

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

August 2018
(For performance in July 2018)

Cabinet Members



**Councillor
Chris Seaton**
Leader of the Council



**Councillor
David Mason**
Cabinet Member for
Growth



**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
Finance



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



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

BUSINESS PLAN AREA: Communities

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	Achieved (in-month only)	Cumulative for 18/19	Variance
Performance Measure				
Fenland target ARP1 Days taken to process Council Tax Support new claims and changes	8 days	6.68	8.8	+0.2
Fenland target ARP2 Days taken to process Housing Benefit new claims and changes	8 days	6.8	7.7	+0.3

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 YTD totals to within target.

We continue to prioritise new claims, are carrying out additional checks on pended 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 QA and the new recruits, who are now working alongside the team, continue to work on specific work areas.

BUSINESS PLAN AREA: Communities

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	Achieved	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	15	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.

The Council had 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.

The geographical spread is as follows:

	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>
Wisbech	12	27
March	0	10
Chatteris	0	0
Whittlesey	0	5
Villages	0	9

Private Sector Housing Enforcement – Controlling Migration fund project Performance

The council continued to conduct house inspections in Wisbech. 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.

The table below identifies the officers' interventions in the last month which reflects their current priorities.

Measure	July	Cumulative
Total Number of Properties Inspected	156	848
Enforcement Actions Taken (see table below)	82	275
Information Packs Issued	29	92
Smoke Detectors brought into use	25	80
Hazards Removed	20	55

Breakdown of Actions

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

The actions undertaken by the council help to ensure that residents can live safely in their private rented homes and landlords are aware of their responsibilities.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI Number of households prevented from becoming homeless	200	19	71	

Homeless individuals and families have been assisted in a variety of ways. The Housing Options team and Trailblazer team have been able to keep households in their homes either by debt management or mediation. Other households have been assisted by being found alternative accommodation so that they didn't face homelessness.

Breakdown:

Mediation = 11

Debt Advice = 8

Resolve rent arrears = 7

Private rented with deposit support = 16

Private rented without deposit support = 15

Housing Register Offer = 3

Supported Accommodation = 11

Rough sleepers -Controlling Migration Fund project

The Council's Migrant Outreach Worker is currently working with 14 rough sleepers in Wisbech. Regular visits are made with Police and 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.

Modern Slavery

The council, in partnership with the Gangmasters and Labour Abuse Authority (GLAA), The Police and Red Cross facilitated a successful reception centre for potential victims of modern slavery. The operation led to an arrest as part of the action undertaken, statements taken from the potential victims with the Council and Red Cross providing the necessary support to the victims.

Description	Monthly	Cumulative for 2018/19	%
Total number of Households approaching to the Housing Options Team	162	618	N/A
Total number household receiving advice only for example not homeless but advice needed	75	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.	38	187	N/A
i. Number of formal Homeless decisions made.	0	0	N/A
Successful outcomes in Prevention stage (household had their issue resolved within 56 days)	11 out of 17	36 out of 46	78%
ii Successful outcomes in Relief stage	17 out of 19	30 out of 32	94%

Statistic for Wales Prevention 62% Relief 42%

i .This is where the personal housing plan has not 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.

ii (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. During the 56 day "relief period" they had their housing issue resolved).

Homelessness Trailblazer Project Update

The work of early 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 rate of referrals across Cambridgeshire and Peterborough) 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 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.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI Number of homes adapted to assist vulnerable disabled residents to remain in their home	130	11	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

Description	Target 18/19	Achieved End June	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of households receiving the Handyperson service (Annual)	125	65	65	
<p>Between April and June 2018, the project facilitated interactions with 65 households in Fenland. 32 grab rails were fitted, there were also 20 hospital discharges (bed moves and installation of key safes) and 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>				

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%	2	2	100	
<p>2 household responded to the survey in July 18 for this performance measure.</p> <p>10 surveys have been completed for the financial year so far culminating in satisfaction score of 100%</p>						

Description	Baseline	Target Q1-4 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
Handyperson Scheme: % of residents who rate the improvement to their daily life as	100%	85%	305	300	98%	

being better or much better as a result of the Handyman service (annual)						
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Feedback from customers included:

'My handyman worked non-stop from the moment he came into the house and left and completed the list of tasks consulting me when necessary. Very impressed!

'This is the best ramp I have ever seen, well done!'

'The workman was very helpful, polite, kind and extremely tidy. I would recommend him most highly to anybody.'

BUSINESS PLAN AREA: Communities

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 Percentage of DWP customers who feel more confident to access work as a result of this project	90%	100% (3)	100% (3)	

3 exit surveys have been completed by customers accessing the service currently, 29 clients are currently receiving support.

Feedback from clients has included:

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

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

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 shortly.

BUSINESS PLAN AREA: Communities

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

Golden Age Events

There was no Golden Age Fair held in July, but planning for the next Fair at the Queen Mary Centre on September 10th has already started. There are 25 partners who have confirmed their attendance and invitations have also gone out to the Mayor of Wisbech and the local Member of Parliament. Radio Cambridgeshire have also been contacted and they will either do a live piece from the event, or attend to gather information and interviews for a pre-recorded segment.

Further research in to the County's Innovate and Cultivate Fund is on-going with places being secured at an advisory session run by the County on 24th September, with a view to potentially submitting a bid (s) to the fund using the Golden Age brand.

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

Report to Overview & Scrutiny Committee

Members of the Overview & Scrutiny Committee received a presentation on the progress and achievements of the Wisbech 2020 Vision project at their recent committee meeting held on 30 July.

As well as receiving a history of the project, members received updates on recent achievements which include:

- The opening of an Anglian Water training facility at the College of West Anglia
- Arts workshops held in the Wisbech library for over 300 children with links to the Wisbech Reads festival
- The success of the Crowded Room artwork project, which is currently being displayed in The Boathouse
- Numerous positive outcomes achieved through the Controlling Migration Fund projects
- Progress on transport improvements, such as the GRIP 3 study for the Wisbech to March rail link and the potential dualling of the A47
- New and affordable private housing built on the Nene Waterfront Site
- The expansion of the Cromwell Road retail and commercial area
- The Wisbech Community Regeneration Guide, which highlights the work of the Business in the Community Connectors and how they link into the Wisbech 2020 Vision project
- The success of the Wisbech High Street project

Members were shown how the Wisbech 2020 Vision project closely links to other projects being delivered in the area, such as:

- Wisbech Garden Town Proposals
- Wisbech High Street Project
- Prevention at Scale work
- The recent Pride of Place announcement
- The new Growing Fenland project
- The results of the Cambridgeshire and Peterborough Independent Economic Review (CPIER)

One of the presenters of the update was Russell Beal of Anglian Water. Russell has recently been appointed as the Head of Programme for the Wisbech 2020 Vision project and will be driving forward progress against the actions in the vision document. Russell will also be focussing on improved engagement with businesses and the 3rd sector, as well as improving communications. Russell's services and those of associated project management support has kindly been seconded from the Wisbech 2020 partner Anglian Water free of charge for an 18 month period as part of its ongoing contribution to the project.

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 AREA: Communities

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 July	Achieved July	Cumulative for 18/19 to June	Variance
Performance Measure				
LPI LS1 Number of paid visits to our leisure centres	69,988	75,169	290,061 (target 276,816)	

Leisure centres continue to perform well this year, with visits to the swimming pools up in the recent warmer months. Income levels continue to exceed targets and levels achieved last year. Customer satisfaction remains high, with a positive buzz around all centres.

In the past 2 months centre managers have taken on Facebook posts regarding the centres and this has led to more posts that are timely and of interest to our customers. The posts frequently include information about customer successes, further emphasising the good job that the centres are doing for the Fenland community.

Leisure Procurement

Following the full Council decision, FDC has been undertaking a procurement process to secure a partner to operate and manage our four leisure centres on the Council's behalf.

That process has now been completed and a formal decision has been taken to award a contract to Freedom Leisure to operate and manage our leisure facilities for a 15 year period.

Freedom Leisure were established in April 2002, as a not for profit leisure trust. The company currently manages 86 leisure facilities, mainly in the south and west of England, as well as Wales, employing some 3,000 staff.

With a procurement of this nature, the Council is required to observe a 10 day standstill period prior to commencing work with Freedom Leisure to implement the mobilisation phase of the project. It is anticipated that the handover of the leisure facilities will take place by the end of the year.

This decision secures a positive outcome for our leisure centre customers, whilst delivering significant savings of around £351,000 per year for the Council.

Active Fenland Update

The Council's Active Fenland team continues to deliver activity sessions across the District in convenient community locations, at an affordable cost. Promotion of sessions continues to utilise either Facebook advertising and post, or word of mouth from attendees to like-minded people that they know.

The effectiveness of the Active Fenland programme has led to a similar approach being used in other Districts in the County.

Fenland's Active Families programme is starting to deliver to communities over the holiday. The focus is in deprived wards in Wisbech where 'Fit and Fed' sessions have been run for families. These sessions consist of activity sessions in a community setting, along with the opportunity for children to make food to eat on the day. This fills the gap left with children not receiving school meals over the holiday period.

The groundwork for delivery of the Controlling Migration Funded work place programme is being put in place. Effective planning and measurement and evaluation of projects is crucial in the first phase of a project in order that the delivery phase rolls out successfully. It is anticipated that delivery will take place from September in larger employers within Fenland.

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.

BUSINESS PLAN AREA: Communities

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 and Cllr David Oliver

Wisbech Alcohol Project

The Wisbech Alcohol Partnership held a meeting in July with attendance from Fenland District Council, Inclusion (Drugs and Alcohol support service), CGL (organisation working with street homeless through Controlling Migration Funding), Richmond Fellowship and the Horsefair Security team.

The Local Alcohol Action Area project plan was reviewed and updated by project leads.

The weekly recovery walks which include visits to the night shelter continue to be a partnership focus to support identified persons at risk of alcohol misuse and harm. The newly recruited outreach officer attended the partnership meeting to introduce herself and to better understand the multi-agency approach.

Due to a successful recruitment process both job posts are now filled and recovery walks are now being increased which will help during the peak season for street drinking activity.

Partnership officers also reviewed the current fixed penalty notice data to date for breaches of the alcohol related Public Spaces Protection Orders (PSPO) with a number of actions agreed to be progressed by selected partners.

The next Wisbech Alcohol Partnership meeting is due to take place in September where a further update will be provided.

Discarded needles

The Council, with support from wider partners and services, is responding to highlighted concerns, mainly in the Wisbech Horsefair toilets, on discarded needles which currently remain closed.

To date, meetings and discussions have been held with the Horsefair Shopping centre manager to fully understand the scope of the problem which has led to further discussions being held with the local substance misuse treatment provider (Inclusion) to develop a localised action plan.

As the toilets remain closed the Council has written to the landlord to explore if there is any way forward to getting the toilet facilities re-opened in light of the ongoing partnership work to tackle the discarded needle issue.

Portfolio Holder: Cllr Peter Murphy & Cllr Mike Cornwell

Energy Conservation

Following the completion of the latest Community Energy Switch auction, 29 households have opted to switch to EON who won the auction after offering the most competitive tariff. Those who have signed up for the scheme look to save on average £200 per on their energy bill by switching. This equates to around £7,000 saved for local residents. For those who have taken up the opportunity, IChoosr will handle the whole process on behalf of the customer.

BUSINESS PLAN AREA: Communities

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

Work to develop the stakeholder group has continued through networking with the Arts Council and Festival Bridge East Anglia.

The next steps will be to arrange a broader stakeholder meeting and identifying best practice from other councils.

BUSINESS PLAN AREA: Environment

Business Plan Priority: Deliver a high performing refuse, recycling and street cleansing service

Business Plan Action: *Work with partners, the community and volunteers to divert at least 50% of Cambridgeshire's household waste from landfill*

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Achieved June	Cumulative for 18/19	Variance
Performance Measure				
LPI CEL8 % of collected household waste – blue bin recycling	28%	28%	28%	

Collected Household Waste Blue Bin Recycling

	April 18	May 18	June 18
Dry Recycling (Blue Bin)	729	756	725
Residual Waste (Green Bin)	1,873	1,899	1,903
Dry Recycling % of waste	28%	28%	28%

Collected blue bin waste is on target and contributes positively to the recycling of household waste in the area. The 2,202 tonnes of dry recycling so far this year is encouraging, although there remains more work that can be done and much still that customers unnecessarily choose to go to landfill.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI % missed bins collected the next working day	92%	95%	96%	

Missed Collections July (Blue and Green Bins)

	July 18
Missed Collections Reported	160
Collected next working day	152
Percentage	95%

The total number of missed brown bin collections reported in July was 65.

BUSINESS PLAN AREA: Environment

Business Plan Priority: Deliver a high performing refuse, recycling and street cleansing service

Business Plan Action: *Maximise the value of materials collected for recycling, including through Recycling Champions*

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Achieved June	Cumulative for 18/19	Variance
Performance Measure				
MPI Income generated through recycling materials	£285,000	£26,269	£81,192	

Low levels of income from the recycling materials being processed by the Council's contractor, Amey Cespa at Waterbeach, Cambridgeshire, are having an impact on the overall level of income for recycling materials. This along with the higher than usual levels of non-recyclable materials in customers' blue bins means income is reduced compared with previous years.

Recycling Champions Update

Schools Recycling Competition

More than 5,600 schoolchildren have been learning how to recycle as part of a district-wide initiative to reduce the amount of waste going to landfill and polluting our environment.

The Environmental Project Officer and dedicated volunteers have been delivering educational recycling activities to pupils from schools across the district as part of the Council's Getting It Sorted campaign.

Youngsters have been learning how to reduce, reuse and recycle as part of the initiative and taking part in a popular recycling story competition to win a year's free recycling service for their school.

The overall competition winner was nine-year-old Justina Dambraskaite, of Orchards Church of England Primary School in Wisbech. She won a year's free recycling service for her school along with a range of fully-recycled prizes for herself. The overall runner-up was 11-year-old Charley Gardner of Cromwell Community College in Chatteris.

The under 9s winner was five-year-old Lewis Godbald from Orchards Primary and eight-year-old Cassey Marie Dolan, of the same school, was the under 9s runner-up prize winner.

Ten-year-old Madeleine Pooley from Cavalry Primary School in March won the best independent recycling storyboard with runner-up Joshua Sustins, 10, also from Cavalry Primary School.

The judges also awarded a dedicated recycler prize to a 14-year-old student from Meadowgate School in Wisbech for her outstanding recycling knowledge and competition entry.

Over 200 children from 18 schools taking part in the competition received a Getting It Sorted certificate and recycling promotional materials to help them with their future recycling efforts.

Hundreds of children showed a fantastic understanding of recycling within their competition entries, with some of their reasons for recycling and recycling messages including:

- "Recycling is a good thing, it keeps our world clean"
- "I recycle to help the sea and animals"
- "I've started picking up the rubbish where I live"
- To "help the environment and to make other useful things"
- "Remember, recycle and don't be a Pollutron!"

BUSINESS PLAN AREA:

Environment

Business Plan Priority:

Deliver a high performing refuse, recycling and street cleansing service

Business Plan Action:

Deliver an effective, self-funding garden waste collection service

Portfolio Holder:

Cllr Peter Murphy

Garden Waste Service Update

Subscriptions

The level of subscriptions at the beginning of August was 20,012.

Collections

Even with the extremes of weather so far this year, the garden waste service has collected 2,561 tonnes of garden waste from 80,453 collections from subscribing customers during April, May & June.

Issues

During April, May & June garden waste crews found 122 bins that contained materials not suitable for composting during the same period, 178 brown bins presented without subscription stickers. Additionally, the refuse crews rejected 238 green bins that contained garden waste.

BUSINESS PLAN AREA: Environment

Business Plan Priority: Deliver a high performing refuse, recycling and street cleansing service

Business Plan Action: *Deliver clean streets and public spaces, as set out in the national code of practice*

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	94%	96%	

Cleansing Rapid and Village Response July 2018

Area	Requests	Requests Met	Performance
Chatteris	2	2	100%
March	15	15	100%
Villages	22	20	91%
Whittlesey	19	18	95%
Wisbech	45	42	93%
Totals	103	97	94%

During July the team attended to 94% of the reported incidents on the same or next day.

Description	Target 18/19	Achieved July	Cumulative for 18/19	Variance
Performance Measure				
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	93%	99%	99%	

July Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	30	30	100%
March	30	30	100%
Whittlesey	30	30	100%
Wisbech	10	9	90%
Totals	100	99	99%

The regular inspection of the quality of cleansing in Fenland is performed by Street Scene officers on a routine basis using national scoring methodology which assesses litter, street sweeping and graffiti.

BUSINESS PLAN AREA: Environment

Business Plan Priority: Work with partners and the community on projects to improve the environment and streetscene

Business Plan Action: Support improvements to Fenland's streetscene and heritage

Portfolio Holder: Cllr David Oliver

Wisbech High Street Townscape Heritage Project

An advertisement asking for Expressions of Interest for a contractor to work with us on 24 High St (The Gap) was advertised on the government's contracts finder website – at last count there were over 800 downloads of the information pack provided. We are also making local contractors aware of the opportunity via the project and FDC' website and social media outlets.

Cabinet will consider a report with recommendations for the future development of

11-12 High Street at September's meeting.

The contract detailing the conditions of a grant for the conversion of a vacant first floor space into residential units as well as replacement and repair of shopfronts over 4 units at 13-17 High Street is being finalised. As soon as contracts are agreed and exchanged work will begin. This is the first large scheme which will make a significant impact on the High Street.

The activity plan continues to develop, with our first Conservation Workshop planned for 25th August and the final edits are now being made to the conservation booklet "Love it or Lose It" which will be an online resource available to download from the Councils Planning/advice page. It provides advice on maintenance and guidance on policy for owners of listed buildings.

Portfolio Holder:

Cllr David Mason

Manage the operation and maintain FDC-owned public car parks

During the month of July the following works were undertaken, or have been scheduled for FDC Car Parks and Industrial Estates

Undertaken

1. George Campbell leisure centre car park, March gully grate and frame replacement.

Scheduled

1. Chapel Road car park bollard replacement.

Portfolio Holder:

Cllr Peter Murphy

Manage and maintain highway related assets and infrastructure (street furniture, bus shelters, etc)

During the month of June the following street furniture repair or replacement works were undertaken, or have been scheduled:

Undertaken

1. Nene Parade, Wisbech – Resetting of 7 tree grills and surrounding block work

and paving caused by tree root damage

Scheduled

1. Replacement of March Market Place Market/Event access bollards/arrangements

Portfolio Holder:

Cllr Mrs Anne Hay

Manage and maintain district, parish and Clarion HA street lighting

26 street lighting faults were reported to the Assets and Projects Team and were attended to by FDC's new street lighting contractor during the month of June.

Cabinet considered on 19 July a Parish Council Service Level Agreement offer based on the new street lighting repairs and maintenance contract framework previously circulated to all FDC Parishes for consideration in May. The SLA set out a framework for recharging repairs and maintenance costs back to the Parish Councils.

Cabinet endorsed the proposal with a set of revised recommendations for FDC support in funding of parish energy costs for the first 12 months. Delegated authority was also approved for the Portfolio Holder for Finance and the Corporate Director Growth and Infrastructure to update the Service Level Agreement and oversee transfer arrangements for those Parishes wishing to opt out.

An amended Service Level Agreement will be prepared taking into account the above with effect from 1 August 2018.

The deadline for Parish Councils to decide if they wish FDC to continue to manage their stock with associated costs being recharged has been extended.

It is intended that those Parish Councils wishing to take back responsibility for their own street lighting repairs, maintenance and energy shall become financially liable with effect of 1st August.

Street lighting improvements

The defective street light replacement works contract is now predominantly complete with 188 of the 190 scheduled replacements having been completed.

There are two street lights awaiting UKPN connectivity for which works have been

ordered and scheduled for completion at the end of August.

The street light electrical and structural testing and asset data collection survey works for all FDC and Clarion Housing street lighting assets has been progressing with three quarters of the survey works now complete. Completion is anticipated early August 2018 following which a period of data analysis will commence to inform future programmed replacement works.

Rebranding works to all FDC and Clarion Housing Association street lights is being undertaken at the same time as the data collection exercise and is therefore scheduled for completion in August.

BUSINESS PLAN AREA: Environment

Business Plan Priority: Work with partners and the community on projects to improve the environment and streetscene

Business Plan Action: Use education, guidance and Council powers to fairly enforce environmental standards and tackle issues such as flytipping, dog fouling and littering

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI Streetscene Officer hours spent on active town patrol	6,000	302	1,540	

During July both Street Scene and Kingdom Officers have had a visible presence within the community. Key areas such as our open spaces and town centres have been visited regularly. The aim of these patrols has been to respond to community issues such as litter and dog fouling.

Broken down officers time across the district has been:

- March: 79hrs
- Wisbech: 88hrs
- Chatteris: 65hrs
- Whittlesey: 61hrs
- Rural: 9hrs

Fixed penalty notices served in July for littering and parking offences:

Location	Fixed Penalty Notices served
March	1 for littering 4 for parking offences
Wisbech	23 for littering 3 spitting
Whittlesey	1 for littering
Total	32

The table below shows progress with all cases so far since the Tidy Fenland enforcement pilot which has run from June 2017.

The average payment rate achieved between June 2017 and April 2018 is 67%. As a result, the service is operating on a self-funding basis.

Month	Fixed penalty Notices Served	Referred for prosecution	Withdrawn/ cancelled and not referred for prosecution	Paid	%age paid
June 17	173	29	24	120	69%
July	105	21	12	72	69%
August	330	81	27	222	67%
September	196	60	10	126	64%
October	127	17	17	93	73%
November	150	33	8	109	70%
December	140	33	10	97	69%
January 18	201	27	16	110	62%
February	185	32	15	106	62%
March	102	32	16	54	63%
April	116	56	5	60	54%
May	68	n/a	6	31	46%
June	29	n/a	3	13	50%
July	32	n/a	2	12	40%
Total (to April 18)	1709	374	144	1109	66%
Total (to July 18)	1922	306	152	1211	61%

Prosecutions for littering offences – Tidy Fenland

During July 9 people have been found guilty at Peterborough Magistrates Court for littering.

Where the original FPN has not been paid the Council has taken legal action. They each received a fine of £220 plus additional £226.50 costs and associated charges.

A further 1 individual paid the original fine plus costs (totalling £150) prior to their court date and the matter was withdrawn.

Fly tipping investigations and enforcement

During July there have been 83 instances of fly tipping. The most commonly tipped items were household waste. Broken down into locations:

Chatteris 0
March 6
Whittlesey 11
Wisbech 24
Villages 41

During July Street Scene Officers have attended 12 of the fly tipping sites and searched for evidence to try and find out who may be responsible. Any evidence found has been followed up.

Tidy Fenland Dog Campaign

This month we have seen a continued focus on prevention and enforcement work for dog offences. Work focused this month has included;

- Patrols in key open spaces with Fenland. In the main Furrowfields Chatteris. West End and Nene Parade March. The Manor Field & Sycamore Road Whittlesey and Wisbech Park.
- Colleagues in cleansing have been supporting the campaign by ensuring reported dog fouling is removed as soon as possible.

Other Street Scene actions up to 20/7/18

- 21 Reports of abandoned vehicles all were removed by persons unknown after receiving notices.
- 11 nuisance vehicles were reported and actioned.
- 27 matters relating to our open spaces, mainly regarding the grass.
- Marked 11 graves.
- 12 General street scene actions, including requests for service and general enquiries.
- 24 dog fouling issues.
- 19 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- 11 site visits for other service areas.
- 6 trade waste matters resolved
- 5 reports to Highways regarding issues on their land.
- 1 Reports to Clarion Housing regarding issues on their land.

Description	Target 17/18	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI Memorial inspections	5,000	498	1,603	

completed				
<p>Memorial Inspections took place this month in Mount Pleasant cemetery, Chatteris New Road and Wimblington. Of these, 70 were identified as being unsafe and service requests have been raised to our contractors for them to be rectified.</p>				

BUSINESS PLAN AREA: Environment

Business Plan Priority: Work with partners and the community on projects to improve the environment and street scene

Business Plan Action: Ensure well maintained open spaces by working in partnership with ISS World and supporting community groups (such as Street Pride, In Bloom and 'Friends Of')

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	21	89	

21 events were held this month by community groups to improve the environment.

Regular work parties were held as well as Doddington Street pride utilising marketing opportunity by having a promotional stand at the village's carnival. This was an excellent opportunity for the group to publicise themselves and promote the work of Street pride by engaging with many residents and members of the public.

Progress against Street Pride plan:

Priority 1: 'helping groups work together / grant funding'

Priority 2: 'Support for groups by varied Council services'

Priority 3: 'Increased partnership working'

Priority 4: 'Opportunities to involve more young people'

Priority 5: 'Increasing sustainability and resilience'

This month an activity was recognised under priority 5 – increasing sustainability and resilience.

A new street pride group was formally constituted. After about a year of trying to formally set a group up in Wimblington, on 21 July, another successful litter pick was

held followed by an inaugural meeting whereby the group were officially constituted. Wimblington Street Pride group are the 16th group to join this initiative.

In Bloom Awards (July / August 2018)

This year four groups entered the Anglia in Bloom competition. Benwick were judged on 5th July, Chatteris and Waterlees on 6th and lastly Wisbech on 19th July.

During the month all of the groups were busy finalising last minute touches and maintenance to existing projects. The groups now eagerly await the results due in September.

Grounds Maintenance Contract Update

July has been a busy month for the Council's contractor, Tivoli Group. Whilst grass maintenance has been relatively simple, given the hot weather and reduced growth rates, the opposite is true of maintaining the summer bedding. Unfortunately we had had several instances of missed watering and dead plants that have then required replacement.

FDC's contract monitoring team has been out and about ensuring that our contractor is working to the contract specification and highlighting issues or missed aspects of the work as they arise. FDC continues to formal notices to Tivoli, should works not be completed to specification.

Despite the challenging July weather, the open spaces team supported the Wisbech in Bloom group with an entry in the Britain in Bloom competition. With a lot of hard work prior to judging, it is expected that Wisbech will do well in the competition.

The In Bloom work of local community volunteers in Wisbech was filmed by the BBC for a programme regarding the competition earlier in July. This programme will be aired in autumn and should highlight the community spirit and hard work that volunteers put into their local area every summer.

Wisbech Skate Park in Bath Road

Following a comprehensive community survey, a specification for the new skate park

was drawn up and issued to skate park builders. FDC received 2 bids and following the assessment and scoring of those bids, the contract has been awarded to Gravity Skate parks, an experienced firm who has submitted an excellent design.

Work should commence in mid-September and will be marked with an earth breaking ceremony. The build will take around 4 weeks, with an opening event currently expected to take place in late October.

This project has proceeded to this point so quickly due to Clarion Futures supporting the project with a £30,000 contribution to match the £40,000 that Wisbech Town Council identified from Section 106 contributions.

This is an exciting project for the local community, with the replacement park being a significant improvement on the previous park. The local community group that has supported the project has achieved significant fund raising through various events, including a parachute jump. Funds raised will be used to support an ongoing programme of community events at the new skate park, as well as supporting the opening event in October.

Whitemill Coldham / Glassmoor and Ransonmoor updates

The Glassmoor local Environment Fund awarded funding this month to an exciting environmental project within the catchment of the turbines. Whittlesey Emergency Food Aid were granted £949 for a food collection bin and blackout blinds to keep the food from perishing whilst in storage.

BUSINESS PLAN AREA: Environment

Business Plan Priority: Work with partners and the community on projects to improve the environment and street scene

Business Plan Action: Work with Town Councils and the community to provide local markets, market town events, and Four Seasons events

Portfolio Holder: Cllr Peter Murphy

Four Seasons Events

Whittlesey Festival is due to take place on Sunday 9 September. The volunteer

committee have for the first year promoted a sponsorship package to local businesses in order to offer more of the attractions free of charge to visitors. The group have been very successful and have already raised £750 in addition to existing fundraising activities. This is excellent news for the festival and means that the following attractions will now be free of charge: climbing wall, land train, water zorbs, 2 bouncy castles, soft play centre, tea cups and circus skills.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Work with partner organisations to reduce crime, hate crime and anti-social behaviour in Fenland through the Community Safety Partnership

Portfolio Holder: Cllr David Oliver

Description	Target 18/19	Achieved (July)	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	182	658	

During July 2018 the Council was able to respond and detect 182 incidents of crime and disorder, including anti-social behaviour, making use of the Council's CCTV service across our four market towns in Fenland. This is a decrease as compared to July 2017 in which 227 incidents were reported.

The increase in incidents is mainly connected to increases in street drinking activity with the current extended hot and dry weather.

A breakdown of incidents by town for July:

Chatteris = 6
 March = 11
 Whittlesey = 1
 Wisbech = 164

Description	Target 18/19	Achieved (July)	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of CCTV incidents	180	30	79	

resulting in positive action				
<p>During July 2018 the Council was able to achieve 30 positive enforcement outcomes from incidents responded to or detected by the use of CCTV. This is a decrease as compared to July 2017 in which 39 positive outcomes were achieved.</p> <p>These included arrests for theft, shoplifting, criminal damage and alcohol related disorder.</p> <p>Positive outcomes achieved for July:</p> <p>Arrests (CCTV led) = 9</p> <p>Assisted arrests = 3</p> <p>Fixed Penalty Notices = 16</p> <p>Restorative Justice = 2</p>				

Description	Target 18/19	Achieved (July)	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of pro-active CCTV patrols	3,000	372	1,534	

The CCTV team during July 2018 were able to provide 372 camera patrols covering the four market towns in Fenland.

This approach allows for the CCTV team to identify, where possible, any community issues early to ensure adequate and prompt partnership response and to support the service level agreements that are in place for contributing partners and customers.

Description	Target 18/19	Achieved month (July)	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of FDC ASB cases where positive action is taken	90%	100% (19)	100% (52)	

During July 2018, there were 19 new ASB cases submitted into the community safety team. One of 19 was as High Risk case resolved in partnership with the local police team. New cases include reports of verbal abuse, threats, noise, youth related nuisance and substance abuse.

The total ASB cases recorded for 2018 – 2019 is 52 with community safety having a positive impact on the 19 new cases this month, whilst providing on-going case management for existing complex cases.

Community Safety Partnership Update

The 3rd meeting of Fenland Community Safety Partnership for 2018 was held on Thursday 26th July.

The partnership is a statutory body that are responsible for understanding and tackling crime & ASB within their area and reducing the fear of crime & ASB. Statutory members of the CSP include police, local authority, fire, probation, and clinical commissioning. Fenland also has non-statutory members which include Clarion Housing group and Inclusion.

At this meeting the partnership were provided with a strategic assessment on offending and links to housing provision. Following discussion amongst the partnership members it was suggested and agreed to look closer at the 'female offender' cohort to understand why Fenland had a higher percentage of female offenders than the Cambridgeshire County average.

The partnership also recognised there was significant work being completed at a County level, including across Fenland, to tackle the issue of accommodation for offenders and it was important any work commissioned by the CSP added value to current work streams.

Street Drinking Update including Public Space Protection Orders

The Wisbech Alcohol Partnership continues to meet monthly to review and check progress of the associated action plan and to review current profiles for local service support.

The four active Public Spaces Protection Orders that cover the Wisbech town centre area continues to be actively supported by the Council and its supporting enforcement partners as well as weekly recovery walks provided by Inclusion outreach officers.

The CCTV team responded to 75 reports of Street Drinking with 18 leading to positive action being taken by enforcement officers and others being provided with words of advice by Police.

There have been 32 fixed penalty notices (FPN) issued during July 2018 for breach of PSPOs relating to alcohol restrictions. These have included 18 Fixed Penalty Notices within St Peter's Gardens, 12 FPNs within Tillery Field and 2 in the Memorial Gardens,

Wisbech.

For more information on the PSPOs visit: www.fenland.gov.uk/pspo

BUSINESS PLAN AREA: Environment

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

Business Plan Action: *Support the Fenland Diverse Communities Forum to deliver the Fenland-wide Community Cohesion Action Plan and projects resourced by the Controlling Migration Fund*

Portfolio Holder: Cllr Mike Cornwell

Fenland Diverse Communities Forum

Emergency Night Shelter - Controlling Migration Fund project

The Ferry Project have successfully been awarded funding to increase the night shelter in Wisbech from 14 beds to 18. The shelter provides a valuable lifeline for homeless people and prevents them from sleeping rough. The project also provides support to enable individuals, often with complex needs to move on successfully.

Demand has been high and in the first six months, 3338 nights of accommodation was provided with 42% of those using the night shelter being British.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Attract new businesses, jobs and opportunities, whilst supporting our existing businesses in Fenland

Business Plan Action: *Working with our partners, local businesses, the Local Enterprise Partnership (LEP) and the Combined Authority, we will raise the business profile of Fenland to attract inward investment and establish new business opportunities*

Portfolio Holder: Cllr David Mason

Business Engagement & Inward Investment

Fenland for Business website - www.fenlandforbusiness.co.uk

Engagement volume has remained steady for July, although we are seeing property feature in the most viewed pages. We have seen activity focus more on business support this month rather than researching Fenland for Business.



As normal, audience acquisition largely came from online searches (62%); the proportion of visitors coming directly to the website increased slightly meaning they know the website address (27%). Referral visits, so those who have clicked a link to the Fenland for Business website on another site made up 8% of visits and social media attracted 3% of visits, which is slightly lower than normal.

The most popular pages were:

- Home Page
- News and Events
- Invest in Fenland – the fenland economy
- About Fenland
- News Articles – Opportunities

	July result	June result	May result
Sessions	86	122	117
Users	73	98	107
Page views	179	202	291
Pages/Session	2.08	1.66	2.11
Average session duration	00:01:58	00:01:13	00:01:25
Bounce rate	73.26%	71.31%	59.42%
New sessions	81.5%	86.2%	86.3%
Returning visitor	18.5%	13.8%	13.7%

Further revisions and updates to the website content have been undertaken this month, including providing more relevant information and including a greater number of local events for businesses to attend.

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	Variance (profile)
Performance Measure				
MPI BE5 Number of inward investment enquiries handled	8	2	6	

ED officers received two inward investment enquiries during July, both new small businesses looking to start up in Fenland. Support was provided on start-up information, grants available, and premises available. Follow up support continues to be provided.

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	Variance (profile)
Performance Measure				
MPI BE6 Number of social media followers (Fenland business engagement and profile enhancement)	790 Total 17/18 726	10	749	

- **118 profile visits** – Visitors to the '@fenlandbusiness' page.
- **13 tweets** – Original content material published from the '@fenlandbusiness' account.
- **3 mentions** - when someone else uses '@fenlandbusiness' in their tweet, for example, to show that they've attended an event we've organised, to share the work of Fenland for Business, or even to make us aware of upcoming events or initiatives. This is a good indicator of engagement and awareness of the account by other organisations. As we had an event this month we had a particularly high number of mentions
- **4,733 tweet impressions** - this is the potential number of people that may have seen a '@fenlandbusiness' tweet in their news feed. This is a mix of the people that follow Fenland for Business and the followers of any accounts that interacted with a tweet from Fenland for Business by retweeting, commenting on, or liking a tweet as this activity will be shared with them.
- **10 new followers**

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	Variance (profile)
Performance Measure				
MPI BE7 Number of delegates attending FDC's business support events	150	N/A	N/A	N/A
<p>Events No events were held in July.</p> <p>Officers are looking to collaborate with partners to develop a series of joint events and carry out joint marketing activities around these events. It is anticipated that by doing so it will lead to increased delegate attendance and wider exposure of relevant business support topics to more Fenland businesses. Officers and partners are in the process of developing 5 events for later in the year, looking at business growth, business start-up, book keeping and marketing.</p>				

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	Variance (profile)
Performance Measure				
MPI BE8 Number of businesses referred to Economic Development from Business Ambassadors network	12	1	5	
<p>The Business and Economy Team is working with Planning Officers to support a business looking to relocate and build new premises in Fenland. Work is ongoing.</p> <p>The Business and Economy team received a referral from FDC Street scene officers, a charity looking for premises in Wisbech, and grant support for this. Officers made contact with the company referring them to a series of grants available to them. Ongoing support is being provided where required.</p>				

Market Town Masterplans Update (known as 'Growing Fenland')
<p>The Cambridgeshire and Peterborough Combined Authority (CPCA) wants every one of its market towns (11 of them, 4 of which are in Fenland) to be a vibrant and thriving place in its own right, with its own distinct identity and set of ambitions for the future.</p> <p>To ensure that there is sufficient capacity and expertise to undertake the study, the CPCA have committed £150,000 (£50,000 per Market Town) to appoint experts to coordinate undertake research & analysis and develop a prospectus for each Town.</p>

In July the Growing Fenland Project Team published a consultant's brief, seeking to appoint a suitably qualified company who will lead on the engagement, consultation and identification of opportunities. The evaluation and appointment process will be undertaken in mid-August, in preparation for formal project launch in September.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Attract new businesses, jobs and opportunities, whilst supporting our existing businesses in Fenland

Business Plan Action: Facilitate local business support to encourage business growth, improve job diversity and skills. Explore funding streams which support jobs and economic growth

Portfolio Holder: Cllr David Mason

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI BE9 Number of successful grant applications introduced by FDC	8	0	0	
<p>FDC officers have referred 24 grants to outside organisations; these are being investigated by the individual business, and potentially being developed into suitable projects.</p> <p>Officers continue to work closely with businesses to provide high level support around access to, and applications for grants.</p>				

Workforce Development, Employment, Skills and Apprenticeships

We offer a range of NVQ apprenticeship qualifications out to our workforce already, and are currently developing a wider apprenticeship offer to enable a minimum of 9 apprentice posts being offered by the Council. We already have an HR apprentice, 2 Business Administration Apprentices in our Business Centres, and will be looking to commence a further 2 apprenticeships within the next month, and are seeing to establish new Apprentice posts.

We also offer work experience and longer term work placements to enable young people to develop valuable work skills.

Work Experience Placements & Work Opportunities Programme

The Council has an established work experience programme working with local

schools to provide a work experience placement programme across a range of Council teams. HR, Customer Services, Environmental Health, Planning and Conservation, ICT, with further offers currently being explored from our Housing teams.

This is a rolling annual programme, and usually takes place in July each year.

We have also provided longer-term placements, working with Job Centre Plus and other agencies.

Work with partners to deliver a programme of supported skills development across the district

We have been working with the Skills Service and local education providers to help provide opportunities for young people and to help build their 'fit for work skills, such as interview skills workshops, careers presentations and employability skills.

Explore and expand opportunities for the Council to work in partnership with local education providers to promote employment opportunities for the local community, and raise the aspirations for people to improve their employment / life prospects

We are currently developing a wider apprenticeship offer to enable a minimum of 9 apprentice posts being offered by the Council, and have approached local businesses to offer support where possible.

We have recently undertaken a tender exercise and have selected a local preferred apprenticeship provider to deliver a framework of new apprenticeships available to all.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Attract new businesses, jobs and opportunities whilst supporting our existing businesses in Fenland

Business Plan Action: Promote and develop our business premises at South Fens, The Boathouse and our light industrial estates to encourage investment, job creation and skills diversification

Portfolio Holder: Cllr David Mason

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI BE1 % occupancy of the business premises estate	90%	92.7%	N/A	

Boathouse Business Centre:

All vacant offices remain under offer, with Heads of Terms being issued to prospective tenants.

Notice has been served by a tenant to vacate an office suite on 30 September. Negotiations are already underway with a prospective new business to occupy this vacant office which is great news.

South Fens Business Centre:

Two viewings have been conducted this month, following leads generated by adverts paced on Rightmove Commercial. Feedback confirms that the location is not suitable for one of the enquiries; however the other is considering their options over summer.

Notice has been received from a tenant, who will vacate at the end of August, the business is currently in the process of reorganising its business model and no longer requires a base in Chatteris however they will continue to use the centre for meetings with clients.

South Fens Enterprise Park:

Following the unfortunate liquidation proceedings against one of our occupiers, the unit was relinquished on 16 July and was subsequently re-let to a new tenant on 25 July, which is great news as the unit was vacant for just nine days. Whilst it is always unfortunate to lose a business through closure or liquidation the combined hard work and efforts of officers has resulted in a relatively minor impact to FDC through the loss of this business.

Light Industrial units

The current position for the estates is:

- Prospect Way, Chatteris** - Fully let
- Longhill Road, March** - Fully let
- New Drove, Wisbech** - Fully Let
- Venture Court Wisbech** - Fully Let
- Bolness Road, Wisbech** - Fully Let but also note:

- o A double unit will be becoming available when tenant reinstatement works are complete. These works have been delayed but the unit is likely to become available in the next 4 to 6 weeks and is being marketed in the meantime.
- o Accommodation moves at Fenland Hall are likely to free up a unit currently used by FDC so that this can also be let.

Marketing & Promotion:

The Business Premises Team continue to review marketing options for the entire letting estate, including South Fens, to ensure that we maximise opportunities to increase occupancy.

Whilst particular focus is on increasing the levels of occupancy at South Fens Business Centre, these activities will extend to include the Boathouse Business Centre and South Fens Enterprise Park, if and when appropriate.

The occupancy at South Fens Business Centre is creeping up and this is in no small part due to the continued work of Officers to 'sell' the space and the advantages of serviced office accommodation in the South of the District.

Summary

Current floor space occupied 8020m² out of a total available 8,654 m².

South Fens Business Centre	64%
South Fens Enterprise Park	97%
Boathouse Business Centre	90%
Light Industrial Units	100%

Overall Business Premises Estate occupancy is currently over target at 92.7%

BUSINESS PLAN AREA: Economy

Business Plan Priority: Attract new businesses and jobs and support existing businesses in Fenland

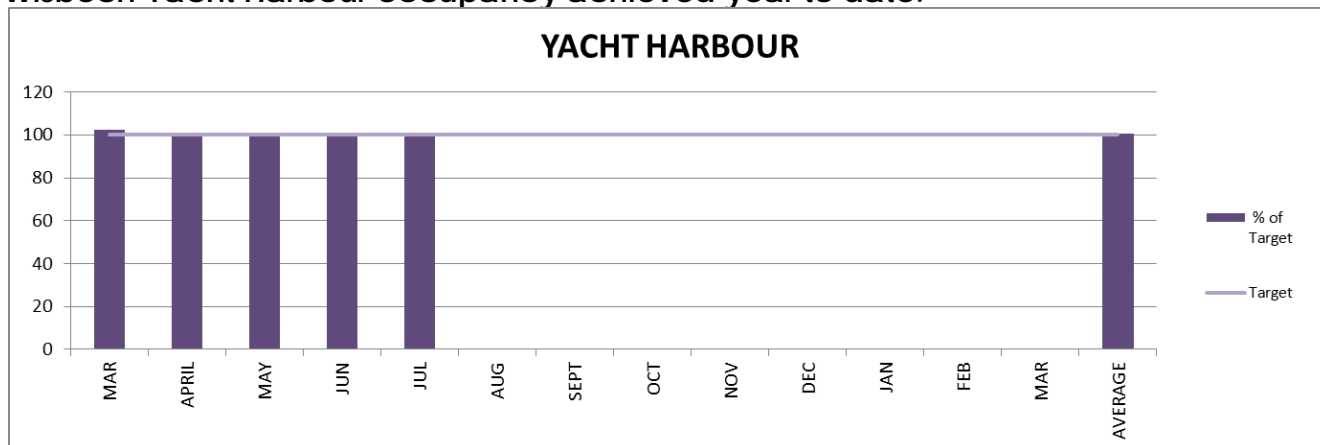
Business Plan Action: Deliver a proactive and effective Marine Service to meet our statutory obligations and promote business opportunities for the River Nene environment

Portfolio Holder: Cllr David Mason

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	90% (of 86 berths)	86	100%	

10 visiting boats called at Wisbech in July including 3 vessels from Peterborough yacht club and a visiting vessel from Belgium, Full time berth numbers remained on target with 2 vessels leaving and 1 new full time berth holders joining the Yacht Harbour.

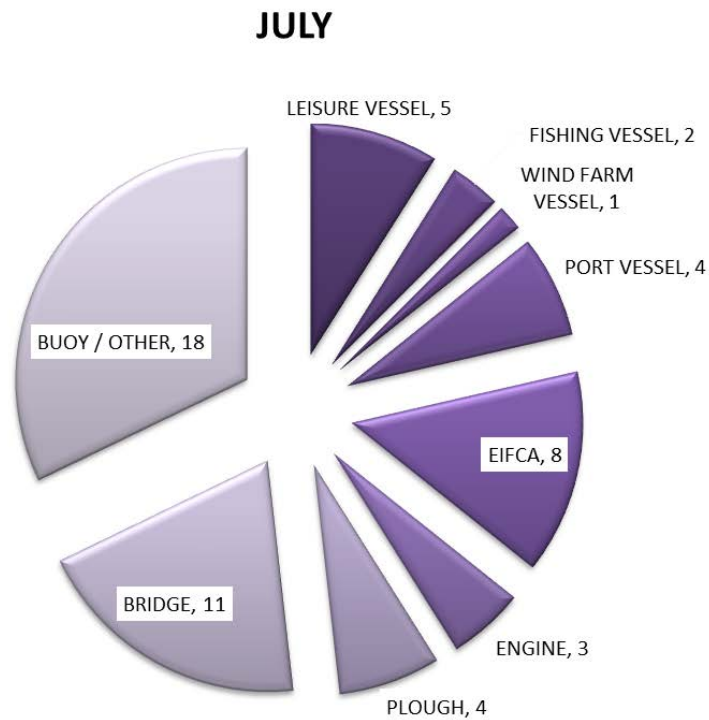
Wisbech Yacht Harbour occupancy achieved year to date.



Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI MS2 Number of boat lift operations at Wisbech Port	353	56	177	

The boatyard continued to be very busy throughout July for boatlifts with 5 leisure vessels; 4 of the ports craft were lifted out for routine maintenance. And there was 2

Fishing vessels lifted from Wells and Kings Lynn to use the yard. Eastern inshore fisheries also used the facility eight times throughout the month.



Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Gross Tonnage to Ports	423,000	39,544GT	155,295 GT against a projection of 135,672GT 114%	

Port Sutton Bridge

Imports to Sutton bridge were down on target for the monthly forecast with a total of 23,126 GT of cargo (90% from target); this consisted of Steel, Salt, Maize, Oil Seed Rape, Beans. The total number of vessels to call at Sutton Bridge was 12.

Port of Wisbech

Imports to Port of Wisbech were above on the monthly forecast target with imports at 16,418 GT of cargo (202% from target) handled by the port that consisted of in Timber, Bricks. The total number of vessels to call at Wisbech was 10. July was the fourth month to remain above target for cargo import; it also broke a record for the amount of cargo handled by the port in a single month ever.

Yacht Harbour Marketing Plan Update

A wider marketing plan for The Wash area leisure ports is being developed in conjunction with Lincs CC and Kings Lynn BC. This work includes the recent submission of a bid to the Government's Coastal and Communities Fund for additional infrastructure and revenue operational costs. A decision is currently awaited from Government.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Promote and enable housing growth, economic growth and regeneration across Fenland

Business Plan Action: *Enable appropriate growth, development and infrastructure through the delivery of a proactive and effective Planning Service and Local Plan*

Portfolio Holder: Cllr Mrs Dee Laws

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI EC2 % of major planning applications determined in 13 weeks (or within extension of time)	75%	100%	100%	
4 major applications were decided in the month and all were within the target timescale.				

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI EC3 % of minor planning applications determined in 8 weeks or within extension of time)	80%	90%	93%	
28 out of 31 decisions made in the month were within target. The applications determined out of target were the subject of refusals and so the applicant was not				

inclined to enter into an extension of time agreement.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI EC4 (% of other planning applications determined in 8 weeks or within extension of time)	90%	100%	100%	

All 30 applications decided in the month were done so within target timescales.

Review of Statement of Community Involvement

A review of the document (which sets out how we will engage with the community on planning matters) is due to be completed by September 2018. The draft document was presented to Planning Committee in June and Cabinet in July and having been approved will shortly be published.

Peer Review of Planning Service

The visit took place in the first week in August and the final report will be shared with members and an all member seminar is to take place.

Planning Committee Training

No event took place in July with training on Planning Enforcement due to take place in August subject to volume of business at the committee meeting. Training to the two new planning committee members will take place before they play an active role on the committee.

A programme of training for all councillors as well as Town and Parish Council's is being drawn up.

Broad Concept Plans Update

The Section 106 for the London Road, Chatteris development for c1000 homes is due to be signed in August allowing the planning permission to be issued. The site is being soft marketed by the owner prior to full marketing on grant of outline planning permission.

Wenny Road Chatteris – application being prepared for submission in the Autumn.

East March – The potential developer of the site has advised that a number of landowners have pulled out and so the developer is unable/ unwilling to complete their site investigation / feasibility work.

South West March – Larkfleet continues to consider the feasibility of bringing the site forward.

West March – Key landowner in discussions with the County Council regarding education provision.

East Wisbech – Landowner preparing an outline planning application

West Wisbech – Liaison meeting with a key landowner due to take place in the light of the County Council decision regarding secondary school provision to the west of Wisbech.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Promote and enable housing growth, economic growth and regeneration across Fenland

Business Plan Action: *Work with partners to further develop and help deliver a viable holistic regeneration and growth proposition of Wisbech Garden Town*

Portfolio Holder: Cllr Chris Seaton

Wisbech Garden Town Update

The Garden Town feasibility work continues focusing on the 2 potential show stoppers of flood protection and highway connectivity. Royal Haskoning of Peterborough is carrying out detailed flood modelling (based on successful Dutch projects) work to help find a solution that is acceptable to the EA and Government. CCC are progressing the connectivity work to help assess the A47 capacity. Outcomes from these studies are expected in August/September 2018.

Discussions have been held with the Combined Authority (CPCA) to consider resources to take forward the project management role funded from the previously agreed CPCA Garden Town project budget.

In addition the CPCA and FDC are considering project governance and management arrangements for post August.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Promote and enable housing growth, economic growth and regeneration across Fenland

Business Plan Action: *Use the Council's assets to support and deliver sustainable economic and residential growth across the district, including the delivery of mixed use development at the Nene Waterfront*

Portfolio Holder: Cllr David Mason

Surplus Asset Disposal Programme

The remaining site which has Cabinet approval for sale has legal title issues that need to be resolved before it can go to auction. Legal team now have paperwork ready to submit to Land Registry.

Cabinet on 14th June approved a revised disposal programme to support the Property Investment & Development Strategy (PIDS). For those sites to be sold via auction an auction house will be appointed following an invitation to tender for work. Sales of other sites will be managed in-house over the course of the programme.

The disposal of larger key/strategic sites will provide a significant contribution towards providing sites for residential or commercial/industrial development across the District.

It is hoped that the disposal of the lower value sites will reduce the incidences of anti-social behaviour and in turn, reduce the cost and burden to the public purse, whilst also creating a capital receipt for the Council.

Nene Waterfront Development

All the houses on the Lot 3 site have now been certified as being 'wind and watertight'. It is anticipated that the final freehold transfer will take place in August marking the closure of a 3 year development scheme.

Sales of the completed units have kept pace with completion, creating a steady supply of new, good quality homes for first time buyers and those already on the housing ladder.

Attention will now turn to marketing the remaining sites at the Nene Waterfront.

Sutton Bridge Marina

The marina at Sutton Bridge, known as Cross Keys Marina is now almost fully occupied. FDC Officers are currently in the process of agreeing the terms of the Operating Agreement and Lease but still await revised drafts from Lincolnshire County Council.

It is anticipated that the agreement will be signed later than planned but should be completed by Autumn 2018.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Promote and lobby for infrastructure improvements across Fenland

Business Plan Action: *Promote sustainable transport (infrastructure and community) initiatives within Fenland, including rail, road and community transport, to improve links to employment*

Portfolio Holder: Cllr David Oliver

Rail Development Strategy

Manea & Whittlesea Station Enhancements

The Rail Development Strategy includes substantial plans to upgrade our local railway stations. Some latest plans detailing proposals developed by Network Rail have recently been made available for public and stakeholder comments. The public consultation for the Manea platform lengthening options and for Whittlesea Station platform lengthening and bridge options concluded on 30 May 2018. 97 people responded to the public consultation. Analysis of the results and feedback showed that the preferred option for Manea and for Whittlesea Stations is option 1. Option 1 for both stations was also the preferred technical option and the preferred option by FDC/Hereward CRP.

The website link below contains the consultation materials.

<http://www.fenland.gov.uk/article/13310/Manea-and-Whittlesea-Railway-Station-Enhancements---Platform-Lengthening-Public-Consultation>

Cross Country Railway Franchise Competition

FDC is working in partnership with Cambridgeshire County Council and the Hereward Community Rail Partnership in preparation for the Department for Transport long term

Cross Country Franchise Competition. The competition was launched in June 2018 and is an important opportunity for us to try and secure earlier and later railway services from our local stations to Peterborough, Cambridge and Stansted Airport. The consultation closes on 30th August 2018. The consultation document can be accessed from the following Department for Transport website page:

<https://www.gov.uk/government/consultations/cross-country-rail-franchise>

The FDC/Hereward CRP consultation response was submitted at the end of July 2018. The main elements of the response, in line with comments from the public are as follows:

- Earlier and later trains from the Fenland Stations to Peterborough, Cambridge and Stansted Airport
- Cross Country services stopping at Cambridge North Station in the future
- To continue the excellent partnership working that we have experienced with colleagues from CrossCountry during the life of the current short term franchise
- Ongoing support including funding for the Hereward Community Rail Partnership including more flexibility to appoint project officers to deliver additional railway work.

East Midlands Railway Franchise Competition

In June 2018 the Government published the stakeholder public consultation response and the invitation to tender (ITT) for the East Midlands Franchise. Please see the website links below for the full documents.

Colleagues from the Hereward CRP and FDC have now met with representatives from the 3 organisations that are the short listed bidders. These meetings were to reinforce our local requirements for the new franchise and to discuss how we can work more closely with whoever is successful at winning the new franchise. The bidders have to submit their tenders in early September 2018 and the DfT will announce the winning bidder in Spring 2019. The new franchise commences in August 2019.

Stakeholder briefing Document and Public Consultation Response

<https://www.gov.uk/government/consultations/future-of-east-midlands-rail-franchise>

Invitation to Tender

<https://www.gov.uk/government/publications/east-midlands-franchise-2018-invitation-to-tender>

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Number of journeys made by dial a ride services (please note that figures for railway and car scheme use are reported)	Maintain 14/15 level (14,308 journeys)	1,611	6,584	

annually)

Since April 2008, FDC has provided a Concessionary Fares scheme for community transport services. This means that any Fenland resident who has a Cambridgeshire bus pass and is a member of the local Community Transport organisation, can travel free of charge on the Dial a Ride Service.

- **What is Dial a Ride?**

Dial-a-Ride (DAR) services provide door to door transport for those people who do not have access to a car, where there is no public transport, or where they cannot access public transport. These services in Fenland are operated by Fenland Association for Community Transport (FACT). To use these services customers must be members of FACT. Membership is subject to meeting the eligibility criteria for Dial a Ride services.

- **FACT Membership**

To use FACT services you have to be a member. DAR is not available to the general public. To become a FACT member you pay a 12 month subscription fee of £10 and you must meet one or more of the following criteria:

- have no access to your own car during the day
- There is no public transport available
- Public transport is limited and does not meet your needs, e.g. a hospital appointment
- You have difficulty using public transport due to disability or frailty

FACT currently has around 1,431 members in Fenland District (31 December 2017).

Local Sustainable Transport Fund (LSTF)

- Increase the number of people walking, cycling and using public transport

Combined Authority - Strategic Bus Review

In November 2017 the Cambridgeshire and Peterborough Combined Authority agreed to commission a Strategic Bus Review. Such a review has important significance for Fenland given the loss of bus services in recent years and high levels of complaints from local people about the lack of bus services.

A copy of the paper discussed at the CA board can be found from the following link on pages 26 – 39:

<http://cambridgeshirepeterborough-ca.gov.uk/assets/Combined-Authority/Agenda-29th-November-2017.pdf>

This paper proposes that a strategic study is undertaken and will include the following:

- Review the existing network and service – including its strengths and weaknesses;

- Develop strategic options for bus services of the future – taking account of other strategic transport initiatives, so that any proposals can be seen as part of a whole transport solution. New technology and innovative solutions from across the UK and the world will also be considered;
- Assess franchising and other operational models – and their relevance and value to this area;
- Consider transition arrangements for new, future operational models
- An important feature of the review will be engagement with all stakeholder groups across the area including bus providers and Local Authorities.

On behalf of the Combined Authority, Cambridgeshire County Council has commissioned Systra to lead the review. Systra are a transport planning consultancy based in the UK and Ireland.

An initial officer led workshop was held in July 2018 to start the review. Further meetings and workshops will be held to allow other local authorities and key stakeholders to input in to the review in the coming months.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Promote and lobby for infrastructure improvements across Fenland

Business Plan Action: *Engage with partners on the feasibility and delivery of major infrastructure projects across Fenland, including road (Wisbech and March Access Studies, A47 and King's Dyke improvements) and rail (Rail Strategy, improvements to railway stations and the March to Wisbech rail link)*

Portfolio Holder: Cllr David Oliver

Support strategic transportation objectives

A47

Further discussions between CPCA and Government are being held to promote the upgrade of the A47 between Peterborough and Walpole Highway.

Wisbech Access Strategy

During May 2018 FDC Cabinet, Wisbech Town Council and the Cambridgeshire County Council Economy and Environment Committee recommended that the short term package for the Wisbech Access Strategy goes forward to the Business Board/Cambridgeshire and Peterborough Combined Authority for full approval and to release the funding for the schemes. This package is expected to be discussed at the Combined Authority Board meeting in September 2018.

The recommended short term measures are an amended package of proposals, following the public consultation on the Wisbech Access Strategy which concluded in late 2017. Further details can be found below from the website links below.

Wisbech Access Strategy Press Release

<http://www.fenland.gov.uk/article/13373/Public-consultation-helps-shape-Wisbech-transport-schemes>

Wisbech Access Strategy – FDC Cabinet Paper

<http://www.fenland.gov.uk/aksfenland/images/att7045.pdf>

March to Wisbech Railway Line

Tenders for the next stage of the feasibility work have been prepared by the CPCA.

A605 Kings Dyke Crossing

There is no specific update on this item this month.

March Area Transport Study

The Cambridgeshire and Peterborough Combined Authority (CA) presented a paper at its board meeting on 28th March 2018 set out spending on transport during the period 2018-20. The paper recommended that the CA Board agree the pipeline of projects set out in the multi-year transport programme. Please see the website link below.

Combined Authority Board Meeting March 2018 - Transport Delivery 2018/19

<http://cambridgeshirepeterborough-ca.gov.uk/meetings/combined-authority-board-28-march-2018/?date=2018-03-28>

The March Junctions Improvement Package is one of the transport schemes identified in the pipeline of schemes and was allocated £100k in October 2017 and a further £1m in March 2018 for a feasibility study with responsibility for leading and delivering the study delegated to Cambridgeshire County Council. This feasibility study is now known as the March Area Transport Study. The initial study work is expected to take at least 18 months and will lead to the delivery of a range of transport schemes for March that will help to support the Fenland Local Plan.

In July 2018 the County Council Economy and Environment Committee agreed the establishment of a Member Steering Group (MSG) to support this study work. Two representatives from FDC are to be appointed to the MSG that is expected to commence in early Autumn 2018.

Cambs CC Economy & Environment Committee July 2018 - Agenda Item 9

https://cmis.cambridgeshire.gov.uk/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/864/Committee/5/Default.aspx

BUSINESS PLAN AREA: Economy

Business Plan Priority: Promote and lobby for infrastructure improvements across Fenland

Business Plan Action: *Promote and Influence how housing and infrastructure funding is used to stimulate housing development and economic growth in Fenland through working with the Combined Authority*

Portfolio Holder: Cllr David Mason

Housing & Infrastructure Funding from the Combined Authority

Key infrastructure feasibility studies are being produced by the CPCA that could impact on Fenland. These include the A47 study along with a M11/A47 link. In addition proposals are being progressed to improve Fenlands railway stations to enable more frequent and longer trains.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Transformation & Efficiency

Business Plan Action: *Engage with the Combined Authority's Public Service Reform agenda*

Portfolio Holder: Cllr Chris Seaton

Combined Authority Update

'Growing Fenland' – Market Town Masterplan Update

Following the Cambridgeshire and Peterborough Combined Authority (CPCA) announcement to allocate £50k to three of our market towns (March, Chatteris and Whittlesey), bids have now been received from potential consultants to deliver engagement with stakeholders and the local community.

The successful bidder who will deliver this 'Growing Fenland' will be announced late August.

The consultant's first meetings with Stakeholder Groups will be carried out during September/October where those involved will collectively start to map out how and

when public and stakeholder engagement will take place.

The members of the Stakeholder Groups in each town will be kept fully up-to-date with any developments, and the public will be updated with regular press releases and social media posts.

Cllr David Mason, Portfolio Holder for Growth, is the lead for this project and is also a member of the Whittlesey Stakeholder Group.

Meeting Agendas and Reports

Please click on the links below to access the meeting papers for the following CPCA Committees:

[Cambridgeshire and Peterborough Combined Authority Meeting – 27 June 2018](#)

[Employment Sub Committee – 29 June 2018](#)

[Audit & Governance Committee – 20 July 2018](#)

[Overview & Scrutiny Meeting – 23 July 2018](#)

[Business Board Meeting – 23 July 2018](#)

[Cambridgeshire and Peterborough Combined Authority Board Meeting – 25 July 2018](#)

[Employment Sub Committee – 26 July](#)

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Transformation & Efficiency

Business Plan Action: *Deliver required savings (as outlined in our CLG Efficiency Plan and Comprehensive Spending Review) whilst remaining a stable and sustainable organisation*

Portfolio Holder: Cllr Mrs Anne Hay

Savings & CSR Projects Update

Transfer of cleaning function to private sector provider:

The contracted service has been tendered and awarded as part of a package with Cambridgeshire County Council (CCC), which included all of their public buildings and represented the advantage of economy of scale. Discussions were held with CCC to explore the potential opportunities for inclusion in the new tender and FDC

requested that all buildings be included.

The new contract duration is proposed to be for 3 years with an option for an extension of a further one year period. The advantages of this new contract include;

- maximising economies of scale and potential savings;
- a common approach across all FDC sites;
- a specialist contractor with associated management and supervision;
- greater resilience to cover for sickness, leave, and vacancies;
- reduced management time, released for other essential property activities;

The tendered rates for the Fenland facilities will result in an ongoing annual saving to FDC of approximately £30,000.

Review and restructure of PFC service are to respond to proposed outsourcing of Leisure service:

Following the Council's Comprehensive Savings Review (CSR), the Council is proposing to outsource the Leisure Service. This outsourcing will require the transfer of all staff (under the TUPE Regulations) wholly assigned to the leisure service. The PFC service has made further efficiency savings to account for this forthcoming outsourcing and has therefore reviewed the existing PFC staffing structure. This restructure was approved by the Staff Committee earlier this years and has generated a further annual saving of £119,918.

Leisure

As previously highlighted in this report, FDC has awarded a contract to Freedom Leisure for the operation and management of our leisure centres. This contract will bring annual savings of £351,000 p.a. to the Council, exceeding the CSR target for the project of £303,000.

A period of mobilisation will commence shortly, with the handover to Freedom expected to take place during December 2018, and savings commencing from that date.

ICT Strategy Update

The replacement elections management system has been successfully installed, configured, tested and all of the data has been migrated. This system is now live and being used for the annual canvass.

A new committee management system has also been rolled out and is live on our internet pages. The app will now be configured and rolled-out with training the all members.

The roll-out of Windows 10 operating system to all desktop PCs and laptops is continuing as expected.

We will now begin to look at areas of best practice and innovation to feed into our ICT transformation plan.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Excellent Customer Service

Business Plan Action: *Provide good service at our Fenland @ your service shops and Community Hubs, in line with Customer Service Excellence standards*

Portfolio Holder: Cllr Mrs Anne Hay

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Fenland target ARP3 % Council Tax collected	97.3%		38.69%	-0.15%
Fenland target ARP5 Net Council Tax Receipts payable to the Collection Fund	£52,879,158		£20,461,810.58	£379,193.50

COUNCIL TAX

In year collection is almost back on target

Collection fund remains significantly above target, and the collection of arrears is going well. There is not the same appeal process on Council Tax so there is generally nothing that can have such a big detrimental impact on the arrears collection as is possible on the NNDR

During July 2018 the following recovery documents have been issued

Reminders 1225 with a value of £146,039.40

Final Notices 821 with a value of £193,822.85

Summonses 101 with a value of £67,135.98

Currently there are 1631 (last month 1855) processes outstanding for Fenland this is a reduction of 224 since last month. It is usual to start to see a reduction in processes outstanding from this point in the year. This has been aided by the race days held to target work. (Total for ARP 11106 a reduction of 1170 since last month)

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Fenland target ARP4 % NNDR collected	98.3%		38.95%	1.33%
Fenland target ARP6 Net NNDR Receipts payable to the Collection Fund	£25,604,958		£9,407,287	-£212,608*

BUSINESS RATES

In year collection continues to run significantly above target.

The collection fund target is below expected, this is as a result of £512K backdated refunds in July; collection is affected by the backdated refunds which continue to impact on the collection of arrears; this is generally due to appeals that the Valuations Office have now settled and affecting the Rateable Value on the property so reducing the charge.

During July the following recovery documents have been issued

Reminder notices - 86 with a value of £125,320.87

Final notices - 39 with a value of £179,610.58

Summonses - 14 with a value of £182,065.50

There are currently 83 (88 last month) processes outstanding currently which is another reduction on the previous month's total. (835 ARP total prev 972).

There are only 28 processes over 6 weeks old including pending items and new properties where we are awaiting information from other sources.

* This figure is the difference between what we were targeted to collect at this point in the year and what we have actually collected at this point (so for NNDR we are £212,608 below target, caused by the backdated refunds).

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Target CS1 % of contact centre calls answered within 20 seconds	27.5% Year to date target	35%	29%	+1.5%
Target CS2 % of contact centre calls handled	57.5% Year to date Target	70%	70.1%	+12.6%

The Customer Services Team continues to focus on performance to ensure we are able to answer customer contacts in a timely professional and knowledgeable manner. The new Customer Services Manager and Customer Supervisor posts recently implemented following the restructure are successfully supporting a performance culture within the service.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Target CS3 % customer queries resolved at first point of contact	85%	93.9%	93.8%	+8.8%

The Customer Services Team continues to excel at resolving the customers query at the initial point of contact where ever possible. The team works collaboratively with services across the Council and our partners to ensure the information we hold in relation to all services is comprehensive and we are able to action requests for services accordingly.

Achieve CSE re-accreditation for the whole Council

Following our re-assessment Customer Service Excellence (CSE) at the end of May this year we have again maintained our CSE accreditation and with an even stronger "pass" than last year in respect of "Compliance Plus" scores.

The Council has again showed excellence with a recommendation of another "compliance plus" for delivering service across a number of channels, and we will look for opportunities to further improve next year.

The assessor was so impressed by our work with partner organisations as well as a passion for joint working and community initiatives, and he was especially impressed by our culture and passion for delivering excellent customer service.

A full report has just been released and we are working of areas for further improvement from this.

The following is an excerpt for the report:

"Summary of Strengths

The numerous initiatives that Fenland continue to be involved with reach out to many hard-to-reach groups, particularly in the deprived area of Wisbech. Initiatives are added to as a new group or challenge emerges and this is typified with a new initiative to improved life for private rental tenants.

Consultation and engagement remain particularly strong with all the initiatives above resulting from engagement with the targeted groups.

In addition Corporate consultation on the Council's Plans remains extensive and Fenland do not go live with their Service Plans until this is completed.

Integral to the ethos is the empowerment of staff. As cut-backs continue the need for more autonomy increases and over the last year there has been a focus on making sure people have the skills to enable empowerment.

In parallel to the above the use of staff insight in making improvements remains integral to the Council's need to 'work smarter not harder' and staff continue to make many suggestions to ongoing service improvements

Partnership arrangements continued to be extended which results in new initiatives regularly coming on board such as litter picking and Community Risk Management amongst several new initiatives over the last 12 months.

The attitude is very much 'identify a need and meet it' through a comprehensive network of willing partners. There are numerous benefits to the wider communities that Fenland serve.

Fenland are to be commended for keeping their Hubs open in the main Fenland towns. This provides a variety of access channels for residents to access services as well as having a positive social impact on the High Streets. This also provides further endorsement to the benefit to wider communities."

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Excellent Customer Service

Business Plan Action: *Help residents become digitally enabled and able to self-serve opportunities (as outlined in our Channel Shift Strategy) to allow us to provide more support for vulnerable customers and complex queries*

Portfolio Holder: Cllr David Oliver & Cllr Mrs Anne Hay

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI PC1 Number of visits to the FDC website	611,000	47,916	202,218	

News Survey

The number of news stories added to the FDC website and distributed as press releases to local media in July = 10

Main articles included;

- Veterans honoured at moving Armed Forces Day service
- Living work of art' begins year-long tour
- Season of free bandstand concerts get underway
- Don't lose your voice – look out for canvass form in the post and register to vote
- Eco-champs spread the recycling message through school competition
- German twinning visit is 'sehr gut'!
- Council adopts new enforcement policy to tackle rogue landlords
- Council maintains "excellent" service standards
- Green Flag honour for Wisbech gardens
- Learn how to look after old buildings at free conservation workshop

Social Media Update

Monthly update on FDC social media sites;

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

Facebook = 83
 Twitter = 115

We currently have 1,849 likes on Facebook and 8,008 followers on twitter.

FDC Twitter	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
	115	86.5K	1,675	165	-148*	8,008

***National Twitter audit** - The new measures mean that any user whose account is locked for unusual activity - such as being blocked or sending unusual volumes of Tweets - and who did not respond to a prompt to verify their identity would be excluded from Twitter follower counts.

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	83	17,049	4,594	17	1,849

We continue to post 'snippets' of information about council services, performance and 'did you know' facts on our social media sites.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Equalities

Business Plan Action: *Meet our Public Sector Equality duty by delivering the requirements of the 2010 Equality Act and 1998 Human Rights Act through our core service delivery. Publish an Annual Equality Report to demonstrate how we do this*

Portfolio Holder: Cllr Mike Cornwell

Meet Equality Act Requirements

One Voice 4 Travellers

One Voice4 Travellers are a key partner when working with the Gypsy Roma Traveller community. The group is community based and founded by a group of Gypsy, Traveller and Romany (GTR) women wanting to achieve positive engagement with other communities, whilst developing knowledge and ability within the GTR community itself.

The council has supported this group by conducting a skills evaluation, training was provided to ensure that all of the volunteers had the skills to offer support roles within the community.

The group has progressed and now has charity status and have been working on a number of projects including women and girls issues around domestic violence and abuse including where to get help.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Asset Management and Commercialisation

Business Plan Action: *Ensure our asset base is suitable, sustainable and maximises service and income benefits*

Portfolio Holder: Cllr David Mason

Corporate Asset Management Plan Update

The Asset Management Plan 2017-20 sets out the 9 Strategic Asset Management Priorities of the Council and the accompanying Action Plan creates a framework for Officers to manage, allocate resources and monitor timescales to ensure timely delivery of the Actions and improve the Council's asset management approach.

Due to the size and nature of the work linked to the Asset Management Plan there will be periodic updates on specific projects from the action plan.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Asset Management and Commercialisation

Business Plan Action: *Work jointly with public, private and third sector partners to maximise value*

Portfolio Holder: Cllr David Mason

Corporate Accommodation Review

The Accommodation Review has progressed to the stage of office relocations which began at the end of May and will continue until the beginning of August.

During July the final physical moves of Teams and Officers has been completed. The final stage of the move process will focus on fitting out suitable space for the Election Team storage.

The net result of the moves will enable a much better utilisation of space and create a wholly independent series of offices on the ground floor, known as the 'west wing' which can be let to the public or private sector on an entirely self-contained basis. Work is being undertaken to look at any potential refurbishment works required to the west wing and seeking to find a potential suitable occupier for the vacated space.

BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Asset Management and Commercialisation**

Business Plan Action: ***Develop and deliver a commercial investment strategy***

Portfolio Holder: **Cllr David Mason**

Property Investment & Development Strategy (PIDS)

The Property Investment & Development Strategy (PIDS) is aimed at seeking greater returns from the different use of existing FDC property assets. This could include seeking to dispose of surplus assets to reinvest the capital receipts into investment opportunities, or like the Accommodation Review, ensuring better utilisation of assets to create capacity to generate additional revenue streams.

As projects are identified and develop they will be reported upon here.

There are no updates in July.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Workforce Development

Business Plan Action: *Maintain an effective workforce with the right skills to deliver the Council priorities*

Portfolio Holder: Cllr Mrs Anne Hay

Learning & Development

The Council remains committed to the learning and development of its workforce, and has a very robust and responsive learning and development framework in place to ensure that staff's learning needs are met.

The IIP Assessor recognised this in our most recent IIP reassessment process:

"Learning and development activities are ongoing and there is still a learning culture despite the reduced training budget. People are being more creative in terms of finding cost-effective methods which meet their development needs. The organisation is to be congratulated that this continues to be a strength."

We have provided a wide range of learning and development interventions for our workforce over the past year, such as Managing Conflict Training, Mental Health Awareness and Mental First Aid Training, PACE training, Mediation training, Pre-retirement training, Prevent Training, Coaching skills, Licensing, Leadership and Safeguarding Children, 121 coaching, management development, , investigation skills, health and safety, managing sickness, apprenticeships, funded training, resilience training and so on.

In addition to this we have provided a buoyant e-learning programme and 121 coaching.

We are currently collating organisational learning needs for delivery this financial year, and, in September, will be rolling out a Corporate Programme of Positive Mindset and Service training for the while organisation

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Workforce Development

Business Plan Action: *Support and empower staff to make effective decisions within a pleasant working environment*

Portfolio Holder: Cllr Mrs Anne Hay

Health Champion Programme

The Council has a team of qualified health champions in place, and we are part of a Work Healthy Cambridgeshire. This is a Health Improvement Programme run by Cambridgeshire County Council specifically for Cambridgeshire businesses and/or organisations.

The programme aims to support employers across the county to improve the health and wellbeing of their employees, increase productivity and reduce sickness absence.

Our Health Champions have developed a programme to promote health and wellbeing of employees inside and outside the workplace.

Mental Health Training

We now have an in-house Mental Health First Aid Instructor who is currently rolling out Mental Health First Aid Training across the Council. We are currently exploring further opportunities for income generation with partners to deliver this training.

We also have a comprehensive suite of training to support this area, such as Personal Resilience and Mental Health Awareness. In addition to this we provide 121 coaching a support to employees where required.

People Management Strategy Review Update

The Council's People and Development Strategy is aligned to the Council's Business Plan and focus on outputs for 2017 - 2020. It has been developed in recognition of the need for our people to continue to work effectively with a range of stakeholders and

partners. It continues to be reviewed and improved on an annual basis. It is a live document that will be refreshed and updated as the Council evolves and faces new and emerging challenges.

This strategy informs and responds to the Workforce Development Plans (WfDP) created by our Service Managers as part of the Service Planning process to support the delivery of the Council's Business Plan. We review our WfDPs each year as part of the annual service planning cycle to take account of the changing needs of the organisation and the community it serves.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Enforcement

Business Plan Action: *Use a fair and proportionate approach to improve living, working and environmental standards*

Portfolio Holder: Cllr Mrs Dee Laws

Planning Enforcement Update

In the month of July we received 36 service requests which represents nearly half of the requests we've had since the beginning of April (85). In July 11 cases were closed (72 cases in the year to date). With regard to the cases closed:

- 8 cases were resolved through the grant of retrospective planning permission
- In 2 cases there was no breach of planning control found
- In one case the breach was resolved voluntarily by the occupier / owner

76% of cases where no breach of planning control is found were closed within 8 weeks of receipt.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Health & Safety

Business Plan Action: *Maintain effective Health & Safety policies and systems to comply with relevant legislation and local requirements*

Portfolio Holder: Cllr Mrs Anne Hay

Health & Safety Update

The Annual Health and Safety Report has now been finalised, and will be presented to the Staff Committee in September. This document reports on the Council's performance during the past year; it covers accident statistics, benchmarking, training, corporate actions implemented etc. The report will be presented to CMT/Staff Committee and the Council's Health and Safety Panel for their information.

We are currently reviewing health and safety risk assessments within teams across the Council and working on the production of training materials for the Cleansing Team within the Waste Services.

Emergency Planning Update

Ongoing joint working with the Local Resilience Partners (Cambridgeshire and Peterborough) on multi-agency planning requirements. Areas of current work include reviewing emergency plans, reviewing risk assessments and warning informing.

Nine members of staff (from CMT/Management Team) attended Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) Recovery Training. This was a one day course targeted at local authorities along with the emergency services within Cambridgeshire/Peterborough on the aspects of recovery from a major incident occurring within the area. Areas covered included the humanitarian assistance, economic, environmental and infrastructure.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Health & Safety

Business Plan Action: *Ensure the safety and wellbeing of the Council's workforce, partners and wider community*

Portfolio Holder: Cllr Mrs Anne Hay

Workforce Wellbeing Strategy & Health Surveillance Programme Update

We offer a wide range of support to our employees to help promote and encourage their good health and wellbeing, such as:

- A dedicated Occupational Health Advice and guidance support service available for all colleagues;
- A comprehensive programme of health surveillance for groups of employees who work in certain service areas (e.g. refuse drivers, leisure centre staff, port staff, CCTV staff etc.)
- We provide a health care plan for all employees (at nil cost to the Council) to enable financial support to access to access a wide range of health care specialists and interventions (e.g. chiropractic services, dental treatment, acupuncture, reflexology, chiropody etc.)
- A range of Family Friendly People Policies
- We also have a team of qualified Health Champions drawn from across the Council who are promoting quarterly health promotion events.

The current Workplace Wellbeing Strategy is being reviewed and updated to ensure that it provides the most appropriate support for the organisation and our workforce.

BUSINESS PLAN AREA: Quality Organisation

General:

Portfolio Holder: Cllr Mike Cornwell

Twining Visit from Nettetal, Germany 5th – 9th July 2018

The Council has been twinned with Nettetal in Germany since May 1989. There have been regular biennial exchanges between Fenland and Nettetal. The Fenland

Twinning Association is strongly supported by the Chairman of Fenland District Council and the Chairman of the Fenland Twinning Association and events take place to promote Twinning in Fenland eg the Twinning Tea Party.

The Twinning exchange events most recently have been:

- 2005 - Fenland Visit to Nettetal – from 8-12 September
- 2007 – Nettetal Visit to Fenland - from 5-9 July – 42 German Visitors travelled to Fenland
- 2009 – Fenland Visit to Nettetal – from 27-31 August, Twenty Year Anniversary
- 2011 – Nettetal Visit to Fenland – from 14-18 July – 43 German Visitors travelled to Fenland
- 2012 - Fenland Visit to Nettetal – from 30 August-3 September – special visit to the Floriade, an extraordinary Flower Festival in Venlo
- 2014 Nettetal Visit to Fenland – from 19-23 June – 30 German Visitors travelled to Fenland
- 2016 Fenland Visit to Nettetal – September 2016

The exchange visits between Fenland and Nettetal have been well received and supported by the Members of the Twinning Association and Hosts by both parties which ensures the Council continues its support of the Twinning Association, to continue longstanding friendships, some of which go back to the beginning in 1989.

The Council welcomed visitors from Nettetal in Germany to Fenland from 05 – 09 July. Hosts were arranged for the visitors and a programme of events, culminating with a Dinner Dance on the Saturday evening of their visit.

The feedback and success of previous events ensures that the Council is able to continue its support of Fenland's Twinning with Nettetal and the next visit is planned for Fenland to visit Nettetal in 2020.

The work of the Council and the Fenland Twinning Association ensures existing friendships continue and with much publicity new members are encouraged and become involved in future events, thus ensuring the success and support for the Fenland Twinning Association in the future.