

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

October 2018
(For performance in September 2018)

Cabinet Members



**Councillor
Chris Seaton**
Leader of the Council



**Councillor
Mike Cornwell**
Cabinet Member for
Communities



**Councillor
Anne Hay**
Cabinet Member for
Finance



**Councillor
Peter Murphy**
Cabinet Member for
Environment



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



**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	Last year Cumulative performance for Sept 17/18	Variance
Performance Measure					
Fenland target ARP1 Days taken to process Council Tax Support new claims and changes	8 days	6.7	8.0	9.89 days	+0.0
Fenland target ARP2 Days taken to process Housing Benefit new claims and changes	8 days	6.3	7.3	9.59 days	+0.7

This month we have continued to meet or exceed all targets.

For both Council Tax Support and Housing Benefit, new claims and changes have been processed in well under 7 days, and kept the YTD figures 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 have worked hard on some historic earnings checks (around 3000) and we are down to the last 300 to clear. We also continue to check 100% of earnings assessments going forward. The new starters have also recently had additional training in other areas of Universal Credit and we are starting to look into smarter ways of working generically with the Council Tax team.

The DWP VEP (Verification of earnings and pensions) notifications are working well and we are about to commence the first of our Self Employed reviews as part of the DWP incentive scheme.

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	19	94	

At the end of September 2018, the Council had undertaken 26 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council had also investigated 68 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	20	34
March	3	13
Chatteris	0	2
Whittlesey	0	6
Villages	0	13

Private Sector Housing Enforcement – Controlling Migration fund project Performance

The Council continue inspections of residential accommodation in Wisbech with the emphasis on identifying large HMOs which are now subject to licensing since the extension of the Mandatory Licensing legislation coming into effect from 1st October 2018. The officers have introduced themselves to a number of existing and new local letting agents in Wisbech offering support and advice on housing related matters particularly in relation to Fire Safety and Tenancy matters. Most agencies have welcomed their approach and have volunteered their HMO portfolios which will allow

officers to take a more pragmatic approach in their inspection regime.

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

Measure	Sep	Cumulative
Total Number of Properties Inspected	102	1052
Interventions Taken (see table below)	82	381
Information Packs Issued	8	120
Smoke Detectors brought into use	31	111
Hazards Removed	41	96

Breakdown of interventions

Smoke Detector defect letters (Private Rented Sector)	9
Smoke Detector advisory letters (Owner Occupied)	26
Formal Inspection Appointment Letters	16
Notice requesting Information	0
Informal Letter requesting remedial repair	25
HMO declaration notices	5

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	21	114	

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 = 22

Debt Advice = 10

Resolve rent arrears = 8

Private rented with deposit support = 37

Private rented without deposit support = 17

Housing Register Offer = 9

Supported Accommodation = 11

Rough sleepers -Controlling Migration Fund project

The Council's Migrant Outreach Worker is currently working with 23 clients, 17 of whom are 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.

Description	Monthly	Cumulative for 2018/19	%
Total number of Households approaching to the Housing Options Team	130	924	N/A
Total number household receiving advice only for example not homeless but advice needed	61	455	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.	32	257	N/A
i. Number of Main Duty Homeless decisions made.	11	14	N/A
Successful outcomes in Prevention stage (household had their issue resolved within 56 days)	22 out of 25	94 out of 124	76%
li Successful outcomes in Relief stage	11 out of 33	48 out of 67	72%

Statistic for Wales Prevention pilot - 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.

li 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.

Trailblazer Project Update

The work of early homeless 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 878 referrals, 378 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	12	77	

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 September 2018, The Council has assisted 77 households with adaptation works.

The geographical spread is as follows:

Wisbech	28
March	22
Chatteris	5
Whittlesey	8
Other villages	14

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance
Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt their property made their life easier (1 year on survey)	96%	90%	3	3	95	

3 households responded to the survey in September 18 for this performance measure.

21 surveys have been completed for the financial year so far with 20 satisfied culminating in satisfaction score of 95%.

One householder felt that the shower was underpowered therefore not effective and reported issues with drainage. The Home Improvement Agency is working with the contractor to resolve the issues.

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

Community House

Members will be aware that the Council currently delivers a project from Community House to support residents to undertake activities that will increase their confidence to gain employment.

The project was originally set up with the support of the Department of Work and Pensions (DWP). Community House itself is owned by Clarion Housing Association and leased to the Council.

As part of the Comprehensive Spending Review in 2015, members agreed that should ongoing external funding not be secured for the work at the house then the services provided would cease.

Since that time, the Council has been successful in obtaining one-off grants from the DWP and Clarion to meet the premises & employee costs to maintain the service and had made an application to the Wisbech Community Led Local Development (CLLD) board for an additional three years funding to cover the financial years 2018-21.

Unfortunately, the grant submission has not been accepted by the CLLD board on the basis that the services provided from Community House can now be supported by other services and agencies in the ward.

A subsequent consultation with the DWP has confirmed that there are now other services that they can refer customers to that did not exist in 2015.

Therefore, as the Council has no other funding options for the project, it is proposed to end the scheme from the 1st of November 2018 and enter into detailed discussions with Clarion regarding future use of the property, as no other Council services are provided from this location.

Ceasing the service and returning the property to Clarion will avoid approximately £30,000 of revenue costs per annum, in line with the original CSR savings plan.

Initial conversations with Clarion have indicated that it is likely that the house would be returned to its original residential use and It is understood they would propose that the attached large community garden, be retained for wider community activities, volunteering and events.

One member of staff is directly affected by these proposals and will be supported through the change process. In addition there are around 30 customers currently utilising the service and work will be undertaken to support those customers onto other programmes in the ward.

Members should note that all other work undertaken by Fenland Council to offer community support in the ward and wider Wisbech will continue. For example,

- Working with the Oasis Centre to help it expand and increase services delivered from the facility,
- Continuing to deliver Streetpride volunteering support and development,
- Working with the community and voluntary Sector to lever in additional investment into the town,
- Supporting the community actions set out in the Wisbech 2020 strategy,
- Working with partners to deliver the eleven Controlling Migration funded projects in the town.

Community Locally Led Development (CLLD)

The Local Action Group for CLLD met in September.

A bid was approved from People and Animals, who applied for a grant circa £45,000 to enhance work-readiness amongst those most isolated, inactive and unemployed in Wisbech. The project will assist in improving an individual's self-esteem and lowering their social anxieties through a range of nature-based activities utilising animal therapy and gardening.

The Local Action Group recognised this unique service and approved the total amount requested. Activities include growing and sharing vegetables, holding a series of open events building organisation skills and designing and building a sensory garden for local people to develop transferable skills for the workplace, whilst providing a space for vulnerable individuals to relax and engage in the project.

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**

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of people who attend the Golden Age events	200	114	156	

The second Golden Age Fair of the financial year on Monday 10th September at the Queen Mary Centre, Wisbech was attended by 114 visitors to receive information advice and guidance.

Highlights included:

- Cambridgeshire Fire & Rescue Service spoke to approximately 35 people, they exchanged 6 electric blankets and have made appointments for 5 follow up 'safe and well' visits
- East of England Ambulance Service saw over 65 people with two people being advised to see their GP within one month as a result of on the spot blood pressure checks

- The Royal British Legion (RBL) had 15 people visit their stand and advised several widows of the continued eligibility to support from RBL, along with one case for befriending in Wisbech
- Careline Community Service saw 40 people and as a result have 10 new clients to assess for their service
- CamSight spoke with 20 people and have organised three visits to low vision centres as well as arranging group talks with four other partner organisations
- Wisbech Food Bank had almost 30 people stop at their stall and as a result 3 of those people have shown an interest in becoming volunteers
- The Sensory and Early Adult Help Team saw over 50 people at what was their first ever Fair and they were able to advise the public as well as other partners on their service
- Cambridgeshire Constabulary engaged with over 80 visitors and gave out general crime prevention advice along with demonstrations on home security products
- Older Peoples Shared Lives Respite spoke with 10 people about the service as well as informing partners about what the service had to offer

In total we had 34 partners in attendance providing a wide range of services meaning that most visitors were able to get the help or advice they were seeking, or were made aware of services they might need in the future.

Fenland Ferret had a steady stream of visitors throughout the event, seeing 7 individuals with a follow up appointment being made for one individual with multiple complex requirements.

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance
LPI Customer satisfaction with Golden Age events (After each event)	100%	90%	39	39	100	

We also received a larger than usual number of visitor feedback forms (31), 100% of which rated the fair either very good, or good. Some of the comments put on the forms included 'excellent idea and event', 'anyone over 50+ would really benefit from calling in', 'all stands were very good' and 'every table was very informative'.

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

Celebration Evening

Back in July, a celebration event was hosted by Business in the Community at the Royal Albert Hall to celebrate all that Wisbech has to offer. A central theme of the evening was the difference that can be made when business, political leaders and local communities come together to deliver positive change. The work that has, and is, being done by so many groups in Wisbech, committing to making a positive, sustained difference, is highlighted as an exemplar in the UK.

As there was a limit to those who could be invited to the London Gala, Anglian Water have decided to host a celebration evening to thank as many people as possible who have been involved. The event will be held at the Queen Mary Centre on 30 October, where key components of the Gala will be brought back together. Footage from the Royal Albert Hall event will be shown and there will be live performances from the local choirs.

Review of Governance and Actions

Russell Beal, the new Head of Programme for the Wisbech 2020 Vision project is continuing to work with the Steering Group to review governance of the project and revisit the actions contained within the vision document. With the assistance of dedicated project management support provided by SWECO, a partner of Anglian Water, work is ongoing to produce more detailed project plans (where necessary) for individual projects.

Prevention at Scale Update

Wisbech 2020 was successful in securing access to a Local Government Association - Prevention At Scale (PAS) programme for improved health and well-being. In this project, Prevention at Scale is not being used to achieve greater impacts in health but in Community Development and Engagement, the argument being that if there is greater engagement from communities overall, if they are empowered to

understand and commit to changes, if they begin to own projects or services and exert a voice and influence then, impacts are likely to be greater, whether that be in health, well-being, skills, employment or educational attainment (or indeed any other broad theme).

A multi-agency team has come together to help deliver the programme in Wisbech. This includes public sector bodies and key Community & Voluntary Agencies that are working in the town.

The funding received from the LGA aims to deliver the following:

- A community conversation undertaken in a way that encourages voices not normally heard to be heard.
- From this conversation the learning will be captured and the project team will consider how a framework can be agreed from which the ideas and new community capacity found can be encouraged to flourish.
- The framework may lead to the development of a new organisation e.g a Community Interest Company or the like to help capture new inward investment to support the town's new found talent.

The early Autumn focus is to undertake the Community Conversation through:

- attendance at other events that have a good community presence ,
- an on line survey, heavily marketed through the networks of all participating organisations alongside normal media marketing channels.

The events will utilise the skills of Tim Mann who delivered the crowded rooms project <https://timmannartist.com/wisbech/>

Building Community Resilience

The Council has been working with Cambs County Council to agree principles to join up work wherever possible to build resilience of our community in a coordinated joined up way.

A short partnership document has been developed to set the approach to do this.

The agreed collective vision and priorities of this shared approach focus on People, Places and System change.

The collective approach is to be fully aligned and to collaborate where it makes sense and there is agreement to do so. This will allow each partner to work independently and specialise in their own areas of service delivery and expertise, as well as with a shared approach which is compatible and consistent, enabling joint projects to still happen.

The proposed priorities based on People, Places and System include :

- Taking a shared approach to work in areas of high risk and vulnerability
- Understanding and removing barriers for community led activity
- Building capacity for communities to work together for the benefit of all our services
- New Communities and growth areas and hidden communities are priorities for all of us and could benefit from a shared approach
- Introducing system changes, taking a broader view to recognise the complexities and allow multi agency conversations with communities
- Supporting communities to develop and deliver their own priorities which will address our needs to reduce, delay or prevent the need for costly public service involvement and which may include and go beyond public sector plans.

The prevention at scale project is one such example.

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	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI LS1 Number of paid visits to our leisure centres	889,708	Actual 67,653 Target 68,000	Actual 423,974 Target 414,381	

There has been continued improvement in income generated by the leisure centres.

At the half way point of the year, revenue was £1.36 million, an increase of £68k on the previous year and £62k up on budget target.

Swimming income is leading this improvement and is currently 4% up on last year, including an increase of 3% in swimming lesson income.

Gym income remains the highest performer with membership sales remaining buoyant.

Description	Target	Achieved		Variance
Performance Measure				
MPI Number of Direct Debit members	3,160	Actual 3,419		
<p>Member growth continues with an 8% increase on the previous year and a similar increase in target. The majority of members belong to the anytime 12 month membership.</p> <p>A recent student promotion, available to the end of November, attracted 400 new short term members (not included in above) on a 4 month offer.</p>				

Freedom Leisure Project

The handover to Freedom Leisure takes place on 4 December 2018 and mobilisation meetings have commenced as the project gathers pace in this final stage. The mobilisation plan is proceeding as anticipated, with Fenland and Freedom working well together to move the work forwards.

Daily exchanges are taking place with Freedom Leisure and the council in relation to information sharing, with Freedom indicating that the programme is moving at the correct pace and they are confident that all will be in place for a successful handover. At present it is 'business as usual' within the facilities. FDC leisure staff know that the change is coming and so do customers, but presently there is no change to what has been delivered, successfully, all year.

There will be a presentation from Freedom Leisure at the All Member Seminar on 25 October.

Group staff meetings have now taken place with Freedom, with individual or small group meetings scheduled for 30 and 31 October. The Council's HR team is support staff who will be TUPE'd to Freedom, and Unison support is also available to members should they require it.

Freedom is a large, experienced leisure management company that currently manages around 100 centres. Their most recent new contract is in Swansea, after also acquiring the management of four centres in Derbyshire Dales early in the summer. Freedom will bring a level of expertise and resource to the leisure centres that Fenland simply cannot match and this should lead to improved customer satisfaction as well as an increase in the number of users across all centres.

Active Fenland Update

The year three evaluation report for the Sport England funding originally given to Active Fenland is now complete showing the impact and outcomes of the project. Highlights include:

What Worked?

- Knowing your local area and local people
- Having adaptable coaches that are willing to learn and work with helping inactive people become more active
- Designing a programme on local need, basing provision on consultation.

Benefits to participant's physical health:

- Active Fenland attracted the target group of inactive people. 68% were not active enough to benefit their health.
- The programme has encouraged those who were inactive to become more active; 76% were more active when assessed after participating in the programme

Local Community Benefit:

- Active Fenland is highly recommended by those taking part.
- 85% of sessions across 13 different activities have been sustained.
- Average cost per participant per session was £2.59 in year 3.

Mental Health Benefits:

- Participation in Active Fenland sessions improved participants level of wellbeing by a meaningful amount from original to follow up surveys.

Active Fenland - three projects currently running;

Let's Get Moving funded by CCC Public Health this project has helped to continue the original delivery of Active Fenland and helped set up of new projects including mental health/ stress relief based programs such as walk and talk and yoga. This project has helped us reach an extra 816 new participants in its first 9 months of delivery.

Active Families funded by Sport England started from the 1st September and work has begun to deliver family sessions. These will be to suit families with children aged 5-15 within Fenlands most deprived LSO this included most of Wisbech and March and a small area of Chatteris. This summer the Fit and Fed pilot which aims to tackle holiday hunger paid for via Open Stop Funding was extremely popular engaging 105 people

in 7 sessions this will now take a permanent place in this project.

Controlling Migration fund which has now been named **Active Together** for a wider community appeal has begun to reach out into business places with their first one being Greencore in Wisbech. Plans for the first community based sessions to start rolling out soon, these will initially include sports such as football, floorball, basketball and table tennis.

All projects are operating under the Active Fenland brand and use the same logo to help build on what is becoming widely recognised, and trusted, branding.

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

Health & Wellbeing Strategy

Air Quality Action Planning

The council's health and wellbeing delivery plan has air quality management as an area of focus. Air quality management is a statutory function for the Council and links to many service areas such as planning, transport strategy and the permitting of industrial processes.

As part of the Council's responsibility to monitor and report on air quality a plan has been developed which covers short, medium and long term actions. This plan is available on the Council's website. It is broken down into five areas of focus:

1. Monitoring and Reporting
2. Health, Wellbeing and Communities
3. Planning
4. Transport
5. Industry

Next steps:

The Council has duty to review air quality each year and to report findings and next steps to department of environment, food and rural affairs (Defra).

In 2018 Defra approved the Council's proposals for future monitoring and changes to areas known as air quality management areas (AQMA) which have been declared

as part of the Council's statutory duty to manage air quality.

There are four AQMAs in Fenland, these are:

1. Particulate matter (PM10) in the area of Lynn Road and Mount Pleasant Road, Wisbech.
2. Sulphur Dioxide (SO₂) in the area of Lynn Road and Mount Pleasant Road, Wisbech.
3. Nitrogen Dioxide (NO₂) along Churchill Road, Wisbech.
4. Sulphur Dioxide (SO₂) in 2 locations within Whittlesey, Park Lane and Kings Dyke which are associated with the Forterra Brickworks.

The Council's monitoring has identified three of the four AQMAs (1-3) are no longer areas of concern and proposals to revoke these areas have been approved by Defra. The process for revocation requires public and partner consultation, which will take place early in 2019.

The fourth AQMA in Whittlesey will remain in place for the time being, and is monitored by Forterra.

Consultation will include local authority partners, public health colleagues and community groups. The intention is to increase the level of information available to the community regarding air quality, monitoring information and awareness.

Central Government policy is for AQMAs to be actively managed and therefore revocation is the best option as monitoring data shows no concerns.

Stay Well Project Workshop

In early September partners gathered for a workshop to develop the Stay Well project for this coming winter.

Partners agreed to focus on key areas for improvement, which were identified following feedback from customers and partner / referring agencies. Some are new and some existing actions:

Strengthening the referral pathway:

- To have one central co-ordinated point of contact for residents to ring.
- Liaise with hospital discharge teams and develop a pathway for safe discharge of patients living in cold homes or with fuel poverty.
- Add falls assessment for cold homes.
- Accessing new grants such as Turn 2u for those most vulnerable residents who have suffered a life changing event such as illness or work situation.

Working together to make cold homes warmer:

- Develop a process for data-sharing within this network.
- Train frontline workers to identify and refer those at risk.
- Work closely with the NHS around flu season and coordinate approaches to work with GPs and Pharmacies.

Extending the reach of our communications

- Fuel poverty isn't well linked to current Stay Well marketing material.
- Explore and utilise apps such as Parent Mail or Family.
- Tap into services that reach our key audiences i.e. meals on wheels, refuge teams, distrusting bin hangers, at foodbanks and leaflets in council tax letters.
- Access faith groups to engage hard to reach communities.

Packs

- Packs should stay as they are for the forthcoming campaign, however there is an appetite for change for 2019/20.
- Thermometer is popular with high usage rates.
- Develop a pack or resource for front line staff, such as Cornwall County Council, with key messages, tips to spot at risk individuals and contact details.
- Create at risk group packs with key messages targeted these vulnerable people.

The project will roll out these packs in October, referrals are already underway to access grant funding.

<https://www.cambridgeshire.gov.uk/be-well/resources-and-campaigns/stay-well-this-winter>

Portfolio Holder:

Cllr Mike Cornwell and Cllr David Oliver

Wisbech Alcohol Project

Home office update

A discussion was held between the Home Office LAAA (Local Alcohol Action Area) and the FDC LAAA leads in September to provide updates on progress to date. It was agreed the plan continues to respond and tackle local alcohol challenges in partnership.

A regional network meeting between local LAAA areas is due to take place later in the year to help share best practice and work through any local challenges.

Health presentation

Members from the Wisbech Alcohol Partnership also supported a recent 'Deep Dive' health event through presenting on the work being delivered and the challenges being faced by the partnership. The presentation was very well received.

Partnership meeting

The Wisbech Alcohol Partnership's September meeting was well attended and the project plan was reviewed and updated by project leads.

Partnership officers also reviewed the current fixed penalty notice data 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 October where a further update will be provided.

Portfolio Holder: Cllr Peter Murphy & Cllr Mike Cornwell

Energy Conservation

Action on Energy Cambridgeshire

The Action on Energy Partnership (AOE) has submitted a bid for funding to the Warm Homes Fund. The bid aims to achieve grant funding to assist the most vulnerable of private sector tenants in properties with low ratings of energy efficiency, therefore making heating costs higher than average.

The grant scheme if successful will be administered by the AOE partnership.

Fenland has a high proportion of privately rented properties in this category and therefore funding would be well received. Results of the bids will be announced in November.

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

A meeting of local stakeholders is planned in order to develop a group approach to a

bid for funding from the Arts Council. Should the funding be approved, this will allow expert support for the development of a strategy to promote cultural activities in Fenland, upskilling local people with regards to promotion and development of cultural opportunities and highlighting what is available across Fenland for local people to engage with.

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	Cumulative for 18/19	Variance
Performance Measure				
LPI CEL8 % of collected household waste – blue bin recycling	28%	27%	28%	

Collected Household Waste Blue Bin Recycling

	Quarter 1	July 18	August 18	Sept 18
Dry Recycling (Blue Bin)	2,205	740	733	654
Residual Waste (Green Bin)	5,675	1,808	1,919	1,768
Dry Recycling % of waste	28%	29%	28%	27%

Collected blue bin waste is on target and contributes positively to the recycling of household waste in the area.

There remain issues with the quality of the materials that customers are presenting in their bins. Between 7 and 9% of materials presented are **Textiles, Food, Nappies or General Waste** and reduce the amount of true recycling.

Working with Recap partners there are local and area based educational messages along with developments to the means of communication to work to tackle these materials.

The crews have actually collected 4,692 tonnes of materials from Fenland blue bins so far this year and rejected 7,834 bins with obvious contamination. Even with this, AmeyCespa report that 438 tonnes of those collected were materials not acceptable

in the bin.

As a result, we have 4,254 tonnes of blue bin recyclable materials in the first half of the year along with 77 tonnes from local bring banks.

This remains an improvement on last year. The winter calendar delivered to all properties in November focusses on the target materials for the blue bin. Alongside this we will continue with our targeted education and support for developing community volunteers to share the importance of customers recycling more and not to include textiles, food, nappies and general waste.

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

Missed Collections September (Blue and Green Bins)

	Sept 18
Missed Collections Reported	145
Collected next working day	134
Percentage	92%

The total number of missed brown bin collections reported in September was 32, of which 31 were collected the same or next working day.

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 August	Cumulative for 18/19	Variance
Performance Measure				
MPI Income generated through recycling materials	£285,000	£28,909	£136,946	

A set of actions have been developed following meetings with representatives of AmeyCespa, the Cambridgeshire based company sorting and sending the council's blue bin materials for recycling. These involve ensuring that sampling is taken place to help identify the nature of non-recyclable materials to aid recycling communications.

Recycling Champions Update

Recycling Champions in Action

Volunteers have been offering help and advice to a variety of community groups. They have been helping local Age UK to promote recycling within the older community and attended the Allotment Association promoting home composting and recycling.

Staff and volunteers at Wisbech and Fenland Museum have joined the team, they will be promoting recycling plastics and making a giant Ichthyosaur, they will be promoting Fenland recycling as part of their events and giving out recycling Information. Their volunteer co-ordinator said, "We're delighted to be part of the Fenland recycling revolution".

The Chatteris Women's Institute hosted a recycling workshop. The group have all agreed to volunteer their time to spread the recycling message and one member has become a trained volunteer to help coordinate their work. They said, the workshop was "very informative", "it was brilliant, and made us feel we are doing something useful".

I have been inspired to recycle more



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 subscription level at the end of September was 20,260. This is 560 more subscriptions than this point last year and includes 13,136 subscriptions at £36 via Direct Debit.

The initial budget forecast is that the service will be self-funding for the second year running and allows the council to continue to offer the direct debit discount into next year.

Subscription Stickers

20,766 stickers have been dispatched to date including 506 replacements where customers have reported them as missing, accidentally destroyed or lost.

Replacements are dispatched as soon as possible and courtesy collections offered where required.

Lost stickers have been less of an issue this year and a trial for 2019/20 is planned using first class post to see if this further reduces the number that are lost or not received.

Website and Payments

The garden waste webpages remain the preferred contact choice for our customers with 18,067 customers viewing 138,023 pages to self-serve their subscription since December 2017.

Along with the 13,136 direct debits in place, 5167 customers paid online by card and 1,887 paid by cash, card or cheque at the Fenland@your service shops or by card through the telephone contact centre.

Bin Collections

The garden waste crews have already made 198,170 collections in the first 6 months of this year, this is 10,670 more collections than the same point last year.

The crews have rejected and tagged 3,630 bins presented without current subscription stickers.

This is a reduction on the first 6 months of last year when 14,109 bins without subscription stickers were recorded as presented in the same period.

Bin Collection Day Application

More than 11,000 customers have now downloaded the free bin collection day app to help them with their bin collections.

The app shows collection days for all bins for 6 weeks and can automatically put these into the customer's calendar, including brown bins for customers who subscribe.

This trial app will be advertised to all household with the collection calendar delivered in November.

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%	97%	96%	

Cleansing Rapid and Village Response September 2018

Area	Requests	Requests Met	Performance
Chatteris	3	3	100%
March	20	20	100%
Villages	34	32	94%
Whittlesey	11	11	100%
Wisbech	35	34	97%

Totals	103	100	97%
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During September the team attended to 97% of the reported incidents on the same or next day.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	93%	98%	97%	

September Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	30	30	100%
March	30	30	100%
Whittlesey	30	28	93%
Wisbech	30	30	100%
Totals	120	118	98%

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

Business Plan Action: Work with key stakeholders to deliver an effective waste partnership and to update the Cambridgeshire and Peterborough Waste Strategy

Portfolio Holder: Cllr Peter Murphy

Cambridgeshire & Peterborough Waste Partnership (RECAP)

The Recap partnership met in September and resolved to invest in a stakeholder

project to develop joint communications around flytipping in Cambridgeshire and Peterborough. This will shine a light on good practice, learn from others and communicate responsibilities to customers.

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 however there were no applications. In discussions with the design team and structural engineer it has been decided to combine the contract with the repair and security works to the FDC owned building at the rear. The contract will be re-advertised in October/November.

When presented with the detailed report on proposals for the future of 11-12 High Street, Cabinet agreed to the option of acquiring the properties from the current owner through a negotiated sale. Agreement was also made to enter into discussions with an interested developer who would purchase the properties directly from FDC shortly after transfer from the current owner. The developer would then, subject to agreement of terms, become the applicant for the HLF grant to part-fund the conservation deficit on this development. In parallel, agreement was made to commence the process for a Compulsory Purchase Order (CPO) should sales negotiations break down. Both acquisition and transfer agreements are being prepared for agreement with the relevant third parties.

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 now 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 owner of two listed properties has engaged an agent to progress his application for a grant towards roof, window and shopfront repairs as well as paint removal which is causing damp issues to the C18th brickwork. An application is due to be submitted next month from another owner for repairs to three historic windows to a property at the Market Place end of the street.

The project continues to develop and deliver popular training events and activities including the 1st Conservation Workshop accompanied by our own guidance booklet offering advice on maintenance and guidance on policy for owners of listed buildings. For Heritage Open Day on 9th September we had a marquee at the end of High St with over 100 visitors come to look and discuss plans for the High Street regeneration and join the guided walks looking at the architecture of the buildings. The next activity to be delivered will be the Museums at Night event to be held on Halloween at the Wisbech and Fenland Museum. This event will bring young families into the museum "after dark" for a range of craft activities and to explore the museums displays and



The Wisbech High Street Project and The Wisbech & Fenland Museum presents...

A SPOOKY NIGHT AT THE WISBECH AND FENLAND MUSEUM

Join us "after hours" at the museum for an evening of FREE spooky activities and crafts

Hear ghostly tales, learn about witches bottles and make your very own potion to take home. Make your own mask and come and meet our special guest owl in the museum garden. Plus lots more...

Drop off your carved pumpkin anytime before the night for judging - the best one will win a £20 Argos voucher

For more information contact info@wisbechmuseum.org.uk

Thursday 25 October 2018

3pm-8pm FREE ENTRY

MUSEUMS
AT
NIGHT



Manage the operation and maintain FDC-owned public car parks

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

Undertaken

1. Algores Way and Europa Way, Wisbech – Footpath and Carriageway Patching Works
2. Tendered works for FDC Winter Gritting

Scheduled

1. Car Park inspections are to be undertaken in October.

City Road Car and Lorry Park, March

A refurbishment works contract for City Road car and lorry park in March was tendered in September and a civil engineering works contractor (Barhale Plc) appointed to undertake the works. The works are scheduled to commence on Monday 22nd October following the departure of the visiting fun fair and will be ongoing for a duration of 6 weeks with completion anticipated for Friday 30th November.

The car park will remain open throughout with the works being completed in several phases, however there will be a reduced parking provision whilst the works are being undertaken. Each completed section will be opened upon closing of a subsequent section.

The works principally consist of:

- Car Park resurfacing and relining
- Replacement of broken drainage channels
- Replacement of signage and speed humps
- Clearance of overgrown shrubbery and removal of dead and unstable tree's. Re-planting, grass seeding, tree trimming and wood barking
- Replacement of street light lanterns with energy efficient LED luminaires
- Minor alterations and improvements to car park entrances and pedestrian routes.

The completed works will reduce the current maintenance liability whilst providing users with a safer and more aesthetically pleasing facility. Additionally the improved lighting and landscape works will assist FDC CCTV cameras with ASB incidents.

Portfolio Holder:

Cllr Peter Murphy

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

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

Undertaken

1. Elm Road, March repair works for broken glass panel
2. Refurbishment of one cast iron street name plate
3. Replacement of 17 no. street name plates at various locations within the District

Scheduled

1. South Green, Coates bus shelter base slab repair and improvement works
- Highway street furniture asset inspections are scheduled for October

Portfolio Holder:

Cllr Mrs Anne Hay

Manage and maintain district, parish and Clarion HA street lighting

40 street light faults were reported in September by the Assets and Projects Team to FDC's new street lighting contractor for rectification.

The deadline for Parish Councils to decide if they wanted FDC to continue to manage their lighting stock with associated costs being recharged was further extended until 26th September. Six Parish Councils opted to remain with FDC and are to sign up to the revised FDC service level agreement which is to include the 12 month energy grant approved by Cabinet. Six Parish Councils have therefore opted to take back responsibility for their street light repairs, maintenance and energy arrangements becoming financially liable with effect of 1st August.

Asset transfer arrangements for those Parishes opting out commenced in September and it is hoped to conclude this process at the end of October.

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 & Cllr David Oliver

Environmental Enforcement Update

The Council's current private enforcement pilot with Kingdom is due to cease in early 2019.

Following a 6 month review of the Tidy Fenland project and the pilot with Kingdom in October 2017 a specification was developed using learning from the pilot and feedback from both customers and Councillors including Overview and Scrutiny panel.

In December 2017 Cabinet decided to work in partnership with Peterborough City Council to jointly procure a private enforcement partner. The partner appointed would be the most economically advantageous tenderer able to provide a cost neutral service to the Council. The contract would be for an initial period of 3 years with an option to extend by up to a further 2 years.

A joint tender process commenced with Peterborough City Council earlier this year, the tender process closes to bidders in October. Evaluation of bidders will take place in November and a new service should be in place early in 2019.

Members will continue to be updated through usual performance reporting processes.

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	311	2711	

Throughout September patrols by Streetscene and Kingdom officers have continued. Kingdom staff patrol hot spot areas in the market towns identified by the community

and release capacity in the Streetscene team to investigate wider town and rural issues such as fly tipping and dog fouling. Patrol hours so far this year a below profiled performance due to leave and vacancies within the Kingdom team. Broken down officers time across the district has been:

March: 75hrs
 Wisbech: 116hrs
 Chatteris: 58hrs
 Whittlesey: 51hrs
 Rural: 11hrs

Fixed penalty notices served in September:

Location	Fixed Penalty Notices served
March	5 for parking offences
Wisbech	12 for littering 6 for spitting
Whittlesey	5 for littering
Total	28

The parking fixed penalty notices are served by the streetscene officers, the remaining by Kingdom enforcement staff.

The table below shows those fixed penalty notices served since April this year for littering and spitting offences. The number of notices served has reduced since earlier in the year due to staff shortages. Kingdom Services have kept patrols in all key areas even with reduced numbers although at times the number of patrol hours was reduced. Fenland now has two new members of staff patrolling.

The overall payment rate is 70% making the service cost neutral to the Council.

Month	Fixed penalty Notices Served	Referred for prosecution	Withdrawn/ cancelled and not referred for prosecution	Paid	%age paid
April	87	24	5	58	70%
May	47	12	6	29	70%
June	18	4	2	14	77%
July	4	0	0	4	100%
August	24	n/a	0	12	50%
September	23	n/a	0	12	52%
Total (to June 18)	134	36	11	87	72%
Total (to Sept 18)	180	40	13	117	70%

Prosecutions for littering offences – Tidy Fenland

2 individuals have paid the original fine plus costs (totalling £150) prior to their up and coming court date and the matter was withdrawn.

During September there has been no littering prosecution at Peterborough Magistrates Court for littering. This is due to Court availability.

Fly tipping investigations and enforcement

During September there have been 140 instances of fly tipping. The most commonly tipped items were household waste. Broken down into locations:

Chatteris 2

March 20

Whittlesey 14

Wisbech 58

Villages 46

During September Street Scene Officers have attended 112 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 Green Dog Walkers Campaign

This month we obtained the Green Dog Walkers licence to be able to use the popular national campaign branding. This is a fantastic platform to join in with the already successful work that other councils and community groups have been using nationally.

During September we have been working with Whittlesey Town Council and the local Neighbourhood Watch volunteers to make up the pledge forms and promotional material ready for October's Launch in the town. Dog Walkers will be asked to sign a pledge which sees them lead the way in promoting responsible dog ownership.

They will each receive a dog tag for their pet's collar and extra dog bags so that they are easily recognisable to other dog walkers who may need to ask for a bag or to talk about good dog walking locations.

The launch in Whittlesey will see a FDC promotional stand at the market where we will be joined by representatives from FDC, the Town Council and the Neighbourhood Watch. This will take place on Friday the 12th October.

We will then roll out the campaign across the district during the winter months and New Year.

Street Scene actions

- 18 Reports of abandoned vehicles, 15 were removed by persons unknown after receiving notices. 2 were removed by our contractor.
- 31 nuisance vehicles were reported and actioned.

- 29 matters relating to our open spaces, mainly regarding our grounds maintenance contract.
- Marked 15 graves.
- 140 General street scene actions, including requests for service and general enquiries.
- 37 dog fouling issues. (The rise is due to additional patrols and service requests made)
- 30 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- 19 site visits for other service areas.
- 19 trade waste matters resolved
- 10 reports to Highways regarding issues on their land.
- 9 Reports to Circle Housing regarding issues on their land.
- 59 Fly posters have been removed. (increased level from the fair)

Description	Target 17/18	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI Memorial inspections completed	5,000	343	2427	
Memorial Inspections took place this month in Mount Pleasant and Walsoken cemetery. Out of these 4 were identified as being unsafe and service requests have been raised to our contractors for them to be made safe.				

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	127	

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

Regular work parties were held as well as both the Friends of Wisbech General Cemetery and the Friends of March Railway Station holding events to coincide with Heritage Weekend.

The Friends of March Railway Station event saw approx. 2-3 hundred people attend and the group successfully raised £300.

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 a group activity was delivered under priority 5 – increasing sustainability and resilience.

Whittlesey Street Pride is always keen to attract new members and raise the profile of the group. At this year's Whittlesey Festival held on the 9th September, the group had a promotional stand highlighting the work they do. Whilst here the group received donations from the public and conducted a litter pick.

Street Pride Volunteer Celebration Event

On 4th October, a record number of 112 volunteers and local partners attended the annual Celebration Evening. The Council appreciates and values the ongoing work of all its volunteers and this event is our way of saying 'thanks'. Representatives from Street Pride, In Bloom, Friends and the new 'Getting it Sorted' volunteers all attended which reflects the increasing number of volunteers and their roles.

The new Getting it Sorted volunteers are working to improve recycling across Fenland.

Each group received a certificate of thanks in appreciation of their continuing efforts over the past year to improve their local street scene, environment and open spaces. Whilst the Getting it Sorted volunteers each received a certificate of thanks in appreciation of their efforts to improve Fenland's recycling.

Special certificates were also awarded for a number of projects to the following groups:

- Doddington Street Pride (Best Nature)
- March Street Pride / In Bloom (Best Partnership)
- Whittlesey Street Pride (Best Street Scene) & Manea Street Pride (Highly Commended – Best Street Scene)
- Benwick Street Pride / In Bloom (Best Promotional) & Friends of Rings End Nature Reserve (Highly Commended – Best Promotional)
- Murrow Street Pride (Best Clean Up) & Wimblington Street Pride (Highly Commended – Best Clean Up)
- Chatteris In Bloom / Street Pride (Best Youth)

There was also the introduction of a new Category this year - Best Reduce, Reuse, Recycling Project

Winner (Tydd St Giles Street Pride) with Highly Commended (Wisbech Adventure Play Park)

This year's evening also included a hog roast supper instead of a finger buffet. Bingo was played along with a presentation from Phil Clark, Friends of Rings End Nature Reserve, about the work volunteers do to promote themselves and develop the reserve.

Feedback this year was again really positive with many new ideas coming forward and discussions about where grant funding is available.

In Bloom Awards

Fenland supported the many community groups entering the competition this year by maintaining FDC's open spaces to a high level. The work of the volunteers and FDC's contractor, Tivoli, has paid off with results this year being as good as any other year, with the highlight being Wisbech being awarded a gold and best large town in the competition.

Grounds Maintenance Contract Update

The summer season is now over with final grass cutting rounds being completed in mid-October.

October and November will focus on shrub bed and hedge works with around 50 hedges being trimmed ready for next year.

31 October is the end of the third year (of a 5 year contract) that FDC has been

working together with our contractor Tivoli (formerly ISS World). This year has seen many open spaces challenges and Tivoli is planning improvements to their management of the contract over the winter period. To support this work, FDC anticipates a detailed discussion with Tivoli in the new year to ensure a can-do service delivery focus continues in place for next spring and summer seasons.

Water Tower Play Area – Whittlesey

FDC has been successful in applying for £47,000 WREN support to improve this play area. Tenders are out at present, with works anticipated to start in Spring 2019.

Whitemill Coldham / Glassmoor and Ransonmoor updates

In September, the Ransonmoor Environment Fund awarded funding to 4 projects within the catchment of the turbines:

- Benwick Street Pride was awarded £913 for planter liners, water butts and a wheeled water carrier.
- £5000 was awarded to Lionel Walden Primary School for outdoor learning pods.
- £4,993 was awarded to Benwick Christmas Lights for LED lights.
- £2648 was also awarded to Doddington Street Pride for enhancement works to two village ponds.

Over £39K has now been awarded to community projects from the Ransonmoor fund.

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

The Council has worked in partnership with Cambridgeshire Highways this month to facilitate free of charge traffic management training known as 'Chapter 8' to volunteers from across Cambridgeshire. The training will mean that organisers and

local Councils will be qualified to close town centre roads for their own events. 40 people attended the session hosted at Melbourne Avenue, which particularly attracted remembrance parade organisers. Managing our own road closures is a further step towards self-sustaining events.

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance
LPI CEL12 % of those asked who are satisfied with FDC's events	90%	90%	213	207	97%	

Feedback from Whittlesey Festival has included:

"I am sure you are inundated with messages of thanks and appreciation of the wonderful event at the weekend. From the moment we arrived to unload to when we left everything was managed so well. All the helpers had a smile on their face which makes such a difference"

"Fantastic day out with our children, thank you"

"It's our third year attending and each year gets bigger and better"

"A very enjoyable day had by all the family"

"Brilliant"

"Thank you for letting Starlight Twirlettes take part in the celebrations on Sunday. We had no idea how big or busy it would be, it was amazing and we would love to be a part of it again next year"

Markets Action Plan Update

Fairs

September saw the Statue funfairs visit Chatteris, Whittlesey and Wisbech. The organisers have fed back that they had no issues and had a good number of visitors.

The Fair will be arriving in March on the 6th October ready to open to the public on the 10th.

Markets

A programme of engagement with all market traders will commence this autumn as part of the usual round of market forum. This year the engagement will include looking at options to increase sustainability of the markets. March in particular has struggled to maintain regular traders on the market even with pricing offers and competitive rates.

The Council has committed investment to the market place infrastructure in both March and Whittlesey in recent years and now aims to work more closely with traders to do better at attracting and maintaining trader's presence.

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 (September)	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	142	973	

During September 2018 the Council was able to respond and detect 142 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 marginal decrease as compared to September 2017 in which 144 incidents were reported.

A breakdown of incidents by town for September:

Chatteris	5
March	14
Whittlesey	9
Wisbech	114

Description	Target 18/19	Achieved (September)	Cumulative for 18/19	Variance										
Performance Measure														
MPI Number of CCTV incidents resulting in positive action	180	24	148											
<p>During September 2018 the Council was able to achieve 24 positive enforcement outcomes from incidents responded to or detected by the use of CCTV. This is an increase as compared to September 2017 in which 22 positive outcomes were achieved.</p> <p>These included arrests for theft, shoplifting, criminal damage and alcohol related disorder.</p> <p>Positive outcomes achieved for August:</p> <table border="1"> <tbody> <tr> <td>Arrests (CCTV led)</td> <td>3</td> </tr> <tr> <td>Assisted arrests</td> <td>4</td> </tr> <tr> <td>Fixed Penalty Notices (FPN)</td> <td>2</td> </tr> <tr> <td>Assisted FPNs</td> <td>12</td> </tr> <tr> <td>Cannabis warning</td> <td>1</td> </tr> </tbody> </table>					Arrests (CCTV led)	3	Assisted arrests	4	Fixed Penalty Notices (FPN)	2	Assisted FPNs	12	Cannabis warning	1
Arrests (CCTV led)	3													
Assisted arrests	4													
Fixed Penalty Notices (FPN)	2													
Assisted FPNs	12													
Cannabis warning	1													

Description	Target 18/19	Achieved (September)	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of pro-active CCTV patrols	3,000	343	2,244	
<p>The CCTV team during September 2018 were able to provide 343 camera patrols covering the four market towns in Fenland.</p> <p>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.</p>				

Description	Target 18/19	Achieved month	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of FDC ASB cases where positive action is taken	90%	100% (26)	100% (92)	

The total number of ASB cases recorded for 2018 – 2019 is 92.

Community safety, have had a positive impact on 26 new cases this month and continue to support Fenland residents with on-going complex cases that require a multi-agency approach.

92 cases year to date have been referred to the team.

Community Safety Partnership Update

The Spinney Adventure Playground

A joint community door knock was conducted by Community Safety, Spinney staff and volunteers. This was in response to incidents of ASB and Vandalism at the Spinney adventure playground in Wisbech. The work included talking with residents to find out how they were affected. Residents reported that they regularly see groups of youths & adults drinking alcohol, shouting and swearing, girls screaming, bottles being smashed on the pavement, smell of cannabis and litter from other drug paraphernalia in and around the park and in residents parking bays.

Residents were encouraged to help look after their playground and local community by reporting future incidents to the police. We explained that residents could help us to reduce the amount of vandalism and ASB that both the Spinney and they were experiencing. This was well received with residents acknowledging that the Playground could not be staffed 24/7.

Information about the Spinney and how to report ASB and vandalism was left with each household and was posted through houses where the resident was not at home.

The Spinney staff and Wisbech Neighbourhood policing team report that since the community door knock in July 2018:

- Police report that only 2 incidents have been reported linked to the location. Both low level child/youth ASB during the summer
- Playground staff reported there have not been any further incidents of vandalism since the end of July 2018
- Playground staff report a reduction in drug related litter.
- Playground staff received positive comments from the community about the playground from the community.

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 48 reports of Street Drinking with 11 leading to positive action being taken by enforcement officers and others being provided with words of advice by Police.

There have been 23 fixed penalty notices (FPN) issued during September 2018 for breach of PSPOs relating to alcohol restrictions. These have included 9 Fixed Penalty Notices within St Peter's Gardens, 8 FPNs within Tillery Field and 6 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

Applications to the Controlling Migration Fund have been closed since last November while they conducted a review of its first year of operation.

The review has now been completed and a revised Prospectus has been signed off by the Secretary of State, and was open for application in the last few weeks of August. The deadline for local authorities to submit a bid is 1 October 2018, a short window to consider what projects are needed and turn all around in order to submit a full and costed proposal.

The following table outlines the bids that were submitted. In the first round Fenland

District Council was able to get more bids than any other Council. It has been made clear that preference will be given to fund Councils that have been unable obtain funding previously and new projects in preference to extensions. However, the Council believe that there is a strong case for funding for both new initiatives and continuation funding and have worked on the basis that if it is needed then we should bid for the resource.

Bid	Looking to achieve	Funding Requested £
Private Sector Housing (FDC led and delivered)	Building on the ongoing success of the current CMF bid we are submitting an additional new bid with a broader focus. Intelligence is revealing issues within the private rented sector relating to property condition and linked worker exploitation across in and around the town of March. The experience and Infrastructure is already in place to broaden this model out and also build relationships with employers (agriculture, food and packaging) to raise awareness of their social responsibility across Fenland. This benefits the wider community by tackling community tensions including poor property condition and management and workers health and welfare.	71,250
Wellies in the woods (Groundwork led and delivered with support from Access)	This is an innovative project that uses outdoor play in freely accessible community spaces to help build and develop cohesion and relationships across the town. Wellies in the Woods will work with children's centres, parents' forums, community groups, local early years' professionals and families to build skills and capacity to help families develop stronger relationships through active outdoor play in local green spaces. This will create opportunities for wider engagement across the	45,000

	community with added benefits of addressing language, confidence and physical and mental health. Green spaces are an ideal neutral setting for developing new relationships.		
Emergency Night Shelter (Ferry led and delivered)	An extension in funding for the emergency night shelter provided through The Ferry Project. Previous funding enabled the shelter to be enlarged by four beds and for 2 staff to be employed to provide support to local and migrant rough sleepers. This enabled them to find more settled housing, employment and training and to more efficiently access medical services. This has reduced pressures on local services and community tension as it addressed a perception that services were weighted towards the Migrant cohort. This new project also aims to provide support to the new migrant communities coming to Wisbech.	31,015	
Communities (Access led FDC managed with BCKL&WN)	Working in partnership with local agencies, this project is aimed at supporting people to overcome obstacles at three levels; 1) crisis intervention through a multi-lingual complex case community connector, this is working with very hard to engage with clients, 2) multi-lingual information advice & guidance to increase knowledge of day to day rights and responsibilities of migrants living in the UK and 3)working in the background to change attitudes and systems - working with schools and other agencies – delivering diversity work and cultural sensitivities training – to dispel myths and to improve engagement for the future. Delivery	127,139	

	<p>in Wisbech & King's Lynn.</p> <p>Joint bid with Borough Council of Kings Lynn and West Norfolk</p>		
<p>Tackling Alcohol Misuse (CCC Public Health led and managed by partnership board)</p>	<p>This bid is looking to continue the project until March 2020. Its aims are to reduce street drinking in public spaces which will result in members of the resident community being more comfortable to return to local parks and open spaces. We expect to see an associated reduction in alcohol related litter which is blight on local areas and raises the fear and perception of crime and antisocial behaviour. We will be able to measure any changes in alcohol related litter by undertaking more periodic litter surveys.</p> <p>Joint bid with Peterborough</p>	322,388	
<p>Information pack of social media video resources - project extension. (CCC public health led and managed by a steering group)</p>	<p>The proposal will extend an existing project which is developing a suite of video resources for migrant and indigenous BME communities to help them secure better health and well-being.</p> <p>The videos cater for an information/ knowledge gap around areas affecting people's rights and responsibilities within a community and access to services.</p> <p>The extended project will expand the range of subject areas to; cultural differences/ expectations within communities; rights and responsibilities of citizens; community services and assets; information and support around personal and community safety; resilience and mental wellbeing.</p> <p>Additional languages will be added</p>	60,900	

	<p>to cater for more established minority groups.</p> <p>Joint bid with Peterborough</p>	
Supporting Independence (Rosmini led)	<p>Supports both members of the migrant communities and established communities. However, the Centre has seen growing numbers of settled community members asking for help due to lack of available appointment with other organisations, changes to Welfare Reforms and lack of public transport. This projects aims to provide an outreach service that will primarily aim to support and promote independence for members of settled communities whilst adding additional resources to support migrant community members through existing IAG project.</p>	152,641
Community Fairshare (Rosmini led)	<p>This project aims to tackle some of the wider issues affecting Wisbech and the Fenland area including obesity, social isolation, poverty, poor integration and lack of community cohesion. The project will use food and the redistribution of surplus food from local growers, distributors and suppliers, as a safe conduit to bring together members of different communities in a safe environment where they can, through food, learn to share, learn from each other about the preparation of food in other cultures, gain skills that can improve employability. The volunteering aspect of the project will support local and new arrivals to build social network based on interests and locality rather than ethnicity.</p>	62,948
Parallel Lives (East of	The Parallel Lives Project extension	61,643

<p>England Local Government Association managed by FDC)</p>	<p>will provide public sector professionals working with or trying to engage with Roma communities across the East of England with Roma-specific safeguarding workshops designed to enhance their knowledge of the Roma community. The project will also produce sustainable educational materials on safeguarding issues and how to manage them effectively. This will enable the professionals to allocate time and resources appropriately to ensure they are not crisis managing the potential pressures of safeguarding issues.</p>		
<p>Migrant Outreach workers including complex needs. (FDC led and run through CGL)</p>	<p>Extending the current CMF Migrant Outreach Worker, this new bid focusses on migrant rough sleepers and those with complex needs. Chronic addiction, dual diagnosis, and entrenched lifestyles in rough sleeping, are on the increase in our area. This cohort require a different approach, using multi team expertise and one to one support. Migrant rough sleepers can quickly become entrenched, we would like the opportunity to pilot a specialist approach to achieve positive outcomes. We will collate information to assist with exploitation and other forms of Modern Day Slavery as part of Operation Pheasant.</p>	<p>136,625</p>	

We should hear within the next 4 – 6 weeks as to whether we have been successful with these bids and further updates will be given.

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 Oliver

Business Engagement & Inward Investment

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

Engagement volume has remained steady for September, although we are seeing News and Events feature in one of the most viewed page, which suggests that customers were looking to find out more about events being hosted by Fenland for Business in conjunction with NWES in September.



The most popular pages were:

- Home Page
- News and Events
- Support for businesses/growing your business
- Invest in Fenland

	Sept	August	July	June	May
Sessions	139	150	86	122	117
Users	109	128	73	98	107
Page views	267	279	179	202	291
Pages/Session	1.92	1.86	2.08	1.66	2.11
Average session duration	00:01:47	00:01:51	00:01:58	00:01:13	00:01:25
Bounce rate	68.35%	70%	73.26%	71.31%	59.42%
Returning visitor	12.4%	10.3%	18.5%	13.8%	13.7%

Marketing and Communications

The September Fenland for Business newsletter promoted upcoming business events, a feature on the Skills Service including a new programme from the National Literacy Trust for businesses wanting to engage with students in March and a new free advice service in Fenland to help households save energy and cut costs.

Monthly Newsletter activity	Sept 18	Aug 18	July 18	June 18	May 18
Sent	550	553	560	562	580
Delivered	549	549	553	561	573
Read	69	64	80	118	130
Top Client	iOS	iOS	iOS	iOS	iOS
Clicks	5	0	65	10	15
Social	1	0	14	2	0
Unsubscribed	2	1	1	1	1
Bounces	1	4	7	1	7

An additional newsletter was issued this month to help promote the 'Active Fenland Workplace' project in Wisbech. Economic Development worked with FDC's Sports Development Team to develop the newsletter to encourage businesses in Wisbech to take advantage of the Active Fenland project. At the time of writing, two large businesses in Wisbech have signed up to the programme following receipt of this newsletter.

Active Fenland Newsletter activity	
Sent	552
Delivered	549
Read	74
Top Client	Explorer
Clicks	1
Social	0
Unsubscribed	0
Bounces	3

Events

Officers are collaborating with partners to develop a series of joint events and carry out joint marketing activities to promote these events. This month the Fenland for Business Team collaborated with NWES to deliver the following free events at The Boathouse:

- First Steps to Start-up two day workshop with NWES
26 & 27 September 2018
5 Fenland business attended the two day course
- Marketing Strategy half day workshop with NWES
28 September 2018 (am)
5 Fenland business attended the two day course
- Bookkeeping and Taxation half day workshop with NWES
28 September 2018 (pm)
6 Fenland business attended the two day course

The courses are intensive, limited place events, providing the delegates with advice and mentoring to help new, start-up and existing small businesses.

Upcoming calendar of events

Wisbech, The Boathouse Business Centre

- Grow your business event (FREE) with Cambridgeshire Chamber of Commerce
14 November 2018

Chatteris, South Fens Business Centre

- First Steps to Start-up (FREE) two day workshop with NWES
7 & 8 November 2018
- Marketing Strategy (FREE) half day workshop with NWES
9 November 2018 (am)
- Bookkeeping and Taxation (FREE) half day workshop with NWES
9 November 2018 (pm)

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	Variance (profile)
Performance Measure				
MPI BE5 Number of inward investment enquiries handled	8	0	7 (Sep profile = 4)	+3

ED officers have been managing an enquiry with an existing business looking to consolidate manufacturing operations into one area. Fenland is in contention with a number of other locations. A meeting was held in early September to discuss potential 'in-District' locations; discussions were had around planning constraints, potential improvements to current highway and physical infrastructure.

It is understood that the company have a series of meetings with other local authorities before they choose a final site. The Economic Development Team will continue to ensure appropriate support is provided to encourage development into Fenland.

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	4	769	1%

- **107 profile visits** – Visitors to the '@fenlandbusiness' page.
- **18 tweets** – Original content material published from the '@fenlandbusiness'

account.

- **6 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
- **5822 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.
- **4 new followers**

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	0	7 (Sep profile = 6)	+1

The Business and Economy Team is working with Planning Officers to support the inward investment enquiry received to consolidated manufacturing operations. Work is ongoing.

Market Town Masterplans Update (known as 'Growing Fenland')

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.

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.

Post tender the CPCA has agreed to fund a similar socio economic study for Wisbech aligned to the current Wisbech 2020 programme, as a result Wisbech has been added to the Metro Dynamics Growing Fenland programme.

Attention is focussed on the introductory meeting being held on the 9 October 2018 with the three town stakeholder groups and Metro Dynamics.

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 Mark Buckton**

Partnership Engagement & Funding Activity

The Cambridgeshire & Peterborough Combined Authority and Business Board have announced the launch of the [Growth Funds Prospectus](#), which is part of the Governments 'Growth Deals' programme which aims to provide capital funding from the Local Growth Fund to local economies via Local Enterprise Partnerships (LEPs) and in Cambridgeshire & Peterborough, via the CPCA Business Board. The Business Board is then invest in local projects which help overcome strategic barriers to growth - from road improvements and incubator space, through to new skills facilities and space for innovation.

The Economic Development Team will be working closely with colleagues from the CPCA to promote and encourage the take up of the following funds:

- **Small Grants Programme** will support the growth of Small and Medium Enterprises (SMEs), offering grants of between £2,000 and £20,000 to support capital investment projects to a maximum of 20% of total project cost.
- **Business Growth Programme** will provide loan finance for capital projects – generally between £20,000 and £3 million. Projects should be able to pay back the loan in less than three years.
- **Eastern Agri-Tech Growth Initiative** supports the development of new and innovative ideas within this important sector. There are two elements to this fund, the: 1) Agri-Tech Growth Fund, which provides grants between £10,000 and £150,000 to support product development and improve agricultural productivity; and: 2) Research, Development and Prototyping Fund, which helps to support the research and development of new product or processes with grants of between £10,000 and £60,000.

Officers continue to work closely with businesses to provide high level advice and support around the availability and access to grants via the GRANTFinder system.

With respect to larger scale projects, the Growth Fund Prospectus also enables the

submission of applications for more ambitious projects under its **Growth Deal programme**. The Business Board are keen to encourage applications for projects that have an emphasis on creating new job opportunities through delivery of new employment infrastructure. With the £50 million Growth Deal funds available, it is expected that this fund will deliver at least 10,000 new jobs, which equates to an average investment of £5,000 per job. All applications should be aligned to the recently published CPIER report.

Officers are considering potential submissions with the call for submissions closing on the 30 November 2018.

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, 1 Business Administration Apprentice in our Business Centres, and 1 management Apprenticeship. We 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 providers 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 Oliver**

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI BE1 % occupancy of the business premises estate	90%	93.3%	N/A	+3.3%

Boathouse Business Centre:

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

A tenant vacated an office at the end of September, Legal have been instructed with regard to an existing Tenant moving in on the 1 November 2018 to 'upsized'. Heads of Terms have also been issued to backfill the vacancy of this space.

South Fens Business Centre:

Legal instructions have been issued for an existing tenant who is increasing the size of their office, with a view to completing on the 1 November 2018.

A tenant vacated at the end of September to pursue premises that met with the evolving needs of their business. Although they were reluctant to leave, their business now requires external storage and yard space which we are unable to offer.

Heads of Terms have been issued to a new tenant company; this lease is due to complete towards the end of the calendar year.

The ED team continue to explore additional marketing opportunities to increase the take up of SFBC units.

South Fens Enterprise Park:

Remains 100% occupied.

Light Industrial units

The current position for the estates is:

Prospect Way, Chatteris - Fully Let but also note

- A long-standing tenant has advised they are likely to be serving 3 months' notice to quit before Christmas.

Longhill Road, March - Fully Let**New Drove, Wisbech** - Fully Let**Venture Court Wisbech** - Fully Let**Boleness Road, Wisbech** - Fully Let but also note:

- A double unit will be becoming available when tenant reinstatement works are complete. The tenant has now served formal notice and the unit will be vacant 1st January 2019.
- Accommodation moves at Fenland Hall are likely to free up a unit currently used by FDC so that this can also be let.

Meeting & conference facilities

Demand for high quality, low cost conference and meeting spaces continues to ensure that both business centres remain very busy with a constant flow of bookings.

Summary

Current floor space occupied 8077m² out of a total available 8,654 m².

South Fens Business Centre	59%
South Fens Enterprise Park	100%
Boathouse Business Centre	98%
Light Industrial Units	100%

Overall Business Premises Estate occupancy is currently over target at 93.3%

BUSINESS PLAN AREA: Economy

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

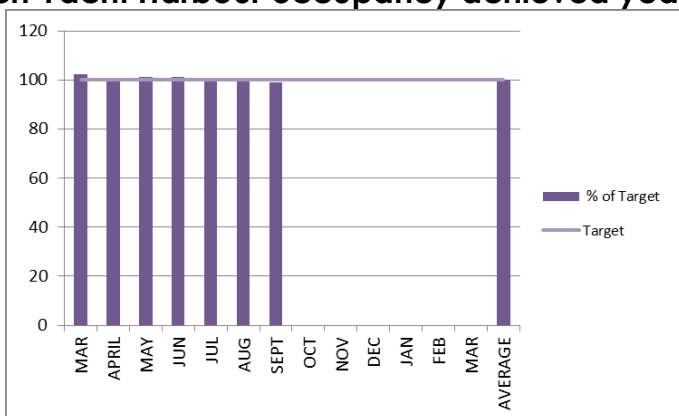
Business Plan Action: Deliver a proactive and effective Marine Service to meet our statutory obligations and promote business opportunities for the River Nene environment

Portfolio Holder: Cllr David Oliver

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)	85	99%	

8 visiting boats called at Wisbech in September including 3 vessels from the Cross Keys marina. Full time berth numbers remained on target with 4 vessel leaving and 3 new full time berth holders joining the Yacht Harbour.

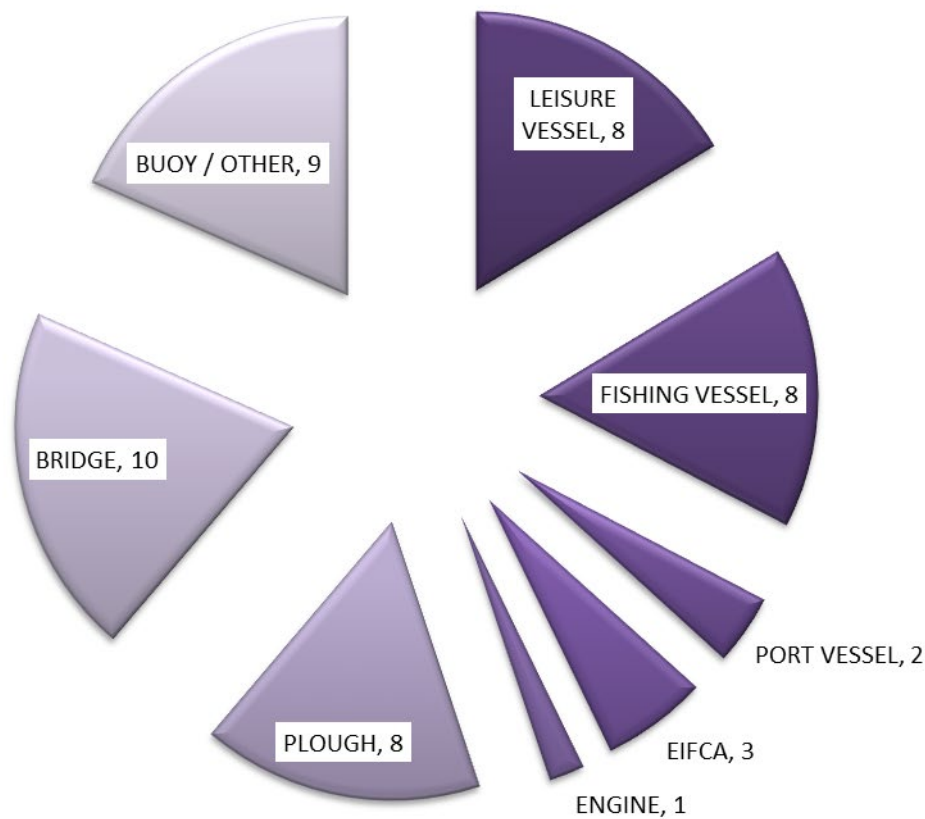
Wisbech Yacht Harbour occupancy achieved year to date



Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI MS2 Number of boat lift operations at Wisbech Port	353	49	269	

The boatyard continued to be very busy throughout September for boatlifts with 8 leisure vessels; 2 of the ports craft were lifted out for routine maintenance. And there was 8 Fishing vessels lifted from Kings Lynn to use the yard. Eastern inshore fisheries also used the facility 3 times throughout the month.

SEPTEMBER



Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Gross Tonnage to Ports	423,000	39,503GT	233,298 GT against a projection of 206,261GT 113%	

Port Sutton Bridge

Imports to Sutton bridge were up on target for the monthly forecast with a total of 25,535 GT of cargo (122% 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 13,968 GT of cargo (150% from target) handled by the port that consisted of in Timber, Bricks. The total number of vessels to call at Wisbech was 9.

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.

Providing Engineering Technical and Strategic Management Support to Port Marine Services

Wisbech Yacht Harbour Dredging Works 2018

Works were tendered in September for the dredging of Wisbech Yacht Harbour having been 18 months since the last routine de-siltation exercise was undertaken. The works involve the mechanical removal of silt within the yacht harbour to an agreed reduced operational level. The reduction in silt levels assists safe vessel mooring and ensures the longevity of the floating pontoons.

The Environment Agency also benefits from the works being undertaken as the rivers cross sectional area increases and improves the passage of water flowing through Wisbech. The Environment Agency has therefore once again agreed to a 50% contribution of the works cost, thus reducing the Councils expenditure to £ 17,575. Two Dredging Contractors returned quotations, with Royal SMALS winning bid being the most cost beneficial proposal at £35,150.

A formal appointment is due to be made in October with the dredge works scheduled to commence during December 2018.

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%	
<p>4 major planning applications were decided in the month and all of them were determined within 13 weeks or within a timescale agreed with the applicant. Against the Government rolling 24 month performance tracker target 99% of applications were decided within target compared to a Government designation level of 60%</p> <p>In terms of quality of decision making, against the Government 24 month rolling performance tracker, 5% of appeals were allowed compared to a Government target of under 10%. Our performance therefore exceeds the Government target.</p>				

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%	88%	91%	
<p>28 out of the 32 applications were decided within target.</p> <p>Against the Government rolling 24 month performance tracker target 95% of applications were decided within target compared to a Government designation level of 70%.</p> <p>In terms of quality of decision making, against the Government 24 month rolling</p>				

performance tracker, 1% of appeals were allowed compared to a Government target of under 10%. Our performance therefore exceeds the Government target.

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%	99%	

All 34 applications decided in the month were determined on time or within an alternative timescale agreed with the applicant.

Broad Concept Plans Update

South Chatteris – Signing of the legal agreement by the County Council is awaited in order to issue the planning permission.

East Chatteris – An application is anticipated from a developer this autumn.

East March – It is understood that a new developer is engaging with the landowners

West March – The major landowner has been unable to provide an update as to progress regarding discussions with the County Council

South West March – The landowner group has been unable to provide an update of progress.

East Wisbech – The developer is preparing a planning application but it is understood that there are some concerns regarding access improvements needed from the A47.

West Wisbech – This is now being considered in the context of the Wisbech Garden Town project.

BUSINESS PLAN AREA:	Economy
Business Plan Priority:	Promote and enable housing growth, economic growth and regeneration across Fenland
Business Plan Action:	<i>Work with partners to further develop and help deliver a viable holistic regeneration and growth proposition of Wisbech Garden Town</i>
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. Initial outcomes from these studies indicate that flooding and connectivity issues can be overcome, subject to agreement with the EA over flood mitigation solution which is currently being discussed.

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 and preparing the bid to Government (MHCLG) for inclusion in the Garden Town Prospectus.

Inner Circle Consulting has been appointed by CPCA to prepare in conjunction with FDC the GT bid to Government, which has a deadline of 9th November 2018. Letters of support from local stakeholders are being requested to compliment the bid.

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

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 Oliver

Surplus Asset Disposal Programme

The remaining auction site from last round is not ready to go to the auction house due to ownership not being fully registered at Land Registry. The matter is with legal services.

A tender is to be prepared to engage an auction house for the next round of auction sites.

Nene Waterfront Development

Whilst the development of Lot 3 is largely complete with the final fit out being undertaken on the remaining handful of units, 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 the end of 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

Railway Station improvements - Quick Wins Package

A contractor has been appointed to implement a solar lighting scheme for Whittlesea Station. The scheme is expected to be installed during October 2018.

Hereward CRP – new Logo and re-branding

Work to complete the Marketing and Tourism Strategy 2017 – 2020, highlighted the need to rebrand the CRP including its logo. This is to give the CRP a more modern and distinctive identity. The current logo is too aligned to heritage railways. A contractor has been appointed to complete the work. New logo options are being developed with the final 3 versions being subject to a public consultation that will commence during October 2018.

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 annually)	Maintain 14/15 level (14,308 journeys)	1,679	8,263	

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).

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

There is no specific update this month.

Wisbech Access Strategy

There is no specific update on this item this month.

March to Wisbech Railway Line

There is no specific update on this item this month.

A605 Kings Dyke Crossing

There is no specific update on this item this month.

March Area Transport Study

There is no specific update this month.

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 Oliver

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: Governance, Financial Control and Risk Management

Business Plan Action: *Maintain robust and effective financial standards, robust internal controls and effective management. Evidence this in our Annual Audit Letter, Risk Management Strategy, Budget, and Medium Term Financial Strategy*

Portfolio Holder: Cllr Mrs Anne Hay

Election Management Software

Following an extensive procurement process which involved inviting software suppliers into demonstrate their products to the Elections team and carefully scoring each procurement response against our business requirements; on the 13 July 2018 the Council successfully migrated the Elections Management software across to Democracy Counts and are now using the Elector8 system.

Elector8 was designed around Individual Elector Registration (IER) and therefore the processes built-in within the software are in-tune with these processes, offering an intuitive and common sense approach to Registration and Election Management. Digital by Default is fully supported by Democracy Counts and there are functions available to make it easy to contact customers via email as a first option, therefore, cutting back on the number of paper forms being sent out saving printing and postage costs. Customers are also encouraged to complete the various forms available online and information entered at this stage can be pushed directly into the system, supporting Council's paperless ethos and digital push.

Democracy Counts is recognised as a leading provider of electoral software and services including preparation of polling schemes, planning, nominations, production of election stationary, postal voting, risk evaluation, counting and declaration of results.

Civic Reception

The Council holds a Civic Reception in honour of each currently elected Chairman. The Chairman is elected each year at its Council Meeting in May. The Civic Reception is an Annual event which gives the Chairman a chance to showcase Fenland, to network with other Chairman and Mayor's and for the Council to show its appreciation for its elected dignitary and elected representative for Fenland. 2018 was no exception with the Civic Reception being held at Neale Wade Community College in March.

The feedback received from a number of the guests, Civic Dignitaries, Business Community, Armed Forces and personal guests was very complimentary and allows the Council to show its competence at arranging events that are very successful, also providing good networking opportunities and a chance to share good practice between Councils.

The Chairman and the Vice-Chairman work closely together to welcome guests and are involved in arrangements prior to the event to ensure that it runs smoothly.

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

Improved Sustainability for the Cambridgeshire and Peterborough area

The latest report looking at sustainability across the work of the nine combined authorities in the UK shows Cambridgeshire and Peterborough has made the greatest level of improvement.

The Combined Authority Sustainability Benchmarking Technical Report analyses sustainable activity and scores each authority on their progress in areas including air quality, carbon emissions, green infrastructure, biodiversity, energy systems, renewables, district heating and public transport.

The assessment shows the Cambridgeshire and Peterborough Combined Authority has moved up by 28 points and four places overall from 2017 to 2018.

Please [click here](#) for further information

New Business Board

The Business Board has officially been constituted to begin work as the Local Enterprise Partnership (LEP) for our region.

The first meeting of the Board made up of seven local industry leaders and two public servants took place on September 24 (2018). The Mayor and the Deputy Mayor are the public servants and have no voting rights, so the Board is genuinely business led.

Please [click here](#) for further information

Cambridgeshire and Peterborough Independent Economic Review Report Launched

The Cambridgeshire and Peterborough Independent Economic Review (CPIER) report was launched at a ceremony held in London on 9 October by the Government's Business Secretary Greg Clark. The event was also attended by members of the Cambridgeshire and Peterborough Independent Economic Commission (CPIEC), council leaders, council chief executives and business leaders.

A more local launch of the report will take place in Fenland within the next few weeks.

Please [click here](#) for further information

Meeting Agendas and Reports

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

[Overview & Scrutiny Committee – 24 September 2018](#)

[Combined Authority Board – 26 September 2018](#)

[Audit & Governance Committee – 28 September 2018](#)

[Transport Committee – 10 October 2018](#)

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 Mark Buckton

ICT Strategy Update

The replacement committee management system has been successfully installed and configured and is now live. A training session has been held with Members to demonstrate how to use the system on each type of device.

The roll-out of Windows 10 operating system to all desktop PCs and laptops continues and will now include an updated version of Microsoft Office.

The first draft of the Digital Transformation Plan is being written and will be reviewed later this month. This will suggest a programme of work to introduce further best practice and innovation to assist the way our staff work and customers access services.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Consultation and Engagement

Business Plan Action: *Appropriately consult with residents about Council services and proposals, as outlined in our Consultation Strategy. Use feedback to improve service delivery*

Portfolio Holder: Cllr Mark Buckton

Consultations Update

Consultation Summary

There were no consultations during September.

Current consultation:

- Polling Districts and Polling Places Review – 1 October to 2 November 2018.

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	EOY Target 18/19	Last year Cumulative performance for Sept 17/18	Last year Variance for Sept 17/18	Cumulative for 18/19	Variance
Performance Measure					
ARP target ARP3 % Council Tax	97.3%	56.69%	+ 0.70%	56.75%	-0.41%

collected					
ARP target ARP5 Net Council Tax Receipts payable to the Collection Fund	£52,879,158	£28,375,317	£84,080	£30,338,552.57	£389,619.88

COUNCIL TAX

In year collection remains slightly behind target, however the collection fund remains significantly above target.

During September 2018 the following recovery documents have been issued

Reminders 994 with a value of £123,384.86

Final Notices 592 with a value of £356,135.43

Summonses 375 with a value of £493,510.79

Currently there are 1723 (last month 1891) processes outstanding for Fenland which shows that the measures to reduce the outstanding processes are having an effect. There are currently 11,520 processes outstanding across the partnership of which 1523 are older than 6 weeks (207 Fenland processes). This includes items in pending and new properties where we are awaiting information from 3rd parties before it can be processed.

Recruitment took place this month for 10 posts across the partnership within the council tax team. We have a significant number of inexperienced team members who require mentoring and ongoing development to complete their training as a fully functioning member of the team. Given the levels of staffing the team have done well to reduce the outstanding processes over the past month and they continue to focus on reducing the amount of work that is outstanding to reduce the number of chasing calls from customers.

Description	Target 18/19	Last year Cumulative performance for Sept 17/18	Last year Variance for Sept 17/18	Cumulative for 18/19	Variance
Performance Measure					
ARP target ARP4 % NNDR collected	98.3%	57.85%	1.20%	55.99%	1.78%
ARP target ARP6 Net NNDR Receipts payable to the Collection Fund	£25,604,958	£14,748,603	£423,619	£13,363,473	-£576,217

BUSINESS RATES

In year collection target has been re-profiled based on the cash flow analysis of payments due for the rest of the year. **This shows that the collection is now comfortably above target.**

The collection fund target remains below expected collection which can be attributed to £1.2M backdated refunds in respect of RV changes.

During September the following recovery documents have been issued

Reminder notices - 54 with a value of £85,616.01

Final notices - 31 with a value of £126,267.37

Summonses - 22 with a value of £97,081.45

There are currently 97 (78 last month) processes outstanding currently which is an increase overall. We have recently recruited a new team member and training is still on going for our new starter. This has an impact as the new team member requires training by an experienced member of the team and those just out of training will also require mentoring for some time. (1084 ARP total prev 777).

There are only 45 processes over 6 weeks old including pending items and new properties where we are awaiting information from other sources. The team will be targeting older processes to clear all old processes.

Reviews of Discretionary Rate relief will be issued across the whole partnership within the next six weeks which will have an impact on the number of processes outstanding as they are returned.

A meeting was held at the end of September to highlight the aims and targets for the NDR team over the next year. This includes the introduction of new process maps, drip feed, and building relationships with economic teams at the host LAs to maximise opportunities and income for our partners.

* 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 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	32.5% Year to date target	23%	28%	-4.5%
Target CS2 % of contact centre calls handled	62.5% Year to date target	71.6%	71.3%	+8.8%

The Customer Services Team has recently run a successful recruitment campaign to fill a number of unfilled staff vacancies which have arisen. There has been a considerable amount of interest in relation to the advertised roles. We have been able to offer the roles to the preferred candidates and we are currently waiting to complete the relevant checks prior to confirming employment start dates. This will start the transition stage and a comprehensive induction to get the new recruits fully trained and able to support customer enquiries as soon as possible.

The Customer Services Team has also been affected by the role out of Universal Credit across the whole of the Fenland area and this has increased the number of calls to the contact centre as well as the number of visitors to our One Stop Shops. The newly appointed Contact Centre Manager and Supervisors remain focussed on performance management.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Target CS3 % customer queries resolved at first point of contact	85%	93.8%	93.9%	+8.9%

The Customer Services Team continues to excel at resolving customers queries 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. Customer Services are exploring the implementation of Service Champions to provide increased resilience and additional escalation points for complex queries to ensure performance regarding query resolution at the first point of contact remains high.

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	45,690	296,715	

News Survey

The number of news stories added to the FDC website and distributed as press releases to local media in September = 13

Main articles included;

- Celebrate Fenland's history at heritage weekend
- New leisure management brings savings and substantial investment in centres
- Council Chairman brews up for cancer charity
- Work to create growth plans for March, Chatteris and Whittlesey get underway
- Bus passengers in Wisbech to benefit from more frequent service
- Older residents turn out for Fenland's third Golden Age Fair of the year
- Get involved in future of Fenland transport
- Funding approved to improve Whittlesey play area
- Free food safety seminar for Fenland businesses

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 September;

Facebook = 83
 Twitter = 120

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

	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
FDC Twitter	120	118K	2,362	158	32	8,068



FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	83	21,627	7,221	41	1,917

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

During September we took part in a joint emergency planning social media promotion with the Cambridgeshire and Peterborough Emergency Communications group;
September is emergency planning month. Look out for daily tweets to help you get prepared #30days30ways

We also ran a **#HerewardLine** awareness week to promote the Ely to Peterborough railway line. Daily posts highlighting days out and events at each station (24th September to 30th September), and took part in the National **#RecycleWeek** promoting helpful tips and benefits of recycling (24th September to 30th September).

Macmillan Coffee Morning

Macmillan Cancer Support has received the support of all the District Council Chairman that have taken up office and 2018 was no exception. The Chairman was very supportive and got involved throughout a very busy morning on Thursday 27th September which saw many internal and external visitors to the Council Chamber in order to support this annual charitable event. The event was extremely successful in addition Coffee Morning events also took place at The Manor Leisure Centre as well as The George Cambell Leisure Centre with a quiz evening planned to take place at the Hudson Leisure Centre in early October. So far all the events have raised a substantial £1307 for this great cause.

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

Stop the Traffik (national organisation)

Stop the Traffik intelligence reports have identified Fenland as a hotspot for labour exploitation. They have commissioned a report and worked with partners to address some of the issues.

Their work with partners, aimed at the Lithuanian community, identified ...

What happens to victim:

- Mainly foreign nationals in migrant communities, often exploited by people of the same nationality;
- Worked up to 12 hours a day, 7 days per week;
- Unable to take leave or refuse shifts;
- Being paid less than national minimum wage, often under the counter;
- Sometimes hold legitimate jobs but are forced to pay some of their salary to traffickers.

Control methods:

- Charging high amounts for transfers, giving extortionate loans for food, placing victims in overcrowded accommodation and often threatening them with homelessness;
- Victims stuck in a cycle of dependency when rent, deposit and bills are collected in advance and they are left in debt bondage;
- Documents, credit cards and cash are taken from victims;
- Often physical abuse and complete reliance on traffickers.

Where it happens;

- Factories (e.g. food factories) recycling plants, skip hire, fields (e.g. flower and vegetable picking) car washes, building sites (e.g. sub contracted sites)

shops, forced criminality;

- Pick up points, petrol stations and other designated locations for example private rented sector housing as evidenced in Operation Pheasant.

Working with partners in the Diverse Communities Forum Stop the Traffik have undertaken a local campaign after their initial work to raise awareness of the issue, educate people to spot the signs of trafficking and know how to respond.

This included training Barclays bank frontline staff, and printing 40 posters and 1200 leaflets that were printed by the Bank and distributed in branch and by members of the DCF.

Working with the DCF an additional 1600 leaflets were printed by Barclays Bank and distributed in various locations in Wisbech, Kings Lynn, Ely and Peterborough including community centres, shelters, churches and businesses.

As an example of those engaged (74 people)

High level of knowledge about UK workers' rights

- 80% knew the UK minimum wage;
- 78% knew that employers should provide training and protective equipment;
- 55% were aware of local organisations e.g. ACCESS, Rosmini Centre and Ferry Project;
- 21% thought that there were several options available to them to report exploitation issues
- 11% thought that there is nothing they can do. Mostly men aged 50 or over even though they approached all genders and ages.

Partners thought that of the 74 people spoken with that most were clients of partner organisations and therefore were aware of the issues following a few campaigns in the last two years.

Some increases in reporting was indicated by partners, Crimestoppers, Access and Rosmini Centre. Barclays have also recorded an increase in internal reporting of suspicious behaviour.

Key learning

Social media campaign can lead to offline change: the English language posts on line resulted in higher levels of discussion on line while the Lithuanian language posts on line resulted in high level of offline discussion.

Partners were enthusiastic and supported the campaign to everyone's mutual benefit

Next steps

The report suggests that there is a need to:

- Carry out awareness campaigns in source countries;
- Awareness raising to the community and agencies in UK about internal UK trafficking ;
- Migrant workers' rights need to be aimed at other nationalities/ demographics.

These recommendations are currently being discussed to look at what can be done within partners' resources.

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 Oliver**

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.

Attention focuses next onto the centralisation of data onto the IDOX database to improve practices and processes and capture key datasets, currently contained on disparate electronic and paper-based spreadsheets. This work will utilise data held by the Business & Economy and Assets & Projects Teams, with support from the LLPG Officer, ICT and PCC Legal Teams.

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 Oliver

Corporate Accommodation Review (CSR)

The internal moves at Fenland Hall and The Base were completed in August. Works continue to arrange of the sale and disposal of disused furniture and equipment and minor changes to accommodate the relocation of election storage to a centralised location at Fenland Hall.

Work is being undertaken to look at any potential refurbishment works required to the west wing and a viewing with a prospective tenant was undertaken this month. Dialogue continues with the interested party and at the same time officers are investigating alternative options for the re-use of the vacated space.

In addition to this work, plans are being prepared to assess potential options for sub-division or amalgamation of the vacant office spaces to enable letting and the maximisation of rental income.

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 Oliver

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 September.

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, 121 coaching, 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 covering topics like:

- Safeguarding
- Effective Management skills
Project Management
- Effective Financial Management
- GDPR
- Equalities
- Health and Safety, and

- Induction

We are currently delivering the organisational learning requirements for this financial year, and have planned training events for RIPA, GDPR, IT skills, and LGV. Furthermore, we have now started our Corporate Programme of Positive Mindset and Service training for the whole 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. The next corporate course is planned for early October.

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. We will be supporting World Mental Health Day on 10th October with events to raise awareness in the Council.

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.

What do our customers say?

Description	2018	Target 18/19	Variance
MPI HR19 % of staff who are proud to work for FDC (Survey every 2 years)	83%	80%	+3%

We complete our Staff Satisfaction Survey at 2 yearly intervals.

2018's survey has just been completed, all staff were invited to take part by either completing the survey online or by completing a paper copy if required.

The response rate for the survey increased to 46% (which equates to 175 members of staff).

The survey asked questions under the following categories;

- How people feel about working for Fenland District Council
- Contribution
- Communication

- Working relationships
- Personal Development
- General

The results of this survey were positive and showed that we are maintaining a good level of staff satisfaction, with some areas improving, and some areas that we want to continue to develop and improve.

The survey asked staff to identify three things that they felt would improve the quality of life at Fenland District Council, and we received an encouraging number of responses to this question. These comments are currently being reviewed by the management team and by the Management, Trade Union and Staff Partnership (MTSP) Group, and joint action plan will be developed and cascaded to all staff. This action plan will be monitored on a regular basis.

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

16 cases were received in the month and 18 cases were closed following investigation.

Of the cases closed:

- In 10 cases no breach of planning control was found
- In 5 cases the breach found was found to be either too insignificant to justify action or would have gained planning permission had it been applied for
- In 3 cases retrospective planning permission was applied for and granted

Licensing

Animal Welfare Licensing changes:

In October new regulations will come into place covering the licensing of certain animal welfare related activities.

The new legislation is the result of major reforms required to the licensing of animal related activities. It brings the licensing provisions more up to date and in line with current business practice and streamlines a previously out- dated licensing regime.

Currently the legislation requires individual licenses for activities such as animal boarding, riding establishments, dog breeding and pet shops. These licenses are mostly renewed annually in December.

The new regulations cover a wider range of activities with a flexible timescale for applications throughout the year. These activities are:

- Boarding for Cats & Dogs
- Breeding Dogs
- Hiring out Horses
- Selling Animals as pets
- Exhibiting Animals

As the types of activity regulated is wider than currently licensed officers are expecting a larger than usual number of applications.

Early support and advice is being offered to potential applicants and updated information is available on the Council internet.

www.fenland.gov.uk/animallicensing

What do our customers say?

Description	Baseline	Target 18/19	No of customers questioned	No of customers satisfied	% 18/19	Variance
LPI CEL11 Local businesses supported and treated fairly (quarterly)	90%	90%	35	35	100 %	

Following a regulatory inspection businesses are contacted and asked a few questions

about the visit. Out of the 35 contacted since April this year all have reported finding the visit helpful and informative and officers raise regulatory issues of non-compliance in a fair way.

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

A training package has been developed for 'Telephone Bomb Threats' and is currently being delivered to Customer Access staff. This course is designed to give staff the awareness and knowledge in responding to such an incident occurring.

The course covers the immediate actions to take, questions to ask, particular background noises and the options/actions available to senior management within buildings to take.

The draft 'Misuse of Alcohol and Substances Policy' is currently going through development and a consultation process. This includes collaboration with an external accredited alcohol/drug testing company.

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.

The Refuse and Cleansing Teams are currently undergoing a health and safety audit, to assess their compliance against statutory legislation and Council requirements.

Emergency Planning Update

The Council's Emergency Management Plan has undergone a full review; this is the Council's generic response plan for an emergency incident occurring in the district which requires a Council response. Additional sections include emergency media response, and recovery from a major incident. Recovery is a key responsibility for local authorities as they will lead this element of an incident.

Exercise Green Cloud was held during this month, this was a county wide two day exercise involving the emergency services, local authorities (including Fenland) and other supporting organisations.

The exercise was designed to test the Strategic and Tactical elements of the initial major incident, through to the recovery element. An action plan will be produced by the Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) to incorporate any areas requiring attention from the learning.

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.

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.