

Agenda Item No:	6	
Committee:	Overview & Scrutiny	
Date:	18 February 2019	
Report Title:	Progress in Delivering the Environment Corporate Objectives 2018-2019	

Cover sheet:

1 Purpose / Summary

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

2 Key issues

Particular successes are:

- 53% of our household waste is being diverted from landfill by recycling
- Recycling Champions and volunteers have organised 75 events and volunteered a total of 640 hours
- Over 20,000 households signed up to the Garden Waste Service in its second year, with 98% of customers satisfied with the service
- 97% of all rapid response or village response requests are being actioned either the same or next day
- 98% of inspected streets are meeting our cleansing standards
- Work is progressing well on the £1.9million Heritage Lottery Bid for Wisbech High Street
- Following a successful pilot, Kingdom has been appointed as Fenland and Peterborough's contracted environmental enforcement partner
- There are now 24 Street Pride groups, made up of over 300 volunteers
- St George's Fayre, Chatteris Midsummer Festival, Whittlesey Festival and March and Wisbech Christmas Fairs were all successfully delivered
- The Community Safety Partnership has reviewed its action plan and set new priorities
- Successful bids to the Government's Controlling Migration Fund for 9 Fenland projects.

3 Key Areas of Focus for 2019

- Monitoring grounds maintenance contract performance
- Street lighting repairs and maintenance service level agreements with appropriate Parish Councils
- Establishing a CCTV shared service with Peterborough City Council
- Wisbech High Street scheme project delivery.

4 Recommendations

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

Wards Affected	All
Forward Plan Reference	
Portfolio Holder(s)	Councillor Peter Murphy, Portfolio Holder for Environment Councillor David Oliver, Portfolio Holder for Community Safety & Heritage Councillor Anne Hay, Portfolio Holder for Finance Councillor Mike Cornwell, Portfolio Holder for Communities
Report Originator(s) And Contact Officer (s)	Richard Cassidy - Corporate Director richardcassidy@fenland.gov.uk Gary Garford - Corporate Director garygarford@fenland.gov.uk
Background Paper(s)	Business Plan 2018-2021

Overview & Scrutiny Panel

Progress against the Environment Priority (April to December 2018)

Portfolio Holders



**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

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	Cumulative for 18/19	RAG
Performance Measure			
LPI CEL8 % of collected household waste – blue bin recycling	28%	28.5%	

Collected Household Waste Blue Bin Recycling to December

	Overall
Dry Recycling (Blue Bin)	6,612
Residual Waste (Green Bin)	16,616
Dry Recycling % of waste	28.5%

Collected blue bin waste is on target and contributes positively to the recycling of household waste in the area and is an increase of 148 tonnes on the same period last year.

There are a range of activities in place to increase the quality of recycling collected and encourage customers to sort their waste. It is accepted that this needs to continue and plans for the remainder of the year support this important income area.

Supervisors regularly visit rounds ahead of the recycling collections to inspect recycling and deliver educational materials where required. Customers actively recycling all the materials possible receive a thank you and all customers receive information on recycling. Second visits are scheduled to measure improvements. So far this year more than 12,000 visits have taken place and resulted in improved numbers of customers correctly presenting their recycling materials.

This work by supervisors supports the day to day work of the recycling crews who make a visual check of recycling bins at collection and have rejected 11,031 bins with obvious contamination so far this year.

Even with the crews' and supervisors' actions to reduce the levels of unwanted materials the company sorting the dry recycling materials, AmeyCespa, report that 570 tonnes so far this year were materials not acceptable in the bin. Whilst this is an

improvement on last year, there remains more to be done.

A range of actions are planned to tackle the incorrect materials in the blue bins, including information to all customers early in 2019, the recent Christmas calendar, bespoke blue bin stickers, local work by Getting It Sorted volunteers and a continued focus from the waste team through their positive campaign. The specific materials targeted are **Textiles, Food, Nappies and General Waste** to increase the amount of true recycling.

Overall Fenland Recycling

April – December 2018	Collected Waste	HWRCs in Fenland	Total
Recycling and Composting	12,466	10,599	23,065
Residual Waste	16,616	3,717	20,333
Recycling % of waste	43%	74%	53%

The overall recycling rate for household waste in Fenland from collected waste and household waste recycling sites was 53% and supports the target to deliver more than 50% for Cambridgeshire.

Fenland customers using their blue bins, along with the materials recycled at Fenland household waste recycling sites (HWRCs) and through the garden waste service all contribute towards this total.

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	RAG
LPI CEL9 Customer satisfaction with refuse & recycling services	98%	90%	75	74	99%	

400 surveys were dispatched, with 75 people responding.

In these provisional results, customers are reportedly satisfied overall with the service delivered and the professionalism of their local teams. Comments related to returning bins and charging for garden waste.

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	Cumulative for 18/19	RAG
Performance Measure			
MPI Income generated through recycling materials	£285,000	£216,445	

Income from dry recycling materials collected through the blue bins and local bring sites is on target despite the market for materials being affected by a downturn within the UK and impact that the uncertainty of the impending Brexit process brings.

The current dry recycling contract which commenced in 2014 has worked well to limit the impact on the authority of the reduced value of materials. Along with Cambridgeshire and Peterborough waste partnership (Recap) authorities who share similar contracts, work is in place to deliver an extension to the existing dry recycling sorting and transport contract to reduce the further risk of exposing the authority to the market at such a point of uncertainty.

Recycling Champions Update

Since launching in 2018 the Getting it Sorted Volunteers have been developing well. To date there are 29 trained Recycling Champions ready to run their own events and education opportunities. There are a further 131 customers registered as part of the Getting it Sorted network who have pledged to recycle more or encourage their family, colleagues or school to do more.

The volunteers have run 75 events, volunteered a total of 640 hours, created 8,000 contacts, 2,330 web hits, 165,000 social media interactions and more than 600 orders for extra recycling bags or bins.

The volunteers have developed a leaflet that offers top recycling tips, hints and details on how to make the best use of their waste. This will be delivered to all properties early in 2019 to support improved recycling.

Getting it
SORTED
 Volunteers

Getting it SORTED Volunteers

Help to recycle by doing this

CLEAN
 Give your items a quick rinse, they need to be free of food, oil and contaminants before recycling.

DRY
 Wet items can contaminate other recycling.

LOG
 Don't put in carrier bags and crumpled paper.

Top Tips

Bags cannot be recycled in the blue bin. Take them to the shops to be recycled.

Recycling symbol

NOT a recycling symbol

Check our website for more help.

Batteries leak harmful even small ones. Take to the shops to be recycled.

fenland.gov.uk/volunteers

Blue bin rubbish We can recycle

Plastic bottles, pots, tubs, trays

Metal tins, cans, aerosols, and tin foil

Cartons

Glass bottles and jars, even the lids

All paper (except shredded paper and tissues) and cardboard

Pledge to recycle more and know to recycle and get help fenland.gov.uk

Recycling Guide

This leaflet was developed by Getting it Sorted Volunteers from across Fenland to help you get your rubbish sorted.

Fenland
 Fenland District Council

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

The Fenland Garden Waste service is about to enter a third year from April 2019. Subscription levels are positive with more than 20,000 subscriptions, and customer satisfaction is higher than previous years. Ready for the third years the communications for the 2019 season are in place and progressing well.

The communications 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.

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 as in previous years.

Need a bin day reminder?
Search for Fenland Bins
Available on the App Store | GET IT ON Google Play
Check your bin days on the move and get reminders sent to your smart phone

Present your bins for 7am on day of collection

December 2018					January 2019						
M	3	10	17	24	31	M	7	14	21	28	
T	4	11	18	25		T	1	8	15	22	29
W	5	12	19	26		W	2	9	16	23	30
T	6	13	20	27		T					

Fenland Garden Waste Service
Fenland District Council

Garden Waste Service renews on 1st April 2019
Fenland's current Garden Waste subscriptions will finish at the end of March 2019.
The Garden Waste Service for 2019/20 remains at £40.
Set up an annual direct debit now and save 10% (£36)*.
Existing annual direct debit to not need to

DIRECT DEBIT DISCOUNT SAVE 10%

Dear Customer
Thank you for subscribing to the Garden Waste Service.
We are writing to you because the subscriptions for 2019/20 will soon be on sale and we wanted you to know how this might affect you.
Given the high number of subscribers this year, we have been able to keep the subscription fee the same and continue to offer a 10% discount for direct debits when purchased early.

Existing Direct Debit Customers
You don't need to do anything if you already have a valid direct debit in place.
The annual direct debit fee for each 2019/20 subscription will be £36 for each brown bin. Payment will be taken in February 2018 to allow time stickers to be printed and delivered.

Card and Cash Customers
If you would like to take advantage of the 10% discount, you are welcome to purchase your 2019/20 subscription by annual direct debit. This option is available from 1 December 2018.
All other means of payment will be available from 4 January 2019 at
Please be sure to make your purchase in good time to allow for the printing and delivery of the subscription sticker.

More information is available on the council website at www.fenland.gov.uk/gardenwaste.
We've also answered some Frequently Asked Questions overleaf. If you have any further questions, please contact us at gardenwaste@fenland.gov.uk.

Kind regards
Waste and Recycling Team

www.fenland.gov.uk/gardenwaste

www.fenland.gov.uk/gardenwaste
Subscription Number
Subscription Address
Garden Waste Subscription
2019/20
Valid until 31st March 2020

The new subscription year starts on 1 April 2019.

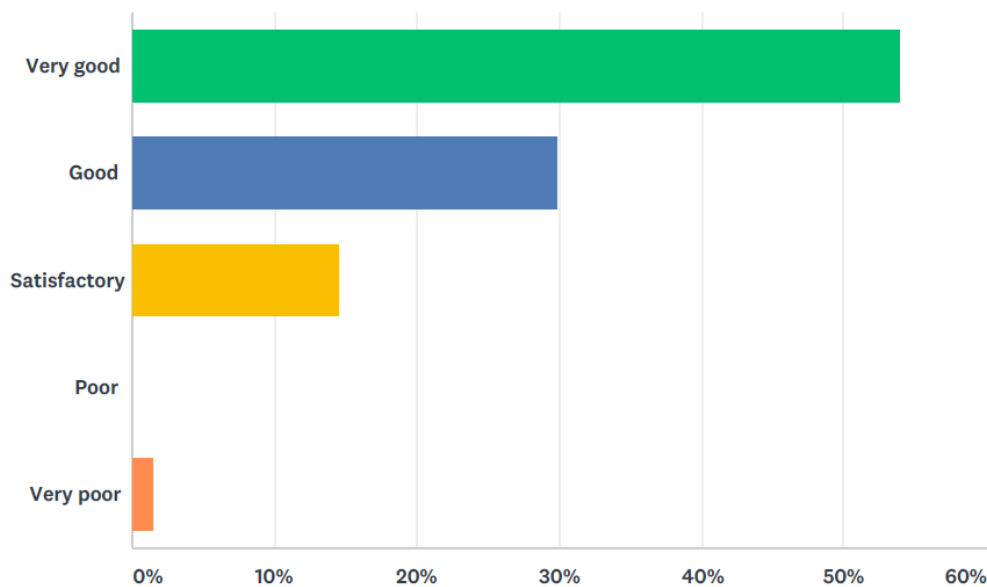
What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	RAG
MPI GW1 Community satisfaction with garden waste service	75%	85%	137 from 500	135	98%	

The responses to the customer satisfaction survey for garden waste were very positive, with 98% (135 from 137) of customers responding that they were satisfied with the service delivered, even if some comments felt the service should be delivered for free.

Overall, how would you rate your experience of the Garden Waste Service?

Answered: 137 Skipped: 0



From the responses there were 84% (115) of customers reported the service was 'Good' or 'Very Good' and 14.5% (20) of customers reported being 'Satisfied' with 1.5% reporting that the service was 'Very Poor'

These customers also reported that the direct debit was an easy way to renew their subscription and planned to continue to use the service next year. Notably, 74% (101) of the customers paid for their service by Direct Debit this year and 98% (135) reported that they were likely to renew their subscription for the 2019 season.

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	Cumulative for 18/19	RAG
Performance Measure			
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	97%	

Cleansing Rapid and Village Response to December 2018

Area	Requests	Requests Met	Performance
Chatteris	63	62	98%
March	157	153	97%
Villages	238	227	95%
Whittlesey	137	130	93%
Wisbech	295	287	97%
Totals	890	859	97%

The cleansing team have performed well in the first three quarters of the year with 97% of requests for service being responded to on the same or next working day.

This is a very similar level of request to last year; when 899 requests were received over the same period.

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

Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	298	296	99%
March	299	298	99.6%
Whittlesey	256	246	96%
Wisbech	262	256	97.7%
Totals	1115	1096	98%

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

The areas inspected are across a range of land use types such as town centres, parks, suburban streets, play areas and industrial areas. The inspections demonstrate that the Fenland public realm meets a suitable level of cleansing the majority of the time.

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	RAG
MPI ES10 Community satisfaction with cleansing services	85%	80%	30	33	91%	

400 surveys were dispatched, with 30 people responding.

Customers fed back that they were happy with the quality of cleansing where they lived, and that the staff were professional and approachable. The work completed by the team was appreciated by the responding customers and comments related to how hard they worked.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Cambridgeshire & Peterborough Waste Partnership (RECAP)

The [Recap](#) Partnership is 20 years old this year and plans to use this milestone to continue to promote the best use of resources and effective recycling within the region.

The Recap Board has been developing an updated strategy for the region and the incorporation of the recently published Government Resources and Waste Strategy.

Recap continues to support recycling in the region with [education](#) campaigns, social media information, [videos](#) and events.

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

"High and Medium" Priority Properties

11-12 High St

Since the owner of these derelict properties acknowledged they were unable to progress an application and redevelopment scheme, the project team has been working incredibly hard to ensure FDC does not lose the opportunity to address this site under the scheme and lose the significant HLF grant available. With the assistance of

shared legal services and with members support, the purchase of the site was negotiated with the owner and completion occurred at the end of January 2019. In the background, officers have been looking at options for redevelopment of the site including discussions with the previously identified potential developer, as well as outlining alternative plans should this not progress to the satisfaction of all involved. During the period leading up to the transfer of ownership we ensured the current owner continued to cover the cost of urgent issues including pigeon waste building up on the High St and repair and maintenance of brickwork on the top courses of the façade.

The Gap

Cleansing and hazardous waste removal has allowed for access to The Gap site and rear building for contractors, engineers and for various surveys and investigations required. Archaeological Monitoring during soil testing was undertaken and no significant remains were encountered. The architects and engineers continue to work on the most suitable foundation proposals and parallel to this Party Wall negotiations have been running. The advertisement for Expressions of Interest tested the waters during the summer and we expect to re-advertise in the new year once a piling strategy has been determined.

Grants for Properties

An application for a grant has been approved for no 13-17 High Street. A grant for the owners will support the conversion of a vacant first floor space into residential units as well as replacement and repair of shopfronts over 4 units. A recent update from them indicates they will be ready to start works in early 2019. As soon as contracts are signed, agreed and exchanged work can begin. This is the first large scheme which will make a significant impact on the High Street.



13-17 High Street – grant application approved for new shopfronts and brickwork repair



Interior of 13-17 High Street – grant application approved for residential conversion

Some property owners have found that applying for the grant and obtaining relevant and competitive quotations is difficult as it's something unfamiliar to them as well as taking up their time. In these cases the Townscape Heritage Officer has advised that they seek the assistance of agents or architects who can deal with this on their behalf – this is a cost which can also be reclaimed as part of the grant application.

Negotiations continue with two popular high street chain stores. Both are keen to participate in the scheme and apply for significant grants available for works including a new shopfront, brickwork repairs and window repairs. They are continuing discussions with the property Freeholders.

The project is willing to consider applications of lower value repairs too if it will help to maintain the use of a building. We are expecting works to start on a listed building at the market end of High St which will see the repair of three late C19th century sash windows. The owner has looked after their property but the windows in the flats above could benefit with some repair to reduce draught for the tenants.

It has been frustrating to hear that some owners/long term tenants are reluctant to apply for a grant. This is due to a number of reasons including absent landlords who do not respond to communications, restrictive lease terms with the freeholder and uncertainty of the future of retail in high streets in general. However, the projects Townscape Heritage Officer continues to work with owners and tenants to apply for grants and advise on how to secure the necessary planning permissions needed.

Activity Plan

Alongside the High Street building improvements there is a series of heritage-related activities for the local community to promote learning and participation.

One of the continual themes of the Activity Plan is to emphasise the importance of

property maintenance, in particular for owners of listed or older properties.

In August we delivered our 1st Conservation Workshop aimed at owners of listed buildings. All Wisbech listed building owners were invited to attend a workshop delivered by FDC Conservation Officers and expert building specialist Dr David Watt to discuss the importance of maintenance and also how to identify and treat the causes of damp. This was followed by a visit to two nearby properties to see some of the issues addressed in the talks.



Dr David Watt from Hutton+Rostron talks to listed building owners about issues of damp

To accompany the workshops we're producing a booklet called "Love it or Lose It" which will be available to download from FDCs planning and Conservation pages as well as from the High St Project website. It offers practical advice and guidance for the care and maintenance of older buildings.

In November we undertook the annual High Street Gutter Clean Day – a free service offered to all High Street tenants and owners, whereby we which arrange for all gutters, parapets and downpipes to be cleared of blockages and vegetation. It was interesting to see how much waste and vegetation had accumulated since the last event in 2017, highlighting the importance of annual maintenance.



Gutter Cleaning on Wisbech High Street, November 2018

November also saw the visit of HRH The Prince of Wales to Wisbech. The High Street Project joined a number of other local groups and organisations who were able to talk to the prince about our work in the town and the improvements we hope they will bring. HRH was very interested in discussing plans for “The Gap” and was enthusiastic about the way in which the activity plan involves the community in heritage-related learning events and courses. He was particularly interested in how we plan to work with the local college on developing traditional building repair skills including stonemasonry and plastering.



HRH Prince Charles discussed plans for “The Gap” and our plans for Traditional Construction Training with CWA

The activity plan also aims to promote heritage within the town and to encourage people, especially families, to explore historic venues and museums. We have been working closely with the Wisbech & Fenland Museum and have delivered two popular events there. In May we held “The Big Dig”; an incredibly popular archaeology project. The local community, visitors and participants of all ages joined us over 5 days to learn about the archaeology and history of the area and to join in with a real excavation in the museum garden, finds washing and sieving. More than 100 people

joined in and several more visited, bringing additional visitors and publicity for the museum.



Visitors of all ages enjoyed participating in "The Big Dig"

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.



The Halloween Museums at Night event attracted over 300 visitors

The original Wisbech Merchants Trail is currently getting a bit of a refresh with additional "stops" being added at Wisbech General Cemetery and High Street. This original audio trail will be re-launched in Spring/Summer in a brand new App which is being developed with a local designer.

The photographic workshops have been documenting the town at the same time as developing their photographic skills. Since April we've been lucky enough to have exclusive access to Peckover House and Gardens, Wisbech Castle and The Working Men's Institute.

It's important that we keep people updated on project progress and events as well as to encourage involvement in the Activities and events. The website continues to be the main source of information (www.highstreetwisbech.org.uk) and we also have over 700 followers on our Facebook page (search Wisbech High Street Project) and 200 on Twitter (@highstwisbech). The photography workshop also has its own Instagram page with over 600 followers "historicwisbech"

Portfolio Holder:

Cllr Peter Murphy

Manage the operation and maintain FDC-owned public car parks

Throughout 2018 a number of routine repairs, maintenance and minor improvement works were undertaken within several FDC owned Car Parks throughout the District. These works consisted of:

- Chapel Road Car Park, Wisbech removal of dangerous tree
- Church Terrace Car Park, Wisbech central bedding area footpath surfacing
- Grosvenor Road North Car Park, Whittlesey footpath widening and surfacing
- George Campbell Leisure Centre/Library Car Park, March installation of new gully
- Chapel Road Car Park, Wisbech replacement of timber bollards
- Somers Road Car Park, Wisbech repair of visitor sign hit by vehicle
- George Campbell Leisure Centre/Library Car Park, March reinstatement of disabled parking sign
- Chapel Road Car Park, Wisbech repairs to timber boundary fencing
- Church Terrace Car Park, Wisbech parking bay access improvements and installation of raised planter
- Furrowfield Road Car Park, Chatteris gully replacement and reset bollards to disabled parking facility
- Furrowfield Road Car Park, Chatteris Installation of speed hump to car park entrance to reduce vehicle exit speeds
- Furrowfield Road Car Park, Chatteris Installation of rubber wheel stop kerks to reduce ASB
- Horsefair Bus Station, Wisbech repairs to entrance ramp
- Various Wisbech Car Park patching works, Church Terrace, West Street, Somers Road and Chapel Road
- District Wide Car Park gully cleaning following tender works package
- Winter Gritting operations were tendered for all FDC car parks and business

centres.

Further repairs, maintenance and minor improvements are scheduled for 2019 in Brewin Chase and Darthill Road Car Park, March. Additionally the installation of six new trees has been programmed in January within City Road Car Park.

Refurbishment and Improvement works were undertaken during October through to December to City Road Car and Lorry Parks in March. The tendered works incorporated resurfacing and relining along with drainage and signage improvements in addition to significant landscape and car park lighting works.

The refurbishment works has been a great success and will reduce the maintenance liability on the FDC revenue budget whilst providing users with a safer and more aesthetically pleasing facility. The improved LED lighting and landscape works also benefits FDC's CCTV camera operators with routine surveillance.

All of these essential improvements ensure that the FDC public parking facilities are kept safe and remain operational for users and visitors alike whilst continually improving the Councils assets. Some of these facilities are also strategically placed to assist the delivery of integrated journeys made by public transport services in association with our transport policy.

Portfolio Holder:

Cllr Peter Murphy

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

Throughout 2018 a number of routine repairs and maintenance works were undertaken to FDC owned highway related street furniture assets to include:

- Replacement of 40 Street Name Plates at various locations across the District
- Funding provided for repainting works to FDC Bus Shelter on East Park Street, Chatteris
- Repair works to tree Pits and surrounding paving along Nene Parade, Wisbech
- Tree pit repair works to March Market Place
- FDC Bus Shelter repair works to Elm Road, March
- FDC Bus Shelter foundation slab replacement to South Green, Coates
- FDC Bus Shelter repair works to Lynn Road, Wisbech
- FDC Bus Shelter repair and cleaning works Pondersbridge
- Ditch clearance works undertaken to FDC Awarded Watercourses in Birch Fen, Chatteris and Commons Drove, Whittlesey.
- Culvert cleaning works undertaken within Eastwood Cemetery, March

Further maintenance and improvement works are scheduled for 2019 to various FDC

owned bus shelters in Mountpleasant Road and Norwich Road, Wisbech.

These essential works ensure that FDC highway related street furniture remains in a safe and suitable condition, providing better facilities for pedestrians and motorists alike whilst supporting the need for multi model transport journeys.

Portfolio Holder:

Cllr Mrs Anne Hay

Manage and maintain district, parish and Clarion HA street lighting

In July 2018 the contractual arrangement with our interim street lighting service provider came to an end following a tendered works exercise. During the period April to July 2018 69 reported street light faults were attended to in a timely manner on behalf of the District Council, 12 Parish Councils and Clarion Housing Association.

Works included emergency attendance to remove columns involved in road traffic collisions, bulb replacement, photo cell replacement, column straightening and lantern bowl cleaning.

In July 2018 a new street light service provider (Cable Test Ltd) was appointed following a competitive tendering exercise. The new street light repairs and maintenance works contract is for a 3 year period (July 2018 – July 2021) with the possibility to extend for a further 2 years subject to agreement.

The contract made provision for other Councils within Cambridgeshire to join and share the competitive rates whilst enabling all parties to benefit from reduced mobilisation costs. In November 2018 South Cambridgeshire District Council signed up to the street light repairs and maintenance contract which will provide even greater savings for FDC through reduced attendance charges with no impact on service provision.

The new contract provides for emergency out of hours attendance, replacement of columns, pole brackets and luminaires along with routine replacement of bulbs, photocells, fuses and such like electrical components. In addition tendered rates also provide for column painting, tree trimming and street light upgrade works.

Six of the twelve Parish Councils within the District have since signed up to a new FDC street light repairs and maintenance service level agreement using the tendered works rates. All works undertaken on behalf of the six Parish Councils from August 2018 are to be recharged in accordance with the agreed SLA T&Cs.

Street lighting improvements

In 2017 a new FDC street light specification was written to provide scope for old street light lanterns, bulbs, photocells, columns and pole brackets to be replaced where required with new LED luminaires, lamps and components utilising some of the latest technology. The new specification was aimed at reducing both future maintenance and energy costs as well as providing better whole life costing.

This specification was included within a tendered works package in September 2017 for the replacement of a number of Category One defective street light assets belonging to Clarion Housing, FDC and various Parish Councils. Following a delayed contract commencement associated with material and component availability the works were completed in July 2018 whereby a total of 186 street lights were replaced.

All the replacement street lights utilise LED luminaires with long life components.

Works were also tendered and a specialist contractor appointed to undertake mandatory electrical and structural testing along with condition and inventory data collection for all FDC and Clarion Housing street lighting assets. Works were completed at the end of 2018 and further extended to complete the same exercise for street lights associated with the six Parish Councils that entered into the new FDC street light SLA.

The new data will provide information on energy consumption and remaining asset design life whilst informing future replacement works for the FDC Cat 2 street lights.

In addition new street light identification plates were commissioned and installed on all FDC and clarion Housing street lights. The new ID plates provide updated customer contact information and incorporates a bar code that can be scanned using a smart phone device linking the customer to the FDC street light web page to report a fault.

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**

Tidy Fenland Campaign

The Council's Tidy Fenland campaign, launched in June 2017, has continued throughout 2018 with a focus on education and enforcement.

The focus has been to continue with key priorities which we know are important to the public. These have seen concentrated efforts on responsible dog ownership, enforcement of litter and Public Space Protection Orders, fly tipping prevention and ensuring compliance with trade waste responsibilities.

A programme of press and media coverage events, consultation with community groups, and monitoring of hot spot locations has been complemented by enforcement patrols delivered by our private enforcement partner, Kingdom Services. Signs are replaced regularly in locations where environmental crimes are most frequently committed.

Two Kingdom enforcement officers continue to support us in Fenland to have a visible presence in identified hot spot areas. This last year there has been continued pressure from the public to tackle environmental concerns in Wisbech. Patrol hours covered by Street Scene and Kingdom are generally between 9am and 5pm, six days a week. Although Officers regularly carry out early morning patrols to engage with dog walkers and later hours to engage with businesses.

Enforcement provider – contract progress

Following the success of the service pilot with Kingdom which started in June 2017 Cabinet approved commencement of a procurement programme working in partnership with Peterborough City Council.

In January 2019 Kingdom Services has been appointed as Peterborough and Fenland's contracted enforcement partner. The contract will continue to provide a cost neutral enforcement service to support the Council's environmental priorities. The initial contract period will be 2 years with the option to extend by a further 2 years. Kingdom Services will provide routine enforcement officer patrols in all areas of Fenland, serving fixed penalty notices where environmental crime such as littering,

dog fouling and breach of public space protection orders are witnessed.

Two uniformed officers will be available to patrol hot spot areas identified by the Council and through consultation with Town and Parish Councils and the community. Patrol hours will usually be from 9am to 5pm. This can be extended to cover early mornings and evenings upon request. The team will be shared with Peterborough City Council and officers will work across both areas.

In addition 10% of officer time will be given in addition to patrol hours for other activities such as volunteering with community groups or patrolling in areas where environmental crimes are less frequent.

Community consultation will take place over the coming months, starting with Town and Parish Councils, to identify what each local community would like to see from this extra service.

Green Dog Walker Campaign

In September 2018 the Council extended the community volunteer offer to include a nationally recognised campaign called the Green Dog Walkers Campaign which is an initiative set up by Falkirk Council.

Fenland Council are now one of 36 Local Authorities across the UK who have adopted the scheme as it offers a proven non-confrontational and friendly way to change attitudes about dog fouling and encourages responsible dog ownership. Most importantly the scheme acts as a reminder to others that they need to pick up after their dog has fouled and to keep them under control.

The campaign offers a national brand which can now be used freely. It can also be adapted to suit the community group who wish to use it, so that it can be personalised to them. Groups can decide to use arm bands, dog tags or pin badges to promote themselves to other dog walkers. So Far Wimblington and Whittlesey have adopted the scheme and Officers have been supporting the delivery of this campaign in these towns.

Further launches are being planned for the campaign to be delivered in March, Chatteris and Leverington.

Environmental Enforcement Update

Between 1 April and 31 December 2018 in the region of 800 patrols hours were carried out by Kingdom our private enforcement partner, and 536 FPNs were served; 260 were smoking related, 1 food related, 55 for spitting and 17 for other types of litter such as food wrappings and containers.

Throughout 2018 Kingdom officers have been supporting the Wisbech Alcohol project group with enforcement of the Council's Public Space protection Orders. This resulted in a further 166 Fixed Penalty Notices being served for street drinking offences.

The table below shows fixed penalties by town for all offences except street drinking which are served in Wisbech only:

Town	April	May	June	July	Aug	Sept	Oct	Nov	Dec	total
Wisbech	94	63	24	34	92	41	57	34	45	484
March	19	3	1	0	0	0	0	0	0	23
Whittlesey	3	2	4	2	2	5	9	2	0	29
Chatteris	0	0	0	0	0	0	0	0	0	0

The partnership with Kingdom as an enforcement provider has continued to deliver a cost neutral service. The service is cost neutral if payment rates remain at or above 64%.

For littering including spitting the payment rate has remained slightly under 70% for the period.

For breach of alcohol Public Space Protection Areas the payment rate is much lower reaching about 30% some months.

The overall cost of enforcement however remains cost neutral.

Where a Fine has not been paid the Council will look to prosecute for the original offence. During this time the Council has successfully prosecuted 175 individuals through Peterborough Magistrates court. All have been found guilty and been ordered to pay £220 fine plus £226.50 costs.

In October 2018 Fenland Council was selected to take part in a Single Justice Process trial (SJP) by the Magistrates court. This is where cases are processed by a Magistrate who has a trained legal adviser with them. Most cases are heard in an office not a formal court room and are private hearings. These hearings are 'on paper' and without a fixed hearing date. The recent trial meant that cases were able to heard quickly without a solicitor having to attend. The SJP is being rolled out nationally and the trial has provided process learning which has been shared with the Court. Hopefully this process will be fully implemented in 2019.

Streetscene team enforcement

In addition to the patrols and enforcement actions taken by Kingdom officers a further 7 FPNs were issued by Street Scene officers. 1 for Dog fouling in Whittlesey, 1 for littering in Wisbech, 3 for littering in March and selling a vehicle on the highway as well as 1 for littering in Chatteris. All have been paid.

During this period 41 FPNs have been issued for parking offences at March market

Place.

As part of our commitment to tackle fly tipping across Fenland officers have been very proactive in visiting fly tipped sites to look for evidence as to who may be responsible. We have been out to 598 fly tipped sites during this period. Where possible evidence is removed and followed up via an audit trail. As a comparable last year officers investigated 307. This year has seen an even more focused approach to this work with much of the daily patrol work being undertaken by Kingdom, this has created a greater resource to tackle fly tipping.

Officers have carried out 8 Interviews Under Caution to those we believe may have been responsible for dumped waste. These have resulted in us issuing 4 FPNs for small scale fly tipping offences. (1 Whittlesey, 2 March and 1 Wisbech) all but 1 has been paid which is being progressed following the Council's enforcement policy.

In 2018 The Council successfully prosecuted a man from March who pleaded guilty to the offence of fly tipping. A member of the public had paid him to remove items which ended up being dumped in Lambs Hill Drove. He was fined £1,160 plus £266 cost and Fenland were awarded our investigation costs in full of £1084.08

By comparison during the same period in 2017 7 fixed penalty notices were issued for fly tipping offences, 18 formal interviews were undertaken and 28 witness statements gathered.

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Cumulative for 18/19	RAG
Performance Measure			
MPI Enforcement Officer hours spent on active town patrol	5,000	4,030	

Patrol hours have been increased from last year's target of 4000 to this year's target of 5000 to incorporate Kingdom officer patrols.

During this time period officers have carried out a total of 4030 hours on active patrol within the Fenland district. Broken down into locations as follows;

Wisbech: 1797
March: 887
Whittlesey: 711
Chatteris: 537
Rural :98

As a comparison for April – December 2017. Officers were targeted with annual patrol

hours of 4000
 Wisbech: 1039
 March: 714
 Whittlesey: 759
 Chatteris: 428
 Rural :126

In May 2018 the Streetscene team reduced its level of staffing by 0.5 full time equivalent due to flexible retirement. There was also an officer vacancy for 2 months.

The types of work that officers have been working on in the community are below. As a comparison last year's figures are also included:

- 225 reports of abandoned vehicles 12 of which have been removed by our contractor. Last year 255 reported abandoned vehicles where 24 were removed by our contractor.
- 221 nuisance vehicles were reported and actioned. These were mainly parking issues and those untaxed. Last year 76 nuisance vehicles.
- 311 matters relating to our open spaces. Last year 212 matters.
- Marked 155 graves. Last year marked 179 graves.
- 487 General Street Scene actions, including service request for service and general enquires. Last year 330 Street Scene related queries
- 405 dog fouling issues. Last year 110 matters relating to dog issues. This extra rise could be due to the high profile work we have been doing which has prompted more feedback from the public and additional patrols.
- 287 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries. Last year there was 357 matters relating to cleansing and refuse.
- Removed 290 posters across the district. Last year we removed 300.
- Carried out 101 site visits for other teams. Last year 51 site visits supporting regulatory services.
- 86 trade waste matters resolved. Last year 44 trade waste matters resolved.
- Referred 89 matters to Cambs County highways. Last year we reported 55.
- Referred 42 matters to Circle Housing. Last year 31.
- 46 queries relating to funfairs. Last year 30.

Description	Target 18/19	Cumulative for 18/19	RAG
Performance Measure			
MPI Memorial inspections completed	5000	4139	

During April to December the Street Scene Team have been following a programme of memorial inspections based on areas of risk. The target is to complete 5000 inspections per annum; the programme is based on a 3 year cycle.

Inspections have been carried out in the following cemeteries: Mount Pleasant

Wisbech, Eastwood March, New Road Chatteris, Wimblington Church yard, Walsoken cemetery, General Cemetery Leverington Road Elm.

A total of 4139 inspections have been carried out during this period with a total of 265 being identified as being unsafe. Our contractors have then taken the necessary steps to make these safe, methods include laying the memorial, staking or cordoning the area off.

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 Tivoli Group and supporting community groups (such as Street Pride, In Bloom and 'Friends Of')**

Portfolio Holder: **Cllr Peter Murphy**

Description	Target 18/19	Cumulative for 18/19	RAG
Performance Measure			
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	189	

189 events took place in the first 3 quarters of 2018/19. This is slightly more than the same period of time in 2017/18 which reflects the new groups which have formed this year as well as additional projects that some groups have taken on.

The Council's Street Pride Coordinator now works with a wider range of community groups including 'In Bloom' and 'Friends' organisations. There are over 300 volunteers constituting 24 groups throughout Fenland who are supported by the Council.

In October 2018 the annual Street Pride Celebration evening was well attended by a record number of 112 volunteers and included representatives from a wide range of community groups including Friends of, In Bloom, Street Pride and the new 'Getting it Sorted' volunteers. Volunteers enjoyed meeting new members and seeing the various projects that had been completed. Attendees like the evening programme and booklet including hearing about each group's projects, opportunity to network and the hog roast in particular was a hit.

Feedback asked for views on future guest speakers or what could be improved for next year's event – suggestions were to have a break in the middle with food and to reduce the games time. Future topics for guest speakers were around funding,

educating the community to not litter, grounds maintenance

As well as regular work party dates, a number of additional events have been organised by the groups ranging from promotional stalls to partnership events and unique floral displays such as the bicycles which Wisbech In Bloom introduced into their portfolio. This project not only asked for residents to donate redundant bikes which could be upcycled but each bike contributed to tourism by having a sign attached which promoted the North Sea Cycle Route.

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'

The Street Pride plan is reviewed each year at the annual celebration evening through presentations and feedback.

In 2017/18 the groups focused on partnership working, with a number of groups working alongside businesses, for example Elm Street Pride and Fenmarc, March Street Pride and Amey.

So far during 2018/19 partnership working has once again been a key part of the groups' successes.

Progress during April – December include;

Priority 1 – Sourcing funding – Doddington Street Pride were successful in receiving funding from the Ransonmoor Community Fund for their pond restoration project. The group are enhancing 2 village ponds and hope to attract more wildlife by removing reeds, pruning trees and landscaping areas to create habitats.

Priority 2 – Support from varied Council services – The assets team worked with Chatteris In Bloom / Street Pride by providing paint for the bus shelter artwork, in preparation for In Bloom judging.

Priority 3 – Working with partners – Wisbech Street Pride teamed up with staff from Wisbech Tesco Extra to hold litter picks during two of the Keep Britain Tidy campaigns – Great British Spring Clean and Great Plastic Pick Up.

Priority 4 – Involving young people – Waterlees In Bloom ran two competitions to enthral local residents in the In Bloom campaign. The school competition 'Can you grow the tallest sunflower?' was open to pupils from Orchards C of E Primary School.

Not only did the winner win a £10 voucher but their achievement was acknowledged in a school assembly.

Priority 5 - Increasing sustainability and resilience of groups – The Friends of Wisbech General Cemetery hold guided walks of the cemetery at various times throughout the year. The walks are an opportunity for visitors to learn about the 180 year old Victorian Cemetery and those buried here. The group charge a small amount to attend their walks and the funds are spent on new planting or equipment.

In Bloom Awards

In 2018, 4 groups chose to enter the Anglia in Bloom competition and were supported by the Council. 2 of the market towns, Chatteris & Wisbech, alongside Benwick & Waterlees entered.

This figure is less than previous years as March, Whittlesey & Parson Drove all choose not to enter.

It was an excellent year again for the groups. Benwick achieved Silver Gilt with Chatteris, Wisbech and Waterlees all achieving Gold.

This was the first year Waterlees have achieved Gold since entering the competition and they also won their category. Wisbech won their category and the Gold award means they have won Gold now for 11 years running!

Wisbech were also entered into the Business Improvement District category where they not only won Gold but won the category. The group also won this category and Gold through the Britain in Bloom competition.

A couple of projects to highlight here are:

Benwick Street Pride / In Bloom's unique yarn bombing project. In the spirit of the Royal Wedding, volunteers knitted Meghan, Prince Harry and Archbishop of Canterbury. The project as well as brightening up the village also served to raise awareness of Cancer. Several volunteers in the group are either receiving treatment or are recovering patients.

Chatteris in Bloom created an almost life sized wire sculpture horse from purple knitted and crocheted poppies, which stands in the Church grounds, for this year's remembrance. This was a beautiful and creative way to acknowledge and remember animals lost during war.

Grounds Maintenance Contract Update

There has been considerable change in regard to the grounds maintenance contract over the past 9 months. ISS World (a multi-national facilities management group) sold their grounds maintenance division, with whom FDC has a contract, to Tivoli Group Limited. This change (and the novation of FDC's contract) took some time to accomplish, following which a significant change in the Tivoli management team was undertaken.

Whilst this work went on, operationally little changed in Fenland, to the extent that even branding remained the same until 2019. The new look Tivoli team is now well embedded and is keen to support Fenland for the final 2 years of the grounds maintenance contract.

The recent open spaces season has seen challenging grass cutting conditions following the wettest March in a decade and exceptionally warm weather in April. These difficult conditions were made worse with the theft of grass cutting equipment from Tivoli. Tivoli fell behind with grass rounds due to the stolen equipment and then the growth rate of grass compounded the situation, leading to open spaces looking poor throughout Fenland.

Tivoli recognised the seriousness of the situation and the feedback being received from the local community and took the following actions:

- equipment was transferred from other contracts to support Fenland
- increased manpower was hired, specifically targeting Fenland cemeteries
- weekend working was put in place
- annualised hours were introduced to increase the working week during the busy summer season

These actions allowed Tivoli to recover from the difficult April and May, with grass cutting throughout the rest of the season attracting very few negative comments.

The contract with Tivoli is carefully monitored and where appropriate, the contractor is being held to account to account, with FDC issuing rectification and default notices. Each notice imposes a small financial penalty on the contractor and is a clear, formal and contractual reflection on their performance.

Following the wet March and high grass growth rates in April and May, the UK then went on to have the hottest, driest summer in memory. Despite the challenging weather conditions, the open spaces team and Tivoli supported the Wisbech in Bloom group with an entry in the Britain in Bloom competition, as well as entries to the Anglia In Bloom competition from other community groups across Fenland.

Year 4 of the 5 year contract with Tivoli commenced in November 2018. At the same time, the Council has reorganised the contract monitoring team following the

commencement of the leisure centres partnership with Freedom Leisure. The Head of Service is now working together with a contract Manager (Simon Bell) and horticulture officer (Kevin Wilkins) to manage the Tivoli contract, with Bob Ollier leaving the Council after 16 years. The new team has several key pieces of work being developed for the 2019 season, including;

Sustainable planting;

Following a successful trial in areas of Wisbech Park, and in consultation with our local In Bloom groups, the Council will introduce sustainable planting across all towns this year. This approach encourages biodiversity and is sustainable. It will also allow Tivoli to focus on grass cutting in key summer months ensuring that the quality of work is up to specification.

Tree Assessments;

FDC has many significant trees across the open spaces portfolio. A formal assessment of trees is underway in specific locations across Fenland. It is anticipated that reports will highlight some tree work that is unavoidable in order that FDC continues to provide safe open spaces for our community. In 2019 a formal assessment scheme, informed by a risk stratification approach, will be undertaken for FDC;'s open space trees.

Developing an improved relationship with Tivoli

Working closely with Tivoli is central to the success of each season. FDC's new contract manager is developing a good relationship with the local Tivoli Manager, focussing on getting tasks right first time and ensuring that grass cutting is carried out to a high standard from the first cut in early March. As part of improved monitoring processes FDC is introducing monitoring software to simplify the relationship and issue reporting. The will be based on a mobile platform and will significantly reduce email traffic, as well as allow monitoring of performance and completion rates.

Wisbech Park Management Plan

The Council manages the key central open space in Wisbech, Wisbech Park, with the support of a Friends Group.

Key FDC work within the park this year;

In 2018 FDC has procured a formal assessment of the many trees in the park and is maintaining trees per the expert arboricultural feedback from the assessment. Unfortunately 2 significant trees have been removed this year as a result of disease that has meant each tree posed a risk to life.

Working together with the Town Council, FDC has replaced several items of play equipment within the Park's play area. Additions have included a supportive swing seat, as well as a flat, open, double see-saw. Both items are designed to be

accessible for disabled children. Additionally the zip line along the edge of the park had reached the end of its life and a new unit has been installed within the play area. This will encourage more use, as well as prevent ASB that was taking place adjacent to resident's homes along the route of the old zip line.

A recent assessment of several lights within the park has identified that they were corroded and required replacement. FDC will replace these units, alongside a project between Active Fenland and 3 Counties Running Club to add in a further 4 light columns – ensuring that the park is better lit in the winter months, allowing the running groups to use the space safely, as well as ensuring the park is a safer place to cross in the dark.

Anti-social behaviour (ASB) has been identified by both local residents and the Police at the Park Road end of the park. FDC is altering the features of the park slightly to reduce the incidence of ASB in this area. FDC has also supported the building work to the North Cambs hospital at this end of the park by facilitating access for building related vehicles to the hospital via the Park Road park gates.

A small community group has been formed that ran several concerts over the summer and early autumn months in the newly refurbished Bandstand. The Friends of the Bandstand group have already got plans in place for concerts in summer 2019, including a visit from the Military Wives choir from RAF Marham. It is very encouraging to see the community putting on events – all of which have been well attended.

West End Park Skate Facility

The skate park in West End Park, March, has reached the end of its useful life. FDC has set aside £90,000 within the capital programme to replace the skate park. The capital sum is linked to the Council leveraging in a further £30,000 using the capital sum, to set up a £120,000 total project cost.

In the past 6 months the Council has set up a small project group, including representation from March Town Council and Young People March. A consultation has taken place with local people in regard to what they wish to see in place when the park is rebuilt. The consultation resulted in over 400 responses and gives the Council some rich information to use when procuring the new park.

The Council has applied for funding to Amey Community Fund and is waiting to see if the bid has been accepted to the next formal stage.

Wisbech Skate Park in Bath Road

With the skate park reaching the end of its useful life in 2017 Wisbech Town Council was keen to work together with FDC to develop a replacement park that was informed by and fitted local community needs. A local group was set up consisting of town and district Councillors and community representatives. It was clear from the outset that a 'like for like' replacement would not be appropriate, with the community requiring a larger facility.

FDC and Wisbech Town Council identified some Section 106 funding to support the project, with additional funding to come from bids developed by FDC. Following one unsuccessful bid, Clarion Futures stepped forwards and offered to support the scheme with a £30,000 grant. This significant contribution allowed the project to progress promptly.

Following a comprehensive community survey, a specification for the new skate park was drawn up, with Gravity Skate parks, an experienced firm, undertaking the building work. Work commenced in early November 2018, with a completion date of mid-February anticipated.

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

Whitemill Coldham / Glassmoor and Ransonmoor updates

The period from April to December 2018 has been very busy for these funds. £15,573 has been awarded through the Glassmoor Fund for environmental community projects, £15,979 was awarded to projects through the Ransonmoor fund and £8,221 was awarded through the Whitemill Fund.

Four projects will benefit from Glassmoor funding. The funding will go towards environmental education for school pupils, churchyard privet hedge, food bank collection bins and blackout blinds for a room housing food and craft events promoting re-use.

On 8th November, an open evening was held in Whittlesey for community groups and organisations to find out more about the grant funding available through the Glassmoor fund. Representatives of the Glassmoor Local Environment Committee were on hand to provide an overview of the funding available, and information on

how to apply. 18 community groups attended and interest was very positive with a number of suitable projects being identified. We are hopeful that a number of applications will be received.

The funding from Ransonmoor will go towards 6 projects. Funds awarded are for benches for Benwick Cemetery, LED lights for a Christmas display for two separate groups, outdoor learning pods for Lionel Walden Primary School, enhancement works to ponds in Doddington and planter liners, water butts and wheeled water carrier for Benwick in Bloom floral displays.

One project is benefitting from the Whitemill fund. Money awarded is to the Friends of Rings End Nature Reserve for their 'In Amongst the Reeds' project which will include interpretation boards, recycled benches, cycle racks and highways signs promoting the reserve.

As a comparison the value of grants awarded increased by 18% and 33% for Glassmoor and Ransonmoor respectively. Each year there is just over £34,000 available across the three funds for community groups although not all funding is allocated at each bidding round.

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 with the respective events committees to utilise volunteer skills and build resilience. Members of Whittlesey committee have used their well-established connections to engage businesses, which has resulted in many attractions being subsidised by local companies. Wisbech volunteers have stepped forward to implement their own road closures reducing the need to employ contractors. The Council has also facilitated road traffic training in partnership with the County Highways to ensure volunteers and staff working on road closures at public do so safely.

The events themselves have been a great success this year.

April saw the 10th March St George's fayre. Around 8,000 people attended the event which spread throughout the town centre and library area. Highlights included the live East Angles Brass Band who had the public dancing in the street and the spectacular opening parade which this year had over 30 vintage scooter riders in keeping with the 'Talkin bout my Generation' theme. The event provided an opportunity to over 150 small businesses to trade and over 30 community groups to contribute to putting on a wonderful event for their town.

Despite 30 degree heat, Chatteris Midsummer Festival was better than ever in June. The theme was Musicals and the committee were thrilled to have a record number of community groups participating in the parade and the 'Bureau of Silly Ideas' as a result of Arts Council funding. There was plenty of exciting activities on the field too including; Inflatable zone, Party in the Park, Amusements, Archery, Face painting, Falconry, Community stalls, Hot food and a BBMF Fly Past.

Whittlesey Festival made a spectacular end to the summer. The volunteer committee for the first year promoted a sponsorship package to local businesses in order to offer more of the attractions free of charge to visitors. The group were very successful raising £750 in addition to existing fundraising activities. This was excellent news for the festival and meant that the following attractions were free of charge to the public: Climbing walls, Land Train, Water Zorbs, 2 Bouncy Castles, Soft Play Centre, Tea Cups and Circus Skills.

In December the 6th March Christmas Market took place. The event was attended by over 5,000 visitors throughout the day who enjoyed the range wide of food, gift and entertainment on offer. Performances were made by local groups and soloists and several attractions were free of charge to the public owing to sponsorship secured by the committee from local businesses and the Town Council. Over 130 businesses booked to attend many of whom sold out before the end of the event. Stall income was up by £1000 compared to 2017/18 which reflects the increasing success of the event and growing publicity.

Wisbech Christmas Fayre which has been running for an incredible 14 years drew what has been a fantastic year to a close. Thousands of visitors flocked to the town centre to enjoy the festivities. Live entertainment took place on the market place all day including many young vocalists and dancers. There were over 100 stalls offering a selection of quality food, drink and gifts many of whom sold out. For the first year Wisbech Town Council volunteers implemented their own road closure too having gained chapter 8 traffic training. The Council continues to support volunteers to develop their skills to enable all of the events to become as sustainable as possible.

Markets Action Plan Update

We have continued to support our Fenland Markets with the popular 321 incentive to attract new traders onto our markets and our website information is continually updated and content revised. All information needed to trade at one of our markets is readily available and easy to find. Shoppers are also advised what they will find at our markets and who the traders are along with a bit of history about the town.

Traders are provided with support from the Street Scene Team on Market days and are available to assist with any queries. The market is a mixture of regular licenced traders and those who attend on a casual basis.

A market forum is usually held each year; feedback from this is used to scope the market's action plan for the following year. Actions include management of parking on the market places, power supplies, use of charity stalls, incentives and advertising. Actions from the forum in late 2017 included advertising in Market Trader journals which was completed.

A forum was not held in 2018 as plans for consultation this time have been revised. A fuller, written consultation will commence in February 2019 followed up by site visits to each market place to capture current views of the traders so the Council may do everything possible to support traders.

The market traders are always given priority locations at the Four Seasons Events where they feedback positively about the level of footfall and associated trade. A brief update on each individual market is outline below:

March Market

March Wednesday is currently running at low capacity with 3 regular traders. Traders have feedback that it is not very busy with low footfall. The Saturday market is much busier with around 70% occupancy. This also attracts quite a few charity stalls throughout the year and traders have feedback that they run a good trade.

On Christmas Eve 2018 one trader was accommodated on the Market place in order for customers who had pre-ordered fresh meat to collect their orders. The trader was resented for a few hours in the morning with little disruption to customers wishing to access the free parking in the centre of town.

Whittlesey Market

Following a successful capital bid for electrical modernisation work which took place in spring 2018, our markets all have modern functioning electrics. This means traders are offered a reliable supply and the new towers have not needed to have any repairs since it was installed. The investment has enabled more electric points to be available to those traders who need power as well as being able to support local events.

The Whittlesey Market is running at under full capacity but traders have feedback that the market is busy. We have 3 regular traders here and as well as casual traders who have a good customer base within the town.

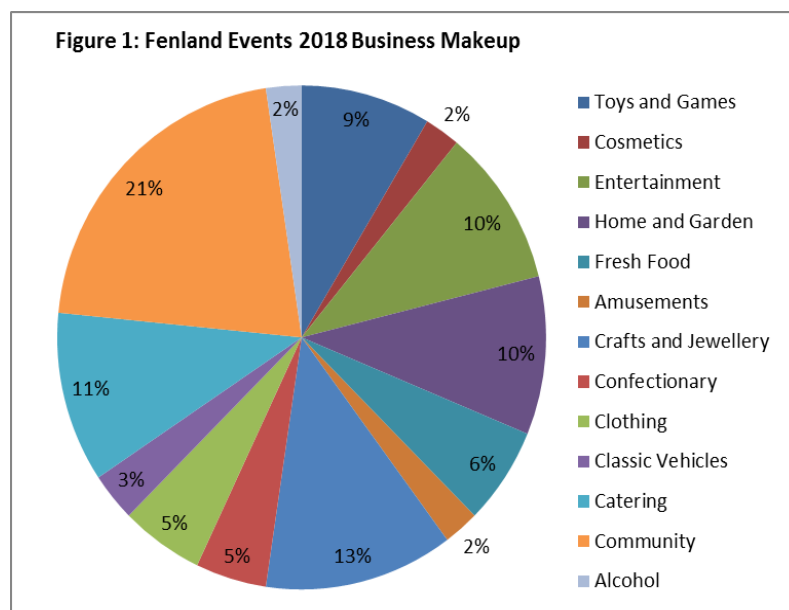
Chatteris Market

Chatteris has a small market which is well attended by regular traders and popular in the town. Our grocer meat and fish stall have a very loyal customer base and feedback that the market is a busy and friendly one.

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	RAG
LPI CEL12 % of those asked who are satisfied with FDC's events	90%	90%	263	257	98%	

2018 has been another successful years for events. The Council has worked with around 50 volunteers representing many community organisations within Fenland to deliver 5 outstanding large public events. Public satisfaction rates are 8% above target, something that was reflected in the attendance rates, which were estimated to be 5,000 visitors per event. Businesses and organisations from a range of sectors as shown in figure 1 are also choosing Fenland as a place to trade, income from stalls is up by 10% compared to 2017.



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	Cumulative for 18/19 (April – December)	RAG
Performance Measure			
MPI Number of incidents recorded by CCTV	1,500	1,340	

During April to December 2018 the Council was able to respond and detect 1,340 incidents of crime and disorder, including anti-social behaviour, making use of the Council's CCTV service across our four market towns in Fenland.

When comparing this to April to December 2017 this is a considerable decrease as in which 1,726 incidents were recorded. This highlights that incidents within the camera zones in Fenland are decreasing and would support crime reduction figures which shows for the period from April – Dec 2017 and April – Dec 2018 an 8.5% reduction in recorded police crime across Fenland.

A breakdown of incidents by town from April – December 2018:

Chatteris = 60
March = 158
Whittlesey = 35
Wisbech = 1,087

Description	Target 18/19	Cumulative for 18/19 (April – December)	RAG
Performance Measure			
MPI Number of incidents resulting in positive action	180	187	

During April to December 2018 the Council was able to achieve 187 positive

enforcement outcomes from incidents responded to or detected by the use of CCTV.

This is a small decrease as compared to April to December 2017 in which 210 positive outcomes were achieved. However, this is reflected in the reduction in incident volume during this time.

The positive outcomes included arrests and fines for shoplifting, criminal damage, drink driving and alcohol related disorder.

Positive outcomes achieved for April to December 2018:

Arrests (CCTV led) = 40
 Assisted arrests = 55
 Fixed Penalty Notices (CCTV led) = 55
 Assisted FPNs = 37

Description	Target 18/19	Cumulative for 18/19	RAG
Performance Measure			
MPI Number of pro-active CCTV patrols	3,000	3,331	

The CCTV team during April to December 2018 were able to provide and deliver 3,331 pro-active camera patrols covering the four market towns in Fenland providing effective surveillance of our public space areas.

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

Description	Target 18/19	Cumulative for 18/19	RAG
Performance Measure			
MPI Number of FDC ASB cases where positive action is taken	90%	100% 125 cases	

During April to December 2018, there were 125 cases of anti-social behaviour (ASB) submitted into community safety.

These are broken down by the following towns;

- Chatteris - 16
- March - 23
- Whittlesey - 27
- Wisbech - 59

Communication with and a full risk assessment is completed with the victim and where appropriate support has been fully provided.

Where necessary partnership work was completed to seek long term resolutions.

Cases during the past 9 months include reports of neighbour disputes, residential noise and parking issues. Cases also related to youth related ASB and substance abuse and anti-social driving with related noise disturbances from the misuse of FDC car parks.

Below is an example of one of the cases completed by the team during 2018.

Furrowfields Car Park – anti-social vehicle use

The Community Safety team received recurring ASB reports relating to young drivers misusing the Furrowfields car park in Chatteris during the evenings. After initial support to victims and monitoring ASB activity levels in the area, the team conducted a community door knock to better understand the impact this was having to the wider community.

The engagement found that 90% of residents that were canvassed had experienced disturbances from the carpark during the evening periods. It was reported that large groups of cars gathered in the carpark resulting in ASB behaviour – engines revving when stationary, skidding, and backfiring from modified exhausts, reported drug dealing, public urination, littering and loud music from vehicles. This was occurring at night between April & September each year and impacted on the local the residents sleep and ability to enjoy their home life. When cross referencing time and dates of incidents we found the evidence from ASB victims was supported by correlating reports from CCTV and Police and noise monitoring that was provided the environmental health team.

The Community Safety team identified with key partners which included Cambridgeshire County Council Highways, Chatteris Town Council; Environmental health & Assets and Projects teams a number of actions and coordinated meetings to make improvements to the car park that would have long term benefits in deterring ASB.

These actions have been progressed and to date the initial informal feedback is positive. The work and the impact of this project will be evaluated in 3 months which will include a further door knock to local residents to understand if the action have resolved the vehicle related ASB and if this approach could be used as a good practice model in any future similar cases within FDC car parks.

Community Safety Partnership Update

There were three meetings of the Fenland Community Safety Partnership held during the period April to December 2018. These were April 26th, July 26th and November 1st. During the April meeting the partnership were presented with an end of year review for the period 2017/18 and a forward plan for 2018/19. The review and forward plan was written by 'Cambridgeshire Research Group' (CRG) which is the brand name for Cambridgeshire County Council's Research & Performance Function.

Following presentation of the review and forward plan partnership members discussed the content and determined the priorities for 2018/19 year ahead would be:

- Offending: Re-offending and links to accommodation availability
- Victims: Cyber Crime
- Communities: Impact of substance abuse (alcohol & drugs) on the community

The Offender, Victim and Communities theme ensured the work of the partnership was linked to the priorities of the Police & Crime Commissioner.

The 're-offending and links to accommodation availability' was the subject of the Strategic Assessment in July 2018, 'Cybercrime' in November 2018 and the 'Impact of drugs and alcohol on the community' in January 2019.

Following the assessment linked to re-offending the partnership agreed to support a scheme being developed by the Integrated Offender Management Scheme (IOM) which was looking at securing funding for a Rent Deposit Initiative. This initiative would ensure accommodation was accessible for those leaving the prison system, providing some stability which would allow them to focus on seeking employment or training opportunities.

Following organisational changes within key stakeholders the development of a countywide Rent Deposit Scheme which Fenland had committed to support was not considered viable. However, there is a pilot project being developed by NACRO and the Community Rehabilitation Company (CRC) providing accommodation in Peterborough for male and female prolific offenders being released from HMP Peterborough. HMP Peterborough accepts both male and female offenders from across Cambridgeshire.

The offending assessment also identified Fenland had a higher proportion of female offenders than elsewhere in Cambridgeshire. This has resulted in further analytical work to understand why Fenland has more female offenders. The outcome of the analytical work is being presented to the partnership at the January 2019 meeting.

In July, cybercrime was the topic of the strategic assessment and the author recommended the partnership to consider the following themes.

- Due to the close relationship between cyber-related crime and scams, the partnership should look to develop scams related work that took place in 2017/18 with a cyber focus e.g. disseminate Little Book of Cyber Scams to support Small and Medium Enterprises (SMEs) on staying safe in the cyber world and explore Silver Mondays (or similar opportunities) to disseminate messages to wider community
- Develop relationship with force-wide Fraud and Cyber Security Advisor to help identify opportunities for local delivery of key messages to partner staff and the community
- Support the Cyber Ambassadors scheme by raising awareness and using partners to help 'recruit' potential ambassadors in the district
- Use broad range of available campaigns and resources to disseminating appropriate messages across different partner networks such as Fenland for Business, Parish Councils

Effort focused on Cybercrime is being completed during January 2019. There have been community engagement events held at Chatteris and March supported by the Cambridgeshire Constabulary Fraud and Cybercrime Security Officer. These events have led to a small number of potential victims coming forward who were appropriately referred to Action Fraud. Others at Wisbech and Whittlesey are planned for mid to late January.

Working with Cambridgeshire and Peterborough Against Scams Partnership, Fenland has been able to acquire a quantity of books for free distribution. The books, The Little Book of Big Scams & The Little Book of Cybercrime, have been distributed during the community engagement events and are also available online.

Other options being scoped include presentations to those considered to be more vulnerable to cybercrime, improving awareness of Scams and Cybercrime amongst professionals who work closely with vulnerable groups. Finally, looking at options to link the Cambridgeshire Constabulary Fraud and Cybercrime Security Officer with Fenland businesses.

Public Space Protection Orders

Public Space Protection Orders (PSPOs) are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life. A PSPO imposes conditions on the use of that area which apply to everyone. They are designed to ensure the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour.

The alcohol related PSPO restrictions for Wisbech came into effect on 20th October 2017.

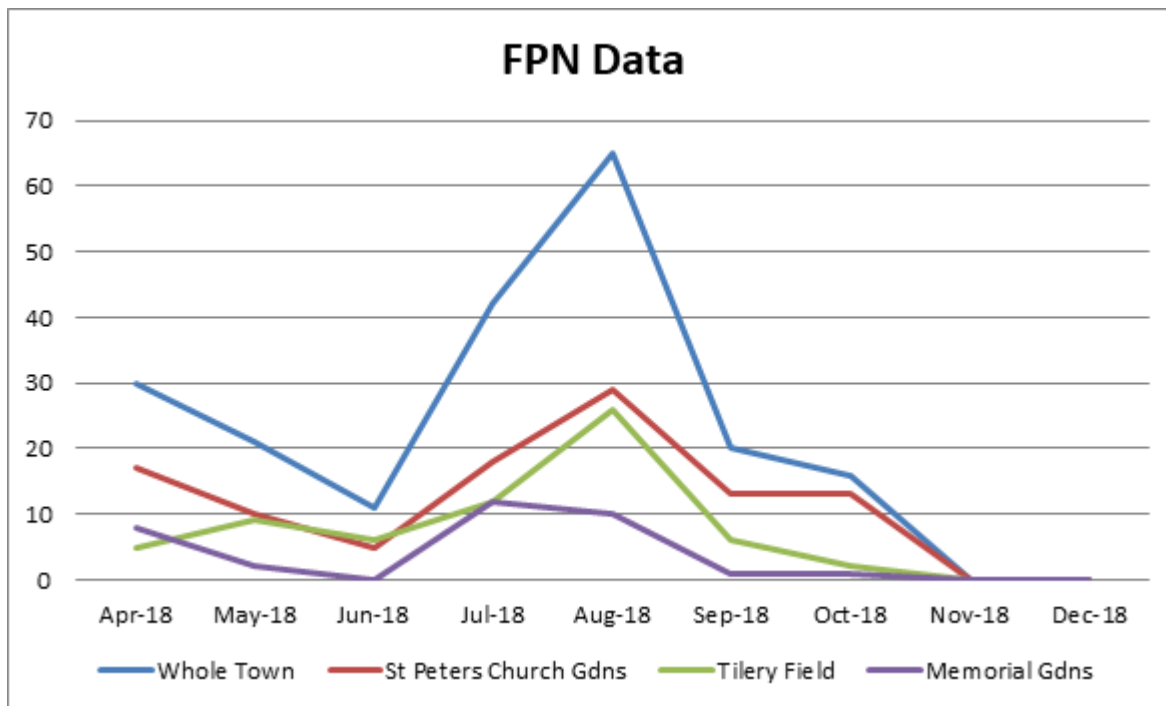
Three hot spot areas known as St Peter & St Paul Church Gardens, Tillery Field and the

Memorial Gardens are subject of restrictions to prevent alcohol consumption where it is prohibited to have an open container of alcohol.

A wider geographic area of Wisbech is subject of a restriction that allows controlled consumption of alcohol in public places. This means those engaging in alcohol related ASB could be required to surrender their alcohol to authorised persons. If they fail to do so they are in breach of the PSPO.

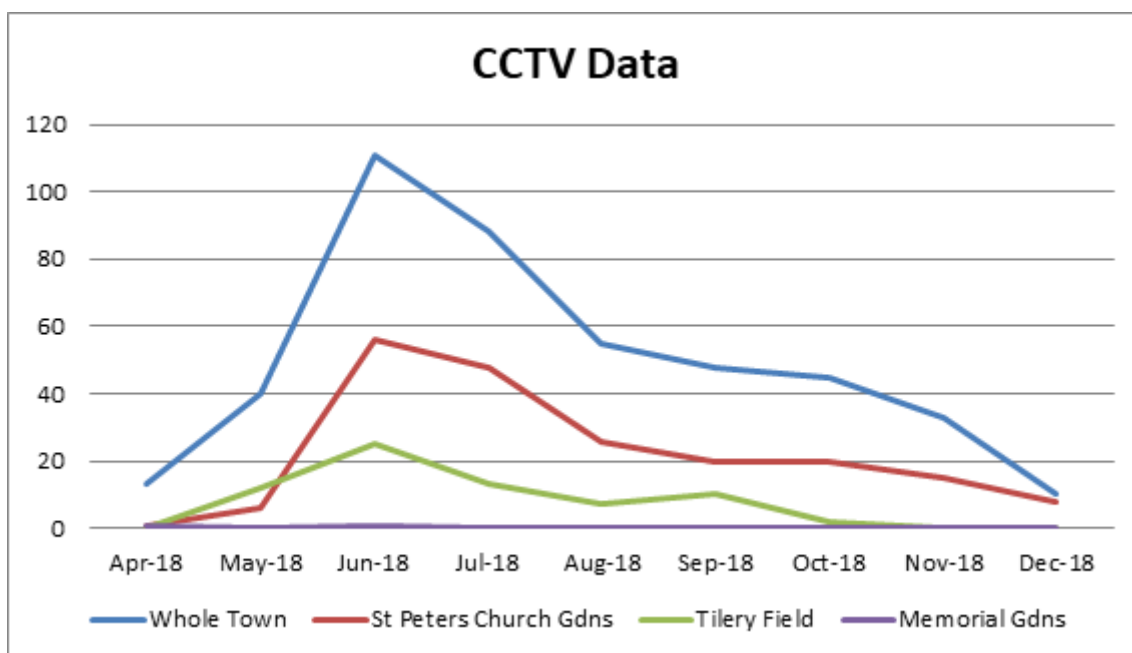
Following a period of education enforcement became an option from Monday 4th December 2017. An enforcement option is to issue a person who found breaching the order a Fixed Penalty Notice (FPN) for £75.

Fixed Penalty Data Between April and December 2018



	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Whole Town	30	21	11	42	65	20	16	0	0
St Peters Church Gdns	17	10	5	18	29	13	13	0	0
Tilery Field	5	9	6	12	26	6	2	0	0
Memorial Gdns	8	2	0	12	10	1	1	0	0

CCTV Data between April and December 2018



	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Whole Town	13	40	111	88	55	48	45	33	10
St Peters Church Gdns	1	6	56	48	26	20	20	15	8
Tilery Field	0	12	25	13	7	10	2	0	0
Memorial Gdns	1	0	1	0	0	0	0	0	0

The PSPOs continue to be supported by the Council and wider external partners, including through the Wisbech Alcohol Partnership and Fenland Community Safety Partnership.

Street Drinking Update

The Wisbech Alcohol Partnership has been meeting monthly during April to December 2018 and has been delivering a 13 point alcohol action plan with a focus on Wisbech. This has been to support the participation of the 2 year Home Office Local Alcohol Action Area (LAAA) programme 2 which comes to an end in January 2019.

During April – December 2018 and in support of the action plan objectives the following key actions were recorded;

- **Weekly recovery walks** were delivered in key street drinking hotspots – the patrols are provided by Inclusion and more recently Change, Grow and Live

(CGL) and sees multi-lingual substance misuse professionals carrying outreach work and engaging directly with street drinkers. This approach is to help build understanding of the local need, build trust with potential dependant drinkers and to support uplifting persons in need in to a treatment pathway

- **Alcohol Identification and Brief Advice training (IBA)** which was delivered over two training event days (October and November) for free to all partners and organisations in Fenland. This was delivered in partnership between FDC and Inclusion / CGL. This allowed for 45 front line officers to receive IBA training which provides officers with knowledge and understanding on alcohol dependency and how to appropriately identify levels to ensure signposting and advice is made at the correct level.
- **Public Spaces Protection Orders (PSPOs)** the WAP has continued to support the local PSPOs by reviewing completing monthly case reviews of breaches and ensuring partnership engagement is made with persons accessing relevant partner services that have received fines. The WAP has also promoted to persons who have been fined on the payment process to help ensure breaches of PSPOs is paid.
- **Engagement and Campaigns** the WAP has supported and delivered a number of local and national alcohol campaigns including alcohol awareness and morning after. The WAP made use of partner's relevant communication channels including Twitter, Facebook and public engagement meetings to raise awareness of these and to promote a healthy relationship with alcohol.
- **Home Office regional partner event** – FDC officers attended the event which was held in November. The event allowed for a full discussion around the LAAA programme including progress and sharing of good practice with other LAAA leads and the lead officer from the Home Office on work being delivered in partnership in Fenland to tackle and reduce street drinking.

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

The DCF is formed of **over 30 partners** across **statutory, housing associations, health sector, community, voluntary and faith groups**. Its members include:

- Fenland District Council (FDC)
- Ely Diocese
- Thomas Clarkson Academy
- Rosmini Centre
- Oasis Centre
- Ferry Project
- HMP Whitemoor
- Care-Network
- Health Watch
- Wisbech Town Council
- Fenland Fusion
- Fenland Volunteer Centre
- Peckover Primary School
- Everyone Health
- NHS
- Voiceability
- Cambridgeshire County Council (CCC)
- College of West Anglia
- Cambridgeshire & Peterborough Public Health
- Norfolk and Cambridgeshire Police
- Access Support Services for Migrants
- Clarion Housing
- Peterborough CVS
- Cambridgeshire CVS
- EofELA Migration Team
- Richmond Fellowship
- Wisbech Interfaith Forum
- Cambridgeshire Fire and Rescue
- Young People March
- Salvation Army
- Peterborough Race Equality Service
- Cambs Fire & Rescue Service

The DCF has been established for nearly fifteen years and is a central hub for integration within Fenland. Partners work together to tackle complex issues that cannot be addressed by a single organisation. They deliver projects that aim to:

- promote integration and community cohesion
- minimise and/or reduce community tension
- build good relations with people of backgrounds and/or cultures

- engage with minority groups
- gather intelligence that informs service delivery and equality duties

Due to the consistency and relevancy of their outcomes, the work of the DCF has been recognised as good practice by the Ministry of Housing, Communities and Local Government and the East of England Local Government Association. The partnership is well respected and is consulted on important issues – recently, they were just one of 60 areas nationwide to be consulted about Brexit.

The DCF continues to imaginatively use existing resources within the partnership to improve cohesion. However, the DCF always looks for opportunities for inward investment and one such example has been the Government's 'Controlling Migration Fund'. They successfully bid for over £1,500,000 for 11 cross-cutting projects. Nine projects are Fenland based and two are cross cutting with Peterborough. These aim to tackle quality of life issues relating to cohesion, housing, health and modern day slavery.

Table 1: Grants received

Bid	Lead Organisation	Funding
Grow It, Cook It, Share It	ACCESS, Groundwork East, Clarion Housing	£108,394
Parallel Lives Project	East of England LGA	£157,603
Building Community Cohesion through Sports and Physical Activity	FDC	£140,000
Bilingual Advisor and Basic Language English Project	Rosmini Centre	£110,500
Migrant Outreach Service	FDC	£86,400
Wisbech Emergency Night Shelter	Ferry Project	£134,897
HMO (Houses in Multiple Occupation) Enforcement and Licensing	FDC	£196,097
Street Drinking Outreach Work	CCC	£283,347
Information pack of Social Media resources	Cambridgeshire and Peterborough Public Health	£94,200
Migrant worker statistical data	Rosmini Centre	£119,500
Modern day slavery support	Rosmini Centre	£136,000

Each project is funded for 24 months.

Please see Appendix A for an update on each individual project.

Outcomes

The projects are at various stages; some are at inception and some are nearing completion. However, they are already delivering positive outcomes which include:

- ✓ **1500 properties inspected** by the FDC Private Sector Housing Team. CMF funding has enabled street by street inspections to take place. This is gathering valuable intelligence that will support better property management. Poor living conditions are being uncovered and rectified; these are also highlighting hidden issues including cohesion and exploitation
- ✓ Nearly **600 interventions made to remedy faults** within private rented accommodation. Within this 167 information packs were issued, 159 smoke detectors were brought into use and 184 hazards were removed
- ✓ **Improved provision at the Wisbech Emergency Night shelter.** An additional four beds have been created to meet the increased occupancy needs of rough sleepers. The service continues to signpost people to support services and paid employment
- ✓ **Trained bi-lingual volunteers** with a cultural knowledge of the local community. As well as helping people to improve their English language skills, volunteers can accompany individuals to appointments (e.g GP or Hospital) by request. This has reduced the demand for official (often oversubscribed) translation services and the need for repeat appointments due to effective communication. It also increases an individual's confidence in using public services. Important knowledge is also being shared around the need for childcare and safeguarding.
- ✓ **Hundreds of people with improved language skills** supported by the redevelopment of ESOL¹ courses. Traditionally, ESOL courses are delivered over one academic term – however, this was impractical for delegates in full-time employment. The College of West Anglia now deliver an alternative ESOL course over two years to overcome these barriers. Beyond official completion figures, and combined with the support of volunteers, hundreds of people are benefitting as knowledge is shared to upskill the community
- ✓ **Tailored support for rough sleepers** through a dedicated **Migrant Outreach Worker**. They make regular visits within the Police and CGL (local drug and alcohol outreach service) to offer advice to people on the streets. Since the project began 19 people have been prevented from rough sleeping, 47 referrals have been made to the night shelter. 80 referrals have been made to drug services and 81 to alcohol services. 99 surgeries have been run to offer clients face-to-face advice. 23 clients have also been able to find work. Similarly, **two EU speaking alcohol outreach recovery workers** have been recruited to mitigate the impact of alcohol misuse
- ✓ **Better support for victims of modern day slavery.** Intelligence is being shared to support agencies countrywide to spot the almost invisible signs of exploitation

¹ ESOL – English for Speakers of Other Languages

and encourage victims to come forward. As a result, the Police have received a significant amount of referrals. Over 100 delegates attended professional training in the East of England, which is soon to be delivered nationally

- ✓ **Increased participation in Health and Wellbeing activities.** Supported by volunteers, sports activities including yoga, five a side football and basketball sessions are being delivered to tackle inequalities and reduce social isolation. Targeted visits are being made to factories and supermarkets to signpost workers who may benefit the most from these activities. In addition, the 'Grow it, Cook it, Share it' project is educating parents and their children from all backgrounds to grow their own vegetables and prepare their own food. As part of this, delegates are also able to gain a qualification in practical skills (such as horticulture) to improve their employment opportunities. It is hoped that programme will help up to 80 families to learn about different cultures and traditions.
- ✓ **Improved understanding of local needs.** To manage the needs of local employers and the impact of Brexit, a pilot research project is consolidating information. This outlines the peak times of the year for seasonal employment, numbers of seasonal workers required, accommodation needs, transport provision and recruitment practices. Supported by large amounts of feedback (including from the National Farmers Union, businesses and landowners), the data has been processed by accredited universities. It will shortly be shared at a national event
- ✓ **Better understanding of Roma groups.** In particular, Roma do not readily integrate – not just with local communities, but also with people from their own and/or Eastern European communities. To better understand why, research was undertaken to understand the Roma lifestyle, culture and living arrangements. The intelligence gained was valuable and the first of its kind. It has been shared with professionals nationwide (and will shortly form the basis of a national event) to break down issues preventing access to mainstream services. Roma support groups have also been formed across the East of England
- ✓ **Development of online resources.** Around 18 information films are being created for a dedicated website, Facebook and YouTube channel. The content will explain how various public systems and services work. This will address common misconceptions and encourage people to access the support they need

The Future

The DCF has submitted additional bids to the CMF in response to a new bidding round.

Further grants have been submitted and we are currently waiting to hear from the MHCLG as to success.

The MHCLG are in the process of engaging with the Council about monitoring the progress of all projects. All arrangements to deliver have been put in place and the

Ministry are very happy with the delivery of all the projects.

The Diverse Communities Forum (DCF)

Bid	Lead	Grant Overview	Update
Migrant Outreach Service	FDC	A project to tackle homelessness and the impact it has on local communities, with an aim of reducing the problem of/ preventing people returning to live on the streets	<p>To build confidence with the migrant population and use this to enhance the work of Pheasant Task Force, through multi agency home visits and assessments, building trust and confidence through cultural understanding and language.</p> <p>Up to Quarter 2 2018, here are the results: Latest figures supplied – you may have an update through PM housing stats</p> <ul style="list-style-type: none"> • 14 clients prevented from rough sleeping • 4 reconnections achieved • 6 voluntary repatriations • 18 passport applications achieved • 40 referrals to the night shelter • 10 individuals assisted out of inappropriate/overcrowded accommodation • 3 cases of illegal eviction/harassment tackled and avoided • 11 clients engaged with mental health services • 64 clients engaged in drug services • 65 clients engaged with alcohol services • 26 clients given advice via Operation Pheasant • 17 clients accessing work • 1 client engaged in volunteering • 81 weekly surgeries established for clients to meet face to face <p>We have seen the number of rough sleepers dramatically increase in the last few months (as has been the case nationally). As a result of this, the Council has engaged with the Ministry of Housing, Communities and Local Government's rough sleeping specialist advisor. A revised new CMF bid has been submitted.</p>

Wisbech Emergency Night Shelter	Ferry Project	Maintaining & extending the emergency night shelter in Wisbech, to provide an alternative to sleeping rough	Night shelter has been expanded to accommodate 18 people per night. Shelter is regularly used with people from both indigenous and Central/ Eastern European background – approx. 50/ 50% split.
HMO Enforcement & Licensing	FDC	This additional resource will enable the Council to get a grip on the private rental market in Wisbech and take a street by street approach to identifying and tackling dangerous faults and failings within private rented properties, many of which are run by rogue landlords and agencies in partnership with rogue landlords.	Fenlands' Private Sector Housing Team has visited in excess of 1,500 properties this financial year as part of the project that was launched at the beginning of 2018. The aim of the project is to help the Council mitigate the impacts of recent migration on communities in Wisbech. During this period officers have identified and worked with both owners and managing agents of substandard properties in the rental sector, discovered cases of benefit fraud, exploitation of migrants, assisted vulnerable tenants and owner-occupier and have signposted residents onto various health and other advice agencies to help them improve their current situation. The work continues in the Wisbech area until March 2020.
Street Drinking Outreach Work in Peterborough and Fenland	Cambs County Council	The County Council will share the grant with partners to recruit two EU speaking alcohol outreach recovery workers, to mitigate the impact of alcohol misuse in Wisbech and Peterborough.	<p>Case Study</p> <p>A staff member of the Octavia hostel asked if the outreach worker could have a chat with Mr X as he was smoking cannabis and would like to stop it due to his COPD.</p> <p>Mr X was open to talk about his usage and what happened to result in him being homeless. During this conversation it became clear that he needed to speak to the mental health team to stabilise this. He said that he is diagnosed with personality disorder and has been self- medicating with cannabis for 10 years.</p> <p>He stated if he stops smoking his mental health will be negatively affected and if he doesn't his COPD will get worse.</p> <p>Unfortunately, during the conversation it became clear that he did not recognise that he was addicted to cannabis and or</p>

			<p>see that he needed help to end this addiction.</p> <p>A member of Octavia hostel staff member was asked whether they would make a referral to the mental health team and they confirmed that they'd do this. After a further discussion Mr X agreed that he'd like this to happen.</p> <p>He also agreed that he'd like more advice and information so that he can access inclusion services; he was encouraged to attend ongoing sessions and attended the first with the Outreach Worker.</p> <p>He is now attending these sessions, and stated that without the earlier support that he would not have attended any as he did not recognise that he needed this type of help.</p>
Modern Day Slavery (MDS) Support	Rosmini Centre	<p>Concerns and issues around MDS were recently discussed at a summit called by Steve Barclay MP. Issues around MDS are often invisible and difficult to detect. A number of people have been identified as being exploited and victims of MDS. There is a culture of mistrust of authority meaning that other people do not complain due to fear of retaliatory action. This project aims to address these issues.</p>	<p>This project is looking to both identify and put forward solutions to the issues around modern day slavery. Professor Gary Craig, considered the the foremost academic on this subject, has been appointed and is leading a multi-agency case worker and academic team in this project.</p> <p>To date over 100 people have been identified as being exploited and a number as potential victims of MDS, these have been referred to the Police and subject to ongoing investigation.</p> <p>In the early part of January training sessions, to better inform agencies (staff) about issues and how to spot potential victims of MDS, were held in Wisbech and just over 100 people attended these. Further sessions are planned later this year with a national launch of the completed research findings at the end of this year.</p>
Information pack of social media resources	Cambs & Peterborough Public Health	<p>It is clear from the Joint Strategic Needs Assessment (Migrant) findings that the health and wellbeing needs of migrant & indigenous communities in areas of</p>	<p>A suite of between 16 & 24 information films are being developed and will hosted partners websites, Face book page and YouTube channel to address these concerns. A programme has been established to create a suite of health and wellbeing information video resources</p>

		<p>Cambridgeshire and Peterborough are compromised by a lack of understanding or misunderstanding of how various public sector systems and services work. It is expected that a suite of between 16 & 24 information films will be developed and hosted on a self-contained website, Facebook page and YouTube channel to address these concerns.</p>	<p>aimed at migrant Eastern European communities but also the general 'English speaking' population with lower literacy levels and/or poor engagement with public sector services. This programme is being developed through partnership work lead by Public Health but managed through Peterborough Council for the Voluntary Sector (PCVS), with the Rosmini Centre in Fenland providing community input. The first pilot videos are currently being evaluated.</p> <p>The first suite of video resources are being developed to cover the following areas:</p> <ul style="list-style-type: none"> ● Health - Primary care - Registering with a GP and dentist. The role of pharmacies. Maternal healthcare. Child health, including vaccinations, Drug and alcohol awareness and support services. Sexual health and infectious disease ● Community and civil responsibilities - What to do in emergencies. Driving and car ownership ● Employment - finding work, employment rights and paying taxes ● Housing - finding somewhere to live, types of housing, rights and responsibilities of tenants/landlords, being a good neighbour ● Education - early years support, accessing school places and the education system <p>The videos are being produced as animations with voice overs in English, Lithuanian, Polish and Romanian.</p>
<p>Grow it, Cook it, Share it & Compare</p>	<p>ACCESS (formerly KLARS) Groundwork East Clarion Housing</p>	<p>Recruiting volunteers to be involved in practical green skills from all backgrounds to aid cohesion and integration. The course will aim to give a minimum of 6 long term unemployed residents help into meaningful employment and up to 80 families with help to understand UK</p>	<p>Number of families engaged with to date: 64 % British participants= 62% % Non-British participants= 38% Number of full courses completed= 7 Total number of growing sites created= 4 Number of volunteers: 5</p> <p>Green Skills:</p> <p>This 6-week course saw 5 volunteers who are currently not in employment complete</p>

		<p>cultures or the social background of the migrant community.</p>	<p>a practical project at Wisbech South Children's Centre. The volunteers also had a mixture of mental health and learning difficulties and 4 of them identified as British, while one identified as a Traveller. They designed and built a large bug hotel and bird feeding station in the garden area. They gained confidence and practical skills through the course. The centre staff was very pleased with the work and presented participants with certificates and chocolates to show their appreciation.</p> <p>British values integrated into the course through conversations on topics such as relationships, attitudes towards other cultures and democracy. The volunteer who identified himself as a traveller enjoyed sharing his experiences living among the traveller community with the rest of the group, and commented that he felt comfortable with the group as often experiences some animosity.</p>
<p>Parallel Lives Project</p>	<p>East of England LGA</p>	<p>Communities that lead parallel lives will never integrate into the community/ area. This leads to tensions and potential conflicts. Roma do not readily integrate into local communities/ groups or even people from their own or other Eastern European communities. This project will undertake research into Roma lifestyle, culture and how they are dispersed across the region. From this work we, other councils, partners and Government can identify better ways to engage and deliver services.</p>	<p>The project continues to be incredibly successful. Each of the 7 workshops held across the eastern region so far has been full with a substantial waiting list. Feedback from participants has been that the workshops are informative and will help develop practice for supporting and engaging the Roma community. The project team continues to help create and develop multi-agency events to encourage sharing best practice and help professionals work together to reduce duplication of services. At present the team is developing a regional good practice educational event, where educational professionals across the region can meet and share their learning experiences in helping Roma children and their families engage in education. In collaboration with professionals and the Roma community, the project team is developing a Roma cultural awareness guide as a sustainable information document.</p>

<p>Community Cohesion built through Sports & Physical Activity</p>	<p>FDC</p>	<p>This project will address community cohesion in the District by tackling inequalities and social isolation in Wisbech</p>	<p>There are two streams developing:</p> <p>A. Community Development Local community stake holders were engaged in June and July to explore and foster new ways of partnership working in sport and physical activity within the community.</p> <p><u>Event</u> Were held is scheduled in September to encourage participation in Basketball and Table Tennis games.</p> <p>Community Partners invited are Everyone Health to provide healthy lifestyle brief intervention...</p> <p>Other community events are in the planning stage such as the 'International Food Day' aiming at embracing the multicultural aspect of Wisbech Community and 'International Volunteer Day' aims at commemorating volunteer services and to give community stakeholders the opportunity to showcase their projects and for volunteer recruitment.</p> <p><u>Volunteer</u> The Volunteer initiative is underway with major documents produced or in production. At least three volunteers expressed interest. Target recruitment is 10 Volunteer by 2019.</p> <p>B. Workplace Development Partnership working with Everyone Health and Cambridgeshire County Council Workplace Specialist Programme has started in mid-August. I have secured the interest</p>
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			<p>of Greencore, a ready meal production company in Wisbech. Promotion within the factory started at the beginning of October 2018. A complete Workplace Programme is on offer which includes venue, qualified coach, monitoring and evaluation.</p> <p>C. Monitoring and Evaluation Survey Questionnaires for community consultation on their interest in various sports activities has been in use from June and will continue to be used so that sessions can be set up according to the interest of the community.</p>
Migrant Worker Statistical data	Rosmini Centre	<p>We need to understand the makeup and needs of an ever changing community. Local employers have expressed their concerns regarding procurement of labour post – BREXIT and we therefore need to engage with all to incorporate information including: peak times of the year for seasonal workers, numbers of seasonal workers required, accommodation and transport provision and recruitment practices. This pilot could be built on and shared by the NFU using the toolkits that this project will develop.</p>	<p>A multi-agency project to better understand migration in Fenland and help the district prepare for post-Brexit challenges is underway. The Rosmini Centre and EofELGA are working with Anglia Ruskin and Buckingham New Universities, who will be collating the research findings and creating a report at the end of our research period which will be shared at the conference that has been booked for 6th November 2018.</p> <p>Questions have been agreed (with input from both Universities) in order to gather statistical data from three different client groups.</p> <p>Group 1) Migrant workers – Rosmini is collecting and collating this information – more than 70 migrant workers have completed to date.</p> <p>Group 2) Statutory and Voluntary Organisations – Rosmini and EELGA are in the process of contacting all Fenland organisations.</p> <p>Group 3) Farmers and Growers – EELGA have started to gather this data.</p>

			<p>Time frame for project has been agreed and a number of meetings have taken place including skype meetings to contain travel costs.</p> <p>All findings will be shared in an academic report with other organisations ... including National and local Conferences to which all people can attend.</p>
Bi-lingual Advisor and Basic English language project	Rosmini Centre	<p>The project is in two parts:</p> <ol style="list-style-type: none"> 1) Recruit & train volunteer bi-lingual advisors with the relevant language skills and cultural knowledge reflective of the local communities providing a multilingual support service to support members of the local community to engage with statutory/ voluntary organisations in Fenland 2) Provide volunteers to support members of the settled and migrant communities to improve English Language skills, gain qualifications relevant to the work available in the area & improve knowledge around child care and safeguarding. 	<p>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. (To beginning of December – updated statistics due end of February)</p> <p>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.</p> <p>The project has also provided 64 English language sessions between April and December. It offers 3 sessions per week, Basic English Drop-in, Basic English and a progression class to enable students to move forward.</p>