

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

**February 2026
(For performance in November &
December 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 Steve Count
Portfolio Holder for
Economic Growth, Land
Charges and Fenland
Inspire! Leisure Centre
Projects



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



Cllr Sidney Imafidon
Portfolio Holder Assets,
Business Premises, Health
& Safety and Food Safety,
Environmental Services and
Heritage



Cllr Dee Laws
Portfolio Holder for
Building Control, Flooding,
IDBs and Planning



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

Revenues and Benefits (Cllr French)

Anglia Revenues Partnership (ARP) continue to be tasked, in accordance with the Business Case approved by Joint Committee, 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 and Non-Domestic Rates. The team continue to seek opportunities to identify dwellings and businesses not registered or having had an undeclared change in use, leading to increased charges – including possible retrospective charges.

The Cambridgeshire Fraud Hub continues into its second year. This work continues to consistently see savings outweighing the costs of the work in the areas of Local Council Tax Reduction and Single Person Discounts. By the end of quarter 2 2025/26, £320k of fraud has been identified with ARP now proactively addressing those identified issues.

Central Government have initiated significant changes in respect of Business Rates for the financial year 2026/27 and there is information available on the Fenland website and links to the Anglia Revenues website in respect of these complex changes. In addition, information was circulated to businesses via the Business Newsletter.

Work on the Annual billing process is underway with a greater emphasis on e-billing with customers having to opt out of e-billing rather than opt in, this approach has been successfully adopted in other Councils and has driven up the take up of electronic bills significantly therefore achieving savings on printing and postage costs. Naturally should customers wish to continue to receive a printed bill then they are able to do so.

2025/26 – To end of Quarter 3

	2025/26	
	TARGET	CUMULATIVE PERFORMANCE
Council Tax Collection	£78,933,475	£65,154,237
Business rates Collection	£29,467,704	£26,898,050

In terms of performance in 2025/26 Business Rates collection figures are above target and Council Tax collection figures are within the 1% tolerance zone of the target and will continue to be closely monitored. Increasingly, however, residents are moving from 10 payments per annum to 12 payment per annum in order to make monthly payments more affordable. This impacts performance against the target due to a change in the profile of payments received.

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

Town	HMOs investigated	Other Homes investigated
Wisbech	21	78
March	0	32
Chatteris	5	4
Whittlesey	2	8
Villages	0	13

Total homes investigated is 163 - This is in line with the profile of interventions that are undertaken each year to the target of 250.

VILLAGE BREAKDOWN

Benwick = 0	Elm = 0	Manea = 1	Thorney Toll = 0
Coates = 1	Fridaybridge = 2	Murrow = 1	Tydd = 0
Coldham = 1	Foul Anchor = 0	Newton = 0	Turves = 0
Christchurch = 3	Gorefield = 0	Parson Drove = 1	Wimblington = 0
Doddington = 0	Guyhirn = 1	Stonea = 0	Wisbech St Mary = 0
Eastrea = 0	Leverington = 1	Throckenholt = 0	

Housing Issues successfully addressed by Housing Options Team for households owed a duty within 56 day period

	Up to end of December for 2025/26
Prevention Stage	69
Relief Stage	108
Total number of households	177

Number of households seeking advice (homeless presentations)	Up to end of December for 2025/26	Up to end of December for 2024/25	% change
Number of households seeking advice (homeless presentations)	1283	1452	-11.6

Rough Sleeper Prevention and Recovery Grant (RSPARG) work up until end of December 2025/26

Circumstances	Number of people
Rough Sleeping	7
Successfully moved on	28
Lost contact with services	25 but no longer rough sleeping
Between rough sleeping & sofa surfing	3
Alternative outcome	2
Placed in off the street accommodation awaiting move on	6
TOTAL	71

There were 5 positive move-on clients in the month of December.

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

The impact of the Council increasing the number of homes to provide temporary accommodation for homeless households is reducing the number of households in Bed and Breakfast. As at the first week in January 2026, the Council had no families in Bed & Breakfast and 11 single households. This is the lowest number since pre-Covid pandemic.

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

Represents the total number of properties brought back into use through officer involvement. From 1 April 2025 to 31 March 2026.

LTE = long term empty. LTEP= long term empty with premium council tax charge.

	LTE 6-11MTHS	LTEP 12MTHS +
Total Officer involvement	11	41
Total for the period	1.4.24 – 31.3.25	52

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 is being planned in Wisbech at the Oasis Centre with a date to be confirmed.

[Cost of living support in Fenland - Fenland District Council](#)

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

[Record attendance at festive event for older people - Fenland District Council](#)
[Golden Age - Fenland District Council](#)

Promote Health & Wellbeing for all

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

[Our Partnerships | Freedom Leisure](#)

The Fenland Inspire! conditions survey work at Chatteris Leisure is completed. Costing c.£50,000 this work has included improvements to customer changing facilities and the flooring of the fitness class studio, amongst other work.

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

[WorkWell Fenland – Fenland District Council](#)

An additional 62 Participants joined the WorkWell programme, November – December 2025, bringing the total to 573 since Go Live in November 2025. 53% of referrals that are received join the programme.

To date Coaches have made over 300 referrals, 157 signposts to 93 different service providers.

Funding has been confirmed for an extension of the current contract to deliver the WorkWell programme until 2027.

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)

[Community Safety Partnership \(CSP\) – Fenland District Council](#)

Partnership engagement sessions across the district at Walsoken, Coates, Parson Drove, Golden Age Fair in March town. These have been conducted with partner agencies where possible and primarily with the local Neighbourhood police team.

Current project work of the CSP includes; Hate Crime, Key Stage 2 Safety Zone for those transitioning to secondary school, Illegal money lending (Loan Shark), Young people and serious violence duty, and Domestic Homicide Reviews/violence against women and girls.

The partnership holds quarterly meetings of members where project progress is monitored and updates by project coordinators are provided. Meetings are noted and actions allocated. Performance monitoring and finance monitoring returns are provided to the external funders such as CPCA and OPCC.

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

Successful delivery continues with the funding provided securing one and a half posts within the Community Safety team.

There is quarterly performance monitoring by the OPCC of delivery against the agreed project outcomes and half yearly finance monitoring. We are considered to be delivering what is expected, if not above and beyond.

Some case studies include:

- Contacting a suspected scam victim, determining situation, seeking consent for onward referrals (not given), use of professional judgement/curiosity to engage appropriate partner agency. Subject was eventually determined to be the victim of a scam.
- Working with a housing provider and police to deal with a nuisance neighbour situation
- Location visits, appropriate consent and referrals, engagement with partner agencies such as police, mental health services, safeguarding teams etc. Providing reassurance to those adversely affected by the nuisance whilst understanding the need to consider safeguarding and wellbeing of those within the nuisance address.

Deliver the CCTV shared service with Peterborough City Council (Cllr Wallwork) – CCTV Shared Service Update (April–December 2025)

[CCTV - Fenland District Council](#)

Incident Support and Positive Outcomes

Between April and December 2025, operators supported 895 incidents.

Out-of-Hours Service (OOH)

The control room handled 455 out-of-hours calls between April and December 2025, compared with 293 in the same period in 2024

Control Room Upgrade

A control room upgrade was completed across September and October 2025, strengthening service resilience, compliance, and readiness to support ongoing operational demand.

Street Drinking Update (Cllr Wallwork)

The process has commenced to renew the alcohol related PSPO for Wisbech although current level of community reporting of street drinking occurrences is low.

Pride In Fenland Awards (Cllr Wallwork)

The next event is due to take place on Wednesday 1st 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	8.76	
ARP2	Days taken to process new claims and changes for Housing Benefit	8.36 days	7.00 days	9.88	
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	286	250	163	
CELP2	The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work	46%	52%	50	
CELP3	Number of empty properties brought back into use	64	50	52	
CELP4	Total number of Active Fenland sessions offered per year (to October 2025 in current year – 50% of previous performance)	1463	750	1064	
CELP5	Customer satisfaction with our leisure centres (Net Promoter Score)	17	25	N/A (March 2026)	N/A

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

Comments
<p>The time taken to assess Council Tax Support new claims/changes, Target 1 was achieved in December as days to process was 7.76 which is 1.24 days under target days. The target for year to date has not been achieved as it is 1.76 days over the target but has significantly improved.</p> <p>The time to taken to assess Housing Benefit new/claims, Target 2, has not been achieved this month, being 0.12 days over the monthly target but an improvement on the previous month's performance. The year-to-date target has not been achieved as it is currently 3.88 days over target.</p>

The team strive to keep up with the volume of new claims received which is the reason for the monthly assessment figures improving. Additional recruitment has been undertaken to fill vacant posts and the new recruits will commence in early 2026 with an intensive training programme.

Following the redundancy of the Culture and Creativity Officer Post, the objective of *Work with partners to promote Fenland through Culture & Heritage* and the Key PI *CELP6 Value of Arts Council Grants achieved in Fenland* have been removed.

Environment

Deliver a high performing refuse, recycling and street cleansing service

Work with partners, businesses, the community and volunteers to maximise the quality and quantity of recycling collected (Cllr Tierney)

Recycling will generate more than £2m of income to support service delivery this year. Cabinet and Council are due to receive a report on an updated Recycling Plan at the February 2026 meetings that outlines how recycling quality will be maintained through an agreed annual action plan.

Deliver an effective, self-funding Garden Waste collection service (Cllr Tierney)

The garden waste service has had another successful year with a total income of £1,191,000 from the 24,600 customers who chose to subscribe in 2025/26.

This year, the garden waste service webpages contain the offer of a reduced-price repeat card payment whilst the website is improved to offer an increasing range of online services for customers.

Website link: [Garden Waste Service \(Brown Bin\) - Fenland District Council](#)

Deliver clean streets and public spaces as set out in the national code of practice (Cllr Tierney)

Fenland's small street cleansing team work hard to keep the area as clean as possible.

Customers have reported 1247 issues such as litter, flytipping or graffiti to them since April. The team responded to these requests the same or next day 89% of the time (1116) so far this year.

Service quality inspections, performed by Street Scene officers, have shown that key streets and public open spaces meet the required standard of cleanliness 98% of the time; 526 inspections were of an acceptable standard from the 536 performed.

In cooperation with Cambridgeshire and Peterborough Waste Partnership, to plan and deliver the Environment Act 2021 changes to domestic and commercial waste collection through an updated Waste Strategy (Cllr Tierney)

Fenland's communications campaign is in place for the food waste service that will begin in summer 2026, including council tax leaflets, a further calendar for customers in March and a recruitment event that took place in January.

Recent press releases:

<https://www.fenland.gov.uk/article/18751/Recruitment-event-announced-for-new-food-waste-recycling-service>

<https://www.fenland.gov.uk/article/18722/Refuse-workers-retire-after-each-serving-for-46->

[years](#)

Deliver a competitive trade waste service (Cllr Tierney)

The service has 600 small to medium sized businesses, supporting them with their waste, recycling and food waste services. Details of the service can be found in the Recycling Plan and Waste Strategy report due to be tabled at Cabinet and Council in February 2026.

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

Use education, guidance and Council powers to fairly enforce environmental standards and tackle issues such as fly-tipping, abandoned vehicles, dog fouling, littering and antisocial behaviour (Cllr Imafidon)

[Fly-tipping - Fenland District Council](#)

Month	Total Tips	Chatteris	March	Whittlesey	Wisbech	Villages
Nov 25	94	10	4	5	54	21
Dec 25	101	1	17	5	49	29

Enforcement Actions

Month	Fly Tip FPNS	Parking FPNS	Fly Tip Prosecutions	Abandoned Vehicles reported
Nov 25	4	3	1 Guilty plea Total fine £420 plus £100 costs	32 0 needed removing
Dec 25	1	0	0	25 3 removed

Ensure well maintained parks and open spaces by working with our grounds maintenance contractor (Cllr French)

Work is underway to replace the existing dilapidated play area at Westmead Avenue in Wisbech with an new small play area.

[Parks - Fenland District Council](#)

Supporting volunteer Street Pride groups and other environmental volunteers, organisations and partners (Cllr Wallwork)

[Street Pride - Fenland District Council](#)

Work with Town Councils and the community to provide local markets and thriving market town community events (Cllr Seaton)

[Don't miss free March and Wisbech Christmas events - Fenland District Council](#)

The programme of events for 2026 can be found on the council's website.

[Fenland Four Seasons Events - Fenland District Council](#)

Tenders are now open for caterers.

Deliver the council's carbon reduction and climate adaptation plan including meeting all climate change targets which are legally required by the UK Government (Cllr Tierney)

The Council's Net Zero Village fund has been fully allocated. The final few projects, which are all being undertaken by community groups to enhance their community buildings and install energy saving measures, will be completed in 2026.

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

The last [update report on CPE](#) (civil parking enforcement) was tabled at Cabinet on 21 July 2025. This included estimated costs uplifted from the November 2023 report for the poor sign and line defects and a provisional sum included for the fair defects.

Formal quotes have since been requested from Cambridgeshire County Councils framework contractor (M Group) for both the poor and fair lining defects and receipt of these costs are expected at the end of February. Upon receipt the updated corrective sign and line costs will be used to inform a Cabinet in February for final approval.

The sign and line defect quantities will still be calculated using the data from the 2021 survey but will include all poor and fair defects with a contingency allowance added for annual deterioration. Whilst the updated implementation costs will still be estimated, the corrective works costs will reflect the most accurate figures possible without having to resurvey.

The CPCA have agreed to further extend the CPE funding contribution until December 2027, however the offer is understood to be conditional on FDC's decision to fund the remaining CPE budget shortfall.

The project delivery timeline is still estimated to be approximately 2 years from approval.

Street Lighting (Cllr French)

A total of 70 streetlight faults were reported and have been attended to during the months of November and December 2025 by Fenlands streetlight maintenance contractor. Forty-Seven 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 capital-programmed replacement or upgrade works undertaken by the Councils' streetlight contractor (Woodstock Streetlighting Services Ltd).

Fenland DC -	47 Fault Reports
Clarion -	2 Fault Reports
Parishes -	21 Fault Reports

All the electrical and structural testing works have been completed, and the data is currently being compiled following which updated inventory information will be forwarded to third party organisations. Any assets that were unable to be tested due to water ingress or integrity issues have been made safe and will be recommended for replacement.

Assets that failed the structural testing have either already been replaced or ordered for replacement with some awaiting consent from third party asset owners.

FDC Car Park Maintenance (Cllr French)

The following works have either been identified or programmed.

1. Patching works to various FDC public car parks.
2. Vegetation and Tree trimming to specific sites
3. Road marking works at specific sites

The Engineering Team are responsible for around 6500 highway related assets. The majority of these assets are either streetlights or street name plates but also include street furniture items such as seats, bus shelters, gateway signs, finger arm signs and bollards.

Routine inspections for the high-risk assets are undertaken each year and various maintenance, and improvement works carried out to ensure that the assets remain safe and fit for purpose. Each year a number of seats, street name plates, streetlights and bus shelters are replaced or upgraded for safety reasons and to enhance the streetscene.

The next routine inspections are scheduled for March/April 2026 following which the various defects will be co-ordinated and prioritised for repair.

Key PIs:

Key PI	Description	Baseline	Target 25/26	Cumulative Performance	Variance (RAG)
CELP7	% of Rapid or Village Response requests actioned the same or next day	87%	90%	89%	
CELP8	% of inspected streets meeting our cleansing standards	99%	90%	99%	
CELP9	% of household waste recycled through the blue bin service (1 month in arrears)	25.0%	25.0%	23.0%	
CELP10	Customer satisfaction with refuse and recycling services	97%	90%	N/A (March 2026)	N/A
CELP11	Customer satisfaction with garden waste service	97%	90%	N/A (March 2026)	N/A
CELP12	Number of Street Pride, In Bloom, Friends Of Groups and Green Dog Walkers community environmental events supported	282	204	225	
CELP13	% of those asked who were satisfied with community events	100%	96%	N/A (March 2026)	N/A

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

Comments

Economy

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

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

	South Fens Business centre	South Fens Enterprise Park	Boat House	Manufacturing Estate	Actual
Occupancy %	74.1	100	100	100	95.75

Promote and enable housing growth, economic growth and regeneration

Enable appropriate growth, development and infrastructure through delivering a proactive and effective Planning service (Cllr Laws)

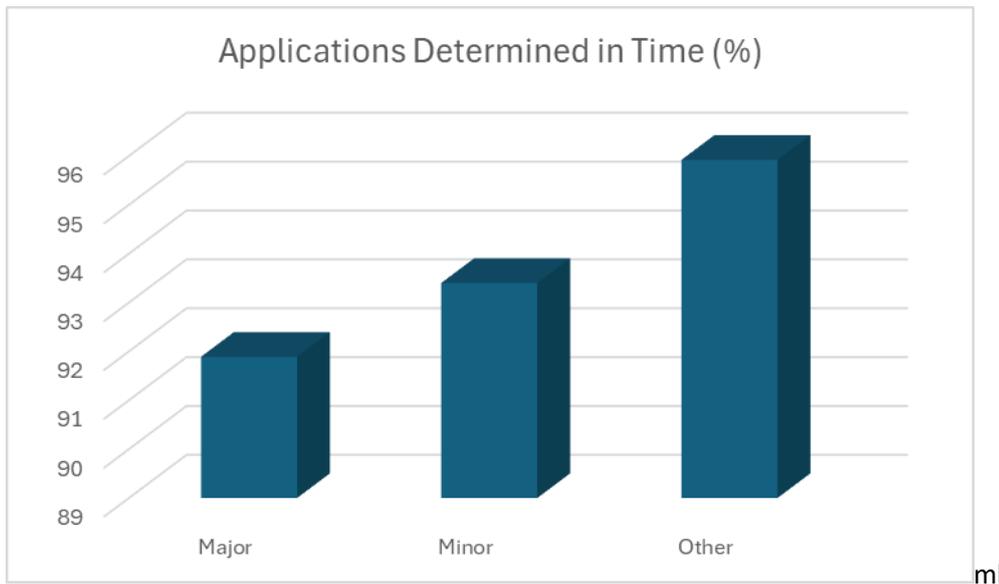
The Development Management Team and the Enforcement Team have continued to make strong progress over the past month, maintaining momentum on a number of complex applications and enforcement cases. The increased stability within both teams has enabled officers to focus on resolving long-standing matters, with several significant cases now approaching conclusion. This sustained effort is contributing to improved service performance and greater certainty for applicants and residents.

The number of applications requiring determination by Planning Committee remains consistently high, both in absolute terms and as a proportion of overall decisions issued. This trend continues to place additional pressure on officer capacity, committee scheduling and the wider decision-making process. The high volume of committee items also has implications for applicants, who may experience extended determination times due to the need for additional meetings and longer agendas.

The Planning and Infrastructure Bill has now progressed through Parliament, and the introduction of a National Scheme of Delegation is expected later this calendar year. Early indications suggest that this national framework will significantly increase the proportion of applications determined under delegated powers. This change is anticipated to reduce the number of applications requiring committee consideration, easing pressure on the Service and enabling a more streamlined and responsive approach to decision-making.

The Council has formally agreed to withdraw the emerging Local Plan and to commence preparation of a new Local Plan under the revised national planning regime. Although the final

regulations have not yet been published, guidance is available, and the Local Plans Team has already begun scoping and preparatory work. This represents a substantial and time-critical programme of activity, requiring close coordination across teams to ensure that the new Local Plan is progressed efficiently and reflects both national requirements and local priorities.



Work with our partners to enable new affordable housing to meet housing needs (Cllr Laws & Cllr Hoy)

A total of 272 affordable homes is forecast for completion in 2025/26 across key sites in March, Whittlesey, Elm, and Wimblington. There remains some uncertainty around 50 of these units completing by the end of March 2026, which may instead be completed in the following financial year.

Current forecasts indicate 350 units are expected to be completed in 2026/27.

Looking ahead, around 600 affordable homes are anticipated — with reasonable confidence — to begin construction during 2026/27, with a further 350 units that have the potential to commence in the same period. These schemes are distributed across the district’s four market towns

Plan for Neighbourhoods, Wisbech (Cllr Hoy)

As agreed at cabinet, the Regeneration Plan, approved by the Town Board and all partners, was submitted in November 2025. FDC as accountable body now await further information from MHCLG regarding the payment of funds in April 2026 to commence with the Town Board programme.

The full submission can be found here: [Microsoft Word - Wisbech Regeneration Plan 25 November Submission](#) and is publicly available on the FDC website.

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

The March Future Highs Street Fund (FHSF) project is now in the final phase of delivery with

the demolition of the old Barclays Bank building. This is due for completion February 2026 following delay to start on site and unforeseen party wall complexity in the demolition phase.

Once completed, the FHSF programme will formally be concluded, and a completion report will be circulated to members.

24 High Street, Wisbech (Cllr Seaton, Cllr Boden, Cllr Hoy & Cllr Tierney)

24 High Street construction is completed and the building has been handed to the Council. Residents will be moving into flats early this year. A celebration event will be arranged for Members to see the building now completed.

Fenland Inspire! (Cllr Seaton and Cllr Count)

Wisbech Splash Pad – Wisbech Splash pad has seen the water features installed and improved. In March 2026 installation of new benches and shaded areas will be completed ahead of re-opening of the pad in the spring.

Manor Leisure Centre, Whittlesey

For updates please see February 2026 Cabinet Report on this project.

Chatteris Leisure Centre Condition Survey Work

This work is now completed.

District Wide Assessment of New Play Equipment

For an update please see the February 2026 Cabinet Report regarding this project.

Wisbech Orchard Park

An order has been placed for the removal of the trees to another local orchard. Initial work to remove stakes and wiring has been completed, with the trees due to be removed in February [071125 Cabinet - Fenland Inspire Wisbech Park Orchard.pdf](#)

3G Pitches

Planning consent has been given for the Manor PlayZone. A build programme is due in February that should ensure completion in the Spring.

Civil Parking Enforcement

Please see [CPE update](#) earlier in this report.

Promote and lobby for infrastructure improvements

Promote sustainable road, rail and concessionary transport initiatives to improve access to employment and local services (Cllr Christy)
[Transport and Streets - Fenland District Council](#)

Engage with the Combined Authority and Cambridgeshire County Council on the

feasibility and delivery of road and rail infrastructure projects (Cllr Christy)
[Transport and Streets - Fenland District Council](#)

Whittlesea Station OBC

In November and December 2025, Whittlesey residents and businesses located close to the station were asked to complete surveys about the railway station. These surveys were to inform the business case work and facilitate the draw down of funding in 2026 to make improvements at the station. There were 372 respondents raising issues such as the barrier down time and missing trains, the need for car parking at the station, more waiting shelters and the need to get more trains stopping. In January 2026 a public consultation will be held to seek people's views on options to improve the station.

Work with the Combined Authority to influence how housing and infrastructure funding is used to stimulate housing development and economic growth and improve connectivity in the district (Cllr Christy, Cllr Hoy and Cllr Laws)
[Transport and Streets - Fenland District Council](#)

Key PIs:

Key PI	Description	Baseline	Target 25/26	Cumulative Performance	Variance (RAG)
CELP14	% of major planning applications determined in 13 weeks	91%	85%	91.89%	
CELP15	% of minor planning applications determined in 8 weeks	85%	85%	93.40%	
CELP16	% of other planning applications determined in 8 weeks	91%	85%	95.92%	
EGA1	% occupancy of our business estates	94.2%	92.0%	95.0%	
MS1	% occupancy of Wisbech Yacht Harbour	85%	90%	88.3%	

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

Comments

Excellent Customer Service

Help residents to self-serve and access our services digitally to allow us to provide greater support for vulnerable customers and complex queries (Cllr Tierney)

This year, the garden waste service webpages contain the offer of a reduced-price repeat card payment whilst the website is improved to offer an increasing range of online services for customers.

Website link: [Garden Waste Service \(Brown Bin\) - Fenland District Council](#)

Elections Update (Cllr Boden)

[Annual Canvass 2025 - Fenland District Council](#)

Following Annual Canvass 2025 the Register of Electors was successfully re-published on 1 December 2026, and the current total electorate figure is 76,497.

3C's Update (Cllr Tierney)

November - December 2025	Total received	On time	% On time
Correspondence			
	18	12	67%
Stage 1			
CELP	27	18	67%
GI	0	0	N/A
PRCS	15	15	100%
Stage 2			
CELP	4	3	75%
GI	1	1	100%
PRCS	0	0	N/A

Governance, Financial Control & Risk Management

Maintain robust and effective financial standards, internal controls and organisational management (Cllr Boden)

An [Internal Audit Progress Report](#) was presented at Audit & Risk Management Committee in November 2025 detailing closed audits for:

Main Accounting System – Reasonable assurance

Supplier Amendments (Anti-Fraud) - Limited assurance

Disabled Facilities Grants Verification – Reasonable Assurance

Corporate Performance Management (Follow-up) - partial implementation

Payroll (Starters, Amendments & Leavers) - Reasonable Assurance

Audit engagements have been continuing for the following: Cyber Security; Streetlights; and Commercial Waste.

Comply with data protection and General Data Protection Regulation requirements (Cllr Boden)

There have been no reportable breaches of the UK GDPR during the period to which this briefing relates. However, there has been 3 recorded breaches by Environmental (1) and My Fenland (2) requiring no further action. The breaches were human error that resulted in information being sent to or shared with the wrong person(s).

In the same period, there have been 3 data subject access requests.

Consultation and Engagement

News update:

The number of news stories added to the FDC website and distributed as press releases to local media were 9 in November and 8 in December. We also created an additional 4 news articles we published on our website. Links to all news articles: [News and Events - Fenland District Council](#)

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 [X](#). We also publicise relevant press releases on our LinkedIn.

Social Media Update:

	X	Facebook	LinkedIn
November	89	82	41
December	84	82	36
Followers	8,524	9,780	2,332

Consultation Update:

Wisbech Regeneration Plan Consultation – 3 November to 17 November 2025

Draft Business Plan 2026/27

The Draft Business Plan 2026-27 sets out the priorities we aim to deliver over the next 12 months. These priorities have been developed to address the most important needs of our communities and set a framework for how we will work towards our ambitions for the area and achieve our goal of creating a thriving place to live and visit.

Its structure outlines our key Corporate Priorities, Communities, Environment and Economy. A fourth priority, Quality Organisation, sits alongside everything we do. It aims to ensure that the Council runs effectively, transparently and sustainably.

Cabinet approved the Draft Business Plan 2026/27 for public consultation on 15 December 2025. This will run from 5 January to 1 February 2026.

Workforce Development**Equip our workforce with the right skills to effectively deliver our priorities (Cllr Boden)**

In addition to the Council's extensive learning and development offer for our workforce, which includes opportunities for both formal and informal training, we are shortly launching a new Management Development Programme (MDP), which has been developed using our in-house expertise. This MDP will upskill our existing, new and aspiring managers to better support and manage their teams and services. The programme will be delivered internally across 2 separate cohorts.

We are also offering additional training for staff on 'Coping with Change' to support with the forthcoming changes associated with LGR

Transformation and Efficiency**2024/25 subheadings:****Transformation Project updates (Cllr Boden & Cllr Tierney)**

Members agreed to the progression of two projects which will utilise automation software in the back office to facilitate a reduction in manual processing, enabling Officers to focus on more complex tasks. The projects will focus on the automation and streamlining of back office administrative tasks predominantly in respect of meeting scheduling, transcription and action tracking. Work is currently underway in respect of deploying the software and Members will be updated further as the project progresses.

Local Government Reorganisation (Cllr Boden)

The Government Consultation on Local Government Reorganisation (LGR) will run from 5

February to 26 March 2026. Please see the Council's dedicated [LGR website page](#) for further information.

The Council's response will be considered at additional Cabinet and Council meetings due to be held on Friday 13 March 2026.

Enforcement & Compliance

Use a fair and proportionate approach to improve living, working and environmental standards as set out in our Enforcement Policies (Cllr French ([CPE](#)), Cllr Laws ([Planning](#)), Cllr Tierney ([Streetscene](#)), Cllr Christy (Environmental Health, Housing & Licensing Enforcement) & Cllr Seaton (Dilapidated Buildings & Enforcement))

Please click on the links in the paragraph above.

Support businesses to ensure compliance with a wide range of regulatory requirements (Cllr Count & Cllr Imafidon)

At the end of December, progress to meet the statutory requirements within the council's food safety service plan was good.

Due to the departure of an interim member of staff and following 2 recruitment rounds to appoint qualified food safety compliance officers (officers with qualifications which meet the food standards agency competency requirements) the council remains understaffed in this service area by 1.0 full time officer. A tender process has been launched with a view to identify a cost-effective approach to delivering statutory obligations.

Health & Safety

Maintain effective Health and Safety systems to comply with relevant legislation and local requirements (Cllr Boden)

[Health and Safety - Fenland District Council](#)

Deliver all aspects of the Council's Health and Safety action plan to ensure the safety and wellbeing of our workforce, partners and wider community (Cllr Boden)

[Health and Safety - Fenland District Council](#)

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

CPCA website - [Cambridgeshire & Peterborough Combined Authority](#)

Meeting details - [Browse Meetings, 2000](#)

Office decision notices and Mayoral decision notices can be found [here](#).

Key PIs:

Key PI	Description	Target 2025/26	Cumulative Target	Cumulative Performance	Variance (RAG)
PRC1	% of customer queries processed at the first point of contact	92.45%	85%	87%	
PRC2	% of customers satisfied with our service (measured annually in February)	96.66%	90%	N/A (Feb 2026)	
PRC3	% of contact centre calls handled	87.42%	80%	84%	
PRC4	% of businesses who said they were supported and treated fairly	100%	96%	100%	
ARP3	In year % of Council Tax collected	96.20%	82.45% (monthly cumulative target profile)	81.81%	
ARP4	Council Tax net collection fund receipts	£78,933,475.	£65,786,672 (monthly cumulative target profile)	£65,154,237	
ARP5	In year % of NNDR collected	96.46%	80.67% (monthly cumulative target profile)	81.94%	
ARP6	NNDR net collection fund receipts	£29,467,704	£25,370,884 (monthly cumulative target profile)	£26,898,050	
HR2	% of staff that feel proud to work for FDC	86%	85%	N/A (Mar 2026)	

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

Comments
Council tax collection is currently £632,435 below the monthly cumulative target, residents are increasing moving from 10 monthly payments to 12 in order to reduce monthly expenditure and take the opportunity to spread Council Tax payments over the whole year,

which impacts the income profile. It is therefore anticipated that the year end target will be on track to be achieved by March 2026.