

Agenda Item No:	6	
Committee:	Overview & Scrutiny	
Date:	3rd September 2018	
Report Title:	Progress in Delivering the Communities Corporate Objectives 2018-19	

Cover sheet:

1 Purpose / Summary

This report sets out the Council's progress in delivering the corporate objectives from April 2018 to July 2018. This is to ensure that members have the most up to date information possible.

2 Key issues

- Benefits processing times dipped for a while, but are now improving following refocussing resources.
- The work of early homeless prevention across the Fenland-led trailblazer project continues to make a valuable difference to people's lives and wellbeing with Cambridgeshire and Peterborough.
- 47 properties have been adapted to assist vulnerable and disabled residents stay in their homes since April 2018
- Homes in Whittlesey have been offered to 2 refugee families fleeing from Syria.
- 42 people attended this year's first Golden Age Fair in Manea.
- Leisure centre attendance is above target.
- Freedom Leisure have been appointed as FDC's partner to operate and manage Fenland's leisure centres for the next 15 years.
- Active Fenland (the overarching brand for all sports development work) continues to deliver successful community projects and access funding opportunities.
- The Wisbech Alcohol project continues to deliver positive outcomes.

3 Recommendations

It is recommended that the Panel considers the progress made by the Council in delivering the corporate objectives in the Business Plan.

Wards Affected	All
Forward Plan Reference	

Portfolio Holder(s)	<p>Councillor Chris Seaton, Leader of the Council</p> <p>Councillor Mike Cornwell, Portfolio Holder for Communities</p> <p>Councillor Anne Hay, Portfolio Holder for Finance</p> <p>Councillor Dee Laws, Portfolio Holder for Neighbourhood Planning</p> <p>Councillor Mark Buckton, Portfolio Holder for Leisure & Children & Young People</p> <p>Councillor David Oliver, Portfolio Holder for Community Safety, Heritage & Transport</p> <p>Councillor Peter Murphy, Portfolio Holder for Environment</p>
Report Originator(s) And Contact Officer (s)	<p>Richard Cassidy - Corporate Director richardcassidy@fenland.gov.uk</p>
Background Paper(s)	<p>Business Plan 2018-2019</p>

Overview & Scrutiny

Progress Against the Communities Priorities

April 2018 to July 2018

Portfolio Holders



**Councillor
Chris Seaton**
Leader of the Council



**Councillor
Mike Cornwell**
Cabinet Member for
Communities



**Councillor
Peter Murphy**
Cabinet Member for
Environment



**Councillor
David Oliver**
Cabinet Member for
Community Safety &
Heritage



**Councillor
Anne Hay**
Cabinet Member for
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**Councillor
Dee Laws**
Cabinet Member for
Neighbourhood
Planning



**Councillor
Mark Buckton**
Cabinet Member for
Leisure & Young
People

Business Plan Priority: Support vulnerable members of our community

Business Plan Action: Support residents to maximise their income by accessing the benefits they are entitled to. Process applications for Housing Benefit and Council Tax Support quickly and accurately through our shared service (Anglia Revenues Partnership; ARP)

Business Plan Action: Support residents in managing the effects of welfare reform changes by working with partners, including Jobcentre Plus and the CAB, and helping them access Universal Credits online

Portfolio Holder: Cllr Mrs Anne Hay

Description	Target 18/19	Cumulative for 18/19	Variance
Performance Measure			
Fenland target ARP1 Days taken to process Council Tax Support new claims and changes	8 days	8.8	
Fenland target ARP2 Days taken to process Housing Benefit new claims and changes	8 days	7.7	

This month we have seen the improvement we expected and exceeded the targets.

For both Council Tax Support and Housing Benefit claims and changes by processing them both in under 7 days.

This has brought our year to date totals to within target.

We continue to prioritise new claims, are carrying out additional checks on pending claims and have a campaign running to deal with 'quick changes'. The team are also carrying out 100% checks on earnings cases with the help of quality assurance and the new recruits, who are now working alongside the team, continue to work on specific work areas.

Business Plan Priority: Support vulnerable members of our community

Business Plan Action: Deliver the Homelessness Strategy and housing duties. Work with the Home Improvement Agency to award Disabled Facilities Grants

Portfolio Holder: Cllr Mrs Dee Laws

Description	Target 18/19	Cumulative for 18/19	Variance
Performance Measure			
LPI CEL1 Total number of private rented homes where positive action has been taken to address safety and cohesion issues	200	63	

At the end of July 2018 the council had provided 12 positive interventions on new requests for service for Houses in Multiple Occupation (HMOs) across the district totalling 63 compared to 71 in 17/18 for the same period. The council also investigated 51 complaints from tenants occupying privately rented accommodation in the same period. Council officers intervened to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

Following a successful funding bid to the Controlling Migration Fund (CMF) the council has inspected 848 properties in Wisbech since March 2018.

After initial informal engagement a few landlords have failed to carry out the remedial work identified and therefore the officers will be serving formal chargeable notices following the recently adopted Housing Enforcement Policy.

Measure	Cumulative
Total Number of Properties Inspected	848
Information Packs Issued	92
Smoke Detectors brought into use	80
Hazards Removed	55
Smoke Detector defect letters (Private Rented Sector)	66
Smoke Detector advisory letters (Owner Occupied)	57
Formal Inspection Appointment Letters	16
Notice requesting Information	4
Informal Letter requesting remedial repair	62
HMO declaration notices	16

Description	Target 18/19	Cumulative for 18/19	Variance
Performance Measure			
LPI Number of households prevented from becoming homeless The cumulative number for the same period in 17/18 was 41	200	71	

Rough Sleepers – Controlling Migration Fund project

The Council's Migrant Outreach worker (funded through Controlling Migration Fund) is currently working with 14 rough sleepers in Wisbech. Regular visits are made with police, Inclusion (Drug and alcohol outreach service). Housing options, advice and sign posting is offered in order to provide routes out of rough sleeping for these individuals. Options for training and work are also offered.

Since the start of the project in September 2017, 21 weekly surgeries have been arranged, 5 clients have accessed work, 20 clients have been given advice via Operation Pheasant, 4 clients have been prevented from rough sleeping and 45 clients have engaged with drug and alcohol services

Housing Options service demand (to end of July 18)

The service is working to a new Homelessness Reduction Act which came into force in April 2018. Essentially it means that the Council works with potential homeless households earlier. (The threshold for help has shifted from 28 days to 56 days prior to homelessness). There is also a duty to develop a personal housing plan for households which sets out the actions the Council will take and the actions the household needs to take to hopefully prevent homelessness occurring. The Council has received funding from Central Government to assist with the increase in service demand to deliver against its new statutory obligations. Demand is being monitored to understand how the new Act works in practice in Fenland in comparison to pilot areas (Wales and Southwark)

Description	Cumulative for 2018/19	%
Total number of Households approaching to the Housing Options Team	618	N/A
Total number household receiving advice only for example not homeless but advice needed	313	N/A
Total number of Personal Housing Plans created i.e. there is a risk of homelessness and an action plan has been created to hopefully prevent the homelessness taking affect.	187	N/A
Number of formal Homeless decisions made. This is where the personal housing plan has not	0	N/A

resolved the problem leading to the need for a formal decision to be taken under the legislation. In 17/18 we made 159 decisions and experience in Wales and Southwark indicate this should be much lower under the new Act.		
Successful outcomes in Prevention stage (household had their issue resolved within 56 days)	36 out of 46	78%
Successful outcomes in Relief stage (cases that came to us too late for prevention stage i.e. households were awaiting court action to end their tenancy or they lost their last settled accommodation, which meant the Council had to provide some alternative form of accommodation whilst the household and the Council work on a personal housing plan).	30 out of 32	94%
<p>Statistic for Wales Prevention 62% Relief 42%</p> <p>There is no comparison for the same data for 17/18 due to the introduction of the Homelessness Reduction Act introduced on 3 April 2018.</p>		

Homelessness Trailblazer Project Update

The work of early homelessness prevention across the Fenland led Trailblazer project continues to make a valuable difference to people’s lives and wellbeing within Cambridgeshire and Peterborough.

Since the start of the project in August 2017, there have been 742 referrals (312 Fenland related and the highest of all the referrals across Cambridgeshire & Peterborough). Referrals have come from individuals and partner agencies requesting help to prevent homeless families and individuals from becoming homeless.

The Trailblazer team are working with social and private sector landlords to prevent homelessness including through mediation, debt advice and financial advice.

A specialist landlord Rent Solution service is in place within the Trailblazer and our Housing Options Team to support landlords in managing tenancy issues including support and advice, to avoid the need to take court action and evict tenants.

A duty rota is in place for the team to be present at the Multi Agency Safeguarding

Hub and partners such as CCC and the Police have been very positive in the impact the trailblazer can make.

A focus for the last year of the project is to embed the learning into the core Housing Options teams at each council as well as developing protocols for joined up action relating to people leaving prison.

Case Study

An Early Help Assessment was received from the children's school. The family consisted of mother and three children. The assessment raised concerns with children's behaviour at home and school as well as a potential eviction from home due to children's anti-social behaviour and significant debt issues.

The assessment was triaged by an Early Help Hub coordinator and the family and school were spoken to. The school raised concerns that children had already had several school moves due to housing issues in the past; and that one of the children had learning needs which would make a change of school difficult. Support was offered through one of the Early Help's district teams to support mother with routines and boundaries and managing finances.

The case was also raised with the duty Housing Trailblazer who helped liaise with the housing provider and agree a suitable payment plan for the debts. They arranged for the housing provider to form part of the Team Around the Family going forward, this would ensure that the support in place would be coordinated to best meet the family's needs.

All of this was completed in a short space of time. Without the support of the Housing Trailblazers, there could well have been a situation where the family were forced to move home, meaning another change in school for the children - or a need to put alternative education plans in place.

Description	Target 18/19	Cumulative for 18/19	Variance
Performance Measure			
LPI Number of homes adapted to assist vulnerable disabled residents to remain in their home	130	47	

Through this scheme, the council provides adaptation works for elderly and disabled home owners and tenants to remain safe, secure and protected in their own homes. At the end of July 2018, the council has assisted 47 households with adaptation works.

The geographical spread is as follows:

Wisbech	16
March	12
Chatteris	3

Whittlesey	5
Other villages	11
In 2017/18 for the same period, 43 homes had been adapted.	

Description	Target 18/19	Cumulative for 18/19	Variance
Performance Measure			
MPI Number of households receiving the Handyperson service	125	65	
<p>The project facilitated interactions with 65 households in Fenland between April and the end of June 2018. 32 grab rails were fitted, there were also 20 hospital discharges (bed moves and installation of key safes) an 46 onward referrals to other agencies including social care, fire service, the Bobby Scheme, home energy checks and occupational therapy.</p> <p>The project aims to keep people living independently and safely in their own homes and prevent bed blocking of high demand and costly hospital beds.</p>			

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance
Disabled Facilities Grants: % of residents who feel the help we have given has helped to improve their health or wellbeing (1 year on survey)	96%	90%	10	10	100	
<p>10 households responded to the survey and reported this has helped improve their health or wellbeing.</p> <p>In 17/18, 7 surveys were completed with a score of 100% agreeing the work helped to improve their health or wellbeing.</p>						
Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance

Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt their property made their life easier (1 year on survey)	96%	90%	10	10	100%	
In 17/18, 7 surveys were completed with a score of 100% at the same period						

Portfolio Holder:

Cllr Mike Cornwell

Syrian Refugees Update
<p>In 17/18 The council held an All Member Seminar to discuss the government initiative and consider being part of the national scheme and from that approval was given for 2 families to be resettled utilising the expertise of PCC who deliver the scheme. The funding is received from the national overseas aid budget.</p> <p>The council, working in partnership with Peterborough City Council (PCC) have offered to house two refugee families fleeing from Syria, as part of a national government scheme. The project is being driven by Whittlesey Town Council, who have assisted in many ways around community support and accommodation. It is hoped the families will be resettled by the end of the year.</p>

Business Plan Priority: Support vulnerable members of our community

Business Plan Action: *Work with partners to build capacity and resilience so that residents can support themselves and the community*

Portfolio Holder: Cllr Mike Cornwell

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI – Employment support Percentage of DWP customers who feel more confident to access work as a result of this project	90%	100% (3)	100% (3)	

3 customers have concluded the programme since April 2018.

3 exit surveys have been completed for those customers, 29 clients are currently receiving ongoing support.

Feedback from clients has included:

'Help with Job Search has helped me gain valuable experience and the confidence to find a job'.

'If you need one to one support, the team are there to help and make you feel very welcome'.

The final performance figures for 2017/18 were;

Number of Participants: 83

Number of residents supported to improve employability skills: 68

Number of residents supported away from welfare into employment: 14

Number of residents supported to access training: 41

Number of residents supported to access voluntary opportunities: 32

Number of residents who feel more confident to seek work: 60 out of 60

Community Locally Led Development (CLLD)

The council has submitted a bid under the CLLD fund to continue work with vulnerable people at the Community House as part of the Department for Works and Pensions project around employment support. It is anticipated that the result of the bid will be

known early Autumn.

In the last year the £1 million CLLD programme has been commissioned and the project commenced in the spring. A local Action Group has been formed to consider bids for the funding which require match funding to help take unemployed and economically inactive closer to employment. The funding is administered through the expertise of Cambridgeshire ACRE.

Business Plan Priority: Support vulnerable members of our community

Business Plan Action: Encourage a range of partners to support the delivery of the Golden Age programme to support older people

Portfolio Holder: Cllr Mike Cornwell

Description	Target 18/19	Cumulative for 18/19	Variance
Performance Measure			
MPI Number of people who attend the Golden Age events	200	42	

One fair has been held in this financial year.

42 residents turned up to the Golden age Event in Manea. This is a good turnout for the Manea event and is on profile for the end of year target.

Cambridgeshire Fire and Rescue Service saw 38 people and made one home fire assessment referrals and two electric blanket exchanges

Cambridgeshire Libraries saw 24 people and had enquiries about the upcoming Summer Reading Challenge and the mobile library in Manea

Safe and Well Service saw 31 people and gave out information and advice on every day living aids

Alzheimers UK saw 14 people, advised on a variety of topics and provided literature and support to an affected family member

Cam Sight had two referrals which the service will follow up

Cambridgeshire Police had 26 people visit their stall and gave advice on various gadgets for residents living on their own or with limited support

Fenland BreathEasy saw 29 people and encouraged six people to make follow up appointments with their local GP or ANP

Community Safety collated feedback from 38 people about local community issues

Care Network saw about 35 people and made some useful contacts

New Vision Fitness saw 42 people, gave blood pressure readings to 20 people and issued free day passes to seven people

Fenland Ferret did not identify any benefits on the day, but has subsequently had a

telephone call from a resident who was not able to attend who may be entitled to carers allowance depending on the information they are able to provide

Contact the Elderly spoke with 18 people and made some excellent partnership connections

Everyone Health made some fruit kebabs and a healthy dip while giving healthy eating advice out to 34 people

Royal British Legion gave information to six interested people.

The next Golden Age Fair is planned for September 10th at the Queen Mary Centre Wisbech, this is the second of four fairs planned for 18/19. So far, 25 partner organisations have confirmed their attendance.

The Senior Citizen Advisory Group (SCAG) are currently exploring the potential for the trusted Golden Age brand to be used in other initiatives which may be able to secure funding from the innovate and cultivate fund at Cambridgeshire County Council. 2 feasibilities are being looked into around winter warmth and timebanking with a view to making a bid if the feasibility assessment and bid proposal is approved by SCAG.

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance
LPI Customer satisfaction with Golden Age events (After each event)	100%	90%	17	17	100	

The only Golden Age Fair this financial year was held at Manea Village Hall on 12th June. Although this was a village event, 42 customers attended and all of those provided very positive feedback such as "this was a very useful event" and "we were able to access services we didn't know were available to us and this is going to make a huge difference to mine and particularly my husband's lives – thank you".

There were 22 partners in attendance who also agreed that the event was a success as a networking opportunity, helping customers and attracting new members.

Business Plan Priority: Support vulnerable members of our community

Business Plan Action: *Deliver the Wisbech 2020 Action Plan across the themes of Education and Skills, Health, Wellbeing and Cohesion, Infrastructure and the Built Environment, and Local Economy*

Portfolio Holder: Cllr Chris Seaton

Wisbech 2020 Update

A detailed update on the progress of the Wisbech 2020 Vision project was given at the previous Overview & Scrutiny meeting held on 30 July 2018. This presentation has been circulated to all Overview & Scrutiny Committee Members for their information.

Members will therefore be aware that the Wisbech 2020 Vision is progressing well with additional support recently being secured in the shape of Russell Beal, who is now the dedicated Wisbech 2020 Vision Head of Programme. Funded by the Anglian Alliance partnership for the next 18 months, Russell is looking forward to driving forward progress against actions in the [Wisbech 2020 Vision](#) document whilst investigating additional funding opportunities for projects which link to the Vision's aims and objectives.

The importance of the interconnection with other Wisbech based projects has been recognised (such as 'Pride of Place' and the 'Prevention at Scale' work). The Wisbech 2020 Vision Steering Group will continue to ensure that these projects, along with new and ongoing community projects, continue to benefit from the increased attention and a more coordinated approach to delivering services in Wisbech, which has been achieved through the Wisbech 2020 Vision work.

Prevention at Scale Update

Supported by the Local Government Association, this project is primarily a public health initiative working with 3rd Sector organisations in Wisbech and is aimed at community development and engagement.

Support Cambridgeshire are Project managing the programme.

A Core Group was established to deliver the project in April, consisting of statutory, voluntary sector and other engaged stakeholders.

The project plan consists of a number of distinct strands of work, with progress made in the following areas:

Community Mapping:

Work is underway to map existing 3rd sector providers across Wisbech linked to health and wellbeing to understand the issues and challenges they currently face. Over 20 providers have input into this exercise. It is anticipated that through the life of this programme a heat map and directory will be produced for wider community use.

Community consultation:

The project seeks to consult widely with Wisbech communities to understand what they see as their challenges and opportunities linked to living or working in Wisbech and to capture what they feel they could do themselves to meet such challenges and opportunities.

Much of the discussion within the core group has been focussed on the constitution of Wisbech – who do we want to connect with and how hard or easy is this likely to be.

It is envisaged that the community consultation will be ready for an early October 2018 launch to market and will also help inform the forthcoming work to refresh the Wisbech 2020 strategy and action plan.

Business Plan Priority: Promote Health & Wellbeing for all

Business Plan Action: Deliver the Council's Leisure Strategy

Portfolio Holder: Cllr Mark Buckton

Description	Target 18/19	Cumulative for 18/19	Variance
Performance Measure		April – June	
LPI LS1 Number of paid visits to our leisure centres	837,588	Actual; 214,892 Target; 206,828	

Fenland's leisure centres continue to provide a good service to our communities. This is evidenced by continued good performance with regards to the number of admissions; this is then reflected in terms of income levels being above expectations and further supported by customer satisfaction being above leisure industry averages.

The leisure team continues to do an excellent job for customers, attracting new users daily.

Weather does have an impact on the business, with the very hot weather in early summer increasing the number of swimmers attending our pools. Unfortunately the same weather reduced the number of fitness class attendees. Overall attendances exceed our targets for the first quarter of the year.

In summary the business is running well and our leisure centres teams are highly motivated.

Description	Target June	Achieved	Variance
Performance Measure			
MPI Number of Direct Debit members	3,238	3,459	

Direct debit income from members is a key income source for the leisure centre business, so monitoring the membership numbers against targets takes place constantly.

This year the number of members is continuing to rise gradually and is performing above expectations. Targeted promotions, applied when membership sales are expected to drop, continue to support progress of the membership.

The leisure centre offer is a good one and we are constantly listening to customers and trying to improve the service where possible when we receive negative feedback.

What makes a difference with regards to memberships in the New Vision Fitness Centres is the leisure team. By having a committed workforce and ensuring that we have staff on the gym floor during most opening hours, customers are getting the care and attention required, as well as helps with motivation to achieve their goals. This in turn increases our membership retention and reduces drop-out rates.

Leisure Procurement

As Members are aware, Freedom Leisure has been appointed FDC's partner to operate and manage Fenland's Leisure Centres for the next 15 years. This arrangement will save the Council £351,000 per year, some £5.25 million over the contract term. The arrangement also includes some capital improvement work at the leisure centres which will enhance the customer experience, as well as increase capacity and income potential. Members will be pleased to hear that should the contract perform above expectations, any excess surplus will be shared between partners.

It is worth noting that Freedom will manage the facilities via a lease from FDC and that the Centres will always remain FDC property (Manor, George Campbell) or on a long lease to FDC from CCC (Chatteris, Hudson). FDC will also remain liable for some of the larger building maintenance commitments, such as roofs and drainage.

Work is already starting with regard to the mobilisation project to transition smoothly from FDC management to Freedom Management. It is anticipated that the handover will take place in early December. Freedom is a very experienced leisure management operator running some 90 facilities, having taken on several new contracts in the past 2 years. The most recent contract that Freedom won was Derbyshire Dales – running four leisure centres in a rural location.

Freedom has carried out TUPE with many staff in recent years and it is anticipated that the change for our leisure team will go smoothly. This work will be supported by FDC's HR team, as well as the MTS-Partnership (formerly Staffside). As a large, national organisation, Freedom will have the potential to offer the leisure staff opportunities that FDC would not be able to access, and whilst the transition will be a period of uncertainty for the FDC staff who will TUPE to Freedom, the potential of the change will also be obvious.

Active Fenland Update

The Active Fenland Team continues to provide accessible opportunities to be active, at an affordable price, in a community location. This was the underlying insight that came back from Sport England's initial research conducted as part of the initial Active Fenland work and continues to hold true three years later.

Whilst working to provide opportunities to enable Fenland residents to be more active, more often, the Active Fenland Team also plays a key role in continuing to access funding opportunities to ensure projects are sustainable, as well as facilitating the development of further opportunities in the area.

Active Fenland Projects

Active Fenland continues to be the overarching brand for all sports development work managed by the Sports Development Team. This year the project has achieved:

Original Active Fenland Project;

- 711 new participants for year 3
- 38,457 attendances for year 3

Let's Get Moving Funding for Active Fenland is now being picked up by the Public

Health team following the end of the Sport England three year funding and the project is morphing into a county-wide health initiative to get more people active. A final report on the original three year Active Fenland project is being produced and should be available in early Autumn.

Sport England Children and Families Fund

This is a 3 year Sport England funded project to target inactive families in deprived Wards in Wisbech and March East areas. Total funding of £165k for FDC has been successfully secured from Sport England through a larger collaborative bid between CCC public health team, Peterborough City Council, FDC and Cambridge City Council. Additional support for the project within Fenland is being provided by Clarion Futures (£10k p.a.) and FDC (£2k p.a.) This project is in the planning stages and following summer 'Fit and Fed' activity roadshows over the summer, activity sessions will commence for families to become more active together in the Autumn.

Controlling Migration Fund

The Sports Development Team has been successful with an application to the Controlling Migration Fund for £140k over 2 years.

This project focuses on using sport as a vessel to achieving better community cohesion and to reduce social isolation of different cultures living within the same area. The project focuses on the workplaces within Wisbech and in areas where their families live.

Planning for the project has been undertaken, following the recruitment of a project officer, with work beginning with larger employers in the Wisbech area in September.

Satellite Funding

The Sports Development team has successfully secured Satellite Funding from Living Sport (the County Sports Network). This funding is to provide new opportunities to attract inactive targeted populations to be more physically active. Clubs supported include:

- Girls Clubbercise Club = £4k
- Rosmini Centre UV Table Tennis Club = £5k
- Rosmini Family Clubbercise club = £3k

Clarion Futures Partnership

A strong partnership has been built with Clarion Futures. Funding secured by the Active Fenland team from Clarion includes the following, with all projects targeting areas where Clarion has a significant number of residents:

- West End Park parkrun route improvements £6k
- Mum's / Families work £4k
- Older adults work £1.8k

Clarion has also recognised the importance of the skate park in Wisbech, with a

supporting contribution of £30k. This contribution has allowed the project to proceed through procurement to an anticipated build commencing on 19 September.

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance
LPI CEL5 82% of those asked who are satisfied with FDC's Leisure Centres	90%	90%	330	302	92%	

Customer satisfaction within FDC's leisure centres continues to exceed targets, and ranks above expectations nationally, using a nationally recognised benchmarking system.

This indicates that Fenland customers who have responded to surveys are significantly more satisfied with our service than the average leisure centre customer in the UK. This is consistent with the number of attendees and income levels that the New Vision Centres are achieving.

The service can always be improved and the New Vision Management team responds to feedback to improve the service and does so where possible. Unfortunately some aspects of the service are difficult to improve in the short term (eg capital investment suggestions, recruiting instructors).

Business Plan Priority: Promote health and wellbeing for all

Business Plan Action: *Reduce inequality and deprivation by working collaboratively with others and deliver the Council's Health & Wellbeing Strategy to tackle our local health priorities, including mental wellbeing*

Portfolio Holder: Cllr Mike Cornwell

Health & Wellbeing Strategy

Please see separate Health & Wellbeing report.

Portfolio Holder: Cllr Mike Cornwell and Cllr David Oliver

Wisbech Alcohol Project

The Wisbech Alcohol Partnership, through its multi-agency action plan delivery has supported the local community through a variety of ways.

- Through dedicated 'days of engagement' in local town centres, retail parks, Colleges and parks and open spaces we have engaged with over 1,000 members of the community. This has included discussions around alcohol behaviours and how to hold a healthy relationship with alcohol. The events also helped raise awareness of local support services for both those with alcohol dependency but also highlighting that support is available to family members that are indirectly affected by alcohol misuse.
- The partnership, through making use of the large national retailers, have also been able to distribute over 3,000 IBA (Alcohol Identification and Brief Advice) scratch cards to local community through dot.com deliveries. This helped ensure a wider audience was able to be reached with advice and guidance on alcohol behaviours.
- With the introduction of the Public Spaces Protection Orders (PSPOs) in October 2017 and the issuing of tickets for breach of these, the partnership has been able to review those individuals through the monthly partnership meeting through a case management approach.
- This approach has allowed the partnership to consider a number of vulnerable persons with complex needs and ensure that local treatment and support which includes accommodation and employment needs is coordinated as part of this. Currently, the partnership is working with 7 such individuals that have breached the PSPOs on more than two occasions.
- The Partnership has also introduced weekly recovery walks which are provided from two posts from Inclusion. This allows for direct engagement with street drinkers with the offer of support and advice on alcohol dependency. We do not currently have available data to provide back on the number of persons engaged but this can be provided in due course as the project develops.

Portfolio Holder:

Cllr Peter Murphy & Cllr Mike Cornwell

Energy Conservation

Since April 2018 work has continued in partnership to provide opportunities for Fenland residents to reduce the cost of heating fuel and take steps to ensure homes are as warm and well insulated as possible.

A number of projects have been developed with neighbouring Councils and

Cambridgeshire County Council to support these aims. These are:

- Cambridgeshire Stay Well partnership – to assist with winter warmth and access to grants for those who are most vulnerable. Both the public and voluntary sector support this group.
- Action on Energy – support to access grants for energy saving installations, particularly in the rented sector.
- Energy Switching – saving money on energy bills for on and off gas and oil.

The Stay Well project is a winter focussed campaign which provides support during the most difficult and expensive months of the year when heating costs rise and temperatures drop. The grant can be used to help with heating bills, emergency repairs or improvements.

In winter 2017 Fenland residents received 44% of the total available grant funding, a total of approximately £10,000. This is a massive increase in previous year's referrals and represents best value for the funding as those more deprived wards were in receipt of grants.

The aim for winter 2018-19 is to ensure funds are referred again to the most vulnerable and success of the project is measured through customer feedback.

The 'Action on Energy' (AOE) Countywide working group of which Fenland is a member, successfully facilitated £7.8million of Green Deal Communities funding to provide significant energy efficiency solutions to 1,200 Cambridgeshire homes under the project 'Action on Energy'. Primarily properties with solid brick walls received funding for external wall insulation under the scheme. The scheme closed in 2017. In Fenland 167 properties benefitted from work to make them more energy efficient, 32 of these were privately rented properties.

During 2018 AOE is now focussing on accessing further funding from the National Grids Warm Homes Fund (WHF). If successful funding would be use to install affordable heating solutions in rented properties where mains gas is not the primary heating fuel, or there is no central heating system.

The bidding round will close on the 28th September 2018 and the action on energy group are currently putting together a project plan to detail this work.

The Energy Switching project was successful with more than 100 residents submitting an interest in the scheme through 2017-18. During this time a paper application process was introduced and the scheme made available through Golden Age events.

In early 2018 information was sent to every household with council tax bills and it is anticipated this will increase the uptake even further. The scheme will continue through 2018-19.

In addition in April 2018 Cambridgeshire ACRE made available community oil and LPG buying scheme through Community Action Suffolk. The scheme can help with both buying and heating costs. It operates with Domestic Households, Community Groups, Community Buildings and Businesses who can all benefit from membership of the scheme.

Business Plan Priority: **Work with partners to promote Fenland through culture and heritage**

Business Plan Action: ***Work with local stakeholders to develop a Culture Strategy for Fenland; strengthening the links between the wider Fenland communities and promoting the area to people outside the district, including supporting the development of Must Farm in Whittlesey***

Portfolio Holder: **Cllr Mark Buckton**

Culture Strategy Update

The development of a culture strategy, Celebrating Fenland, is in its infancy, with the development of a key stakeholder group taking shape.

Once a stakeholder group is in place it is anticipated that a period of consultation with our communities will take place. This will provide local insight that can then be shared with regional and national culture bodies for further input and support. At this stage the Council is anticipating support from national bodies to develop the culture strategy into a working document allowing local businesses to provide experiences across the District based on Celebrating what it means to be from Fenland.

Support for tourism in Fenland will continue with three strands of work;

1. Continued website updates and promotion, coupled with the planned development of an App based version for smart phones.
2. Promotion of Fenland to Fenland people by working together with the Fens magazine to develop a magazine that costs nothing to produce, highlights what is happening across Fenland throughout the year and is distributed mainly throughout the local District. This will focus on 'a good day out' across the District.
3. Continued support for local tourism businesses by putting them in touch with the Council's economic development team. This will support the businesses to be more resilient and open up a wider support network of like-minded companies.

Once the Celebrating Fenland strategy is in place it will also support a broader

function of engaging businesses and developing opportunities across the District for intra-district tourism, as well as offering more options to attract those from outside of the District to visit Fenland.

King's Dyke / Must Farm Update

Following the discovery of the internationally significant Must Farm artifacts, plans are being put in place to house them in an extension to Peterborough Museum, as well as improve the offer at Flag Fen visitor centre to add in interpretation of the Must Farm discovery.

Having been discovered in Whittlesey, it is important that the project recognises the location of the find. The project has set up a group to investigate the further development of Kings Dyke nature reserve to incorporate a heritage offer into the same location.

An options appraisal has been undertaken by a third party consultant and the group is now starting a planning stage to move the project forwards. An FDC officer will be engaging with the project team to support the process from a Fenland perspective, and the Portfolio Holder attends project board meetings, supported by an FDC Director.