

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

January 2019
(For performance in December 2018)

Cabinet Members



**Councillor
Chris Seaton**
Leader of the Council



**Councillor
Mike Cornwell**
Cabinet Member for
Communities



**Councillor
Anne Hay**
Cabinet Member for
Finance



**Councillor
Peter Murphy**
Cabinet Member for
Environment



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



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



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

BUSINESS PLAN AREA: Communities**Business Plan Priority: Support vulnerable members of our community****Business Plan Action: Support residents to maximise their income by accessing the benefits they are entitled to. Process applications for Housing Benefit and Council Tax Support quickly and accurately through our shared service (Anglia Revenues Partnership; ARP)****Business Plan Action: Support residents in managing the effects of welfare reform changes by working with partners, including Jobcentre Plus and the CAB, and helping them access Universal Credits online****Portfolio Holder: Cllr Anne Hay**

Description	Target 18/19	Achieved (in-month only)	Cumulative for 18/19	Last year Cumulative performance for Nov 17/18	RAG
Performance Measure					
Fenland target ARP1 Days taken to process Council Tax Support new claims and changes	8 days	5.2	7.1	9.5 days	
Fenland target ARP2 Days taken to process Housing Benefit new claims and changes	8 days	4.7	6.7	9.5 days	

This month we have exceeded all targets.

Despite the Christmas break both Council Tax Support and Housing Benefit, new claims and changes have been processed in around 5 days again this month, which has kept the YTD figures well within target.

We continue to prioritise new claims and are checking 100% of earnings assessments. We are also carrying out several 100% checks in preparation for next year's audit process.

Generic working ideas continue to be put into practice and our latest new starters are now trained on refunds, direct debits and moves outside of ARP.

The DWP VEP (Verification of earnings and pensions) notifications continue to increase in volumes and we now have 8 additional assessors trained to help process these. There are just 9 self-employed reviews awaiting responses across the partnership, and we still await the mop up scan.

This week we have set up work focussed teams across the partnership to deal with the build-up of ATLAS, VEP and UCDS records over Christmas, as well rent increases and the Pension Credit annual up-rates that are now starting to come through.

BUSINESS PLAN AREA: **Communities**

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

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

Portfolio Holder: **Cllr Mrs Dee Laws**

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI CEL1 Total number of private rented homes where positive action has been taken to address safety and cohesion issues	200	18	146	

At the end of December 2018, the Council had undertaken 32 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council had also investigated 114 complaints from tenants occupying privately rented accommodation in the same period. Council Officers intervened to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

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

The geographical spread is as follows:

	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>
Wisbech	28	55
March	4	20
Chatteris	0	6
Whittlesey	0	7
Villages	0	26

Private Sector Housing Enforcement – Controlling Migration fund project Performance

This month the officers have concentrated on re-inspecting a number of properties where hazards, predominantly Fire & Trip, have already been identified. A high percentage of landlords have failed to carry out the work to remove the defects; which will result in formal enforcement action being instigated in due course.

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

Measure	Dec	Cumulative
Total Number of Properties Inspected	78	1452
Interventions Taken (see table below)	97	572
Information Packs Issued	20	167
Smoke Detectors brought into use	13	159
Hazards Removed	15	184

Breakdown of interventions

Breakdown of Interventions	Dec	Cumulative
Smoke Detector defect letters (Private Rented Sector)	16	187
Smoke Detector advisory letters (Owner Occupied)	17	141
Formal Inspection Appointment Letters	26	95
Notice requesting Information	1	7
Informal Letter requesting remedial repair	35	211
HMO declaration notices	2	38
Enforcement Notices issued	0	10

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

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI Number of households prevented from becoming homeless	200	15	241	

Breakdown:

Mediation = 42

Debt Advice = 16

Resolve rent arrears = 11

Private rented with deposit support = 86
 Private rented without deposit support = 41
 Housing Register Offer = 30
 Supported Accommodation = 15

The total preventions in 2017/18 were 115.

Description	Monthly	Cumulative for 2018/19	%
Total number of Households approaching to the Housing Options Team	99	1337	N/A
Total number household receiving advice only for example not homeless but advice needed	72	693	N/A
Total number of Personal Housing Plans created i.e. there is a risk of homelessness and an action plan has been created to hopefully prevent the homelessness taking affect.	7	337	N/A
i. Number of Main Duty Homeless decisions made.	2	29	N/A
Successful outcomes in Prevention stage (household had their issue resolved within 56 days)	13 out of 17	164 out of 208	79%
li Successful outcomes in Relief stage	2 out of 4	77 out of 133	58%

Statistic for Wales Prevention 62% Relief 42%

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

li (cases that came to us too late for prevention stage i.e. households were awaiting court action to end their tenancy or they lost their last settled accommodation, which meant the Council had to provide some alternative form of accommodation whilst the household and the Council work on a personal housing plan. During the 56 day "relief period" they had their housing issue resolved).

Trailblazer Project Update

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

Since the start of the project in August 2017, there have been 1004 referrals. Of these 415 are Fenland related - the highest rate of referral across Cambridgeshire and Peterborough, from individuals and partner agencies requesting help to prevent families and individuals from becoming homeless.

The Trailblazer team is working with social and private sector landlords to prevent homelessness including the use of mediation, debt advice and financial advice.

A specialist Landlord Rent Solution service is in place within Trailblazer and our Housing Options Team to support landlords in managing tenancy issues, including support and advice, to avoid the need to take court action and evict tenants. This was highlighted during a recent Landlord event where 20 landlords attended (some coming from Hertfordshire) and neighbouring authorities.

With the project continuing for another year, the focus will be continued work with partners to identify and assist clients at risk of homelessness before 56 days and partnership protocols to enable more effective processes to identify and assist those at risk of homelessness early.

Rough sleeping (Controlling Migration Fund)

The Council's Migrant Outreach Worker is working with 35 clients, all of whom are rough sleepers in Wisbech. Regular visits are made with Police and [CGL](#) (Change, Grow, Live – the local drug and alcohol outreach service). Housing options, advice and sign posting is offered in order to provide routes out of rough sleeping for these individuals. Options for training and work are also offered along with support and temporary accommodation from The Ferry Project.

The council, along with partners conducted a rough sleeper count. The purpose is to capture a snapshot of the number of rough sleepers nationally, either by estimate or actual count. 23 rough sleepers were independently verified on the night.

The council has engaged with central government for advice, particularly given the complex needs of our customers. Three bids have been submitted to provide additional specialist capacity to help with rough sleeping in Fenland. In addition, a £10k grant has been provided that will assist with additional provision of emergency accommodation, funds for accessing the private rented sector and temporary accommodation. We have opened up our emergency provision provided by the Ferry Project and there has been positive update. We will work with this client group to

try to establish next steps.

Since the start of the project, the following has been achieved:

- 19 people prevented from rough sleeping
- 47 referrals made to the night shelter
- 80 referrals to drug services
- 81 referrals to alcohol services
- 23 clients accessing work
- 99 surgeries established for clients to meet face to face for advice

For rough sleeping issues outside of Wisbech and for all non-migrant concerns, the council's Housing Options team carry out this function.

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI Number of homes adapted to assist vulnerable disabled residents to remain in their home	130	4	107	

Through this scheme the Council provides adaptation works for elderly and disabled home owners and tenants to remain safe, secure and protected in their own homes.

At the end of December 2018, The Council has assisted 107 households with adaptation works.

The geographical spread is as follows:

Wisbech	39
March	33
Chatteris	8
Whittlesey	9
Other villages	18

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
MPI Number of households receiving the Handyperson service (Annual)	125	165	165	

In Quarter 2 (July – September 2018) 100 households were assisted through the service.

This included the provision of 33 grab rails, 20 handyperson jobs (changing light fittings, moving furniture, bannister rails fitted, key safes fitted etc). 26 households were signposted to other services including social care and occupational Therapy. Two hospital discharges were facilitated by providing bed moves (from upstairs) and providing key safes, preventing the need for bed blocking within hospitals.

Satisfaction survey Q 1 April – June 2018 – 54 customers out of 55 who completed the questionnaire would use the service again, one person declined to answer the question.

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

1 household responded to the survey in December for this performance measure.

26 surveys have been completed for the financial year with 25 satisfied culminating in satisfaction score of 96%

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

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

Portfolio Holder: Cllr Mike Cornwell

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
MPI Number of people who attend the Golden Age events	200	82	238	

The third Golden Age Fair of the financial year took place on 11th December at Tower Hall in Friday Bridge and attended by 82 visitors to receive information advice and guidance. Being our Christmas event we also had 60 carol singers from Friday Bridge Primary School for those attending to enjoy.

Some highlights include:

Care Network saw 20 people and now have the opportunity to follow up on potential new volunteers that registered interest with them. They have also made some great contacts with other partner agencies at the event and shared information with local people on activities and community transport services available.

Cambridgeshire Fire & Rescue Service spoke to approximately 18 people providing Fire Home Safety Advice, smoke alarm info and made appointments for 'safe and well' visits.

Blind Veterans actively engaged with approximately 15 people and commented that the event was great opportunity to raise awareness for them and they had a 'great day' with us.

Cambridgeshire Constabulary engaged with 42 people and gave out general crime prevention along with home security products. They also commented on the networking opportunity they had with other partner agencies.

Healthwatch spoke to 46 people and collected feedback surrounding Health and Social Care Services (positive and negative) which they hope to use going forward in their organisation to help improve services.

In total we had over 20 partners in attendance providing a wide range of services meaning that most visitors were able to get the help or advice they were seeking, or were made aware of services they might need in the future.

What do our customers say?

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	RAG
LPI Customer satisfaction with Golden Age events (After each event)	100%	90%	16	16	100	

We also received some great visitor feedback with 16 people in total completing feedback forms with comments such as 'really enjoyed today', 'people are so helpful' and 'a well done from me'.

BUSINESS PLAN AREA: **Communities**

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

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

Portfolio Holder: **Cllr Mike Cornwell**

Community Locally Led Development (CLLD)

The Local Action Group for CLLD met in December and a bid was approved subject to conditions for Creative Dramatic Arts to make life great in Wisbech.

A total of £51,145 was requested from the EU funded grant to assist the project and they aim to offer volunteering opportunities to support children's drama classes and performances and offer a chance to join an adult vocal class receiving expert tuition. These activities will allow participants to gain confidence, become more resilient and raise self-esteem.

Portfolio Holder: **Cllr Mark Buckton**

Youth Engagement

During the last couple of months, officers and Cllr Mark Buckton have been liaising with 20Twenty Productions who are preparing a bid to the Reaching Communities Partnership Fund (up to £500,000) for a three year project. This money will assist in setting up Youth Advisory Boards giving young people a voice and identify issues that impact young people and allow them to play a strategic role in meeting these needs.

Fenland District Council has enabled the initial stage by facilitating a meeting between 20Twenty Productions, the Senior head boy and girl from Neale Wade Academy and Mancroft Advice Project (MAP) from Norfolk.

Five representatives from MAP consisting of youth workers and young people gave a presentation about their Youth Advisory Board model which consists of bodies of young people and adult professionals who come together making positive change for young people and the communities they live in. There is a board for each of the 7 districts of Norfolk with over 300 young people taking part in regular engagement to

identify issues that young people care most about and then take action through campaigning, lobbying, advocacy and commissioning services.

Youth Advisory Boards in Fenland would help increase community cohesion, intergenerational understanding and build local community capacity to meet young people's needs including an understanding of how local democracy works, especially for those who are most vulnerable.

BUSINESS PLAN AREA: **Communities**

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

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

Portfolio Holder: **Cllr Chris Seaton**

Wisbech 2020 Update

Royal visit to Wisbech

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

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

The Royal couple were greeted by well-wishers and local school children, before unveiling a plaque commemorating their visit to Wisbech. The Duchess of Cornwall then visited the Wisbech and Fenland Museum to learn more about how local organisations are supporting families and primary schools to improve children's literacy skills.

The Prince of Wales was guest of honour at St Peter and St Paul Church where he met representatives of around 20 local organisations to learn more about the work they do for the local community.

One of the exhibitions in the church showcased the work of the Wisbech 2020 Vision and the Wisbech Garden Town Proposals. The Prince of Wales was presented with an information leaflet on the two projects which has since been distributed to all FDC members for their information. During the visit, the Prince of Wales invited partners to visit [Nansledan](#), a 2018-hectare urban extension of Newquay in Cornwall, led by the Duchy of Cornwall with support from [The Prince's Foundation](#) for Building Community. It is hoped that a visit will take place later in the year.

Images from the event are shown below along with links to the relevant websites where further information on each organisation can be found:



Cllr Mrs Kay Mayor, Chairman of Fenland District Council, is presented to The Prince of Wales



Cllr Chris Seaton, Leader of Fenland District Council, is presented to The Prince of Wales followed by Cllr Miss Sam Hoy, Fenland District Council Member and Leader of Wisbech Town Council



Wisbech in Bloom exhibition



Wisbech Society exhibition
www.wisbech-society.co.uk



Wisbech 2020 Vision and Wisbech Garden Town exhibition
www.wisbech2020vision.co.uk



Wisbech High Street Project exhibition
www.highstreetwisbech.org.uk



Wisbech & District Museum exhibition
www.wisbechmuseum.org.uk



876 Group exhibition
<https://www.facebook.com/Cambs876remembered-1462883900611661/>



People & Animals UK CIC exhibition
<http://peopleandanimals.org.uk/>



Operation Pheasant exhibition
www.gov.uk/government/publications/support-for-victims-of-human-trafficking



Rosmini Centre exhibition
www.rosminicentrewisbech.org



The Ferry Project exhibition
www.ferryproject.org.uk



Wisbech Community Development
Trust (and The Oasis Centre) exhibition
www.theoasiscentre.co.uk



Peckover Primary School exhibition
www.peckoverprimary.org



Thomas Clarkson Academy exhibition
www.thomasclarksonacademy.org



College of West Anglia exhibition
www.cwa.ac.uk



Wisbech Castle exhibition
www.wisbechtowncouncil.gov.uk/wsbech-castle.html

Just as the royal couple met up again to leave Wisbech, the Prince of Wales was able to meet volunteers from Wisbech Castle before leaving by car via The Crescent.



The Prince of Wales greeting Cllr Steve Tierney and other Wisbech Castle volunteers at the end of his visit

Work is ongoing to improve the project and performance management of the Wisbech 2020 Vision project, including regular updates to the Core Vision Group who have overall accountability for the project.

A summit meeting is due to be held in the summer to celebrate the achievements to date and to outline plans for the future.

Prevention at Scale Update / I ♥ Wisbech

The consultation for Prevention at Scale now called I ♥ Wisbech continues. So far over 200 surveys have been completed. The survey is available at <https://www.smartsurvey.co.uk/s/JLTXO/> and is expected to run until the end of January 2019. At the meeting in November partners suggested ideas to boost the return including engagement with the Thomas Clarkson , further events to attend and ongoing marketing through core business of each organisation. The results will also help inform the Growing Fenland Wisbech project.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote Health & Wellbeing for all

Business Plan Action: Deliver the Council's Leisure Strategy

Portfolio Holder: Cllr Mark Buckton

Description		RAG
Performance Measure		
LPI LS1 Number of paid visits to our leisure centres	On target as at 30 November 2018	
<p>Freedom Leisure successfully took over the operation and management of Fenland's four leisure centres on 4 December 2018. This has involved:</p> <ul style="list-style-type: none">• The TUPE of 180 different staff and adoption of several hundred contracts for those staff, as well as new uniform for all• Replacing all ICT across the four centres• Replacing external and internal signage• Setting up new social media and internet pages• Producing new programmes for customers• Introducing new ways of working including (amongst other work) training all staff in Freedom systems of work, health and safety and an assessment of all lifeguards.• Introducing new reporting systems <p>The switch has gone well. Freedom staff from other locations dropped into the Fenland sites for a week to assist in the switch. Customers were not inconvenienced by the change, with the only real issue being the replacement of the ICT that was completed and running by lunchtime on day 1. The mobile phone booking app for fitness classes was not available during December or the first 10 days of January, but is now in place and operational.</p> <p>In terms of reporting, the leisure managers TUPE'd to Freedom have a steep learning curve to get into a different way of working with regards to performance management. December went well, with the reporting being embedded in January. Sales are reported to head office on a daily basis, with tracking of daily performance in place. The reporting scheme is still embedding itself and the Council expects to receive the reports within our contract specification from the end of January.</p> <p>Monitoring the Contract</p> <p>As well as the formal reports that Freedom will provide to the Council on a regular basis, weekly inspections are being undertaken and recorded at each site. Where areas for improvement are identified the site manager and area manager will receive</p>		

appropriate tasks, prioritised by time.

Active Fenland Update

Active Families Project

Active Families project has now started delivery with two family sports clubs; one in March and one in Wisbech. Family boot camp is taking place in Chatteris with eight families attending the first sessions.

- Wildgoose mobile phone treasure app

This interactive app is now running in Wisbech Park - 3 families have engaged with the scheme so far. The app runs a virtual treasure hunt around the park, engaging families to be active and get to the next location and virtual prize.

- Information in the community:

A family information booklet has been created and is being handed out in community places such as the Oasis Centre and libraries as well as being carried by family workers with referral pathways in place for other services.

- Activity Equipment Hire Scheme:

A free equipment hire scheme is being launched at the Oasis centre to give local families access to equipment to try out.

- Annual Santa Run – Wisbech Park

In December Active Families promoted the annual Santa Run, promoted the programme at the event and held a 1K family walk/run.

In the pipeline for the Active Families project are;

- A half term Fit and Fed (activities for children with lunch and healthy eating education) in Wisbech, with a new session starting in March; a Wildgoose session will be included in both.
- Additional Wildgoose trails will be developed in parks in March, Chatteris and Whittlesey.
- A supper club is under consideration for Orchards school in Waterlees Ward.

Let's Get Moving Project

The Lets get moving project is delivering 31 separate activity sessions across Fenland.

New projects include;

- Forever fit - a short mat bowls, table tennis, new age kurling and Thai Chi session for older people.
- Teen sessions including clubbercise at Thomas Clarkson and Roller Skating.

In the pipeline the project is developing the following sessions;

- An offer for teen girls in Whittlesey under development.
- On your bike scheme for beginners cycling groups including cycle maintenance sessions.
- Chair based activities for older people
- Additional female friendly sessions
- A buggy walk on Harecroft Road in Wisbech to support Street Pride

The Lets Get Moving project is gathering more case studies for groups and individuals in different formats including video, interview, comments and infographics.

Controlling Migration Fund – Improving Community Cohesion Project

This project is delivering two yoga sessions and a table tennis session in Wisbech, as well as offering a swim card to factory workers.

A partnership event took place to recruit volunteers in Wisbech with 51 attendees, with the project having six registered volunteers assisting (including a majority from our migrant community).

The next phase of delivery is a 5 a side football session and basketball sessions for men targeting factory workers. The project is also working closely with Everyone Health on a work place offer for routine and manual places of work, visiting factories to signpost activities and services. Visiting supermarket workers in the workplace will also take place.

The project has also taken part in Wisbech multi-cultural events including world food day and harvest festival, with attendance at an Easter event planned.

Funding to support healthy activities

A key stream of the Active Fenland team's work is fund finding to allow additional activities to be provided in the Fenland community at no cost to the Council. This financial year the team has been successful in attracting the following support;

Healthy Fenland Fund:

- Home Education sporting sessions; £5,000
- Ladies Badminton £5,500
- Tennis March £5,000

Tesco

- Wisbech Park Light improvements
To allow more activity programmes £4,000

Sport England Small grant

- Hockey £5,000

Clarion Futures

- Active Families Project £10,000
- Cohesion project £10,000
- Mums fitness class Wisbech £4,000

Satellite funding

- Clubbercise Families £3,000

- Clubbercise Teen Wisbech & March £4,350
- Roller Hockey Wisbech £4,000

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing for all

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

Portfolio Holder: Cllr Mike Cornwell

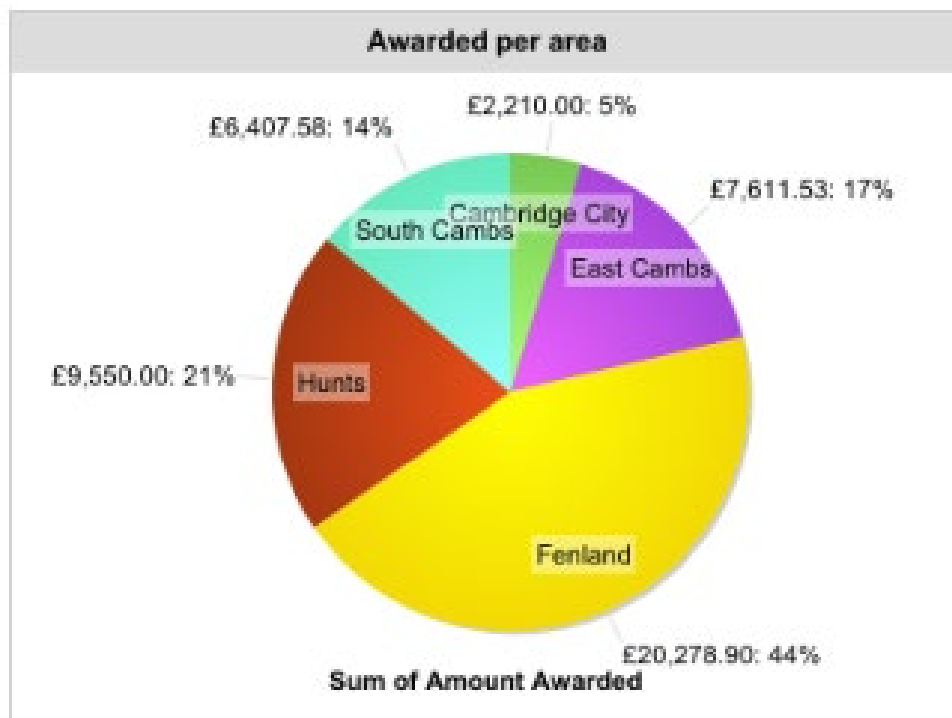
Health & Wellbeing Strategy

Stay Well Project

The Stay Well health information packs were distributed once again by the councils Environmental Health Team and other partners at the Christmas Golden Age event held in Friday Bridge where advice on up to date energy schemes and day to day household energy saving tips was given. This work will continue at the next Golden Age event to be held in the Spring 2019.

The council continues to keep up to date with important winter health messages by working closely with the Stay Well partnership. As such, the council has refreshed its website to include top tips on looking after your-self and keeping warm this winter. The web pages have been improved so can be read more easily and therefore be more attractive to a wider audience.

Between November and December 2018 a total of 71 Stay Well applications were submitted across the county by various partner organisations with the majority of applications being awarded to residents of Fenland.



44% of the total numbers of applications have been awarded to residents of Fenland since April 2018. Applications awarded mainly cover the cost of supplying gas and electricity but also includes oil and small repairs. The total amount awarded for grants issued since April 2018 is £46,058.

Portfolio Holder:

Cllr Mike Cornwell and Cllr David Oliver

Wisbech Alcohol Project

A council officer for the Wisbech Alcohol Partnership and the Local Alcohol Action Area (LAAA) conducted a telephone discussion with the Home Office LAAA case manager to talk over current local activity and to provide any support where required.

The LAAA programme draws to a close at the end of January and a case study which focuses around recovery (outreach) work will be presented to the LAAA board to help share good practice and to assist other areas that face similar issues with possible solutions.

The Wisbech Alcohol Partnership didn't meet during December with the next scheduled meeting due in January 2019.

The partnership will have a workshop to look at next steps to prioritise future joint work

in the town.

Portfolio Holder:

Cllr Peter Murphy & Cllr Mike Cornwell

Energy Conservation

Peterborough Environment City Trust (PECT) – partnership project

The council's partnership with the charity PECT is now under way. Residents of Fenland are beginning to see the benefit from advice being given to them that aims to help households stay warm and healthy.

The free home visits on offer have been informing residents a range of money-saving schemes including, energy and water saving measures, energy switching, heating and property insulation, assistance with national or local grant schemes and the encouragement of the switch to a smart meter.

These home visits also provide information on the popular national 'Warm Home Discount' and residents also receive a free energy pack.

Council staff were given a presentation about PECT to help prepare frontline officers to make suitable referrals to the charity by learning how the charity works and help identify residents who may be eligible for energy or financial assistance so that effective referrals can then be made. Further training needs have been identified following this presentation which will be organised for additional officers in the new year.

BUSINESS PLAN AREA: Communities

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

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

Portfolio Holder: Cllr Mark Buckton

Culture Strategy Update

FDC met with representatives from the Arts Council in late December. The Arts Council is keen to support the partnership approach to a strategy and reiterated the potential impact on social cohesion, training and the economy of the District.

Linking the culture strategy work with the Growing Fenland project for each Market Town would also generate synergies. FDC is seeking support from The Arts Council and an experienced consultant to support Member and project group workshops regarding culture for the Growing Fenland project.

The Arts Council is certain that supporting market towns is important in ensuring that cultural opportunities are spread more widely than the approach of over representation in cities. FDC will bid to the Arts Council for matched funding to support the partnership work from April 2019.

Must Farm Update

Officers from Peterborough City Council have arranged a meeting to discuss the Whittlesey project in February. It is anticipated that a project to enhance the offer at Kings Dyke Nature Reserve in the town will be tabled along with a project plan and outline costs.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

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

Collected Household Waste Blue Bin Recycling to November

	Half-year	Oct	Nov	Overall
Dry Recycling (Blue Bin)	4,355	744	724	5,823
Residual Waste (Green Bin)	11,169	1,900	1,846	14,915
Dry Recycling % of waste	28%	28%	28%	28%

Collected blue bin waste is on target and contributes positively to the recycling of household waste in the area and an increase of 104 tonnes on the same period last year.

The crews have actually collected 6,269 tonnes of materials from Fenland blue bins so far this year and rejected 10,039 bins with obvious contamination. Even with this, AmeyCespa report that 570 tonnes of those collected were materials not acceptable in the bin. Whilst this is an improvement on last year, there remains more to be done.

As a result, we have 5,699 tonnes of blue bin recyclable materials up to the end of November along with 124 tonnes from local bring banks.

A range of actions are planned to tackle the incorrect materials in the blue bins, including letters to all customers 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.

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
MPI % missed bins collected the next working day	92%	97%	95%	

Missed Collections December (Blue and Green Bins)

	Dec 18	Overall 18/19
Missed Collections Reported	150	1,440
Collected next working day	146	1,368
Percentage	97%	95%

The total number of missed brown bin collections reported in December was 27, of which 26 were collected the same or next working day.

To date this year customers have reported 1,440 missed collections and 95% (1,368) of these have been returned to the same or next working day. This is an average of less than 8 green or blue bin collections for each working day.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Achieved Nov 18	Cumulative for 18/19	RAG
Performance Measure				
MPI Income generated through recycling materials	£285,000	£25,519	£216,445	

A set of actions across Recap partners have been put in place involving ensuring that sampling is taking place to help identify the nature of non-recyclable materials. This information is being used to target future customer communications to reduce the levels of unwanted materials and target the right recycling messages.

Recycling Champions Update

The 23 trained recycling volunteers have already completed more than 600 hours of volunteer time promoting and supporting recycling within Fenland. They have written the monthly newsletters for the 170 customers who have joined the Getting It Sorted network by pledging to recycle more.

Social media over Christmas promoting correct recycling was well supported with the total number of views of Getting It Sorted social media posts now more than 160,000 and customers learning about our services as a result; such as the 10,000 customers who saw the promotion for additional recycling sacks that resulted in 600 orders over the Christmas period.

BUSINESS PLAN AREA:

Environment

Business Plan Priority:

Deliver a high performing refuse, recycling and street cleansing service

Business Plan Action:

Deliver an effective, self-funding garden waste collection service

Portfolio Holder:

Cllr Peter Murphy

Garden Waste Service Update

Garden Waste Service 2019 Communications

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

Communications - November 18

All existing garden waste subscribers has received a letter outlining the service from next year and the payment options available

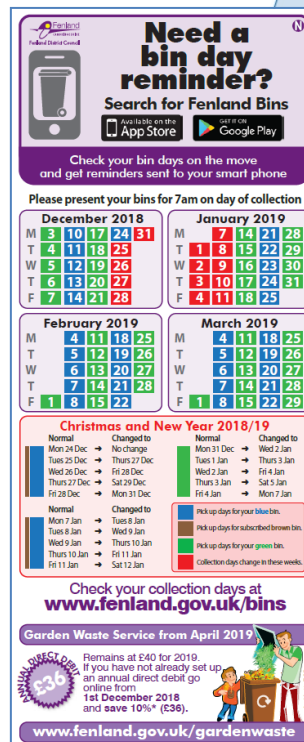
to them.

For all customers the

Christmas calendar delivered on all green bins during November, update them on the price of the service for this coming year.

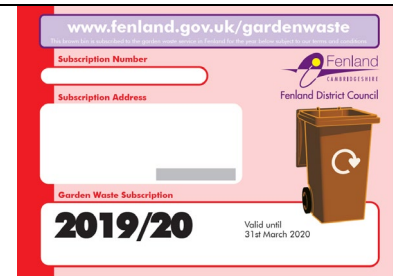
December 18

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



January 2019

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



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

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

February

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



April

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

The new subscription year starts on 1 April 2019.

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 services	75%	85%	137 from 500	135	98%	

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

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.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	96%	97%	

Cleansing Rapid and Village Response December 2018

Area	Requests	Requests Met	Performance
Chatteris	10	9	90%
March	13	12	92%
Villages	21	21	100%
Whittlesey	15	14	93%
Wisbech	18	18	100%
Totals	77	74	96%

During December the number of reported instances of cleansing, litter bins, dog fouling, fly tipping and street sweeping was lower than average, and team attended to 96% of the reported incidents on the same or next day.

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

December Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	29	28	97%
March	30	30	100%
Whittlesey	28	28	100%
Wisbech	32	32	100%
Totals	119	118	99%

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

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Cambridgeshire & Peterborough Waste Partnership (RECAP)

At their quarterly meeting in January the Recap board will be hearing updates on the partnership's marketing plan, flytipping initiative, dry recycling and the recent English Waste and Resources Strategy.

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

The project designers and engineers are currently working on the plans for foundations at No 24 for The Gap. Initial thoughts are that deep piling will be required – more soil investigations may be required.

A small amount of repair work was required to the brickwork at the upper levels of the façade of 11-12 High St before Christmas – this was undertaken and the costs passed onto the current owner. PCC Legal team working on behalf of Fenland District Council are now working on completing the acquisition. We anticipate this will be during January 2019. The potential new developer is being kept informed of developments and is preparing his proposed approach in conjunction with the Council.

A revised contract detailing the conditions of a grant for the conversion of a vacant first floor space into residential units as well as replacement and repair of shopfronts over 4 units at 13-17 High Street is still with the applicants. A recent update from them indicates they will be ready to start works in the New Year. As soon as contracts are agreed and exchanged work can begin. This is the first large scheme which will make a significant impact on the High Street.



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

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

The Wisbech High St officer continues to encourage other owners and tenants to apply for a grant.

The project continues to develop and deliver popular training events and activities. Currently in the planning is the next Conservation Workshop scheduled for early March – the subject of this session will be traditional plastering. All owners of listed buildings in Wisbech will be invited to attend a talk from one of the country's leading specialists on historic plastering followed by a practical demonstration.

We are also approaching our 8th Photographic Workshop with leading heritage photographer Matt Emmett. Our last session held at Wisbech Castle produced some fantastic images. See our Instagram Page "historicwisbech" for a selection of images from all our participants.



Detailed shot from inside Wisbech Castle taken during 7th Photographic Workshop

Portfolio Holder:

Cllr Peter Murphy

Manage the operation and maintain FDC-owned public car parks

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

Undertaken

1. Receipt of tendered works packages for FDC Car Park gully cleaning.
2. Traffic calming speed ramp installed to Furrowfield Road Car Park, Chatteris

Scheduled

1. Darthill Road, March car park patching works
2. Brewin Chase, March patching works
3. Furrowfield Road car park, Chatteris implementation of bolt down wheel stop

kerbs between parking bays to reduce ASB

4. Furrowfield Road car park, Chatteris perimeter bollard repairs

City Road Car and Lorry Park, March

The car park refurbishment work to City Road car and lorry park was substantially completed on Friday 30th November.

Several small elements of works to include shrub bed planting and car park lighting upgrades were unable to be completed within the preferred timeline but were completed during December whilst the car park was operational. Minimal disruption was experienced by car park users.

Six trees and some localised grass seeding works is all that remains to be undertaken in the new year during favourable weather conditions.

In all the car park refurbishment works has been a great success. The completed scheme 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 will also aid FDC CCTV camera operators with routine surveillance.

Portfolio Holder:

Cllr Peter Murphy

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

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

Undertaken

1. Four replacement street name plates were installed and one relocated

Scheduled

1. Broad Street March FDC bus shelter repair/replacement
2. Mount Pleasant Road bus shelter repair/improvement works

Portfolio Holder:

Cllr Anne Hay

Manage and maintain district, parish and Clarion HA street lighting

23 street light faults were reported in December by the Assets and Projects Team to FDC's new street lighting contractor for rectification. Several street light columns within Wisbech Park were identified as having structural defects and required immediate removal. Suitable replacements are currently being sourced.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder:

Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
MPI Streetscene Officer hours spent on active town patrol	5,000	270	4,030	

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

Broken down officers time across the district has been:

March: 50hrs

Wisbech: 97hrs

Chatteris: 50hrs

Whittlesey: 63hrs

Rural: 10hrs

Fixed penalty notices served in November:

Location	Fixed Penalty Notices served
March	5 for parking offences
Wisbech	39 for littering 6 for spitting
Total	50

Month	Fixed penalty Notices Served	Referred for prosecution	Withdrawn/ cancelled and not referred for prosecution	Paid	%age paid
April	87	24	5	58	70%
May	47	12	6	29	70%
June	18	4	2	14	77%
July	4	0	1	3	100%
August	24	6	4	14	58%
September	23	7	0	16	52%
October	50	0	2	28	58%
November	36	0	2	22	65%
December	45	0	3	23	51%
Total (to October18)	253	53	20	162	69%
Total (to December 18)	334	53	25	207	67%

Prosecutions for Littering offences – Tidy Fenland

Due to court availability there were no littering cases heard in court this month. Cases will be heard in January.

Fly tipping investigations and enforcement

During December there have been 160 instances of fly tipping. The most commonly tipped items were household waste with 106 instances. Broken down into locations:

Chatteris 9
March 10

Whittlesey 11
Wisbech 69
Villages 62

During this month Street Scene Officers have attended 53 of the fly tipping sites and searched for evidence to try and find out who may be responsible. Any evidence found has been followed up.

Tidy Fenland Green Dog Walkers Campaign

Additional dog patrols have been taking place across the district. Officers have been monitoring the areas known to them in their towns through a series of patrols. Some of these patrols have been early in the morning from 7:30am.

As part of the campaign we are looking to pilot 2 dog bag dispensers in Furrowfields and the Manor Field. We are hoping that having easy access to bags will help in people picking up after their pets.

Currently Chatteris Street Pride volunteers are keen to be involved in assisting with the Green Dog Walkers coming to the town. For this to begin we are waiting to hear from the Town Council who are keen to help and are looking at how best they can do this.

The campaign is now being rolled out more widely across Fenland through contact with parish Councils and community groups.

Street Scene actions

- 15 Reports of abandoned vehicles. All but 1 was removed by persons unknown after receiving notices.
- 5 nuisance vehicles were reported and actioned.
- 21 matters relating to our open spaces, mainly regarding our grounds maintenance contract.
- Marked 10 graves.
- 19 General street scene actions, including requests for service and general enquiries.
- 49 dog fouling issues (The rise is due to additional patrols and service requests made).
- 27 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- 5 site visits for other service areas.
- 5 trade waste matters resolved
- 1 report to Highways regarding issues on their land.
- 3 Report to Circle Housing regarding issues on their land.
- 5 Fly posters have been removed.

Description	Target 17/18	Achieved	Cumulative for 18/19	RAG
Performance Measure				
MPI Memorial inspections completed	5,000	129	4,139	
<p>Memorial Inspections took place this month in the General Cemetery Leverington. Out of these 5 were identified as being unsafe and service requests have been raised to our contractors for them to be made safe.</p> <p>The lower level of inspections this month was due to the Christmas break.</p>				

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: **Cllr Peter Murphy**

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI CEL10 Number of Street Pride and Friends of community environmental events supported	204	17	189	
<p>17 events were held this month by community groups to improve the environment.</p> <p>As well as regular work parties, key promotional festive events took place:</p> <ul style="list-style-type: none"> • March Street Pride utilised marketing opportunities from festive events by having a stand at March Christmas Market. • Wisbech Street Pride decorated a Christmas tree for St Augustine Church Tree Festival • Whittlesey Street Pride held their annual Christmas Social evening in December. This time of year is great for the volunteers to celebrate their hard work and mix socially. 				

Progress against Street Pride plan:

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

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

Priority 3: 'Increased partnership working'

Priority 4: 'Opportunities to involve more young people'

Priority 5: 'Increasing sustainability and resilience'

This month an activity was recognised under priority 4 – opportunities to involve more young people.

At a recent Wisbech Street Pride litter pick, the group worked with students from the College of West Anglia who were carrying out a regular litter pick around Wisbech.

Following discussions with the Street Pride Co-ordinator, equipment and waste removal will now be provided to the student group by Fenland District Council under the street pride scheme.

It is inspiring to see students getting on board with the street pride initiative to help make a difference to where they live.

Grounds Maintenance Contract Update

Year 4 of the 5 year contract with Tivoli commenced on 1 November 2018. At the same time the Council has reorganised contract monitoring staff following the contract for leisure centres 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 to put in place ready for the 2019 season starting in March, 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.

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.

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.

Whitemill Coldham / Glassmoor and Ransonmoor updates

7 applications have been received this month to the Glassmoor Local Environment Fund. The bids from local organisations include recycled benches for Fenland Light Railway, outdoor learning areas for 2 separate schools, recycled craft projects and energy efficient drinks cabinet for Coates Village Hall.

If the bids are deemed to meet the desired criteria by the committee of local volunteers in January, residents of Whittlesey and surrounding villages will benefit from £15,000 of grant funding.

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

Wisbech Christmas Fayre was a great success last month. 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

During December, 5 regular market traders attended both the March and Wisbech annual Christmas Markets. We were able to offer them prime pitch locations and the high public turn out saw through the trader's feedback that they had made excellent sales.

An enquiry was received from our March Butcher as to whether he could attend the Market on Christmas Eve so that his customers could collect their orders. As this fell on a non-market day we were able to accommodate him for the morning in a reserved area so that the town's parking was not adversely affected on a busy shopping day.

A programme of consultation with market traders is planned for February 2019.

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 (April, June, Sept, Dec)	90%	90%	263	257	98%	

Reported in December

"We loved the atmosphere, the crowds and the stalls."

"Another great one! Thanks to everyone on the day who did a sterling job!"

"It was brilliant we had three pitches selling Dinky Donuts, chestnuts, cheesecakes, wreaths, table decorations. We can't wait for next year"

"Many thanks for letting us attend the Christmas market yesterday. We thought it was arranged very well with the way the traders had set times to enter the venue and setup unlike some other events we do where it's just a free for all and everyone turns up at the same time, parks anywhere and other cars can't get past. We would very much like to take part again next year."

"Thank you for another great Christmas market. Well organised and always a pleasure to be part of."

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr David Oliver

Description	Target 18/19	Achieved (December)	Cumulative for 18/19	RAG
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	87	1,340	

During December 2018 the Council was able to respond and detect 87 incidents of crime and disorder, including anti-social behaviour, making use of the Council's CCTV service across our four market towns in Fenland. This is a decrease as compared to December 2017 in which 108 incidents were reported.

A breakdown of incidents by town for December:

Chatteris	4
March	19
Whittlesey	1
Wisbech	55

Description	Target 18/19	Achieved (December)	Cumulative for 18/19	RAG
Performance Measure				
MPI Number of CCTV incidents resulting in positive action	180	8	187	

During December 2018 the Council was able to achieve 8 positive enforcement outcomes from incidents responded to or detected by the use of CCTV. This is a decrease as compared to December 2017 in which 12 positive outcomes were achieved.

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

Positive outcomes achieved for December:

Arrests (CCTV led)	2
Assisted arrests	3
Fixed Penalty Notices (FPNs)	1
Assisted FPNs	2

Description	Target 18/19	Achieved (December)	Cumulative for 18/19	RAG
Performance Measure				
MPI Number of pro-active CCTV patrols	3,000	347	3,331	

The CCTV team during December 2018 were able to provide 347 camera patrols covering the four market towns in Fenland.

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

	Target 18/19	Achieved Month (December)	Cumulative for 18/19	RAG
Performance Measure				
MPI Number of FDC ASB cases where positive action is taken	90%	100% 11	100% 125	

During December 2018, there were 11 new ASB cases submitted into community safety. Communication with and where appropriate support was provided to the victim. Where necessary partnership work was completed to seek long term resolutions. ASB reports have been broken down by area:

- Chatteris – 0
- March – 3
- Whittlesey – 2
- Wisbech – 6

New cases include reports of neighbour disputes, residential noise and parking issues, youth related ASB and substance abuse and ASB driving with related noise disturbances from the misuse of FDC car parks.

Community Safety Partnership Update

Occasionally it is appropriate to conduct reviews of live anti-social behaviour investigations to ensure all opportunities are being considered to bring about a satisfactory conclusion. Following such a review involving Clarion Housing Group, Cambridgeshire Constabulary and Fenland District Council there was an identified need that staff from all partners would benefit from greater knowledge of the Early Help Referral process for both children and adults.

Fenland Community Safety Partnership took ownership for delivering an awareness session linked to Early Help.

On Thursday 13th December 2018 an awareness raising session was held at The Base, Melbourne Avenue, March. In attendance were 30 staff members from Fenland District Council, Clarion Housing, Cambridgeshire Constabulary and Accent Housing. The session was delivered by staff from both the Cambridgeshire Children's and Adults Early Help Teams.

The training outcome has improved knowledge of front line officers of the difference between the need for Safeguarding Referrals or Early Help Referrals, how to make the appropriate referrals, where & how to obtain support and guidance in relation to concerns and to ensure referrals made to the Multi Agency Safeguarding Hub were those that required the most urgent need of support.

It was also pleasing to receive positive feedback from those who attended. In addition at least one partner agency has indicated a desire to have the same session delivered to more key members of their staff.

Street Drinking Update including Public Space Protection Orders

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

The CCTV team responded to 10 reports of Street Drinking with persons being provided with words of advice by Police.

There was no fixed penalty notices (FPN) issued during December 2018 for breach of PSPOs.

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

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Mike Cornwell

Fenland Diverse Communities Forum

Social media information – Controlling Migration Fund

It is clear from the JSNA (Migrant) findings that the health and wellbeing needs of migrant & indigenous communities in areas of Cambridgeshire and P'boro are compromised by a lack of understanding or misunderstanding of how various public sector systems and services work. In response a suite of between 16 & 24 information films are developed and hosted on a self-contained website, Face book page and YouTube channel to address these concerns. As well as assisting migrant Eastern European communities it will also support 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 Peterborough City Council but managed through Peterborough Council for the Voluntary Sector (PCVS), with the Rosmini Centre in Fenland supporting development.

The first suite of video resources are being developed to cover the following areas:

- 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

The videos are being produced as animations with voice overs in English, Lithuanian, Polish and Romanian. They are published through social media channels such as YouTube and promoted through social media to target local communities.

Evaluation of the first pilot videos is being undertaken and feedback so far is positive.

A further bid to the Controlling Migration Fund has been submitted on behalf of Public Health by the County Council as this project covers both Fenland and Peterborough.

Further updates will be given as the project progresses and discussions are ongoing as to the next videos to be produced. Fenland District Council is part of the project ensuring the needs of Fenland residents are considered as part of the development.

Migrant Worker Statistical Data

A multi-agency project to better understand migration in Fenland and help the district prepare for post-Brexit challenges is underway.

“By fully understanding migration in Fenland we can minimise increasing frustrations and potential community tensions, address migrant issues and prepare for any Brexit challenges we may face.” Councillor Mike Cornwell.

The grant comes from the Controlling Migration Fund (CMF) and will underpin other CMF projects the council is already delivering to tackle migrant homelessness, street drinking in Wisbech, rogue landlords and poor condition privately-rented homes.

Most of the existing data on migrants relates to workers who are legitimately employed and registered with HM Revenue and Customs or living in registered HMOs (Houses of Multiple Occupation). It doesn't include undocumented migrants who live and work 'under the radar', undetectable by statutory bodies; making many of them vulnerable and at risk of exploitation.

The Migrant Worker Statistical Data project will help partners to fully understand the makeup and needs of Fenland's migrant population, assess the impact of migration on local communities, and plan ahead for any new migration to the area.

Progress to date:

- Recruited coordinator
- 3 draft questionnaires completed;
- Identified participants to approach;
- Farmers/ growers/ factories/ agencies have been approached to participate;
- Statutory and voluntary organisations (supporting service delivery planning aspect of the project)
- Engagement with migrant workers.

Partnership working:

- Farmers Union;
- National Growers Association;
- Ferry Project;
- Rosmini Centre;
- ACCESS (migrant support across East Anglia);
- EELGA;
- University of Buckinghamshire;

- Anglia Ruskin University.

Next steps:

- Finalising questionnaires and format;
- Researcher appointed on part time contract;
- University involvement has been agreed, with University of Buckinghamshire taking the lead role;
- Identified participants and method of contact;
- Identified areas of support for interviews i.e. language translation;
- Collate information collected;
- Prepare report to capture data captured;
- Identify who would particularly benefit from the report;
- Share results with other organisations ... including National Conference.

Further updates will be given as the project progresses.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr David Oliver

Business Engagement & Inward Investment

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

Engagement volume has reduced in December, which reflects the time of year. "Invest in Fenland" is featuring in one of the most viewed page, which suggests that visitors are interested in what Fenland has to offer. With the second most viewed page is "business support – starting a business".



The most popular pages were:

- Invest in Fenland/Fenland Economy
- Support for Businesses/Starting a business
- News and Events
- Contact us

	Dec	Nov	Oct	Sept	Aug	July
Sessions	113	135	168	139	150	86
Users	97	116	154	109	128	73
Page views	191	289	255	267	279	179
Pages/Session	1.69	2.14	1.52	1.92	1.86	2.08
Average session duration	00:01:09	00:01:38	00:00:34	00:01:47	00:01:51	00:01:58
Bounce rate	76.99%	70.37%	79.76%	68.35%	70%	73.26%
Returning visitor	10.4%	10.3%	6.9%	12.4%	10.3%	18.5%

Marketing and Communications

A Fenland for Business newsletter was not published in December, traditionally 'read rates' are lower as businesses prepare for the festive closedown period. Activity generally increases in January as businesses return to work and new business ventures are born.

Events

No events were held in December. A meeting with an event partner is scheduled for early January, with a view to planning events for the coming year.

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	RAG
Performance Measure				
MPI BE5 Number of inward investment enquiries handled	6	3	17 (Sep profile = 4)	

Three new inward investment enquiries have been received during the month of December;

One significant new enquiry identified by the ED Officer is from an investor looking for 60 new prominent sites per year. The enquiry is hoping to identify sites in Fenland that could be in town, edge of centre or out of town locations, with main road frontage with strong pedestrian or traffic flow. Unit sizes of between 14,000ft² and 26,500ft², stand-alone units on 1.5 acres plus. A meeting has been arranged for mid-January 2019 to investigate Fenland opportunities.

Two further enquiries have been received, one from an existing Farming business who is looking for funding to reduce production costs and carbon foot print. Information was provided, with appropriate signposting and follow up support offered.

The second enquiry was from a start-up business, looking to launch in Fenland. Advice was provided regarding a new business support programme and potential funding available.

Follow up from November enquiry: A significant Chinese investment has opted for a warehouse in Holland rather than the UK; their European customers are concerned about continuity of deliveries from the UK, in part due to the uncertainty created by Brexit.

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	RAG
Performance Measure				
MPI BE6 Number of social media followers (Fenland business engagement and profile enhancement)	790 Total 17/18 726	10	799	

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

account.

- **10 mentions** - when someone else uses '@fenlandbusiness' in their tweet, for example, to show that they've attended an event we've organised, to share the work of Fenland for Business, or even to make us aware of upcoming events or initiatives. This is a good indicator of engagement and awareness of the account by other organisations. As we had an event this month we had a particularly high number of mentions
- **7,072 tweet impressions** - this is the potential number of people that may have seen a '@fenlandbusiness' tweet in their news feed. This is a mix of the people that follow Fenland for Business and the followers of any accounts that interacted with a tweet from Fenland for Business by retweeting, commenting on, or liking a tweet as this activity will be shared with them.
- **10 new followers**

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	RAG
Performance Measure				
MPI BE8 Number of businesses referred to Economic Development from Business Ambassadors network	12	1	11 (Sep profile = 6)	

One Business Ambassador referral has been received during December, to support a Business looking to encourage apprenticeships scheme within company, looking for connections into COWA. The ED Officer made introductions between the business and COWA.

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

Town meetings were held in November with the steering groups and a project group meeting is due to be held in January 2019.

Metro Dynamics are planning and coordinating public engagement sessions for January in most of the towns, with a view to capturing the views and opinions of residents, businesses and visitors.

A more substantive update will be provided in the February report.

BUSINESS PLAN AREA:	Economy
Business Plan Priority:	Attract new businesses, jobs and opportunities, whilst supporting our existing businesses in Fenland
Business Plan Action:	Facilitate local business support to encourage business growth, improve job diversity and skills. Explore funding streams which support jobs and economic growth
Portfolio Holder:	Cllr Mark Buckton

Partnership Engagement & Funding Activity

December saw the release of the annual results from [Business Energy Efficiency Cambridge & Peterborough Programme \(BEECP\)](#) which covers the GCGP LEP (CPCA Business Board) area.

The BEECP offers support in two ways, firstly by providing businesses with a free energy review and secondly through the provision of grants funding aimed at improving energy efficiency and reduce energy costs to businesses.



Project headlines for 2018:

- **172** SMEs enrolled and supported (with well over 40 others that have expressed a strong interest in support, but not yet committed) - up 95% on the same period last year.
- **Over £1,000,000** in identified cost saving opportunities through energy efficiency measures – up 100%
- **Over 4,600** tonnes of potential carbon savings identified – up 110%
- **SMEs have now committed to investing over £800,000** in capital investment projects to improve energy efficiency for which BEECP will be contributing grants at an intervention rate of 25% - another £300k of projects are in the application pipeline. – **this represents a 5 fold increase over the past 12 months as SME awareness of the funding scheme has improved significantly**

Programme Updates for 2018:

- **SME engagement has remained consistent throughout 2018**, but they still need to engage more businesses to ensure available support and the grant funding pot are fully utilised – **A role FDC are fully committed to.**
- **Fast Track Grant Applications** – a fast track option is now available for SMEs looking to apply for grants for LED lighting only.
- **Electric Vehicles and Solar PV** – whilst there are several conditions that need to

be met, funding is available for both electric vehicles and solar PV projects

Marketing:

- BEECP's dedicated lead generation team continue to call businesses throughout the GCGP LEP area and this is proving the most productive source of new businesses.
- Mail outs have been completed in Peterborough, North Hertfordshire and to Cambridgeshire Chamber of Commerce members and have largely worked very well, especially when linked back in to our lead generation programme.
- New promotional materials (including mini cheques) have been produced and an online postcard campaign via social media will follow in early 2019
- A number of [new case studies](#) have been added to the BEECP website
- The BEECP team are actively looking for opportunities to present to small businesses over the coming months and **FDC's ED officer working with BEECP team to organise this and further promotional activity to increase 'take up' in Fenland.**

BEECP in our area

A breakdown of SME engagement to date across the former GCGP LEP area (now CPCA Business Board) and grant offers by Local Authority area is as follows;

Local Authority	All enrolled SMEs		Grants Offered			
	Number	%	Number	%	£	%
Cambridge City	10	6%	1	3%	£18,005.77	9%
East Cambridgeshire	7	4%	0	0%	£0.00	0%
Fenland	11	6%	4	11%	£14,167.30	7%
Forest Heath	3	2%	0	0%	£0.00	0%
Huntingdonshire	26	15%	7	20%	£56,321.53	28%
North Hertfordshire	19	11%	2	6%	£6,581.98	3%
Peterborough	39	23%	5	14%	£27,371.21	14%
Rutland	8	5%	1	3%	£6,139.59	3%
South Cambridgeshire	14	8%	7	20%	£35,547.49	18%
South Holland	6	4%	2	6%	£8,070.23	4%
South Kesteven	13	8%	3	9%	£15,769.56	8%
St Edmundsbury	2	1%	1	3%	£2,575.99	1%
Uttlesford	1	1%	0	0%	£0.00	0%
West Norfolk and Kings Lynn	2	1%	0	0%	£0.00	0%
Non-GCGP	10	6%	2	6%	£9,147.45	5%

The Fenland impact

- In Fenland **11 SMEs** have enrolled in the BEECP programme, having their businesses assessed as part of the free energy review. Those 11 SMEs represent **6% of BEECP's client contacts in 2018.**
- **4 SME** businesses in Fenland have secured funding, representing **11% of the successfully funded schemes**, each taking a share of **just over £14,150, of 7% of the total funding pot.**

- The ED Team continue to engage with the BEECP Programme Team to help raise awareness and improve referral rates and increase successful funding applications in Fenland.

Workforce Development, Employment, Skills and Apprenticeships

We offer a range of NVQ apprenticeship qualifications out to our workforce already, and are currently developing a wider apprenticeship offer to enable a minimum of 9 apprentice posts being offered by the Council. We already have one HR Apprentice, 1 Business Administration Apprentice in our Business Centres, and 1 Management Apprenticeship. We will be looking to commence a further 2 Management Apprenticeships and an Accountancy Apprenticeship and HR Administration Apprenticeship within the next quarter.

In addition to this, we are actively seeking apprenticeships in our building facilities team (property maintenance) and in marine services.

Work Experience Placements & Work Opportunities Programme

The Council has an established work experience programme working with local schools to provide a work experience placement programme across a range of Council teams. HR, Customer Services, Environmental Health, Planning and Conservation, ICT, with further offers currently being explored from our Housing teams. This is a rolling annual programme, and usually takes place between May and July each year. We have already agreed an ICT placement for March 2019.

We also provide longer-term placements, working with other agencies. We also offer work experience and longer term work placements to enable young people to develop valuable work skills, and have agreed two longer-term placements in accountancy and sports developments.

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

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

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr David Oliver

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI BE1 % occupancy of the business premises estate	90%	92.6%	N/A	

Boathouse Business Centre: 97%

South Fens Business Centre: 61%

South Fens Enterprise Park: 100%

Light Industrial units: 99%

The current position for the estates is:

Prospect Way, Chatteris - Fully Let but also note:

- o One unit being handed back end of January 2019.

Longhill Road, March - Fully Let

New Drove, Wisbech - Fully Let

Venture Court Wisbech - Fully Let

Boleness Road, Wisbech - Fully Let but also note:

- o A double unit being handed back expected end January 2019 after final snagging work.
- o Single unit used by FDC available to let once electrical work completed to remedy defects.

Meeting & conference facilities

Summary

Current floor space occupied 8070m² out of a total available 8,654 m².

South Fens Business Centre	61%
South Fens Enterprise Park	100%
Boathouse Business Centre	97%

Light Industrial Units 99%

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

BUSINESS PLAN AREA: Economy

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

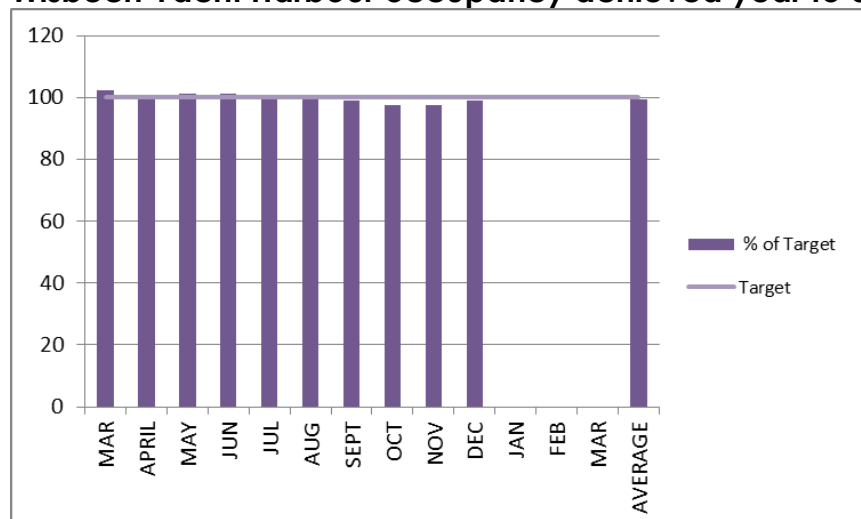
Business Plan Action: Deliver a proactive and effective Marine Service to meet our statutory obligations and promote business opportunities for the River Nene environment

Portfolio Holder: Cllr David Oliver

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	90% (of 86 berths)	85	99%	

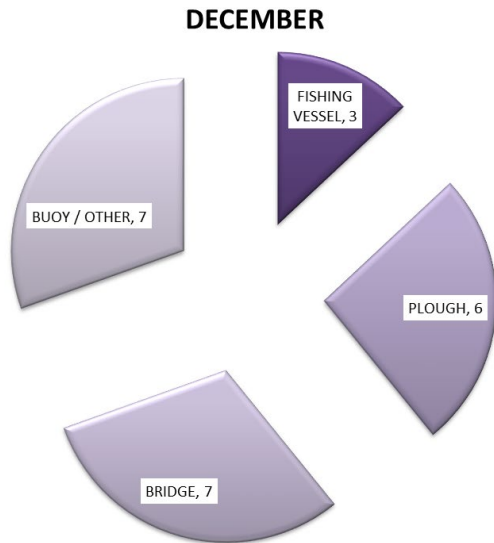
2 visiting boats called at Wisbech throughout December. Full time berth numbers remained on target with 0 vessel leaving and 1 new full time berth holders joining the Yacht Harbour.

Wisbech Yacht Harbour occupancy achieved year to date.



Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI MS2 Number of boat lift operations at Wisbech Port	353	23	361	

The boatyard continued to be very busy throughout December with routine working operations to prepare for the spring. 3 Fishing vessels lifted from Kings Lynn to use the yard. Eastern inshore fisheries also used the facility on 2 occasions throughout the month.



Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
Gross Tonnage to Ports	423,000	35,425GT	334,754 GT against a projection of 315,655 GT 106%	

Port Sutton Bridge

Imports to Sutton bridge were within target for the monthly forecast with a total of 24,426 GT of cargo (97% from target); this consisted of Steel, Salt, SoyaMeal. The total number of vessels to call at Sutton Bridge was 13.

Port of Wisbech

Imports to Port of Wisbech were above on the monthly forecast target with imports at 10,999 GT of cargo (172% from target) handled by the port that consisted of in Timber, Bricks. The total number of vessels to call at Wisbech was 7.

Yacht Harbour Marketing Plan Update

A wider marketing plan for The Wash area leisure ports is being developed in conjunction with Lincs CC and Kings Lynn BC. This work includes the recent submission of a bid to the Government's Coastal and Communities Fund for additional infrastructure and revenue operational costs. It is pleasing to note that the joint proposals that consists of port infrastructure around the Wash ports and a coordinated marketing plan under the banner 'Sail-the-Wash' has been successful at stage 1 of assessment. A more detailed business case has been developed and submitted to the Governments stage 2 bid process.

BUSINESS PLAN AREA: **Economy**

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

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

Portfolio Holder: **Cllr Mrs Dee Laws**

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI EC2 % of major planning applications determined in 13 weeks (or within extension of time)	75%	100%	100%	

No major applications were determined in the month.

In relation to the Government's rolling 24 month performance tracker our performance stands at 99% which is well above the 75% target set by Government.

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI EC3 (% of minor planning applications determined in 8 weeks or within extension of time)	80%	93%	92.6%	
<p>26 of 28 applications were determined either within 8 weeks or within a timescale agreed with the applicant.</p> <p>During the month permission was granted for 16 dwellings.</p> <p>In relation to the Government's rolling 24 month performance tracker, our performance stands at 95% which is well above the 70% target set by Government</p>				

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI EC4 (% of other planning applications determined in 8 weeks or within extension of time)	90%	100%	99%	
<p>All 22 applications determined in the month were within target timescales.</p>				

Broad Concept Plans Update
<p>Wenny Rd Chatteris – the developer preparing the planning application expects it to be submitted in the spring.</p> <p>East March – the developer preparing the planning application expects it to be submitted by the summer.</p> <p>South West March – the site is currently being marketed by the landowners.</p> <p>East Wisbech – the developer preparing the application expects it to be submitted in the summer.</p>

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Chris Seaton

Wisbech Garden Town Update

The Garden Town feasibility work has been focusing on the 2 potential show stoppers of flood protection and highway connectivity. Royal Haskoning of Peterborough is carrying out detailed flood modelling (based on successful Dutch projects) work to help find a solution that is acceptable to the EA and Government. CCC are progressing the connectivity work to help assess the A47 capacity. Initial outcomes from these studies indicate that flooding and connectivity issues can be overcome, subject to agreement with the EA over flood mitigation solution which is currently being discussed.

Discussions have been held with the Combined Authority (CPCA) to consider resources to take forward the project management role funded from the previously agreed CPCA Garden Town project budget and preparing the bid to Government (MHCLG) for inclusion in the Garden Town Prospectus.

As a result Inner Circle Consulting was appointed by CPCA to prepare in conjunction with FDC the GT bid to Government, which was submitted by the deadline of 9th November 2018. Letters of support from local stakeholders are included to compliment the bid. There is no indication as to when a decision is expected.

Proposals for the next tranche of feasibility work are being prepared ready for tendering in late spring 2019. In parallel with this work the CPCA has appointed separate consultants to progress both the A47 economic corridor improvements and the Wisbech to March rail link.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr David Oliver

Surplus Asset Disposal Programme

The remaining auction site from last round is not ready to go to the auction house due to ownership not being fully registered at Land Registry. The matter remains in the hands of PCC Legal Services.

Interviews were held to appoint a temporary Disposals Surveyor in December and in early January leading to the post being successfully recruited to.

The Disposal Surveyor will take up the part time post in late January and will lead the Council in the disposal of surplus assets. Part of this work will be to review the disposal programme and plan for the delivery of the programme. An early action will be to prepare a tender to engage with an auction house for the next round of disposal of auction sites.

In addition, the Disposal Surveyor will look at bring forward more traditional site disposals and working up Strategic development sites.

Wisbech Port Estate Review

Terms have been shared and discussed with the incumbent port operator to update the Port Operating Agreement and leases of associated land.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr David Oliver

Rail Development Strategy

Hereward CRP – new Logo and re-branding

Work to complete the Marketing and Tourism Strategy 2017 – 2020, highlighted the need to rebrand the CRP including its logo. This is to give the CRP a more modern and distinctive identity. The current logo is too aligned to heritage railways. A contractor has been appointed to complete the work and a consultation was held from 22 October 2018 to 19 November 2018. The winning logo will be announced as part of a relaunch of the Hereward CRP on 6 February 2019.

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

Branding Guidelines are also being developed following the completion of the new logo consultation. This is to ensure that the new image of the CRP is maintained from this point onwards. All our existing promotional material will be redesigned using the new brand guidelines. A number of new promotional materials are in production and their design will be in the new format.

Promotional items and an events kit are also being purchased. This will enable the CRP to hold a full events programme during 2019. We are currently working on developing this programme including dates and times for events, stands at railway stations locally and also stations further afield.

The above project is being developed and funded in partnership with Cross Country.

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
Number of journeys made by dial a ride services	Maintain 14/15 level (14,308)	1,245	14,163	

(please note that figures for railway and car scheme use are reported annually)

journeys)

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

- **What is Dial a Ride?**

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

- **FACT Membership**

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

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

FACT currently has around 1,431 members in Fenland District (October 2018).

Local Sustainable Transport Fund (LSTF)

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

Transport Champions Training

In 2015-16 through the Wisbech Travel Choices project, we recruited and trained around 50 transport champions in Wisbech. These are people from a range of backgrounds and job roles including volunteers, job centre workers and GP Surgery reception staff. By training people whose work or experience is not transport we are making the community more resilient and promoting the use of the transport systems and services we currently have available.

In 2018 additional funding was secured through Cross Country to undertake additional transport training sessions in March. The first session was held in March Community Centre on 13 December 2018, 9 people were trained on the day. Additional sessions are expected to be organised in 2019.

BUSINESS PLAN AREA:**Economy****Business Plan Priority:****Promote and lobby for infrastructure improvements across Fenland****Business Plan Action:*****Engage with partners on the feasibility and delivery of major infrastructure projects across Fenland, including road (Wisbech and March Access Studies, A47 and King's Dyke improvements) and rail (Rail Strategy, improvements to railway stations and the March to Wisbech rail link)*****Portfolio Holder:****Cllr David Oliver****Support strategic transportation objectives****A47**A47 dualling Studies

There is no specific update this month. In October 2018 the Cambridgeshire and Peterborough Combined Authority (CPCA) Board approved a further £1million for additional work in respect of A47 Dualling to meet the requirements for including the scheme in the next Roads Investment Strategy. Further details and the full paper from the October 2018 CPCA Board meeting can be found from the following website link:

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

A47 – Guyhirn Roundabout

There is no specific update this month. This is a Highways England Scheme that is part of the Roads Investment Strategy 1. The latest update about this scheme can be found from the following website link:

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

Wisbech Access Strategy

There is no specific update this month. In November 2018, a paper was taken to the CPCA Business Board and the CPCA Board. Approval was given for the Wisbech Access Strategy phase 1. This unlocks £10.5million funding for the following schemes:

- Weasenham Lane/Ramnoth Road roundabout scheme
- A47 Broad End Road Roundabout
- A47 Elm High Road roundabout improvements
- New Bridge Lane/Cromwell Road signalisation
- Southern Access Road scheme

The schemes will be taken forward by the County Council in partnership with FDC,

CPCA and Wisbech Town Council. The schemes are expected to be complete by the end of March 2021.

The schemes aim to unlock the housing and employment growth set out in the Fenland Local Plan. Specifically the housing at East Wisbech and the employment land at South Wisbech.

A link to the CPCA Wisbech Access Strategy Board paper for more information can be found below:

<http://cambridgeshirepeterborough-ca.gov.uk/assets/Uploads/Agenda-Document-Pack-28.11.18.pdf>

March to Wisbech Railway Line

In November 2018 a paper was discussed at the CPCA Board meeting. Funding of £1,500,000 has been approved to appoint a supplier for the next stage of study work. A link to the CPCA Wisbech Rail Board paper for more information can be found below:

<http://cambridgeshirepeterborough-ca.gov.uk/assets/Uploads/Agenda-Document-Pack-28.11.18.pdf>

A605 Kings Dyke Crossing

There is no specific update this month. A paper was taken to the CPCA Board Meeting in October 2018 requesting £16.4million funding for the A605 Kings Dyke Level Crossing project to completion in 2020. The CPCA Board approved the additional funding. Further information and a paper setting out the full details can be found at:

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

March Area Transport Study

There is no specific update this month. This project is concerned with £1million feasibility study work to develop a series of schemes to address transport issues in March and to enable growth as set out in the Fenland Local Plan. The funding is CPCA money. A Cllr Steering Group has been established with representatives from Cambridgeshire County Council, Fenland District Council and March Town Council to oversee the project.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr David Oliver

Housing & Infrastructure Funding from the Combined Authority

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

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Governance, Financial Control and Risk Management

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

Portfolio Holder: Cllr Anne Hay

Audit Progress Reports

Continuing progress is being made on the Audit plan for 2018/19 and the team remain on course to deliver the plan by the end of the financial year.

This quarter the audit review of FACT was completed and presented to Corporate Governance Committee and Management team who have accepted the recommendations made.

The National Fraud Initiative data extract was completed by various departments during September and October and the matches will be released for internal audit to

investigate during the next quarter.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Transformation & Efficiency

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

Portfolio Holder: Cllr Chris Seaton

Combined Authority Update

Combined Authority Board Approves £10.5m Wisbech Road Upgrade Package to Help Deliver on Growth Ambition for Town

The CA Board has approved allocating £10.5m of funding to bring forward a package of improvements to the road system around Wisbech.

The highway improvements will stimulate housing, economic and job growth in the town, with the funding coming via the Government's Growth Deal package.

The measures have been put to public consultation, and some amendments have been made to the schemes as a result. Schemes within the package include a new signalised staggered junction at Cromwell Road and Bridge Lane, improvements at the junction of the A1101 Elm High Road, a roundabout at Weasenhams Lane and a new roundabout at the junction of the A47 and Broadend Road.

Please [click here](#) for further information

Combined Authority Supports Collaborative Approach to Deliver new £4m specialist supported living scheme in Chatteris

The CA has shown its support for a collaborative approach to deliver new homes for disabled adults in Cambridgeshire. Work has officially kicked off at the site of a former agricultural garage in Chatteris to build 15 new apartments and 3 bungalows at the site on Huntingdon Road. The £4m scheme, called Barber Gardens after 2 young brothers from the town who perished in World War 1, is expected to be completed in summer 2020.

Please [click here](#) for further information

Consultation on the CA's Draft Budget 2019/20

The CA's draft budget for 2019/20 and medium-term financial plan was approved for consultation purposes at the CA Board meeting on 28th November 2018.

The CA wanted to hear the opinions of all residents, partner organisations, businesses and other interested parties as part of the budget setting process.

The consultation closed on 4th January 2019, and the CA Board will be provided with feedback at their meeting on 30th January 2019.

Please [click here](#) for further information.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Transformation & Efficiency

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

Portfolio Holder: Cllr Mark Buckton

ICT Strategy Update

ICT successfully completed the leisure hand-over on 3rd December. All FDC ICT equipment was removed and the customer database was transferred to Freedom Leisure as planned.

All outstanding issues relating to the ModernGov and Elections Management project have been finalised and these projects have now been closed. The projects for firewall replacements, HMO licencing and electronic payments upgrade have also been completed. The MFD project will be closed once disposal of the old devices has been completed.

The Windows10 migration project continues to progress in accordance with the roll-out plan. Laptops have been provided where needed and all users will receive a newer device than the one they currently use.

Work to transfer wide area network connections to a new supplier continues. It has been agreed that we will continue within the multi-agency partnership which will run for the next 7 years. Agreement has been reached to share connectivity and costs at sites we occupy alongside Cambridgeshire County Council.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Consultation and Engagement

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

Portfolio Holder: Cllr Mark Buckton

Consultations Update

Consultation Summary

Consultations that have taken place during December;

- I heart Wisbech – 1 November 2018 to January 2019
- Parson Drove Neighbourhood Plan – 26 November 2018 to 21 January 2019

Current Consultations;

- Draft Business Plan & Budget – 3 January to 1 February
- Growing Fenland Project (March) – 1 January to 31 January

Portfolio Holder: Cllr Anne Hay

3Cs Update

3Cs category	Measure	1 Apr 18 – 31 Dec 18	1 Apr 17 – 31 Dec 17	% Change + / -
Compliments	Total number received (over given period)	125	131	-5%
Comments	Total number received (over given period)	12	39	-69%
Correspondence	Total number received (over given period)	104	197	-47%
Complaints	Total number received (over given period)	309	314	-2%
Total contact (over given period)		550	681	-19%

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Excellent Customer Service

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

Portfolio Holder: Cllr Anne Hay

Description	EOY Target 18/19	Last year Cumulative performance for Sept 17/18	Last year RAG for Sept 17/18	Cumulative for 18/19	RAG
Performance Measure					
ARP target ARP3 % Council Tax collected	97.3%	84.03%	-0.6%	83.99%	
ARP target ARP5 Net Council Tax Receipts payable to the Collection Fund	£52,879,158	£42,536,696	£257,950	£45,271,642.82	

COUNCIL TAX

In year collection remains behind target, however the collection fund remains significantly above target. Due to the delay in processing, there are delays in billing which means that the amount collectable moves into the later months of the year so more of the debt is not collectable until February and March.

During December 2018 the following recovery documents have been issued
Reminders 790 with a value of £118,848.13
Final Notices 298 with a value of £151,597.59
Summonses 263 with a value of £138,093.42

Currently there are 1562 (last month 1321) processes outstanding for Fenland. There are currently 9466 processes outstanding across the partnership of which 1266 are older than 6 weeks (235 Fenland processes). This includes items in pending and new properties where we are awaiting information from 3rd parties before it can be processed.

Three trainees will be joining the team and a new system of call answering is being implemented in January 2019. Both of these actions should result in more experienced staff being freed up to deal with the processing of work to reduce outstanding processes. Historically, the amount of incoming work reduces during January and February which should further help the efforts of the team to improve the position of outstanding work by annual billing.

Description	Target 18/19	Last year Cumulative performance for Nov 17/18	Last year RAG for Nov 17/18	Cumulative for 18/19	RAG
Performance Measure					
ARP target ARP4 % NNDR collected	98.3%	84.69%	1.08%	81.32%	
ARP target ARP6 Net NNDR Receipts payable to the Collection Fund	£25,604,958	£21,362,953	£222,221	£20,109,071	

BUSINESS RATES

In year collection is continuing above target.

The collection fund target remains below expected collection which can be attributed to £1.3M backdated refunds in respect of RV changes.

During December 2018 the following recovery documents have been issued

Reminder notices - 40 with a value of £62,270.99

Final notices - 21 with a value of £70,622.74

Summonses - 13 with a value of £59,745.55

There are currently 87 (71 last month) processes outstanding currently showing that the trend of reducing outstanding work is continuing. (823 ARP total prev 978).

There are only 29 process over 6 weeks old (23 last month) including pending items and new properties where we are awaiting information from other sources. The team will continue to target older processes however the incoming discretionary relief applications continue to inflate the incoming work volumes.

We have a team member leaving on 14th January; the post is currently being advertised. This will impact the team until the post is filled and training of the new Assistant Team Manager and the new Assessment Officer has been completed.

Work continues on the NDR process maps and will continue for some months. These improvements will assist in the management of outstanding work for the team which should impact on the efficiency of prioritising incoming work.

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
Target CS1 % of contact centre calls answered within 20 seconds	40% Year to date target	49.9%	33.2%	
Target CS2 % of contact centre calls handled	70% Year to date target	83.9%	74.2%	

Whilst the number of calls answered within 20 seconds falls below the year to date target figure, the in-month performance for December of 49.9% of calls answered within 20 seconds represents the best monthly performance this year, a further improvement on November's performance and is a 18% improvement on performance in October. This is testament to the commitment and performance focus of the Customer Services Team.

The newly recruited staff are progressing well through their induction process with some being able to take calls independently, which undoubtedly has a positive impact on performance. Call volumes increased during December in response to the communication regarding the garden waste early bird scheme; however the team continued with the current trend in relation to an increasing number of calls answered within 20 seconds.

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
Target CS3 % customer queries resolved at first point of contact	85%	95.5%	94.2%	

The Customer Services Team continues to excel at resolving customers queries at the initial point of contact where ever possible. The team works collaboratively with services across the Council and our partners to ensure the information we hold in relation to all services is comprehensive and we are able to action requests for services accordingly. Customer Services are continuing to explore the implementation of Service Champions to provide increased resilience and additional escalation points for complex queries to ensure performance regarding query resolution at the first point of contact remains high

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Excellent Customer Service

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

Portfolio Holder: Cllr David Oliver & Cllr Anne Hay

Channel Shift / Communications

Garden Waste Project – Year 3

Website - we launched the online direct debit offer on Friday 30 November. If customers set up an annual direct debit before 31 March 2019, they would save 10% (£36).

Communications - Updates to the following material have been completed and were launched on 1 December 2018;

- Web pages – including new payment form
- Service leaflet
- Customer letter
- FAQ fact sheet
- Council Tax leaflet
- Bin Sticker & envelope
- Vehicle livery

All materials are designed with a different colour to identify a new year. We are currently working on Advertising and Communications material which we will roll out in January 2019. These will include the 2 local newspapers, local magazines and various local town and parish newsletters. We will also promote extensively on our website and social media sites.

Description	Target 18/19	Achieved	Cumulative for 18/19	RAG
Performance Measure				
LPI PC1 Number of visits to the FDC website	611,000	49,552	435,183	

News Survey

The number of news stories added to the FDC website and distributed as press releases to local media in December = 11

Main articles included;

- Grants available to improve derelict buildings
- Volunteers honoured at special thank you event
- New bus route and timetable prove to be a hit
- New leisure contract with Freedom Leisure commences in Fenland
- Council proposes clinical waste solution
- Golden Age Fairs "cannot be underestimated"
- Students join Fenland's litter heroes
- What's important to you? Get involved in Council's scrutiny process and have your say
- Council Chairman's boost for Macmillan
- Christmas holiday opening times
- Wisbech play areas improvements complete

Social Media

Monthly update on FDC social media sites;

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

Facebook = 86

Twitter = 117

We currently have 2,055 likes on Facebook and 8,146 followers on twitter.

	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
FDC Twitter	117	88.6K	3,007	98	8	8,146

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes

	86	37,946	11,898	66	2,055
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BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Equalities**

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

Portfolio Holder: **Cllr Mike Cornwell**

Meet Equality Act Requirements

The stories of over 2 million Muslims who travelled to Europe to fight for the allies during the first world war are finally being told. In November an event was held in a Peterborough Mosque to both explain and celebrate the role of Muslims fighting for the British Commonwealth and the Allied forces in World War 1.

Over 2 million Muslims were involved in WW1

The Fenland Diverse Communities Forum and the Council was able to promote this event in the Fenland area and a number of local people, from all backgrounds, took the opportunity to attend.

Researchers have spent the past six years delving into military, diplomatic and private archives, including diaries and letters, across 19 countries, accessing more than 850,000 documents in French, English, Farsi, Urdu, Russian, German and Arabic, as well as hundreds of images. They estimate that 2.5 million Muslims contributed to the allied cause either as soldiers or labourers, the first time such a figure has been established.

The foundation was founded by a Belgian, Luc Ferrier, 53, after he came across his great-grandfather's first world war diaries in his attic in which he wrote extensively about the "Mohammedans" he encountered in the trenches.

Documents uncovered have shown instances of imams, priests and rabbis learning each other's burial ceremonies and prayers to lay the dead to rest on the battlefield. There are reports of Muslim soldiers sharing food with hungry civilians,

while French, Belgian and Canadian officers expressed surprise at their humane treatment of German prisoners of war. When asked to explain their conduct, the soldiers quoted the Quran and the teachings of Muhammad on how enemy combatants should be dealt with.

Ferrier, who is not a Muslim, said "This is not about politics or colonialism. We are simply presenting the facts because this is a story that the whole of Europe needs to know."

Central to the foundation's ethos is spreading knowledge of its findings to young Britons and Europeans in particular, with the aim that this will help future generations better understand the Muslim communities living among them. The battlefield tours, entitled The Muslim Experience in World War One, are organised in partnership with Anglia Tours, a company that specialises in battlefield visits for British schoolchildren.

In addition to visiting the trenches, memorials and graves, and hearing the human stories behind them, the tour also includes a visit to the El Badr mosque in Amiens for a presentation on the foundation's research, followed by a traditional north-African meal. Non-Muslim visitors are also encouraged to witness evening prayers.

One local person, aged under 25, said: "It's when you hear these personal testimonies that you really understand what these men went through. The experience of European soldiers in the first world war has been well documented by poets and other writers, but we don't know anything about the lives of the Muslim and other colonial soldiers and this has to change."

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Workforce Development

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

Portfolio Holder: Cllr Anne Hay

Learning & Development

The Council retains a very buoyant learning and development programme for its workforce; and has a very robust and responsive learning and development framework in place to ensure that staff's learning needs are met.

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

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

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

In addition to this we have provided a buoyant e-learning programme covering topics like:

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

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

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

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Workforce Development

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

Portfolio Holder: Cllr Anne Hay

Health Champion Programme

The Council has a team of qualified health champions in place, and we are part of a Work Healthy Cambridgeshire. This is a Health Improvement Programme run by

Cambridgeshire County Council specifically for Cambridgeshire businesses and/or organisations.

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

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

Mental Health Training

We have an in-house Mental Health First Aid Instructor who is currently rolling out Mental Health First Aid Training across the Council. The most recent corporate course was delivered in early October, with a further course planned for the new year.

We are currently exploring further opportunities for income generation with partners to deliver this training.

We also have a comprehensive suite of training to support this area, such as Personal Resilience and Mental Health Awareness and Stress Awareness.

In addition to this we provide 121 coaching a support to employees where required. We promoted National Stress Awareness Week in November alongside delivery of stress awareness training for all services.

People Management Strategy Review Update

The Council's People and Development Strategy is aligned to the Council's Business Plan and focus on outputs for 2018 - 2021. It has been developed in recognition of the need for our people to continue to work effectively with a range of stakeholders and partners. It continues to be reviewed and improved on an annual basis. It is a live document that will be refreshed and updated as the Council evolves and faces new and emerging challenges.

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

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

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Enforcement

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

Portfolio Holder: Cllr Mrs Dee Laws

Planning Enforcement Update

21 service requests were received in the month and 15 cases were closed following investigation / action. In relation to the cases closed:

- In 1 case the owner voluntarily resolve the problem
- In 2 cases the breach was resolved through the grant of retrospective planning permission
- In 13 cases, it was found that there was no breach in planning control that had taken place.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Health & Safety

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

Portfolio Holder: Cllr Anne Hay

Health & Safety Update

Currently reviewing and updating the documentation for Contractor Management including a revised permit-to-work system. This being done in conjunction with the Assets and Projects Team.

The management of contractors working on behalf of the Council is a key area of health and safety and requires that the process is fully managed and documented.

A further role out of the Council's lone worker 'Pebbell Tracker Guard' panic alarm system was delivered to additional teams. This system provides instant alerts and communication with nominated teams/persons with GPS mapping location details.

This has greatly increased the protection to our lone working staff who could be working in remote areas of the district.

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

Emergency Planning Update

In the event of an incident occurring in the district requiring large numbers of the public to evacuate their homes at short notice, the Council Emergency Rest Centre Plan would be activated.

This would require the identification of suitable building (either Council or other suitable premise) which would be staffed and co-ordinated by FDC staff. As part of this preparation, a rest centre training course was developed and delivered to staff who have volunteered for this supporting role.

Emergency Loggist training is also being developed; this will assist in shared situational awareness, providing record keeping and an audit trail.

Ongoing joint working with the Local Resilience Partners (Cambridgeshire and Peterborough) on multi-agency planning requirements. Areas of current work include planning for a no-deal Brexit situation, updating emergency plans, reviewing risk assessments and warning informing.

BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Health & Safety**

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

Portfolio Holder: **Cllr Anne Hay**

Workforce Wellbeing Strategy & Health Surveillance Programme Update

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

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

The current Workplace Wellbeing Strategy is to be reviewed and updated in 2019 to ensure that it provides the most appropriate support for the organisation and our workforce.

BUSINESS PLAN AREA: Quality Organisation

General

Chairman's Community Carol Service

The Council hosted a Community Carol Service on Sunday 2 December 2018, open to the public to encourage community participation in a civic event; this is historically hosted by the Chairman of the Council.

The Carol Service is an Annual event which provides the Chairman with the opportunity to meet with local residents, Civic Dignitaries and the local Clergy. Invitations are sent out to local Councils and other Chairman and Mayor's attend which also gives the Council the opportunity to take part in a real community event in Fenland.

The event has been supported by local residents, members of the public, Council staff, local dignitaries, other Chairman and Mayors and guests of the Chairman. This year the Council held the Carol Service in the Fenland village of Wimblington by choice of the Chairman. The village choir of Wimblington also took part in the service and performed carols and also joined in with the congregation.

The feedback from the guests at the event was very complimentary and this allows the Council to show its competence at arranging successful events whilst providing a wealth of networking opportunities. Both the Chairman and the Vice-Chairman attend these events and work closely together to welcome guests and are involved in

arrangements prior to the event to ensure that it runs smoothly.

Numbers attending the Carol Service are very similar year on year with the monies raised from the Offertory being donated to the good works of the Church hosting the Carol Service, thus continuing the support of the Council in local communities.