

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

November 2018

(For performance in October 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	RAG
Performance Measure					
Fenland target ARP1 Days taken to process Council Tax Support new claims and changes	8 days	5.7	7.7	9.7 days	
Fenland target ARP2 Days taken to process Housing Benefit new claims and changes	8 days	6.0	7.1	9.5 days	

This month we have exceeded all targets.

For both Council Tax Support and Housing Benefit, new claims and changes have been processed in 6 days or under this month, which has kept the YTD figures well within target.

We continue to prioritise new claims, are carrying out additional checks on pending claims and we continue to check 100% of earnings assessments going forward.

The 3000 historic earnings assessment checks are now complete and we are currently checking an additional 1000 earnings cases that haven't been re-assessed this financial year.

Other 100% checks are also being carried out in light of our recent audit in preparation for next year's audit process.

Generic working ideas are now being put into practice, with the benefits team now awarding their own Single Person Discounts and our latest new starters beginning Council Tax training this week as the first tranche of billing and benefits officers.

The DWP VEP (Verification of earnings and pensions) notifications are working well and we have

now commenced all 400+ self- employed reviews as part of the DWP incentive.

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	RAG
Performance Measure				
LPI CEL1 Total number of private rented homes where positive action has been taken to address safety and cohesion issues	200	11	105	

At the end of October 2018, the Council had undertaken 27 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council had also investigated 78 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.

With a higher number of complaints that come through the winter months it is profiled that 200 homes target will be reached outside of the Controlling Migration Fund work.

The geographical spread is as follows:

	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>
Wisbech	23	38
March	4	15
Chatteris	0	2
Whittlesey	0	6
Villages	0	17

**Private Sector Housing Enforcement – Controlling Migration fund project
Performance**

As officers concentrate on their residential inspections, the impact of poor housing

conditions on health outcomes is becoming more visible resulting in a number of referrals to social care, requesting support for vulnerable adults.

More landlords and agents are being made accountable for the poor standard of accommodation made available to tenants at the start of their tenancies and management practices are also being addressed where breaches are identified. It is expected that the first tranche of remedial notices relating to fire safety breaches will be served in the near future.

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

Measure	Oct	Cumulative
Total Number of Properties Inspected	155	1207
Interventions Taken (see table below)	36	417
Information Packs Issued	9	129
Smoke Detectors brought into use	18	129
Hazards Removed	38	134

Breakdown of interventions

Smoke Detector defect letters (Private Rented Sector)	2
Smoke Detector advisory letters (Owner Occupied)	18
Formal Inspection Appointment Letters	4
Notice requesting Information	0
Informal Letter requesting remedial repair	12
HMO declaration notices	0

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	RAG
Performance Measure				
LPI Number of households prevented from becoming homeless	200	56	208	

Breakdown:

Mediation = 40

Debt Advice = 12

Resolve rent arrears = 11

Private rented with deposit support = 70

Private rented without deposit support = 39

Housing Register Offer = 23

Supported Accommodation = 13

The total preventions in 2017/18 was 115.

Description	Monthly	Cumulative for 2018/19	%
Total number of Households approaching the Housing Options Team	171	1095	N/A
Total number household receiving advice only (i.e not homeless, but advice needed)	82	537	N/A
Total number of Personal Housing Plans created (i.e. there is a risk of homelessness and an action plan has been created aiming to prevent the homelessness taking affect)	43	300	N/A
i. Number of Main Duty Homeless decisions made.	8	22	N/A
Successful outcomes in Prevention stage (household had their issue resolved within 56 days)	39 out of 44	143 out of 168	85%
li Successful, outcomes in Relief stage	17 out of 26	65 out of 93	70%

Statistic for Wales; Prevention 62% Relief 42%

i. This is where the personal housing plan has not resolved the problem leading to the need for a formal decision to be taken under the legislation. In 17/18 the Council made 159 decisions and experience in Wales and Southwark indicate this should be much lower under the new Act.

li (cases that came to the Council too late for prevention stage i.e. households were awaiting court action to end their tenancy or they lost their last settled accommodation, meaning that 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 923 referrals. Of these 387 are Fenland related - the highest rate of referral across Cambridgeshire and Peterborough, from individuals and partner agencies requesting help to prevent families and individuals from becoming homeless.

The Trailblazer team is working with social and private sector landlords to prevent homelessness including the use of 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.

Rough sleeping (Controlling Migration Fund)

The Council's Migrant Outreach Worker is working with 35 clients, all of whom are rough sleepers in Wisbech. Regular visits are made with Police and [CGL](#) (Change, Grow, Live – the local 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 along with support and temporary accommodation from The Ferry Project.

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI Number of homes adapted to assist vulnerable disabled residents to remain in their home	130	13	90	

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 90 households with adaptation works.

The geographical spread is as follows:

Wisbech	35
March	24
Chatteris	7
Whittlesey	9
Other villages	15

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	RAG
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	96%	
<p>3 households responded to the survey in October for this performance measure.</p> <p>24 surveys have been completed for the financial year with 23 satisfied culminating in satisfaction score of 95%</p>						

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 Locally Led Development (CLLD)
<p>The Local Action Group for CLLD has approved a bid from Wisbech Community Development Trust (WCDT), who applied for a grant of approximately £25,000 to run courses helping the unemployed and those in low skilled jobs.</p> <p>For residents feeling isolated, WCDT will run sessions including painting therapy, IT, confidence building, craft, digital photography, health & beauty, first aid, sport taster sessions and cooking courses. These courses will not only introduce them to other residents in similar situations but also teach new skills, which can be transferred to employability skills or assist in starting up a new business.</p> <p>These residents will be identified by Community Champion volunteers, recruited from the Waterlees Community and WCDT will be employing a part-time Community Development worker who will work with the Champions to pull together a Community Plan, which will be shared with the Wisbech Town Council, Fenland District Council and Cambridgeshire County Council.</p>

BUSINESS PLAN AREA: **Communities**

Business Plan Priority: **Support vulnerable members of our community**

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

Portfolio Holder: **Cllr Mike Cornwell**

Golden Age

The Senior Citizens Advisory Group (SCAG) met to discuss:

- Marketing – The marketing for the next Golden Age Fair at Friday Bridge was discussed including flyer distribution along with the communication strategy for future events which has now been agreed.
- Previous event feedback – During the assessment process of the feedback, provided by partners, the last hour of the event was identified as being less busy than the previous two. Therefore SCAG agreed to utilise this hour by dedicating the last hour at the next event to the Gypsy, Roma and Traveller (GRT) community. Dedicated partners have subsequently been invited and attending the event to support the GRT community that are particularly vulnerable.
- Utilising the Golden Age brand - A further update on the feasibility of supporting the development of a timebank / skillshare scheme initiative managed through a 3rd sector organisation. Research has started in preparation for a bid to be developed by Care Network to CCC's Cultivate and Innovate fund.

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 was highlighted as an exemplar in the UK.

As there was a limit to those who could be invited to the London Gala, Anglian Water hosted a celebration evening in Wisbech to thank as many people as possible who have been involved. The event took place on 30 October, at the Queen Mary Centre where key note speakers enthused about the community spirit evident in Wisbech and how this creates a firm footing for potential improvements over the coming years. Footage from the Royal Albert Hall was shown and there were exceptional live performances from two local choirs.

Royal visit

The work of the Wisbech 2020 Vision will be showcased in front of a Royal audience on 27 November, when the town will welcome Their Royal Highnesses The Prince of Wales and The Duchess of Cornwall.

The Royal visit will be overseen by Lord-Lieutenant Julie Spence who has invited the Royal couple to the town to learn more about the community groups and partners working together in the area to address some of the longstanding issues present in the Wisbech.

The Royal couple will be visiting the museum and St Peter and St Paul's Church to meet project leaders and local community group representatives, as well as local schoolchildren.

Prevention at Scale Update

A Community Consultation took place on the Market place on Saturday 27 October. Partners worked together to speak with residents visiting the market that day. The branding is under the 'I Heart Wisbech' campaign to gather people's views and use them to develop future services and projects in the town.

The campaign has been launched by the I Heart Wisbech team, which is made up of a number of local community organisations along with Cambridgeshire County Council, Fenland District Council and Wisbech Town Council.

Volunteers have been out and about in the town centre gathering views and an online survey has been launched asking three questions – what do you love about Wisbech, how would you make it better and what would you like to do about it?

The survey is available at <https://www.smartsurvey.co.uk/s/JLTXO/> and is expected to run until January 2019.

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 October 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI LS1 Number of paid visits to our leisure centres	69,801	70,593	502,801	

Attendances at the leisure centres continue to remain on track. The current, continued, mild weather should ensure that attendances are up throughout November, leading into the quieter winter months.

Description	Target	Achieved		RAG
Performance Measure				
MPI Number of Direct Debit members	2,931	3,242		

The number of Direct Debit members continues to exceed expectations, with this being reflected in income levels for the service. The Council's switch to Freedom Leisure is anticipated to be smooth, with Freedom having done this work many times in

the past, and membership levels post-transfer should continue to remain buoyant.

Freedom Leisure

Freedom Leisure takes over the operation and management of the four Council leisure centres on 4 December. There is considerable background working taking place to ensure that the transfer proceeds smoothly. A lot of detailed work continues to take place with regard to policies and procedures, staffing matters and building management. With fewer than 30 days to the go-live date Freedom is indicating that the mobilisation plan is in good shape with no major issues reported.

Tuesday 4 December is the handover date to Freedom. Members are invited to attend the George Campbell Leisure Centre on this date at 9.30am, for a 10am handover photo-shoot with Freedom.

FDC has commissioned a report from Living Sport, the County Sports Partnership, to look into potential options for the Wisbech Indoor Bowls Club. A meeting is to be booked with the Club Committee in December to discuss the initial findings of Living Sport's work.

When the bowls lease with FDC ends on 31 December 2018, Freedom Leisure will issue a booking sheet in order that the club can complete this year's season by the end of April.

Active Fenland Update

The Active Fenland team continues to deliver many locally accessible, affordable, fun activities to the Fenland community. Highlights this month included;

- Halloween Run was successful with 95 people taking part raising money for Wisbech park lights
- Halloween fit and fed- partnered with ground works for pumpkin carving.
- Waterlees fun day beat the goalie – partnered with people and animals

In addition to these irregular events, the team provides many regular sessions on a weekly basis throughout the Fenland community. An infographic demonstrating activities, attendances and outcomes is being developed to try and highlight the importance of this work in a handful of succinct and easy to understand documents.

Events coming up include a Santa run coming on December 22 in Wisbech Park – this includes a family run and 5K.

Financial support for activities and clubs

The Active Fenland team continues to work with local activity groups and clubs to draw in funding to support activities across Fenland where possible. 6 bids are in the pipeline at present with more to follow.

The team is supporting the development of the replacement Skate Park in West End Park, March. The Active Fenland team has used Facebook to locally promote a community survey regarding a replacement park – more than 450 responses have been received. This feedback will give rich information to support a funding bid to the Amey Cespa community fund in December.

Active Fenland has been targeting an improvement in physical activity uptake by women and girls, following Sport England's national strategy. One effective way of getting a message to a high number of people is through advertising at The Light Cinema in Wisbech. This advert has been shown since October and highlights some of the options open in Fenland, all supported by the Active Fenland team.

<https://youtu.be/j57ZqJ75Xls>

What do our customers say?

This month New Vision Fitness has been given a gold award in the Customer Experience Awards developed by our customer interaction software providers, TRP.

TRP software allows gym instructors to log interactions with customers and the software then quantifies the quality of that interaction. The gold award recognises the number of interactions that our team is carrying out, as well as the quality of those interactions.

TRP data demonstrates that gym staff interacting with customers increases the number of months that customers will remain members. Further, if the interaction is of a high quality that membership length of stay is increased further. This is the difference that good staff make to a customer's visit to the centres and this then impacts directly on retention rates and income levels.

See the awards winners text video here;

<https://m.youtube.com/watch?feature=youtu.be&v=s7UJLMDxJz0>

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

Warm Home Fund Bid update

In October this year the Cambridgeshire Energy partnership (previously action on energy) submitted a bid to the Warm Home Fund.

The Warm Home Fund is aimed at supporting capital works to properties of different tenure thus making them more energy efficient and warmer.

The Cambridgeshire partnership submitted a bid which would provide accessible funding for both privately rented and social managed properties. In Fenland the main aim would be for the private rented sector to receive support as the most vulnerable and fuel poor households reside in this sector.

The partnership bid has been successful in the first round of assessment and members of the partnership have been invited to present their plans on 7 November to the Warm Home Fund. The final decision should be made by the end of November.

Portfolio Holder: Cllr Mike Cornwell and Cllr David Oliver

Wisbech Alcohol Project

The Wisbech Alcohol Partnership's October 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.

It has been agreed by the partnership to conduct a workshop either during late 2018 or early 2019 to work through with both internal and external officers to challenge around PSPO breaches and how to best long term enforcement of these areas.

Portfolio Holder:

Cllr Peter Murphy & Cllr Mike Cornwell

Energy Conservation

The Council has this month focussed on accessing as many sources of funding and support for residents as possible leading into the winter.

Funding can be used for emergency fuel purchases or small works to repair heating systems and associated costs.

The Council has registered as an intermediary to access the Turn 2 Us Response Fund for residents who are in hardship having had a life changing event. This fund considers the persons situation as part of the approval process and enables a fast response to a situation with a streamlined grant process. It is envisaged this will fill a gap within other funding streams.

We are also a registered partner for the Stay Well fund, whereby we can assist residents access an emergency fuel payment. We have already referred 3 residents to Peterborough Environment City Trust too to receive a home energy check, with a view to reduce their energy costs.

This month the Council has assisted a number of residents in accessing funding in relation to heating and insulation. Not least has been securing emergency grants from 3 organisations to pay for a replacement boiler for one resident who had recently become unable to work due to a heart condition. Intervention such as this help to prevent hospital admissions during the winter due to cold living conditions.

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**

The Portfolio Holder and Officers have met with strategy leaders in Lowestoft to discuss the impact that the culture strategy had in the town. Lowestoft shares a lot of characteristics with Fenland and the results developed by the implementation of their strategy are very impressive. Successes have included significant funding to develop creative projects that have in turn led to a significant fall in the rates of burglary and teenage pregnancy in the area.

FDC has discussed the development of a strategy with several key stakeholders locally. Next steps for this partnership group is a discussion regarding a bid to the Arts Council to fund consultation and strategy development work in the area.

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	RAG
Performance Measure				
LPI CEL8 % of collected household waste – blue bin recycling	28%	28%	28%	

Half Year - Collected Household Waste Blue Bin Recycling

	Quarter 1	Quarter 2	Total
Dry Recycling (Blue Bin)	2,205	2,150	4,355
Residual Waste (Green Bin)	5,675	5,494	11,169
Dry Recycling % of waste	28%	28%	28%

Collected blue bin waste is on target and contributes positively to the recycling of household waste in the area and an increase of 65 tonnes on the same period last year.

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. Whilst this is an improvement on last year, there remains more to be done.

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.

A range of actions are planned to tackle the incorrect materials in the blue bins, including letters to all customers in January, the Christmas calendar, bespoke blue bin stickers and a continued focus from the waste team. The specific materials targeted are **Textiles, Food, Nappies and General Waste** to increase the amount of true recycling.

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

Missed Collections October (Blue and Green Bins)

	Oct 18	Overall 18/19
Missed Collections Reported	167	1,129
Collected next working day	153	1,071
Percentage	92%	95%

The total number of missed brown bin collections reported in October was 40, of which 37 were collected the same or next working day.

To date this year customers have reported 1,129 missed collections and 95% (1,071) of these have been returned to the same or next working day. This is an average of less than 8 green or blue bin collections for each 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 September	Cumulative for 18/19	RAG
Performance Measure				
MPI Income generated through recycling materials	£285,000	£25,167	£162,113	
<p>A set of actions across Recap partners have been put in place involving ensuring that sampling is taking place to help identify the nature of non-recyclable materials. This information is being used to target future customer communications to reduce the levels of unwanted materials and target the right recycling messages.</p>				

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

Garden Waste Service 2019 Communications

Following a second successful year of the garden waste service, with more than 20,000 subscriptions, we are now commencing the communication for the 2019 season.

The communications will follow a similar format to last year, with bin tags, bespoke webpages, shop leaflets, newspaper and parish news adverts along with letters and emails directly to existing subscribers.



This graphic provides a comprehensive overview of the 2019 garden waste service. It features a 'Need a bin day reminder?' section with app download instructions for the App Store and Google Play. Below this are collection calendars for December 2018, January 2019, February 2019, and March 2019, showing specific collection days for each day of the week. A 'Christmas and New Year 2018/19' section details changes to collection days during the festive period. The graphic also includes a 'Check your collection days at www.fenland.gov.uk/bins' and a 'Garden Waste Service from April 2019' section, which states that the service remains at £40 for 2019 and offers a 10% discount for annual direct debit payments starting from 1st December 2018. A recycling guide on the right side of the graphic lists items that can be recycled in the blue bin (plastic bottles, cardboard, foil trays, plastic pots, lids & trays) and items that cannot (litter, food or garden waste, textiles). The graphic also includes a 'Place recycling in bin loose, not in bags.' instruction and a 'NO Textiles' sign.

Communications - November

All existing garden waste subscribers will receive an email/ letter outlining the service from next year and the payment options available to them.

For all customers the Christmas calendar, delivered on all green bins during November, will update them on the price of the service for next year.

December

Just as last year, the online direct debit payments go on sale on 1 December at a 10% discount. Customers with an existing and valid direct debit need not reapply and will see their £36 subscription renew automatically for each brown bin they use in 2019.



The screenshot shows the website www.fenland.gov.uk/gardenwaste with a subscription form. The form includes fields for 'Subscription Number' and 'Subscription Address'. Below the form, it displays 'Garden Waste Subscription 2019/20' and 'Valid until 31st March 2020'. The Fenland logo and 'Fenland District Council' are also visible.

January 2019

From 4 January customers can purchase subscriptions via the website by card, along with the usual payment methods at the contact centre, shops and hubs.

Adverts in local newspapers and parish newsletters along with a letter to all properties will support the promotion and encourage customers to purchase early to ensure they have their subscription in place in good time.

New subscriptions will start being dispatched early in 2019 using first class post and, if they wish, customers can put their sticker straight on their brown bin.

February

A further calendar is delivered to all properties in February with the Easter and summer arrangements, along with a reminder to those that have yet to subscribe.

April

Whilst our communication efforts are aimed at encouraging customers to sign up early, there will be tags placed on any unsubscribed garden waste bins presented from April.

The new subscription year starts on 1 April 2019.



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	RAG
Performance Measure				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	97%	96%	

Cleansing Rapid and Village Response October 2018

Area	Requests	Requests Met	Performance
Chatteris	9	9	100%
March	23	22	96%
Villages	23	22	96%
Whittlesey	18	17	94%
Wisbech	30	30	100%
Totals	103	100	97%

During October the team attended to 97% of the reported incidents on the same or next day. The start of the leaf-fall at this time of year does increase the pressure on the team to keep our public spaces clean, but they continue to deliver a good performance.

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

October Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	30	30	100%
March	29	28	97%
Whittlesey	30	30	100%
Wisbech	26	26	100%
Totals	115	114	99%

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

BUSINESS PLAN AREA: Environment

Business Plan Priority: 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)

Recap partners have met with representatives of the local pharmacies association, Cambridgeshire Community Pharmacies, to discuss sensible solutions to the changes to sharps collections that the NHS is planning for East Anglia.

A draft agreement has been discussed and there is a measure of support from the representatives towards developing a shared approach to the issue in Cambridgeshire and Peterborough for the benefit of the customers affected.

The options around this work will be presented to Cabinet for recommendation to full Council approval in December for communication and adoption ready for the NHS changes in April 2019.

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

Preparation works at No 24 High St ("The Gap") continue with the removal of hazardous waste from the building at the rear which will be followed up by securing the building, making it watertight and hopefully pigeon proof! Soil testing has been undertaken in the basement – this will enable the engineers to finalise the design for the foundations of the new building. Alongside this archaeological monitoring was undertaken. This monitoring was one of the conditions placed on the development – no evidence of any archaeological remains were observed.

With the support from PCC Legal team we are now progressing with the transfer of the derelict properties at no 11 and 12 High St from the current owner to Fenland District Council. We have dedicated support from the PCC legal team who are also working to produce terms for the new developer, who will take the development forward, once a suitable agreement with FDC has been finalised. We then look forward to receiving plans from the new owner to the proposed redevelopment of the derelict site, followed by the required planning and building regulation approvals in advance of construction.

A revised 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 with the applicants. As soon as contracts are agreed and exchanged work can begin. This is the first large scheme which will make a significant impact on the High Street.

We are still awaiting the applications from the owner of two listed properties who 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 also due to be submitted from another owner for repairs to three historic windows to a property at the Market Place end of the street.

The Project Officer continues to encourage other owners and tenants to apply for a grant. Although this has been difficult as there are many still considering the long term future of their buildings and leases.

The project continues to develop and deliver popular training events and activities.

On 25th October we delivered “Museums at Night” event with a Halloween theme at the Wisbech and Fenland Museum. This event offered free craft activities and included a trail to encourage young visitors and parents to engage with the exhibitions whilst looking for clues to win a prize. The Mayor of Wisbech kindly came along to judge a pumpkin completion for which we had over 20 entries and there was an opportunity to hold a real owl in the garden too. The event attracted more than 300 visitors that evening and was one of the most popular museum events.

Our next event planned for November is the annual gutter clean. A banner will appear on the High Street soon...



Portfolio Holder:

Cllr Peter Murphy

Manage the operation and maintain FDC-owned public car parks

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

Undertaken

1. Church Terrace Car Park, Wisbech shrub bed planting works undertaken in association with the Wisbech street pride group
2. Somers Road Car Park, Wisbech repair to car park user signage following vehicle strike
3. Ringway Infrastructure Services Ltd appointed to undertake FDC Winter Gritting operations following a tendered works exercise.

Scheduled

1. New gulley grate and cover to be installed in Furrowfield Road Car Park, Chatteris
2. Chapel Road Car Park, Wisbech perimeter fencing repair works
3. Church Terrace Car Park, Wisbech trial hole works
4. Church Terrace Car Park, Wisbech kerb build out realignment to improve access to parking bays and car park access
5. Chapel Road Car Park, pot hole repairs
6. Darthill Road, March patching works
7. Horsefair bus station kerb repairs
8. Brewin Chase, March patching works

City Road Car and Lorry Park, March

Car Park refurbishment works to City Road car and lorry parks commenced on Monday 22nd October. The works will be ongoing for approximately 6 weeks with completion anticipated for Friday 30th November.

Sections of 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.

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 October the following street furniture repair or replacement works were undertaken, or have been scheduled:

Undertaken

1. One street name plate made safe and replace ordered
2. Highway street furniture asset inspections undertaken

Scheduled

1. South Green, Coates bus shelter base slab repair and improvement works
- Mount Pleasant Road bus shelter repair/improvement works

Portfolio Holder:

Cllr Mrs Anne Hay

Manage and maintain district, parish and Clarion HA street lighting

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

Following expiry of the deadline for Parish Councils to confirm if they wanted FDC to continue to manage their lighting stock with associated costs being recharged, Six Parish Councils opted to remain with FDC. A revised SLA reflecting the Cabinet decisions made in July has been drafted and sent to those Parish Councils who have opted to remain with FDC.

Six Parish Councils have therefore opted to take back responsibility for their street light repairs, maintenance and energy arrangements. Management transfer arrangements for those Parishes opting out commenced in September and is currently ongoing. It is hoped to conclude this process in December.

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

Enforcement Service procurement

The process to procure a private environmental enforcement provider jointly with Peterborough City Council continues.

Four companies submitted bids in October and these are now being evaluated by the joint Peterborough and Fenland project team.

It is anticipated a new service should be in place in early 2019.

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
MPI Streetscene Officer hours spent on active town patrol	6,000	511	3322	

Throughout October patrols by Streetscene and Kingdom officers have seen us focus on our open spaces and town centres. Our main focus has been fly tipping, litter and dog fouling prevention, having a visible presence in key areas.

Broken down officers time across the district has been:

March: 96hrs

Wisbech: 241hrs

Chatteris: 71hrs

Whittlesey: 82hrs

Rural: 21hrs

Fixed penalty notices served in October:

Location	Fixed Penalty Notices served
March	5 for parking offences

	1 Littering
Wisbech	35 for littering 17 Alcohol PSPO 5 spitting
Whittlesey	9 for littering 1 Fly Tipping
Total	73

The table below shows those fixed penalty notices served since April this year for littering and spitting offences. The number of notices served has returned to average levels recently as new staff have been recruited to the Fenland team.

Kingdom Services have kept patrols in all key areas even with reduced numbers although at times the number of patrol hours is reduced.

The overall payment rate is 67% 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	1	3	100%
August	24	n/a	0	14	58%
September	23	n/a	0	16	52%
October	50	n/a	0	28	56%
Total (to July 18)	156	40	11	105	67%
Total (to October 18)	253	40	13	163	65%

Prosecutions for littering offences – Tidy Fenland

In October 12 littering case files were heard at Peterborough Magistrates court. 11 people were found guilty of littering and fined a total of £410. 1 case has been adjourned for a trial in January following a not guilty plea. 2 further people paid a total fine of £150 prior to their court date and the matter was withdrawn.

Fenland has been part of a new Magistrate's Court trial called 'Single Justice Procedure' whereby court cases are considered through a paper process. This is part of the Court and Tribunal Service transformation plan. The trial in October went well with learning points being put in place. A full launch of the process is planned for 2019.

Fly tipping investigations and enforcement

During October there have been 184 instances of fly tipping. The most commonly tipped items were household waste with 111 instances closely followed by 95

instances of commercial waste. Broken down into locations:

Chatteris 9
March 14
Whittlesey 15
Wisbech 72
Villages 74

During this month Street Scene Officers have attended 74 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.

As part of our investigations 2 people have been invited in for an interview under caution. As a result one person was issued with a Fixed Penalty Notice of £400.

Tidy Fenland Green Dog Walkers Campaign

As part of our work to join in the community dog campaign, Green Dog Walkers, The campaign launched on the Whittlesey Market on Friday the 12th October from 10am. This event was pre advertised locally through social media and posters. Representatives from Fenland District Council, Whittlesey Town Council and the Neighbourhood Watch were on hand to sign up local dog walkers to take the Pledge.

The launch was a success and there was a good response on the day from the public who happily signed up to become a Green Dog Walker. In total we had 56 owners sign up with a total of 76 dogs. This also became a good opportunity for the community to report other concerns to the Council which highlighted a number of dog fouling sites for patrols.

Following the purchase of the licence our next steps will be to make contact with local community groups and all the towns and parishes to offer the campaign to their towns and villages.

It will be a huge driving factor if we have community representatives like in Whittlesey willing to champion the campaign and help Street Scene Officers support the community in delivering the message and be their point of contact.

We have already had interested from Doddington, and hope a Launch for the campaign can be delivered in each of the participating areas in partnership with our responsible dog ownership message, of looking after your local environment.

The campaign message compliments the prevention and intervention work within the community and will build up useful intelligence for any enforcement work. With the winter months approaching ways to reduce the usual spike in reported dog fouling as a preventative measure is our focus.

Street Scene actions

- 20 Reports of abandoned vehicles, all were removed by persons unknown after receiving notices.
- 24 nuisance vehicles were reported and actioned.
- 36 matters relating to our open spaces, mainly regarding our grounds

maintenance contract.

- Marked 13 graves.
- 140 General street scene actions, including requests for service and general enquiries.
- 90 dog fouling issues. (The rise is due to additional patrols and service requests made)
- 35 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- 11 site visits for other service areas.
- 11 trade waste matters resolved
- 1 report to Highways regarding issues on their land.
- 1 Report to Circle Housing regarding issues on their land.
- 141 Fly posters have been removed. (increased level from the fair & Circus)

Description	Target 17/18	Achieved	Cumulative for 18/19	RAG
Performance Measure				
MPI Memorial inspections completed	5,000	920	2427	

Memorial Inspections took place this month in Mount Pleasant and Chatteris New Road cemetery. Out of these 28 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	RAG
Performance Measure				
LPI CEL10 Number of Street Pride and Friends of community environmental events supported	204	24	151	

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

Regular work parties were held as well as two litter picks being organised by local organisations in Wisbech & March.

On 28th October 3 members of staff from Hughes Electrical in Wisbech conducted a litter pick of the local area, working in partnership with the Council who provided the equipment and arranged collection of the waste.

Also this month, 20 young people from Neale-Wade Academy, who are part of the Community Ambassadors Scheme run by 20Twenty Productions in March, borrowed equipment for a litter pick they had arranged of West End Park.

It is great to hear that both young people and local businesses are wanting to help in their local community.

Progress against Street Pride plan:

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

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

Priority 3: 'Increased partnership working'

Priority 4: 'Opportunities to involve more young people'

Priority 5: 'Increasing sustainability and resilience'

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

March Street Pride / In Bloom won first place & £1000 for a photo of their flowers on

March Town Bridge in an Amberol photo competition.

As well as a clever way to gain funds for the group, it also raised their profile and that of the town to other groups and businesses who entered the competition.

Grounds Maintenance Contract Update

Tivoli are addressing hedge maintenance this month, with work taking place across the District. The open spaces team continues to monitor performance closely, with non-compliance to our specification requiring a further visit from the contractor.

A decision was made to leave our bedding areas empty over the winter period. This will make CSR savings of £5,500 between October and April 2019, with ongoing annual CSR savings of over £9,000 being saved. There has been no wider community feedback regarding this decision, however local in bloom groups have expressed disappointment suggesting that they may have taken on some planting work. The Council will learn from this and ensure that our voluntary groups are better informed in the future.

West End Park Skate Facility

Community consultation with regard to a replacement skate park has been completed. Over 450 different people fed back their thoughts using online surveys and paper surveys (distributed by Young People March). This is excellent information that will be used to develop a community focussed bid to the Amey Community Fund to support capital funding already in place from FDC for this project.

Whitemill Coldham / Glassmoor and Ransonmoor updates

The current bidding rounds are open for all three funds with grants being available to help local community groups improve their environment.

Applications close on January 4th for Glassmoor, January 31st for Whitemill and March 1st for Ransonmoor.

On 8th November, an open evening has been arranged for community groups and organisations in the Whittlesey area to find out more about the grant funding available through the Glassmoor fund. Representatives of the Glassmoor Local Environment Committee will be on hand to provide an overview of the funding

available, and information on how to apply.

Initial interest in the event has been very positive with a wide range of community groups expressing an interest in attending.

Attendees will also have an opportunity to discuss any project ideas they may have.

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 road closures is a further step towards self-sustaining events.

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 (October)	Cumulative for 18/19	RAG
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	126	1099	

During October 2018 the Council was able to respond and detect 126 incidents of crime and disorder, including anti-social behaviour, making use of the Council's CCTV service across our four market towns in Fenland. This is a decrease as compared to October 2017 in which 170 incidents were reported.

A breakdown of incidents by town for October:

Chatteris	8
March	16
Whittlesey	3
Wisbech	99

Description	Target 18/19	Achieved (October)	Cumulative for 18/19	RAG
Performance Measure				
MPI Number of CCTV incidents resulting in positive action	180	23	171	

During October 2018 the Council was able to achieve 23 positive enforcement outcomes from incidents responded to or detected by the use of CCTV. This is an increase as compared to October 2017 in which 20 positive outcomes were achieved.

These included arrests for drink-driving, shoplifting, criminal damage and alcohol related disorder.

Positive outcomes achieved for October:

Arrests (CCTV led)	6	
Assisted arrests	11	
Fixed Penalty Notices (FPN)	5	
Assisted FPNs	1	

Description	Target 18/19	Achieved (October)	Cumulative for 18/19	RAG
Performance Measure				
MPI Number of pro-active CCTV patrols	3,000	357	2,601	
<p>The CCTV team during October 2018 were able to provide 357 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>				

	Target 18/19	Achieved Month	Cumulative for 18/19	RAG
Performance Measure				
MPI Number of FDC ASB cases where positive action is taken	90%	100%	100%	
		13	103	
<p>The Council received 13 new ASB cases into the Anti-social behaviour team, all were responded to and actioned within the relevant timescales, appropriate to their risk assessment score and with a focus on the needs of the victim. The 13 cases included vandalism, motorbikes speeding along footpaths, neighbour ASB & related noise nuisance and ASB driving and associated disturbances connected to carparks in residential areas. The total number of ASB cases recorded for 2018 – 2019 is 103. Community safety, have delivered individual support for each victim experiencing anti-social behaviour where they live.</p>				

Community Safety Partnership Update

The 4th meeting of Fenland Community Safety Partnership in 2018 was held on Thursday 26 July.

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

Inclusion.

At this meeting the partnership were provided with a strategic assessment for Q2 of 2018/19 on Cybercrime and the impact in Fenland. Following discussion amongst partnership members it was suggested and agreed to work towards improving awareness amongst the community, business owners and employees who work with those considered most vulnerable. This will be achieved by developing a close working partnership with Cambridgeshire Constabularies Fraud & Cybercrime Security Advisor.

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 45 reports of Street Drinking with 5 leading to positive action being taken by enforcement officers and others being provided with words of advice by Police.

There have been 16 fixed penalty notices (FPN) issued during October 2018 for breach of PSPOs relating to alcohol restrictions. These have included 13 Fixed Penalty Notices within St Peter's Gardens, 2 FPNs within Tillery Field and 1 in the Memorial Gardens, Wisbech.

As part of conducting a review of the Wisbech alcohol related PSPO for elected members a community survey was conducted. The survey was conducted over two weeks between 8th October and 21st October 2018. There was an online link to the survey as well as a paper option at the One Stop Shop in Wisbech. In total there were 240 completed surveys. The findings are being collated and will be presented in due course.

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

Community Translation and Basic English Language

Coordinator in place who has recruited 15 volunteers with Lithuanian, Latvian, Russian, Bulgarian, Romanian, Polish and Faro language skills. They have supported 213 clients and provided 245.5 hours of translation in 7 languages. Supporting clients has resulted in 47 statutory service interventions.

Support has been provided with; hospital appointments, tax credit, child tax credit, GP appointments, In term school placements, opening bank accounts, National Insurance Number applications, Housing issues, rogue landlords, debts, child maintenance, homelessness, HM Revenue payments, Job search, solicitor appointment, TB hospital appointment, Social care, school information and employment rights issues.

The project has also provided 32 English language sessions between April and September with 68 new students. It offers 3 sessions per week, Basic English Drop-in, Basic English and a progression class to enable students to move forward.

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 October, 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 supported by Fenland for Business in conjunction with partners.



The most popular pages were:

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

	Oct	Sept	August	July	June
Sessions	168	139	150	86	122
Users	154	109	128	73	98
Page views	255	267	279	179	202
Pages/Session	1.52	1.92	1.86	2.08	1.66
Average session duration	00:00:34	00:01:47	00:01:51	00:01:58	00:01:13
Bounce rate	79.76%	68.35%	70%	73.26%	71.31%
Returning visitor	6.9%	12.4%	10.3%	18.5%	13.8%

Marketing and Communications

The October Fenland for Business newsletter promoted upcoming business events, a update from The College of West Anglia and live funding streams including:

- **KEEP+**, a £6m European Regional Development Fund supported programme, providing grants to assist small and medium sized enterprises (SMEs) to develop innovative new products and services.

- **Small Grants Programme** will support the growth of small and medium enterprises (SMEs), offering grants between £2,000 and £20,000 to support capital investment projects to a maximum of 20% of the total cost.

- **Business Growth Programme** for businesses seeking investment greater than £20,000 but less than £3million, the Business Growth Programme is focused on unlocking jobs and accelerating economic growth.

- **Eastern Agri-tech Growth Initiative** supports the development of new and innovative ideas within this important sector. The programme covers all of the LEP geography PLUS the rest of Norfolk and Suffolk.

- **Skills Capital Fund** supports the delivery of its skills strategy, the Combined Authority has set aside £2 million and is keen to invest in improved skills infrastructure or specialist equipment which will help to meet the needs of the area's businesses.

Monthly Newsletter activity	Oct 18	Sept 18	Aug 18	July 18	June 18
Sent	547	550	553	560	562
Delivered	545	549	549	553	561
Read	61	69	64	80	118
Top Client	iOS	iOS	iOS	iOS	iOS
Clicks	11	5	0	65	10
Social	0	1	0	14	2
Unsubscribed	0	2	1	1	1
Bounces	2	1	4	7	1

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 Southfens Business Centre and an event with Cambridgeshire Chamber of Commerce at The Boathouse:

Upcoming calendar of events

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)

Wisbech, The Boathouse Business Centre

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

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	RAG (profile)
Performance Measure				
MPI BE5 Number of inward investment enquiries handled	8	3	10 (Sep profile = 4)	
<p>ED officer held initial meeting with the Department of International Trade and local company looking to expand production. The company are looking to expand the facility as the site has reached capacity. The company owns adjacent land and are currently carrying out full ground, topical and utility surveys to ensure there is enough power & water on site and drainage is sufficient to build and accommodate the size that they would like. Once surveys are complete, ED officer to arrange a meeting with FDC planners.</p> <p>It is understood that the company would like to start this works as soon as possible, and on completion of the works at least 30 new jobs would be created.</p>				

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	RAG (profile)
Performance Measure				
MPI BE6 Number of social media followers (Fenland business engagement and profile enhancement)	790 Total 17/18 726	9	778	
<ul style="list-style-type: none"> • 106 profile visits – Visitors to the '@fenlandbusiness' page. • 18 tweets – Original content material published from the '@fenlandbusiness' account. • 9 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 • 11.6k 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. Top Tweet for the month earned 2,263 impressions, 'Call for Cambridgeshire, Growth Deal' • 9 new followers 				

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	RAG (profile)
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Performance Measure				
MPI BE8 Number of businesses referred to Economic Development from Business Ambassadors network	12	2	9 (Sep profile = 6)	
<p>ED officer has engaged with two new business into Fenland; one looking to start a catering business, officers signposted the enquiry through to FDC licensing and Environmental health for the appropriate support required. The second looking to move into new industrial premises, officer supplied FDC's availability and signposted the business through to the Evaluations and Estates surveyor for further support.</p> <p>ED officer working alongside FDC planning to investigate new premises for a Children's nursery. ED officer currently engaging with local commercial agents to look for alterative suitable accommodation.</p> <p>ED officer currently engaging with local commercial agents for information on potential alternative accommodation for the Indoor Bowls Club. At this stage, just primary info, such as lettings particulars, or for any properties coming onto the market, an indication of likely rent, location and outline terms (availability, lease length, repairing obligations) as part of the FDC's and Living Sports Options Appraisal.</p>				

Market Town Masterplans Update (known as 'Growing Fenland')
<p>The Cambridgeshire and Peterborough Combined Authority (CPCA) wants every one of its market towns (11 of them, 4 of which are in Fenland) to be a vibrant and thriving place in its own right, with its own distinct identity and set of ambitions for the future.</p> <p>To ensure that there is sufficient capacity and expertise to undertake the study, the CPCA have committed £200,000 (£50,000 per Market Town) to appoint experts to coordinate undertake research & analysis and develop a prospectus for each Fenland Town.</p> <p>Attention is focussed on the introductory meeting being held on the 9 October 2018 with the four town stakeholder groups and Metro Dynamics the nominated consultant.</p>

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 Government's '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. GRANTFinder users within the Council have shared around 35 funding opportunities to partners this month, with several processing forward into applications.

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 (3 projects) to a stage 2 with the call for submissions closing on the 30 November 2018 noting there is another bid period in Spring 2019.

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 management apprenticeships and an accountancy apprenticeship within the next few months.

We are seeking to establish new apprentice posts in marine services and property maintenance, and are actively looking to providers to support these qualifications.

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 between May and July each year.

We have also provided longer-term placements, working with 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.

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	RAG
Performance Measure				
LPI BE1 % occupancy of the business premises estate	90%	92.6%	N/A	

Boathouse Business Centre:

One office has is now available to let, Heads of Terms for this company had been issued to a company, however they have decided that an office at South Fens Business Centre will better suit their needs.

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 'upsize'. This move will now take place in early December 2018.

South Fens Business Centre:

Legal instructions were issued for an existing tenant who is increasing the size of their office, with a view to completing on the 1 November 2018, this date has been revised to mid-November.

Heads of Terms have been issued to an existing Tenant of the Boathouse who is now taking an additional office at South Fens.

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

Three viewings have been carried out this month, two via Rightmove and one by our commercial property agent. We will know the outcome of these viewings during the early part of November.

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 8013m² out of a total available 8,654 m².

South Fens Business Centre	58%
South Fens Enterprise Park	100%
Boathouse Business Centre	93%
Light Industrial Units	100%

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

What do our customers say?

Description	Baseline	Target 18/19 (annual)	No of customers who responded	No of customers satisfied	% 18/19	RAG (annual)
LPI BE2 % tenant satisfaction with business premises (October 18)	100%	94%	11	11	100	

An annual tenant satisfaction survey is undertaken in October of each financial year.

42 surveys were sent out to tenants at South Fens and the Boathouse Business Centres, of which 11, (26%) took the opportunity to complete them.

100% the service as very good or excellent. Examples of which include:

- The staff are always friendly, helpful and efficient.
- The staff are very accommodating and go out of their way to assist in whatever way they can - we have thoroughly enjoyed our time at the Boat House and were sad to leave
- Reception Staff and Management are always very accommodating and very helpful.
- The team are exceptional and they are extremely efficient and always there to help. They are friendly and vary adaptable to all visitors to the centre
- The front of house staff are diligent and extremely helpful. I have nothing but the highest praise for their professionalism and dedication to the efficient running of the Boathouse. They are very welcoming and always have a smile for people.
- The team are exceptional. Always going the extra mile. As we spend quite a bit of time away from the office, their support on reception is a great help and gives a peace of mind for when we are away.
- Always very helpful and friendly
- Communicate well

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	RAG
MPI BE3 % conference customer satisfaction with our Business Centres	100%	94%	15 (97 issued)	15	100%	

Conference centre users are surveyed annually, in October of each year. The results are published in November 2018.

Feedback requests are provided to conference organisers. This year we have received 15 responses all of which provided very positive feedback which included the following comments:

- Great facilities in a great location
- Simple booking procedures “make my life very easy”
- Fantastic staff
- Welcoming environment
- Well looked after rooms nicely decorated

Comments included:

Quality of the toilet facilities at South Fens – options are being considered to upgrade and repair where necessary. Note – these are the original washroom facilities which have not been replaced since the building opened on 2005.

BUSINESS PLAN AREA: Economy

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

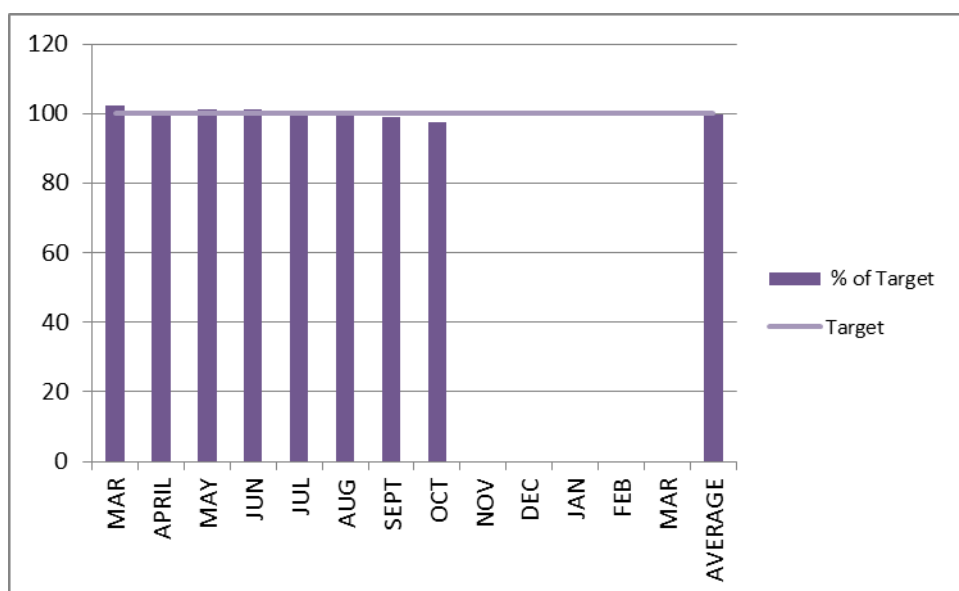
Business Plan Action: Deliver a proactive and effective Marine Service to meet our statutory obligations and promote business opportunities for the River Nene environment

Portfolio Holder: Cllr David Oliver

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	90% (of 86 berths)	84	98%	

4 visiting boats called at Wisbech in October. Full time berth numbers remained on target with 4 vessel leaving and 3 new full time berth holders joining the Yacht Harbour.

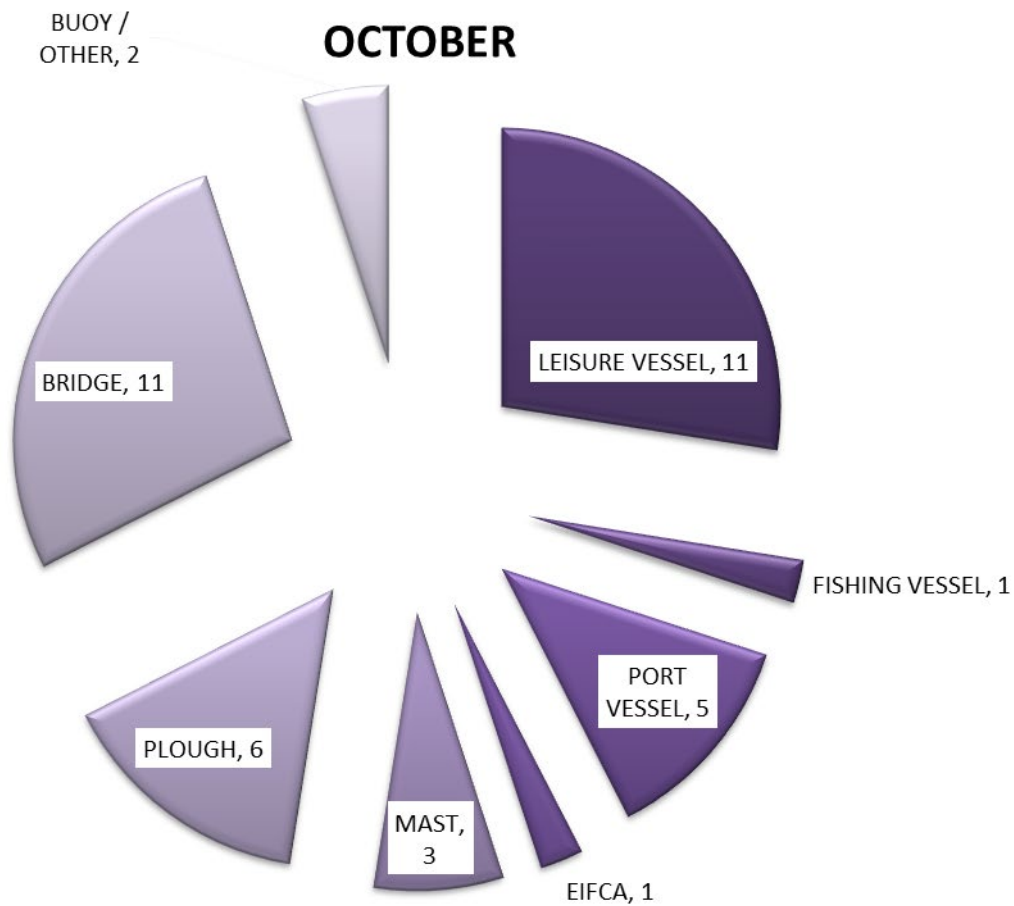
Wisbech Yacht Harbour occupancy achieved year to date:



Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
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Performance Measure				
LPI MS2 Number of boat lift operations at Wisbech Port	353	40	309	

The boatyard continued to be very busy throughout October for boatlifts with 11 leisure vessels; And there was 1 Fishing vessels lifted from Kings Lynn to use the yard. Eastern inshore fisheries also used the facility on 1 occasion throughout the month.



Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
Gross Tonnage to Ports	423,000	42,066GT	275,364 GT against a projection of 245,792GT 112%	

Port Sutton Bridge

Imports to Sutton bridge were down on target for the monthly forecast with a total of 29,563 GT of cargo (93% from target); this consisted of Steel, Salt, Maize, Oil Seed Rape, Beans. The total number of vessels to call at Sutton Bridge was 16.

Port of Wisbech

Imports to Port of Wisbech were above on the monthly forecast target with imports at 12,503 GT of cargo (160% from target) handled by the port that consisted of in Timber, Bricks. The total number of vessels to call at Wisbech was 8.

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. It is pleasing to note that the joint proposals that consists of port infrastructure around the Wash ports and a coordinated marketing plan under the banner 'Sail-the-Wash' has been successful at stage 1 of assessment. A more detailed business case is being developed for a submission to Governments stage 2 by 21 January 2019.

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	RAG
Performance Measure				
LPI EC2 % of major planning applications determined in 13 weeks (or within extension of time)	75%	100%	100%	

7 major applications were determined in the month and all were determined in 13 weeks or within an alternative timeframe agreed with the applicant.

In relation to the Government 24 month rolling performance tracker target 99% of applications were determined in target against a target of 60%.

With regard to appeals performance against the Government 24 month rolling

performance tracker 3% of appeals were allowed against a target of not more than 10% (target is a percentage of appeals allowed against the total number of major applications decided).

Planning permission has been granted for c160 dwellings distributed over 3 sites (Doddington, Whittlesey, March).

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI EC3 % of minor planning applications determined in 8 weeks or within extension of time)	80%	100%	92%	

All 26 applications determined in the month were decided in 8 weeks or within a timescale agreed with the applicant.

In relation to the Government 24 month rolling performance tracker for minor applications including householder applications 95% of applications were determined in target against a target of 70% .

With regard to appeals performance against the Government 24 month rolling performance tracker 1% of appeals were allowed against a target of not more than 10% (target is a percentage of appeals allowed against the total number of minor including householder applications decided).

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI EC4 % of other planning applications determined in 8 weeks or within extension of time)	90%	100%	99%	

All 32 applications decided in the month were decided within 8 weeks or within a timescale agreed with the applicant.

Broad Concept Plans Update

South Chatteris (London Road) – The Section 106 is in the process of being signed so that the planning permission can be issued. This should be in November.

Wenny Rd, Chatteris – An application is expected this autumn.

March – No progress to report on any of the 3 sites.

East Wisbech – Work continuing with the preparation of the planning application

West Wisbech – A flood risk sequential test report has been prepared with discussion with the Environment Agency. This forms part of the wider feasibility work on the Garden Town.

BUSINESS PLAN AREA: **Economy**

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

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

Portfolio Holder: **Cllr Chris Seaton**

Wisbech Garden Town Update

The Garden Town feasibility work continues focusing on the 2 potential show stoppers of flood protection and highway connectivity. Royal Haskoning of Peterborough is carrying out detailed flood modelling (based on successful Dutch projects) work to help find a solution that is acceptable to the EA and Government. CCC are progressing the connectivity work to help assess the A47 capacity. 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 was appointed by CPCA to prepare in conjunction with FDC the GT bid to Government, which was submitted by the deadline of 9th November 2018. Letters of support from local stakeholders are included 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.

We are looking to recruit a fixed term disposals surveyor to assist with this project, initial on a part time basis for 12 months.

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

The solar lighting scheme for Whittlesea Station was implemented in October 2018. This scheme lights a significant length of route from the platform to Station Road where previously there was no light at all. Further details are available from the website link below:

<https://www.fenland.gov.uk/article/13820/Solar-power-lights-up-Whittlesea-railway-station>

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 and a consultation is being held from 22 October 2018 to 19 November 2018. You can choose your favourite logo design from the final 3 versions below. The winning logo will be announced as part of a relaunch of the Hereward CRP in early 2019.

<https://www.fenland.gov.uk/article/13824/Full-steam-ahead-for-new-rail-partnership-logo>

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
Number of journeys made by dial a ride services (please note that figures for railway	Maintain 14/15 level (14,308	1,575	11,264	

and car scheme use are reported annually)

journeys)

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 (October 2018).

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

A47 dualling Studies

The first 100 day plan outlined by the Mayor James Palmer included a commitment to the A47 and east/west connectivity. This led to an allocation of £500,000 of Cambridgeshire and Peterborough Combined Authority (CPCA) funding in June 2017. This funding was used to develop a Strategic Outline Business Case (SOBC) and an Options Appraisal Report (OAR). This study work was completed and discussed by the CPCA Board at their meeting in June 2018. Please see the weblink below for further details:

<http://cambridgeshirepeterborough-ca.gov.uk/meetings/cambridgeshire-and-peterborough-combined-authority-board-2/?date=2018-06-27>

At the June 2018 meeting the CPCA Board approved commencing work on the next stage of the project including exploring a number of delivery models. Discussions with Department for Transport (DfT) and Highways England have confirmed that further work is needed in order for the A47 to be included in the Highways England Roads Investment Strategy 2. Ensuring the scheme is in the strategy is essential for making this a priority and securing Government funding

In October 2018 the Cambridgeshire and Peterborough Combined Authority (CPCA) Board approved a further £1million for additional work in respect of A47 Dualling to meet the requirements for including the scheme in the next Roads Investment Strategy. Further details and the full paper from the October 2018 CPCA Board meeting can be found from the following website link:

<http://cambridgeshirepeterborough-ca.gov.uk/meetings/cambridge-and-peterborough-combined-authority/>

A47 – Guyhirn Roundabout

This is a Highways England Scheme that is part of the Roads Investment Strategy 1. The latest update about this scheme can be found from the following website link:

<https://highwaysengland.co.uk/projects/a47-guyhirn-junction/>

It was noted in the above October 2018 CPCA Board paper that if one of the 3 options being considered for A47 dualling is taken forward the Guyhirn roundabout scheme would not be needed. The CPCA Board have delegated authority to the CPCA Transport Director to negotiate the continuation or cessation of the roundabout scheme with Highways England. The funding for the roundabout scheme could be utilised in the development of the wider scheme.

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

A paper was taken to the CPCA Board Meeting in October 2018 requesting £16.4million funding for the A605 Kings Dyke Level Crossing project to completion in 2020.

An independent review has been completed of the business case work and this continues to show that the scheme represents exceptional value for money.

The CPCA Board approved the additional funding. Further information and a paper setting out the full details can be found at:

<http://cambridgeshirepeterborough-ca.gov.uk/meetings/cambridge-and-peterborough-combined-authority/>

March Area Transport Study

There is no specific update on this item 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

Financial Planning for the May 2019 Elections

Letters have been sent to all Town and Parish Clerks to inform them of the estimated costs of the Elections scheduled to take place on 2 May 2019, and also to engage with them and offer support and guidance around the elections process. The estimates sent to them will enable them to undertake financial planning for the 2019-2020 precept.

In preparing these estimates we have worked closely with the Finance Team, used the experience of the elections in 2015 and inflation rates to guide us, we have taken into account various costs including electors, postal voters, polling stations, verification and count arrangements and staff. The estimated figures provide a robust, realistic indication of the costs.

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

'Significant progress' welcomed towards dualling the A47

The Combined Authority Board recently approved a comprehensive, single route approach to dualling the whole of the A47 in Cambridgeshire. The economic case for dualling the single carriageway part of the road from the A16 junction east of Peterborough through to Walton Highway, east of Wisbech, was reportedly stronger than previously thought, resulting in the recent changed approach to the scheme.

The new study has identified three route options for upgrading the whole of the A47 in Cambridgeshire to dual carriageway. This represents a different approach to the body responsible for the road, Highways England, which has put forward piecemeal improvements at certain critical pinch-points. Dualling the whole of the road in the county would also align with the Combined Authority's strategic approach to improving the economy and unlocking jobs and housing through critical transport infrastructure upgrades. The report found that these economic benefits make a strong case to Government for dualling through strong benefit-cost ratio (BCR) figures.

Mayor James Palmer said: "In one of the richest economies in the world, it is frankly astonishing that two large, important urban centres in Peterborough and Norwich are connected by a road that is majority single carriageway. The A47 connects our manufacturing heartland in the Midlands with the East and its ports – it is vital to both the local and national economy."

The next steps are for the Combined Authority to continue to work with the Highways England regional team and the Department for Transport Roads Investment Strategy team to ensure the scheme is worked up to meet their technical criteria for assessment and funding. The Combined Authority Board recently agreed to make available £1 million of funding to bring the scheme to this standard.

Please [click here](#) for further information

Funding for Kings Dyke Crossing approved

The Combined Authority approved funding for the new Kings Dyke level Crossing project on 31 October. They agreed to provide up to £16.4m over the original £13.6m

allocation to enable the scheme to progress to construction.

Please [click here](#) for further information

Combined Authority fund solar lights at Whittlesea Station

The Combined Authority has helped to fund a new solar powered light installation at Whittlesea station, helping stations users to safely find their way from the platform to the station entrance. The lighting upgrade is the first in a range of short, medium and long term regeneration projects designed to improve Manea, March and Whittlesea stations, funded by £9 million of investment from the Cambridgeshire and Peterborough Combined Authority.

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 – 29 October 2018](#)

[Combined Authority Board – 31 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

ICT successfully planned, tested and migrated to a new firewall platform during October with the cooperation of all service units and partners.

A demonstration of audio visual equipment was provided to members at a recent member briefing. Options were presented for the replacement of microphones and projector replacement and the introduction of voting technology and web-casting. A decision will be made at full council.

The Windows10 migration project is progressing in accordance with the roll-out plan.

Preparatory work is underway to support the leisure services migration to Freedom

Leisure.

All MFDs and large print devices have been configured and replaced.

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

Current Consultations:

- Polling Districts and Polling Places Review – 1 October to 2 November 2018
- Hereward CRP logo – 22 October – 19 November 2018
- I heart Wisbech – 1 November – January 2019

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 RAG for Sept 17/18	Cumulative for 18/19	RAG
Performance Measure					
ARP target ARP3 % Council Tax collected	97.3%	65.93%	-0.68%	66.03%	
ARP target ARP5 Net Council Tax Receipts payable to the Collection Fund	£52,879,158	£33,178,513	£189,445	£35,458,685.23	

COUNCIL TAX

In year collection remains slightly behind target although the gap has narrowed this month, however the collection fund remains significantly above target.

During October 2018 the following recovery documents have been issued

Reminders 1056 with a value of £137,972.52

Final Notices 577 with a value of £300531.57

Summonses 324 with a value of £167,661.96

Currently there are 1608 (last month 1723) processes outstanding for Fenland which shows that the measures to reduce the outstanding processes are having an effect. There are currently 11,151 processes outstanding across the partnership of which 1831 are older than 6 weeks (287 Fenland processes). This includes items in pending and new properties where we are awaiting information from 3rd parties before it can be processed.

We have 10 new colleagues starting on 5th November to fill vacancies in Council Tax across the partnership. As these new team members are trained their contribution should allow us to make greater progress on reducing process numbers.

Description	Target 18/19	Last year Cumulative	Last year RAG for Sept	Cumulative for 18/19	RAG
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		performance for Sept 17/18	17/18		
Performance Measure					
ARP target ARP4 % NNDR collected	98.3%	66.93%	0.96%	64.77%	
ARP target ARP6 Net NNDR Receipts payable to the Collection Fund	£25,604,958	£20,568,620	£580,718	£15,648,629	-£638,563*

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 Rateable Value changes.

During October the following recovery documents have been issued

Reminder notices - 43 with a value of £33,938.31

Final notices - 59 with a value of £479,057.18

Summonses - 22 with a value of £93,424.36

There are currently 86 (97 last month) processes outstanding currently which shows that we have started to reduce the number of processes. 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. (978 ARP total previously 1084).

There are only 30 process over 6 weeks old (45 last month) including pending items and new properties where we are awaiting information from other sources. The team will continue to target older processes to ensure customers receive a prompt service.

We have begun to issue and process discretionary reviews across the partnership which will have an impact on the number of processes received.

Work has commenced on the NDR process maps which should help improve the flow of work through the team.

* 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	RAG
Performance Measure				
Target CS1 % of contact centre calls answered within 20 seconds	35% Year to date target	32.8%	29%	
Target CS2 % of contact centre calls handled	65% Year to date target	70.9%	71.2%	

The in-month performance for October in relation to the % of Contact Centre calls answered within 20 seconds has improved by 9.8% compared with the performance for September. This improvement has arisen as a direct result of the proactive approach taken in relation to moving staff from the One Stop Shops to the Contact Centre as this currently represents the highest area of customer demand. In addition the first of the newly appointed Customer Service Advisors will join the Council on 5th November following the recent successful recruitment campaign. These new recruits will become operational following a comprehensive induction process and this will undoubtedly have a positive impact on the number of available staff to take calls, particularly as the working patterns of the new staff accurately reflect how and when our customers present rather than historic working practices.

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
Target CS3 % customer queries resolved at first point of contact	85%	95%	94%	

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 continuing to explore 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	RAG
Performance Measure				
LPI PC1 Number of visits to the FDC website	611,000	44,073	340,788	

News Survey & Social Media Update

The number of news stories added to the FDC website and distributed as press releases to local media in October = 14

Main articles included;

- Dedicated volunteers recognised at annual awards ceremony
- Council agrees action to bring derelict buildings back into use
- Solar power lights up Whittlesey railway station
- Fenland brews up a storm for Macmillan
- Views sought on polling districts in Fenland
- Full steam ahead for new rail partnership logo
- Wheels in motion for new March skate park
- Funding approved to improve Whittlesey play area

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 October;

Facebook = 72

Twitter = 129

We currently have 1,849 likes on Facebook and 8,123 followers on twitter.

FDC Twitter	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
	129	109K	2,870	130	55	8,123

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	72	11,638	3,653	29	1,946

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

BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Equalities**

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

Portfolio Holder: **Cllr Mike Cornwell**

Meet Equality Act Requirements

Official statistics regarding the number of Traveller in England is carried out bi-annually in both January (includes Travelling Showman: winter quarters) and July (does not include Travelling showman) to reflect winter residence and summer travelling trends.

In January 2018 the total number of Traveller caravans in England was 22,946. This is 1,026 more than the 21,920 reported in January 2017.

- 6,924 caravans were on authorised socially rented sites. This is an increase of 141 since the January count.
- The number of caravans on authorised privately funded sites was 13,038. This was 822 more than the 12,216 recorded in January 2017. The number of caravans on authorised private sites has increased each year since 2008.
- The number of caravans on unauthorised encampments on land owned by

Travellers was 2,179. This is an increase of 38 compared to the January figure of 2,141.

- The number of caravans on unauthorised encampments on land not owned by Travellers was 805. This was 25 caravans more than January 2017 count of 780.
- Overall, the January 2018 count indicated that 87% of Traveller caravans in England were on authorised land and 13% were on unauthorised land.

This Count is a “snap shot” on the day as by their nature Travellers do travel. However, this information is useful in a number of ways, especially when ascertain the future need for permanent and/ or transit sites.

Cambridgeshire has the highest recorded figures of any county in England with the majority of Travellers looking to live in South Cambridgeshire and Fenland. Although East Cambridgeshire too has a higher number of Travellers than a lot of other districts.

Fenland had 521 caravans in the district this is 30 caravans less than the count undertaken in January 2017 when 551 caravans were counted on all known sites and unauthorised locations.

Of these:

- 149 caravans were on socially rented sites;
- 365 have either planning consent and/ or would be granted a certificate of lawful use if they applied for it;
- 5 are on their own land and could be subject to enforcement proceedings/ and have just applied for consent so all being considered;
- 12 were by the roadside and were subsequently moved on without recourse to court action.

The Council currently have 5 planning applications for sites being discussed from a 2 pitch to 8 pitch site in size.

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 & Cllr Anne Hay

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 & Cllr Anne Hay

Corporate Accommodation Review

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, Cllr Anne Hay, Cllr Chris Seaton**

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.

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 retains a very buoyant learning and development programme for 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.

We are currently liaising with ARP to deliver Positive Mindset training for them.

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 most recent corporate course was delivered in early October, with a further course planned for the new year.

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 and Stress Awareness.

In addition to this we provide 121 coaching a support to employees where required. We supported World Mental Health Day on 10th October with events to raise awareness in the Council, and are currently promoting National Stress Awareness Week.

People Management Strategy Review Update

The Council's People and Development Strategy is aligned to the Council's Business Plan and focus on outputs for 2017 - 2020. It has been developed in recognition of the need for our people to continue to work effectively with a range of stakeholders and partners. It continues to be reviewed and improved on an annual basis. It is a live document that will be refreshed and updated as the Council evolves and faces new and emerging challenges.

This strategy informs and responds to the Workforce Development Plans (WfDP) created by our Service Managers as part of the Service Planning process to support the delivery of the Council's Business Plan.

We review our WfDPs each year as part of the annual service planning cycle to take account of the changing needs of the organisation and the community it serves.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Enforcement

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

Portfolio Holder: Cllr Mrs Dee Laws

Planning Enforcement Update

This month, 21 requests for service were received (154 year to date) and 34 cases were closed during the month (160 year to date). Below are the outcomes of the investigations:

- Retrospective permission given to resolve the breach – 8
- Voluntary action by the owner / occupier to resolve the breach – 5
- No breach of planning control found to have taken place – 20
- Case closed due to it being found to be a duplicate of an existing complaint – 1

Portfolio Holder: Cllr Mike Cornwell

Business Forum

As part of the Council's regulatory support package for local businesses the annual business forum took place in October.

The event aims to provide update information about new or emerging regulatory requirements thus supporting businesses, particularly small businesses to comply with legal requirements and plan for any future changes.

The event was very successful with 37 different businesses being represented. Delegates came from a variety of food business types from takeaways to larger food manufacturers.

The agenda included presentations from Public Health England, Trading Standards, Cambs County Council Public Health and FDC Environmental Health officers covering a range of food safety topics including listeria, food allergens, vacuum packing, cleaning and healthier options.

Feedback from delegates was good with 93% stating that the presentations were either good or very good.

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 updated for 'Stress Management' which will be delivered during November (International Stress Awareness Week). This will be delivered to managers that have responsibility for staff to assist them in managing this area of potential risk.

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.

The health and safety audit programme continues within three teams/services currently undergoing an assessment of their health and safety compliance with Council/statutory compliance.

Development of health and safety e-learning training courses is also in progress, which will enable staff to complete this training at their workstations.

Emergency Planning Update

Resilience Direct is an online private 'network' which enables emergency planners to work together – across geographical and organisational boundaries – during the preparation, response and recovery phases of an event or emergency.

Joint training for partners within the Local Resilience Forum (Cambridgeshire and Peterborough) was held during the month. The training covered the various elements of the system with the intention that the persons trained will now cascade the training to others within their own organisations.

Our emergency plans have now been uploaded onto the system which will enable registered users to log on and access the plans from any computer system at any time of the day. This greatly adds to our resilience and planning arrangements.

Joint partnership working continues within the Local Resilience Forum 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.