CPO) was sold at auction on 22 October 2025 and the completion should take place on 26 November 2025.

The 7 properties which had been empty over a year:

1 renovated and sold

1 renovated and then let to farm staff

1 renovated and is being used as a care facility for young people.

2 were found to have been occupied.

1 was sold and immediately occupied.

1 property was demolished to make way for a larger development of housing on the site.

The 1 property empty for less than a year:
Renovated and is now let.

There appears to be a lot of choice in the housing market currently and some of this may be due to second homeowners selling their properties due to the premium charge coming into effect on 1 April 2025. It may also be due to the high valuations by estate agents which is encouraging owners to sell. Feedback from owners regarding the current market is not always positive as they have had chains breakdown and buyers withdraw their offer in the final stages of the sale because another property has come onto the market. Solicitors and Land Registry are also adding to delays. Some owners have experienced complicating factors when trying to sell their properties and this is particularly difficult for owners who have inherited a property and are grieving the loss of a loved one whilst having to navigate a situation they don't want to deal with.

Support residents to manage the effects of the cost of living (Cllr Boden)

As part of our ongoing Cost of Living support work, a community event was held at Whittlesey Library on Friday 7th November, alongside another local engagement activity. The event brought together a range of partners, including Age UK, Know Your Neighbourhood project, Libraries, Work Well, Anglian Water, Social Prescribers, How Are You? Fenland, Citizens Advice Rural Cambs and the Armed Forces Covenant Officer.

Over the two-hour session, 45 residents attended to access vital services, seek advice, and discuss various aspects of their lives. The event provided valuable opportunities for early intervention and community connection, demonstrating the positive impact of partnership working in supporting residents through the ongoing cost of living challenges.

Encourage partners to support the delivery of the Golden Age programme and support older people (Cllr Wallwork)

Since February 2025, the Golden Age Fairs have continued to provide valuable information, advice, and support to older residents across Fenland. Three successful events were held in Friday Bridge, Whittlesey and Wisbech St Mary, attracting a record total of 595 across the three events. The highest number over three consecutive events in the programmes 22-year history.

- The Friday Bridge event (February 2025) welcomed 140 residents and 34 partner organisations, offering advice on health, wellbeing, safety, volunteering and local service.
- The Whittlesey event attracted 213 attendees and received excellent feedback from both residents and partners, with over 30 organisations in attendance providing wide-ranging community support.
- The Wisbech St Mary event achieved a record attendance of 242 people, reflecting the continued success and popularity of the initiative.

A Golden Age partners event was also held at Fenland Hall in June, attended by 29 partner organisations. This session provided an opportunity to gather feedback on event impact, coordination, and partnership working. Feedback was overwhelmingly positive, highlighting that the events are well organised, inclusive and provide excellent opportunities for engagement with residents.

Now in its 22nd year, the Golden Age Programme continues to play a vital role in connecting older adults with the services, resources, and community networks that help them live healthier and more independent lives. Planning is already underway for the 2026 events, with details

published on the Council's website.

Promote Health & Wellbeing for all

Create healthier communities through activities developed and delivered by Active Fenland and Freedom Leisure (Cllr Wallwork)

The Active Fenland Team continues to deliver a broad range of opportunities to improve community health at either free or affordable prices across various accessible locations in Fenland.

Unfortunately, some of the grant funding to deliver these sessions is now no longer available so a rationalisation of the offer has been necessary. Despite this, delivery from January will continue as per the current programme, with these sessions being either supported by other funding from third parties or covered by the payments made by attendees.

The current Active Fenland programme can be found here;

<https://fenland.gov.uk/article/18692/Free-and-low-cost-exercise-and-activity-sessions-November-2025#ActiveFenlandProgramme>

Freedom Leisure continues to operate Fenland's Leisure centres on the Council's behalf. Following the difficulty of the past 4 years, the leisure business remains challenging, with very tight margins, but Freedom are delivering against their original budgeted estimates. Generally, income is higher – indicating more attendees – whilst expenditure is also higher, given the additional costs related to energy and staffing.

Total participation is up at the Hudson, Manor, and marginally at Chatteris, with it being down at the George Campbell. More detail indicates a rise in memberships across all four sites, but a decline in learn to swim attendees.

Freedom continues to promote the service through various channels including social media, the Freedom Leisure mobile phone app, email and SMS marketing and their website. Additionally, print is used for some promotions locally.

Currently Freedom's contract in Fenland has a Facebook following of approximately 8,000 people. Website users total around 10,000 per month, whilst the Freedom App – used for fitness class bookings – has around 38,000 users.

Work with partners to deliver the Early Help Hub, providing a 'one stop shop' of support and advice to individuals and families in their times of need (Cllr Wallwork)

We have been delivering the WorkWell programme since November 2024, the project is currently funded until March 2026. [WorkWell Fenland - Fenland District Council](#).

Prior to this date people were supported via the Fenland Help Hub. Both the Help Hub and WorkWell are delivered by coaches who are part of the My Fenland Team.

Both projects have been funded via the Integrated Care Partnership with no impact on Fenland District Council's general fund.

WorkWell is designed to support people who are:

Aged 16 +

Have a health-related barrier to work

Eligible to work in the UK

Live in the Fenland area

Or

Are registered with a Cambs and Peterborough GP surgery or Job Centre Plus in Fenland

Since WorkWell started we have had:

Over **850** referrals

Signed up **506** participants

Made over **830** onward referrals or signposts to 98 different service providers

Employments needs and Mental health continue to be recorded most as a need.

Work with the Integrated Care System to tackle local health and wellbeing priorities and provide information to help people make healthier choices (Cllr Wallwork)

The Integrated Care Boards for North and South Fenland continue to meet bi-monthly and share information across the partnership group. In April this year they reset their priorities which were agreed as:

- Healthy Lifestyles – Obesity
- Prevention – Cancer Awareness
- Mental Health – Men/Children & Young People
- Fenland Locality wide projects – Loneliness and Isolation

In July 2025 the Integrated Care Service Newsletter was circulated. The following is information of note for Fenland:

Fenland Loneliness and Isolation Survey

The Fenland locality, including Wisbech Integrated Neighbourhood and Fenland and South Fenland Integrated Neighbourhood partners, worked together to create an online survey to hear from local Fenland people on their experiences of loneliness and isolation. A total of 115 responses were gathered, covering across the Fenland locality.

Of the total 115 responses, 90% of respondents (104 people) indicated they on some level feel isolated and/or feel they have no one to talk to, with 34% (39 individuals) of these stating that they often feel this way.

The top reported reasons for why people feel lonely and/or isolated include:

- A lack of transport in Fenland.
- Cost (not defined further but this could be in relation to the cost of activities, transport to support, perceived expected cost etc).
- Mobility and/or illness causing feelings of loneliness and isolation and being a barrier to accessing support.

- Feeling like there are no social activities available locally.

The report provides insight into what groups or activities are being utilised by Fenland people already, what the barriers to accessing these are, what is missing in the area, and how information leading people to social initiatives locally is often sought. The Fenland locality reducing isolation and loneliness working group will be using the recommendations in the report as actions to hopefully implement change across the locality where appropriate.

In August the North Cambridgeshire and Peterborough Care Partnership submitted an application to NHS England to participate in the first wave of the National Neighbourhood Health Implementation Programme (NNHIP). The programme brings together local health and social care professionals to develop bespoke care plans for residents, with the initial focus on improving services and support for the management of people with multiple conditions and those living with frailty. The application was successful. It was selected from 141 submissions. Applications were judged on evidence of partnership working across local health and care partners that have improved services and support that helped connect with local communities.

For further information on this, please see link to online website [here](#).

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

Manage the Fenland Community Safety Partnership to reduce crime and anti-social behaviour (Cllr Wallwork)

Members will recall this was looked at as an agenda item at the July meeting

[OS - CSP CCTV.pdf](#)

Hate Crime Champions

Community Safety Partnership is launching a new Hate Crime Champions Scheme in partnership with Cambridgeshire Constabulary and development work has been happening throughout this reporting period. Fenland District Council and partner organisations will be able to support their local authority and police to raise awareness of hate crime by nominating an individual within their organizations to become Hate Crime Champions

- The role of the Hate Crime Champions is voluntary and will include:
- ensure that hate crime information is displayed and available within your organisation (posters and leaflets)
- act as the main point of contact within your organisation for anyone wanting to discuss a hate crime
- signpost the individual to appropriate services, information, and guidance
- share key messages within your organisation from local authorities and police regarding hate crime

Fire Break

A Firebreak course was completed at Whittlesey fire station in October. The course for young people involved those who had been engaging in risky behaviours or were low in confidence. Ten students completed the full programme and will now be part of a follow up programme designed to have continued engagement and support.

Each student has received a certificate of course completion and has achieved qualifications in Firefighting skills and active citizenship, and basic life support and CPR.

Two further courses are planned at Wisbech and March Fire Stations in December and February 2026 respectively.

Community Engagement – August/September/October 2025

Wisbech St. Mary Golden Age Fair – Community Safety attended alongside many other stallholders. Support was given to over 60 residents. This included advice and signposting for a range of concerns, including e-scooter use, motorbikes causing a disturbance, school bullying guidance, Scam advice and how to report ASB to Fenland District Council.

- Christchurch Community Engagement Event – Community safety attended Christchurch Village Hall alongside members of the local police team and provided advice and signposting on issues such as: Illegally modified vehicles, scrambler bikes causing disturbances, and issues of an overgrown garden.
- Doddington Community Engagement Event held at Doddington Church Rooms. Community Safety alongside members of the local police team attended. Advice, support and signposting provided on Drug activity, parking, dog fouling, planning and highways.

Support the Fenland Diverse Communities Forum to deliver the Fenland-wide Community Cohesion Action Plan (Cllr Tierney)

The Fenland Diverse Community Forum encourage collaboration between all parties including the statutory, voluntary services, supporting charities, faith, and community groups. The Forums are open to all organisations that operate in the district and partners in neighbouring areas. Feedback garnered from these forums help inform partners, future topics, and discussions, we were delighted to welcome over 60 attendees to this meeting.

The Chair welcomed all to the event and explained in more detail the work that the core group and partners have done over the last year and ensure that vulnerable people didn't get lost in the system. He then explained the programme for the day and that there would be ample time for questions and answer session after each speaker.

The speakers:

- Nick Blencowe – Chief Executive Rural Citizens Advice Bureau (RCAB) & Joint Chair of the Cambridgeshire Poverty Commission
- Chris Stevens – Oasis Centre & Wisbech Community Trust Manager
- Jo White & Claire Wright – Work Well Project
- Keith Smith – Chief Executive of the Ferry Project
- Molly Alexander – Rough Sleeper Coordinator

- Sandra Ferreira – Chief Executive designate of the Ferry Project taking up her role in April 2026
- Carl Suckling – Cambridgeshire County Council Disability Rights Advocate
- Ashley Dolling – Fenland District Council Environmental projects

To summarise what they said.

Nick Blencowe

Nick set the scene about the financial challenges facing local people. He said that from 1st April to the end of September this year the RCAB had seen 3,827 people in rural Cambridgeshire out of these figures 2,066 were from Fenland. The total issues these people had were 23,056.

The total income gain that the RCAB had been able to help all obtain was £2,505,164 and in Fenland this figure was £1,440,505.

The total debts that they were able to write off was £279,371 and in Fenland the figure was £259,839.

Other grants/ emergency support that they were able to find was £137,263 all of this was for Fenland clients.

Chris Stevens

Chris explained that the **Wisbech Community Development Trust** is providing a wide range of life changing services for all the communities'

Chris talked through the challenges they see at the trust.

She then talked about the work that they do.

- Providing Information Guidance & Advice.
- Health programmes delivered from the Oasis Centre.
- Keeping venue hire costs as low as practically possible to enable partners and residents to access.

Jo White/ Claire Wright

Work Well

The project is designed to assist individuals struggling to find or maintain employment due to health issues.

Jo & Claire explained how to make a referral and how they support people. From November 2024 there were 861 referrals to this project, of these 506 people signed up for the project..

Keith Smith

Ferry Project/ Queen Marys Centre/ Kings Church

Keith explained that the Ferry Project is here to help homeless people in Fenland - not simply to provide accommodation, but to give them the skills they need to live independently' He then went through the statistics and the projects that they have in place to achieve this outcome including work skills, financial budgeting, and cookery classes.

Queen Mary Centre

This Community Hub is hosting Faith groups, lunch clubs. The activities there include a donations hub, family volunteering club, a variety of health services as well as being a warm hub where people can come along and get a drink at the well-appointed Café.

Kings Church

The Kings Church have been meeting at the Queen Mary Centre for 30 years and will be taking over the management of the donation's hub. The hub supplies warm clothing, kitchen utensils and a range of practical items used daily by people.

Molly Alexander

Rough Sleeper Coordinator

Molly explained the rough sleeper initiative that she coordinates. Explaining how rough sleeping begins, the immediate support that people are offered. The move on options as well as the current challenges. Explaining the projects close ties to the Ferry project and other partners to deliver these initiatives.

Sandra Ferreira

Ferry Project designate Chief Executive Officer

Sandra gave a run down of her background in South Lincolnshire and Norfolk and that she looked forward to being more involved with Diverse Communities Forum.

Carl Suckling

Cambridgeshire County Council and Disability Rights Advocate

Carl talked about the prejudice and barriers faced by disabled people, as well as the kinds of measures that can be taken to address these. He is part of a newly formed Wisbech Disability Support group that is currently looking at access issues for wheelchair users in the town there will be updates when this survey has been completed.

Ashley Dolling

Fenland District Council Environmental projects

Ashley spoke about the need to reduce waste in Fenland, going on to say what sustainability looks like and.

- Why people don't recycle
- Making reducing waste the norm.
- Getting it sorted – the local project to address the above.

Deliver the Community Safety Grant Agreement with the Police and Crime Commissioner (Cllr Wallwork)

Members will recall this was looked at as an agenda item at the July meeting

[OS - CSP CCTV.pdf](#)

At the latest grant monitoring meeting in October 25, Officers of the Police Crime Commissioner were very pleased as ever with the delivery programme for the funding the Council receives.

Some recent case examples :

- Supported Police with collecting evidence and supporting a victim of personal ASB. The customer was supported by Community Safety providing advice, guidance and reassurance. Evidence shared by the customer was passed to the police as appropriate, and following assessment and further customer contact, the police served a Community Protection Warning on the alleged perpetrator
- Online report received that disclosed complex concerns about domestic abuse and coercive and controlling behaviour which was allegedly being witnessed by a child. Further enquiries were made with the author of the report which disclosed more supporting information to suggest the incidents were happening as being reported. Advice was provided to the witness regards actions to take if they were to witness future incidents. Community Safety shared the information with the police and also submitted a child safeguarding referral.
- Reports received of nuisance activity late at night in a play area. Community Safety spoke to the customer to seek more information on what was happening, when and by who. This information was shared with the local police team who completed patrol activity in the area. Community Safety were also aware of youth detached work capabilities in the area and through contact with the youth workers they completed outreach work at the location.

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

Members will recall that CCTV was scrutinised in July as per the link below.

[OS - CSP CCTV.pdf](#)

Data for end of October was temporarily unavailable due to the control room system upgrade. Full October figures will be incorporated into the next reporting cycle – End of September figures.

The CCTV Shared Service continues to play a key role in supporting community safety across Fenland's four market towns. The service provides essential 24/7 operational support to partners and frontline services, helping to deliver on both local priorities and broader community reassurance.

Community Safety and Incident Response

Between April and October 2025, CCTV operators supported 703 incidents - a rise of 20 compared with the same period in 2024. These included a wide range of community safety concerns such as:

- Anti-social behaviour
- Criminal damage
- Violent offences
- Drug-related activity
- Possession of weapons
- Theft and other acquisitive crimes

CCTV intervention directly supported 99 arrests by Cambridgeshire Police during this period. This outcome reflects the service's growing impact - not only in assisting live policing operations but also in deterring and disrupting criminal behaviour through early detection and real-time support.

Please note: Data for late October was temporarily unavailable due to the control room system upgrade. Full October figures will be incorporated into the next reporting cycle.

Proactive Monitoring and Prevention

Alongside responding to live incidents, the team maintained a strong preventative focus through targeted proactive patrols. Between April and October, a total of 2,272 proactive patrols were carried out across key areas including town centres, parks, open spaces, and retail zones.

These patrols aimed to:

- Detect and deter suspicious or criminal activity
- Provide visible reassurance to the public
- Support the local business crime reduction agenda
- Identify environmental and safeguarding issues early

This proactive capability continues to make CCTV a vital contributor to wider community resilience.

Out-of-Hours Emergency Support

The CCTV team also manages the Council's 24/7 out-of-hours call-handling service, acting as the first point of contact for urgent public safety matters and time-sensitive service requests. Between April and October 2025, the team handled 285 emergency calls - an increase of 116 compared to the same period last year.

Calls related to:

- Homelessness support and emergency accommodation
- Stray or dangerous dogs
- Council tax and payment support
- Noise nuisance and anti-social behaviour
- Urgent cleansing and environmental hazards

This highlights the team's pivotal role in maintaining service continuity outside normal office hours and ensuring the Council remains responsive to residents' needs around the clock.

Control Room Upgrade and Future Readiness

To ensure long-term service resilience, a major project to upgrade the CCTV control room hardware and infrastructure was successfully completed during September and October 2025. This investment ensures the Shared Service remains compliant with national security standards and capable of supporting future growth, system integration, and technological development across both council areas.

Street Drinking Update (Cllr Wallwork)

Members will recall this was looked at as an agenda item at the July meeting

[OS - CSP CCTV.pdf](#)

Following a peak of reported incidents linked to street drinking in August there has been a

gradual decline in reported occurrences. This is likely the outcome of Community Protection Warning issues relating to problems being experienced in the area of Bridge Street, Wisbech. Community Safety are currently preparing for the renewal process of the alcohol related Public Spaces Protection Orders for Wisbech. These are due for renewal no later than October 2026. There has been police patrol activity in the town and social media awareness of positive interventions leading to warnings and alcohol confiscation.

Work with partners to promote Fenland through Culture & Heritage

Provide proportionate support and advice for community groups to hold safe and successful public events (Cllr Seaton)

This year colleagues from different service areas came together to form the FDC Event Land Group. The aim is to have a coordinated, streamlined and supportive approach for those who wish to use our land for community events. Event organisers and community representatives are directed to our website which provides a wealth of information on planning an event and has links to external resources such as the 'Purple Guide' - a useful safety guide for large scale public events. This guide outlines steps organisers need to consider when planning an event and topics include risk assessments, licences, insurance, funding and forming a committee.

The Council also offers support should the organisers need road closures or additional more in-depth help from the Safety Advisory Group. This partnership group aims to enable event organisers to safely host events taking place in the district. This is whilst safeguarding the well-being of all residents and visitors at those public events and ensuring that, as far as reasonably practicable, any inconvenience to residents, businesses and the general public arising from such events is minimised. Made up of various partner agencies they offer specialist advice on issues related to public safety. This is free for event organisers to attend and is an opportunity to talk to experts.

Whether an event is large or small we are able to also offer organisers and community groups further assistance in the form of council services such as waste removal and car park closures, which are paid for as appropriate.

The new streamlined approach has worked well with more than 40 events being facilitated this year so far.

Pride In Fenland Awards (Cllr Wallwork)

The Pride In Fenland Awards took place on Wednesday 25th June at Wisbech St Mary Community and Sports Centre. The event celebrated outstanding individuals and groups who make a positive difference in their communities.

A total of 87 nominations were received across eight categories, Sports and Recreational, Fundraiser, Community Volunteer, Community Champion, Youth, Group, Special Judges and Lifetime Achievement. All nominees were recognised with certificates, and winners and runners-up received trophies.

The evening showcased inspiring stories of community commitment across all ages, highlighting dedication, kindness, and civic pride throughout the district. The Council's Communication Team provided live updates during the event, allowing wider community participation through social media which has received positive feedback.

A notable highlight was a young environmental award winner (pictured below) being invited to visit the base to further develop and encourage his community initiatives. He described the experience as a “privilege.”

The next Pride In Fenland awards event will take place in July 2026.



Key PIs:

Key PI	Description	Baseline	Target 2025/26	Cumulative Performance	Variance (RAG)
ARP1	Days taken to process new claims and changes for Council Tax Support	9.4 days	7.0 days	9.04 (to end of Sep)	
ARP2	Days taken to process new claims and changes for Housing Benefit	8.36 days	7.00 days	10.23 (to end of Sep)	
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	286	250	104 (to end of Oct)	
CELP2	The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work	46%	52%	46 (to end of Oct)	
CELP3	Number of empty properties brought back into use	64	50	35 (to end of Oct)	
CELP4	Total attendance at Active Fenland sessions per year	1463	750	746 (to end of Sep)	
CELP5	Customer satisfaction with our leisure centres (Net Promoter Score)	17	25	N/A (March 2026)	N/A
CELP6	Value of Arts Council Grants achieved in Fenland	£450,000	£75,000	N/A (March 2026)	N/A

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

Comments
CELP1 – profile on track to meet target as a result of winter calls for service

