

Agenda Item No:	5	
Committee:	Cabinet	
Date:	14 June 2018	
Report Title:	Annual Report of the Council 2017/18	

1 Purpose / Summary

To present the Annual Report of the Council for Cabinet to note the achievements made in delivering the Council's corporate priorities in 2017/18.

2 Key issues

- The Annual Report of the Council 2017/18 describes the performance of the Council over the last year, linking to the priorities detailed in our Business Plan. These priorities have been developed following robust communication and are designed to deliver outcomes that improve the quality of life for Fenland residents. They are listed under the key headings of Communities, Environment and Economy.
- The achievements listed in the Annual Report are not exhaustive but reflect some of our successful projects over the last year. Notable examples are given of how we have worked closely with the community and partners to tackle important local issues in a collaborative and efficient way.
- As like other local authorities, Fenland District Council faces significant financial challenges. This is due to continued reductions in Government Grant and increased demand upon services. Since 2010, the Council has successfully delivered over £9million in efficiency savings whilst protecting frontline services.
- We continue to work with partners; not just to deliver efficiencies, but to tackle 'bigger' issues that cannot be addressed by a single organisation. Our shared services, including Council Tax and Benefits (Anglia Revenues Partnership), Building Control (CNC) and Planning (Peterborough City Council) continue to perform well and deliver excellent customer service.
- The Cambridgeshire and Peterborough Combined Authority have already committed £30 million of funding towards projects in Fenland. This is helping to address important issues relating to housing, infrastructure, transport and employment. As well as developing town masterplans for Chatteris, March and Whittlesey, projects are exploring the potential of a Wisbech Garden Town, a rail link between Wisbech and March (and beyond), road improvements and a University in Peterborough.
- Despite the need for efficiencies, we continue to be ambitious and deliver projects that improve the quality of life for local people. We continue to lobby for investment to tackle important issues. Current projects are improving the King's Dyke Railway crossing (Whittlesey) and the A47 Guyhirn Roundabout. Wisbech High Street is also being improved with £2million support from the Heritage Lottery Fund.
- We are also developing new ways of working. Government funding (£736,000) is supporting the trial of a new 'trailblazer' approach to prevent homelessness across the county. It is hoped that this approach will proactively help people with housing issues at an earlier stage; reducing the risk of homelessness and the need for

emergency accommodation. £800,000 of funding from the DCLG's 'Controlling Migration Fund' will also support projects that build stronger communities.

3 Recommendations

It is recommended that Cabinet approves the Annual Report of the Council 2017/18.

Wards Affected	All
Forward Plan Reference	N/A
Portfolio Holder(s)	Councillor Chris Seaton, Leader of the Council Cabinet Members
Report Originator(s)	Paul Medd, Chief Executive Carol Pilson, Corporate Director Brendan Arnold, Corporate Director Richard Cassidy, Corporate Director Gary Garford, Corporate Director Charlotte Boast, Policy Officer
Contact Officer(s)	Paul Medd, Chief Executive Carol Pilson, Corporate Director
Background Paper(s)	Business Plan 2018/19

1 Background / introduction

- 1.1 The Annual Report of the Council 2017/18 summarises key examples of the Council's performance against each of our corporate objectives over the past year. This document is published and circulated on an annual basis to provide a summary of performance for Councillors, customers and partners.
- 1.2 The Council continues to deliver high quality services and effective projects within each of its corporate priorities. Key examples include:

2 Communities - highlights

- 2.1 We prevented 132 families from becoming homeless. After bidding successfully to central government, nearly £900,000 of funding is helping homelessness to be prevented at an earlier stage. An Outreach worker is working with homeless migrants and a new trial 'trailblazer' project is proving successful. Led by Fenland District Council for the whole Cambridgeshire and Peterborough area, the project has helped 450 people in six months. It is one of the six top performing projects in the country.
- 2.2 349 people attended our Golden Age events. Designed for the over 60's, attendees received practical advice from a range of organisations including benefit checks from our 'Fenland Ferret' and electric blanket exchanges from the Fire Service. Of those asked, 100% (80 people) were satisfied with events.
- 2.3 The past year has been very successful for our New Vision Fitness leisure centres. They received 823,000 visits; 68,000 of these were for fitness classes, with income exceeding expectations at £2.4million. These positive results are directly linked to customer satisfaction. Surveys show that New Vision Customers are happier than the industry average with a 90% satisfaction level (of 861 responses).

3 Environment - highlights

- 3.1 We made nearly 2.9million bin collections across the district, in all weathers. 9,300 tonnes of recycling was collected from blue bins including cans, plastic, paper and glass. The first year of our Garden Waste service exceeded expectations, with 19,800 subscriptions across the district.
- 3.2 Our Street Scene team spent nearly 6,500 hours on patrol across Fenland. They continue to work closely with the community to tackle environmental and anti-social behaviour problems including fly-tipping, littering and dog fouling. We issued over 1,600 Fixed Penalty notices for environmental offences and successfully prosecuted individuals in court. Over £7,300 in fines were issued for littering alone.
- 3.3 Our CCTV service recorded nearly 2000 incidents of crime and disorder. This evidence has helped partners to tackle violence, street drinking and anti-social behaviour. Businesses, using the online SIRCS network, proactively shared 285 pieces of useful intelligence to support local crime reduction. We also investigated 75 cases of anti-social behaviour in partnership with the fire service, Speedwatch, Clarion and police.

4 Economy - highlights

- 4.1 The Cambridgeshire and Peterborough Combined Authority gave £150,000 to fund the development of Market Town Masterplans for Chatteris, March and Whittlesey. Through specialist support and feedback from public, private, community and business representatives, plans will be created to stimulate growth and investment. St Neots developed their masterplan during summer 2017; as a direct result they have already received £5million in investment.

- 4.2 Work continues around a Wisbech Garden Town. This could deliver 12,000 new homes, more jobs, improved infrastructure and better facilities. The Cambridgeshire and Peterborough Combined Authority awarded £6.5million to carry out feasibility work and studies. Cambridgeshire County Council are investigating road capacity and preparing for a GRIP3 study to consider the feasibility of a Wisbech to March (Cambridge) rail link. Based on successful Dutch projects, innovative modelling work is taking place to mitigate flood risk.
- 4.3 Work continues to improve local railway services. The first ever 'Transport Conference' was held in October by the Fenland Transport and Access Group. Sponsored by Cross Country Trains and led by Fenland District Council, local residents and stakeholders came together to share their views and input into the formation of the (CCC) Fenland Transport Strategy. The Hereward Community Rail Partnership also aimed to protect (and enhance) local services by responding to consultation about proposed changes to Cross Country and East Midlands train company routes.

5. Quality Organisation - highlights

- 5.1 We were reaccredited with CSE and IIP. Customer Service Excellence is a standard from Government that recognises the high-quality, customer-focused services we provide. The Investors in People accreditation recognises how we effectively support and train our workforce.
- 5.2 We helped over 127,500 customers at our Community Hubs, Fenland @ your service shops and telephone contact centre. As well as taking payments for Council services, we helped customers with a variety of queries about bin collection, housing, Council Tax and Benefits. 94% of queries were resolved straight away.
- 5.3 More residents are using our website than ever before, receiving over 580,000 visits over 12 months. Following mobile optimisation, a record number of users are engaging with us through mobile/tablet devices (nearly 50%) instead of traditional desktop computers. We were pleased to be awarded a 3 star (out of 4) rating from SOCITM, which impartially reviews the usability of all local authority websites. This shows that our online services and continued website improvements are effectively meeting the needs of our customers.
- 5.4 Our Elections team work hard to allow everyone to exercise their right to vote. They delivered the first ever neighbourhood planning referendum for March and supported the Mayoral election for the new Cambridgeshire and Peterborough Combined Authority. As well as running 8 by-elections, they successfully delivered the UK Parliamentary General Election for North East Cambridgeshire with just 7 weeks' notice. Over 84,400 people (63.22% of total electorate) voted across our 81 polling stations.

6 Consideration

- 6.1 The Annual Report of the Council 2017/18 shows clear performance towards the achievement of our corporate priorities. It is only a summary document; many more projects are ongoing that aim to improve quality of life for Fenland residents.

7 Effect on Corporate Objectives

- 7.1 The Annual Report 2017/18 sets out the progress made in achieving the Council's corporate objectives.

8 Community impact

- 8.1 The projects detailed in the Annual Report 2017/18 illustrate how the Council is contributing to improving quality of life in Fenland.

9 Conclusions

- 9.1 The projects detailed in the Annual Report 2017/18 are some examples of how the Council has delivered successful projects - meeting corporate objectives and securing the best possible life chances for local people.



Fenland District Council

Annual Report 2017/18



Fenland District Council

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Introduction by the Leader of the Council and the Chief Executive

Welcome to Fenland District Council's Annual Report for 2017/18. Our report explains how we've worked with residents, partners and community groups over the past year to achieve the priorities in our Business Plan. These focus on our communities, our environment and our economy.

The local government landscape continues to change, bringing both challenges and opportunities to district councils. One of the biggest positive changes for us is the inception of the Cambridgeshire and Peterborough Combined Authority who have already committed £30 million of funding towards projects in Fenland. This devolution deal, the first in the country to include district councils, is helping to address important issues relating to housing, infrastructure, skills, transport and employment. As well as developing town masterplans for Chatteris, March and Whittlesey, current projects are looking at the potential of:

- A 'Wisbech Garden Town' with 12,000 new homes, jobs, better facilities and improved transport links (over the next 40 years)
- A railway link between Wisbech and March (and beyond)
- Road improvements within Wisbech and the A47
- A University in Peterborough and a Skills Hub

The financial situation for local government remains challenging. However, we have balanced our budget for 2018/19 and can deliver required savings over the next year. We continue to work with partners; not just to deliver efficiencies, but to tackle 'bigger' issues that cannot be addressed by a single organisation. Our shared services, including Council Tax and Benefits (Anglia Revenues Partnership), Building Control (CNC) and Planning (Peterborough City Council) continue to perform well and deliver excellent customer service.

Despite the need for efficiencies, we continue to be ambitious and deliver projects that improve the quality of life for local people. We continue to lobby for investment to tackle important issues. Current projects are improving the King's Dyke Railway crossing (Whittlesey) and the A47 Guyhirn Roundabout. Wisbech High Street is also being improved with £2million support from the Heritage Lottery Fund.

We are also developing new ways of working. Government funding (£736,000) is supporting the trial of a new 'trailblazer' approach to prevent homelessness across the county. It is hoped that this approach will proactively help people with housing issues at an earlier stage; reducing the risk of homelessness and the need for emergency accommodation. £800,000 of funding from the DCLG's 'Controlling Migration Fund' will also support projects that build stronger communities.

Despite continued challenges, our Annual Report shows just some of the things we do to make Fenland a happy, safe and prosperous place to live. We are committed to working with all of our towns, villages and rural communities to improve the quality of life for local people.



Councillor Chris Seaton
Leader of the Council



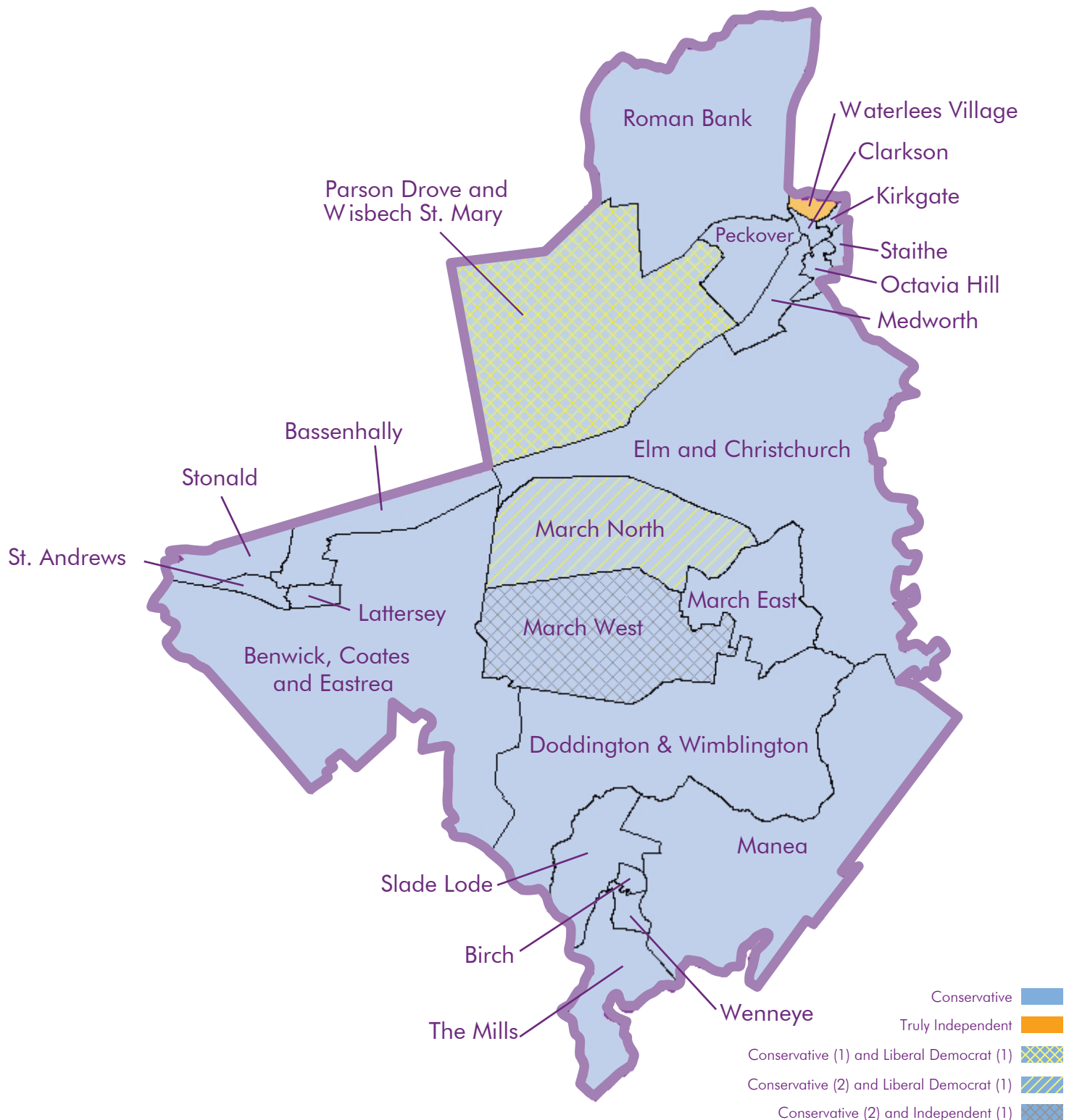
Paul Medd
Chief Executive

Fenland Councillors

Councillors are elected by local residents every four years. They represent their area, make decisions and set priorities for the district. Fenland District Council has 39 Councillors representing 24 wards.

We have a Leader and Cabinet style of governance. Our Cabinet is made up of 8 Councillors, each holding different responsibilities.

The Conservative group holds the majority with 33 seats. The remaining 6 seats are made up of 2 Truly Independent Councillors, 2 Liberal Democrat Councillors, 1 Independent Councillor and 1 vacancy.



FENLAND COUNCILLORS

Cabinet



Chris Seaton
Leader of the Council
Roman Bank
(Wisbech)



David Oliver
Deputy Leader of the Council
Peckover (Wisbech)



Anne Hay
The Mills
(Chatteris)



Peter Murphy
Wenneye (Chatteris)



Mike Cornwell
March North



Mark Buckton
Manea



David Mason
St Andrews
(Whittlesey)



Dee Laws
Stonald
(Whittlesey)

Other Councillors



Alex Miscandlon
Benwick, Coates
and Eastrea



Ralph Butcher
Benwick, Coates
and Eastrea



Vacancy
Birch
(Chatteris)



Florence Newell
Slade Lode
(Chatteris)



David Connor
Doddington and
Wimblington



Maureen Davis
Doddington and
Wimblington



Steve Count
March North



Stephen Court
March North



Andrew Pugh
March East



Fred Yeulett
March East



John Clark
March East



Jan French
March West



Kit Owen
March West



Rob Skoulding
March West



Gavin Booth
Parson Drove and
Wisbech St Mary



Sarah Bligh
Parson Drove and
Wisbech St Mary



Chris Boden
Bassenhally
(Whittlesey)



Kay Mayor
Bassenhally
(Whittlesey)



Steve Garratt
Lattersey
(Whittlesey)



Will Sutton
Elm and Christchurch



Michelle Tanfield
Elm and Christchurch



Carol Cox
Clarkson
(Wisbech)



Samantha Hoy
Octavia Hill (Wisbech)



Simon King
Octavia Hill (Wisbech)



Gary Tibbs
Kirkgate
(Wisbech)



Steve Tierney
Medworth
(Wisbech)



Sam Clark
Roman Bank
(Wisbech)



Michael Humphrey
Roman Bank
(Wisbech)



David Hodgson
Staithe
(Wisbech)



Virginia Bucknor
Waterlees Village
(Wisbech)



Michael Bucknor
Waterlees Village
(Wisbech)

Conservative 

Liberal Democrat 

Truly Independent 

Independent 

Money Matters

Where your Council Tax goes

In 2017/18, a typical Band D Council Tax bill was £1,743.75 (including Parish amounts). In 2018/19, this increased to £1,824.74

Fenland District Council collects money through Council Tax on behalf of other authorities. A breakdown of this is shown in the table below:

Council Tax collection	2017/18	2018/19
Fenland District Council	£255.42	£260.46
Cambridgeshire County Council	£1,190.43	£1,249.83
Cambridgeshire Police and Crime Commissioner	£186.75	£198.72
Cambridgeshire and Peterborough Fire Authority	£66.78	£68.76
Parishes (average)	£44.37	£46.97

The numbers above relate to a Band D property. However, the average property in Fenland is a Band B. This means that the average Council Tax paid per property in Fenland was £1,133.23 in 2017/18 and will be £1,198.12 in 2018/19.

Our income

Our share of the Council Tax was £7.4 million in 2017/18. It is estimated to be £7.7million in 2018/19. Our share is supplemented by income from other sources, as shown below:

Income sources	2017/18	2018/19
Council Tax	£7.4m	£7.7m
Government Revenue Support Grant	£0.9m	£0.4m
Share of Business Rates	£4.3m	£4.6m
Specific Government Grant	£28.2m	£27.7m
Other Grants	£3.6m	£3.1m
Fees, Charges and Rents	£8.9m	£8.7m
Investment interest	£0.1m	£0.1m
Total income	£53.4m	£52.3m

A snapshot of achievements - Communities



Over 60's continued to enjoy our Golden Age Fairs across the district



Our Housing team went on night patrols to engage with rough sleepers



Activities at Community House helped people to build confidence and get back into work



The Pride in Fenland awards said a big 'thank you' to unsung heroes in Fenland



Enjoying the great outdoors – a Traveller community event at Newbridge Lane

Achievements in detail - Communities

Supporting vulnerable members of our community

- We continue to tackle unacceptable living conditions. Over the last year we inspected 78 HMOs (Houses in Multiple Occupation) and investigated 158 complaints from tenants in privately rented homes. This resulted in serious health and safety failings being put right. Our Housing Options team also gave valuable advice to over 1,110 households on a variety of issues. Of those asked, 100% of households were satisfied with the service they received.
- We prevented 132 families from becoming homeless. After bidding successfully to central government, nearly £900,000 of funding is helping homelessness to be prevented at an earlier stage. An Outreach worker is working with homeless migrants and a new trial 'trailblazer' project is proving successful. Led by Fenland District Council for the whole Cambridgeshire and Peterborough area, the project has helped 450 people in six months. It is one of the six top performing projects in the country.
- We adapted 171 homes and helped 311 vulnerable households through our Healthy Homes/Handyman service. Small improvements, such as grab rails and bannisters, have improved safety and enabled 45 people to come home from hospital. These adaptations make an important difference in helping people to stay living independently at home by reducing the risk of slips, trips and falls.
- Funded by the Clarion housing group, residents are being helped to overcome barriers to skills, training and employment through a wide range of sessions at Community House. These have included a literary course, gardening group and a talk from the National Careers Service. Of those asked, 100% (60) of people said they now feel more confident to access work.
- With support from the Home Office (as a Local Alcohol Action Area), work continues to reduce street drinking in Wisbech. Recovery walks and night shelter visits identify and support vulnerable individuals. Partners and local businesses are sharing information about prolific street drinkers on the ECINS system to support joined-up working. This work is supported by our introduction of PSPOs (Public Spaces Protection Orders) which ban street drinking and alcohol possession in four places.

Supporting our ageing population and young people

- 349 people attended our Golden Age events. Designed for the over 60's, attendees received practical advice from a range of organisations including benefit checks from our 'Fenland Ferret' and electric blanket exchanges from the Fire Service. Of those asked, 100% (80 people) were satisfied with events.
- We support the Children's Change programme. Alongside partners, we aim to capture and share information to stop child exploitation. Our frontline officers are trained to collect relevant information and supply information in high-risk cases. Our CCTV service also captures valuable intelligence. Partners also support our work – an example of this is contacting our Trailblazer team (see above).
- Over 200 people packed the Wisbech St Mary community centre for the Pride in Fenland awards. Run in partnership with the Fenland Citizen, the awards recognise the selfless volunteers that help local people. After receiving one of highest amounts of nominations, judges selected the overall winners of the five categories. These




included good neighbour, community volunteer, young person of the year, group/club/organisation and the judges' special award.

Promote Health and Wellbeing for all

- The past year has been very successful for our New Vision Fitness leisure centres. They received 823,000 visits; 68,000 of these were for fitness classes, with income exceeding expectations at £2.4million. These positive results are directly linked to customer satisfaction. Surveys show that New Vision Customers are happier than the industry average with a 90% satisfaction level (of 861 responses). Driving customer satisfaction is the one element that every member of staff can influence. Current satisfaction levels are a good indication that the wider team is doing an excellent job.
- In the past 30 months, 5,900 different people have taken part in Active Fenland sessions. Funded by Sport England, a variety of activities have helped residents to get more active, more often. To date, 87,000 visitors have attended sessions including yoga, walking football, badminton and table tennis. We were also awarded £140,000 from the Government's Controlling Migration Fund. This will support a two year project aiming to bring different cultures together through sport.
- Households saved an average of £200 on their energy bills using the new iChoosr scheme. This uses the combined buying power of local people (through 'collective switching') to get cheaper prices from energy companies. It is free to register and you are not forced to switch. During the winter months, over 100 households benefitted from the Stay Well scheme. Funding of £7,000 helped to provide emergency fuel for households that couldn't afford to heat their home.
- We developed a new Health & Wellbeing strategy to explain how health inequalities will be tackled in Fenland. These issues are complex and cannot be addressed by one organisation alone. The strategy explains how we will work with others on areas with the greatest improvement opportunities and to build health and wellbeing into our decision making processes e.g planning. The Health and Wellbeing Partnership has changed to the 'Living Well Partnership' – merging existing boards.

Performance

	Target 2017/18	Performance	Variance
Days taken to process new claims and changes for Council Tax Support	8 days	8.9 days	-11% ¹
Days taken to process new claims and changes for Housing Benefit	8 days	7 days	14%
% of attendees satisfied with Golden Age events	96%	100%	4%
Number of paid customer visits to our leisure centres	837,588	823,022	-2%
% of those asked satisfied with our leisure centres	82%	90%	10%

Key:  On or above target (</4%)  Nearly on target (-5% to -9%)  Below target (>-10%)

¹ Performance was slightly less than expected as we handled Council Tax Support and changes in an average of 8.9 days (under 1 day more) compared to our 8 day target.

A snapshot of achievements - Environment



March Street Pride was just one group that celebrated a decade volunteering



Their hard work paid off! Wisbech 'In Bloom' volunteers celebrating over 10 years of awards



Dog Patrols by our Street Scene checked dog owners were cleaning up after their pets



Seventy riders raised £4,200 for charity at our George Campbell leisure centre



Our contractors, ISS world, preparing for the new grass cutting season



Getting It Sorted! A new scheme invites volunteers to help improve recycling in Fenland

Achievements – Environment

Delivering a high performing refuse, recycling and street cleansing service

- We made nearly 2.9 million bin collections across the district, in all weathers. 9,300 tonnes of recycling was collected from blue bins including cans, plastic, paper and glass. A Fenland collection day bin app pilot was launched and can now be downloaded through the Apple App or Google Play stores. It allows customers to save collection dates and set a reminder to put the bin out.
- The first year of our Garden Waste Service exceeded expectations, with 19,800 subscriptions across the district. This introduced an annual £40 subscription charge for a fortnightly brown bin collection to make the service self-funding, which would otherwise cost over £700,000 to run. Uptake for this year's service is strong, with an increased number of customers subscribing by direct debit prior to April 2018.
- Our Cleansing and Rapid Response team continue to provide an excellent seven day street sweeping and litter picking service. Last year they cleaned over 11,290 miles of streets and 210 million square metres of open spaces. Out of 1,430 inspections, 99% of areas met cleansing standards upon inspection.

Work with partners and the community on projects to improve the environment and our street scene

- Our Street Scene team spent nearly 6,500 hours on patrol across Fenland. They continue to work closely with the community to tackle environmental and anti-social behaviour problems including fly-tipping, littering and dog fouling. We issued over 1,600 Fixed Penalty notices for environmental offences and successfully prosecuted individuals in court. Over £7,300 in fines were issued for littering alone.
- We worked with over 20 groups of volunteers including Street Pride, Friends of and In Bloom to make Fenland a cleaner, greener and safer place to live. Over 100 people attended the Street Pride celebration in October; a record number. We run this event to say a big 'thank you' to all the volunteers who work hard to keep Fenland looking at its best. The dedication of local volunteers and partners in our parks was also recognised by the Anglia in Bloom competition. Benwick and Waterlees both achieved Silver Gilt, with Chatteris and Wisbech achieving Gold. Wisbech have now won Gold for the 10th consecutive year.
- Supported by a £1.9 million grant from the Heritage Lottery Fund, work continues to improve the buildings on Wisbech High Street. Plans were approved to redevelop the derelict 'Gap' site (Number 24) with a modern, multi-functional community space and discussions are ongoing with the owner of the derelict buildings at Numbers 11 and 12. Free events, such as open days, are encouraging people to get involved with heritage along with photography workshops. Led by renowned photographer Matt Emmett, participants are brushing up on their camera skills in and around Wisbech.
- Working with community groups, we continue to support popular local events including the Chatteris Mid-Summer Festival, March St George's Fayre, Whittlesey Festival and Wisbech Christmas Market. These attract thousands people a year to our towns, bringing economic and cultural benefits. St George's Fayre celebrated its 10th year, with crowds enjoying lively 1960's, 70's and 80's music performances in the marketplace.

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

- Our CCTV service recorded nearly 2000 incidents of crime and disorder. This evidence has helped partners to tackle violence, street drinking and anti-social behaviour. Businesses, using the online SIRCS network, proactively shared 285 pieces of useful intelligence to support local crime reduction. We also investigated 75 cases of anti-social behaviour in partnership with the fire service, Speedwatch, Clarion and police.
- The Fenland Community Safety Partnership aims to reduce crime, anti-social behaviour, and the fear of crime. Over three years, 2,500 students in Fenland schools saw the theatre performance of ‘Chelsea’s Choice’. This educated pupils on what child sexual exploitation is, its impact, and to spot its signs amongst their peers.
- Through our Diverse Communities Forum, we successfully bid to the DCLG’s Controlling Migration Fund and received over £800,000 in funding. Alongside partners including Public Health, the Ferry Project, the Rosmini Centre and EELGA, a variety of two-year projects will take place to improve cohesion, reduce homelessness and promote integration. These include:
 - Maintaining and extending Wisbech emergency night shelter provision
 - Tackling poor conditions in HMOs and private rented properties
 - Street drinking and homelessness prevention migrant outreach work
 - Developing social media resources to improve health and wellbeing
 - Supporting people to speak out about Modern Day Slavery
 - Developing practical skills and cultural understanding, leading to employment

Performance

	Target 2017/18	Performance	Variance
Rapid or village response requests actioned the same or next day	90%	96%	7%
% of inspected streets meeting our cleansing standards	93%	98%	5%
% of collected household blue bin recycling	28%	28%	0%
Customer satisfaction with refuse and recycling services	90%	98%	9%
Customer satisfaction with our garden waste (brown bin) service	80%	75%	-6%
Number of Street Pride and Friends of community environmental events supported	204	204	0%
% of local businesses who thought they were supported and treated fairly	90%	99%	10%
% of those asked who are satisfied with events	90%	98%	9%
% of those asked who are satisfied with open spaces	82%	94%	14%

Key: On or above target (<4%) Nearly on target (-5% to -9%) Below target (>-10%)

A snapshot of achievements - Economy



Local businesses continue to network at Fenland for Business events



Tim Mann, a professional artist, traced the outline of 10,000 people living in Wisbech for his 'Crowded Room' project



The official opening of the Cross Keys Marina at Sutton Bridge



A transport conference brought local people and national companies together to shape local railway improvements



A new Wisbech Bus Service is helping people to travel around the town. Residents from Edina Court enjoyed trying it out

Achievements – Economy

Attract new businesses, jobs and opportunities whilst supporting existing businesses in Fenland

- Our Business Premises continue to provide popular ‘start up’ and conference facilities. The Boathouse (Wisbech) and South Fens Enterprise Park (Chatteris) are fully occupied, contributing to a total of 90% occupancy across all sites. 100% of customers surveyed were very happy with our facilities.
- The £50million Nene Waterfront development in Wisbech continues to bring land back into use. Housing construction on Lot 3 (the former gas works site) is nearing completion. These new, good-quality homes are proving popular for both first-time buyers and people already on the property ladder.
- The Cambridgeshire and Peterborough Combined Authority gave £150,000 to fund the development of Market Town Masterplans for Chatteris, March and Whittlesey. Through specialist support and feedback from public, private, community and business representatives, plans will be created to stimulate growth and investment. St Neots developed their masterplan during summer 2017; as a direct result they have already received £5million in investment.
- We continue to help young people to get ready for employment by offering work placements. Supported by the Skills Service, a variety of events have also taken place in Fenland’s secondary schools including CV workshops and mock interviews. In February, 40 local businesses and 600 students attended the annual Careers Fair at Neale Wade. It ran until 6pm to also allow parents to attend.
- A state-of-the-art £900,000 marina, part funded by Fenland District Council, opened at Sutton Bridge in September. Known as Cross Keys Marina, it provides access to inland waterways from The Wash. Designed for both commercial and leisure use, the marina caters for up to 20 leisure boats. Most moorings are already occupied and a new boating community is already starting to take shape.

Promote and enable housing growth, economic growth and regeneration across Fenland

- The fifth Wisbech 2020 Summit was held at the Thomas Clarkson Academy. In a successful change of format, local community groups engaged delegates at exhibition stands over lunch. As well as hearing from a variety of speakers (including FDC, CCC, Anglian Water and local schools), a €55,000 cheque was presented by Dutch representatives from Royal Haskoning DHV and the Netherlands Embassy. This will contribute to the flood feasibility work as part of the Wisbech Garden Town proposals. As well as being recognised as a ‘Pride of Place’ area, Wisbech is taking part in the LGA (Local Government Association) ‘Prevention at Scale’ trial. With expert help, initiatives will be trialled to prevent and tackle health related issues.
- Our Planning team processed over 850 applications from across the district. We also investigated and closed nearly 360 cases of unauthorised development. Our conservation team delivered a mud walls event in Whittlesey and issued grants to improve a number of heritage buildings.
- Work continues around a Wisbech Garden Town. This could deliver 12,000 new homes, more jobs, improved infrastructure and better facilities. The Cambridgeshire




and Peterborough Combined Authority awarded £6.5million to carry out feasibility work and studies. Cambridgeshire County Council are investigating road capacity and preparing for a GRIP3 study to consider the feasibility of a Wisbech to March (Cambridge) rail link. Based on successful Dutch projects, innovative modelling work is taking place to mitigate flood risk.

Promote and lobby for infrastructure improvements across the district

- Work continues to improve local railway services. The first ever ‘Transport Conference’ was held in October by the Fenland Transport and Access Group. Sponsored by Cross Country Trains and led by Fenland District Council, local residents and stakeholders came together to share their views and input into the formation of the (CCC) Fenland Transport Strategy. The Hereward Community Rail Partnership also aimed to protect (and enhance) local services by responding to consultation about proposed changes to Cross Country and East Midlands train company routes.
- Over 19,200 journeys were made on concessionary community transport services in Fenland. A new pilot bus service in Wisbech, operated by FACT, is slowly growing in popularity. This provides access to Tesco and businesses on Cromwell Road after Stagecoach withdrew their service last year.
- The Wisbech Access Strategy is a package of transport schemes aiming to improve the local transport network. Feedback from public consultation helped to finalise a ‘short-term’ plan of schemes to be delivered by 2021. This is enabled by £10.5million of funding from the Government’s Growth Fund. Plans include developing a new A47 roundabout on the Southern Access Road, relocating the A47/Elm High Road roundabout and improving signals at New Bridge Lane/Cromwell Road.

Performance

	Target 2017/18	Performance	Variance
% of major planning applications determined in 13 weeks	75%	97%	29%
% of minor applications determined in 8 weeks	80%	93%	16%
% of other applications determined in 8 weeks	90%	98%	9%
% occupancy of business premises estate	87%	88%	1%
% of customers satisfied with our business estates	92%	100%	9%
% occupancy of Wisbech Yacht Harbour	85%	98%	15%

Key:  On or above target (<=4%)  Nearly on target (-5% to -9%)  Below target (>-10%)

A snapshot of achievements – Quality Organisation



BaxterStory were the first business to receive a 'Healthy Option' award from our Environmental Health team



We took part in many national events. Here, our flag is raised to participate in the global Commonwealth day celebration



Saying a big thank you to Jim Hocking, WW2 Australian Hero, at a Twinning event with the Sunshine Coast Council



Whittlesey Sea Cadets formed a guard of honour to welcome guests to our annual Civic Reception



Successfully working as part of the Cambridgeshire and Peterborough Combined Authority



We did it again! We were reaccredited for the national Customer Service Excellence standard




Achievements – Quality Organisation

- We collected over £50million of Council Tax and nearly £25million in Business Rates. This plays a major part in funding the key services we provide to the community. We also pass a large share of this money onto the Police, Fire Service, County and Parish Councils – see the 'Money Matters' section for more information.
- More residents are using our website than ever before, receiving over 580,000 visits over 12 months. Following mobile optimisation, a record number of users are engaging with us through their mobile or tablet devices (nearly 50%) instead of traditional desktop computers. We were also pleased to be awarded a 3 star (out of 4) rating from SOCITM, which impartially reviews the usability of all local authority websites. This shows that our online services and continued website improvements are effectively meeting the needs of our customers.
- Our social media following has reached a record high, with 8,040 Twitter followers and 1,640 Facebook likes (+6% and +54% on last year). We use these channels to advertise council services, local events and partner organisations. Our Tweets were viewed over 10,000 times during the national #OurDay campaign on 21 November. This gave an interesting 'behind the scenes' look at the variety of work done by Council officers in a typical day.
- We helped over 127,500 customers at our Community Hubs, Fenland @ your service shops and telephone contact centre. As well as taking payments for Council services, we helped customers with a variety of queries about bin collection, housing, Council Tax and Benefits. 94% of queries were resolved straight away.
- We continue to consult with residents, stakeholders and partners about Council proposals. The feedback we receive helps us to understand residents' priorities and shapes our services. Our approach is explained in our updated corporate consultation strategy, which was approved by Cabinet in October 2017. We have consulted on a variety of subjects this year which have included our Business Plan, the Wisbech Skate Park and Whittlesey Conservation Area.
- Our Elections team work hard to allow everyone to exercise their right to vote. They had a very busy year, delivering the first ever neighbourhood planning referendum for March and supporting the Mayoral election for the new Cambridgeshire and Peterborough Combined Authority. As well as running 8 by-elections, they successfully delivered the UK Parliamentary General Election for North East Cambridgeshire with just 7 weeks' notice. Over 84,400 people (63.22% of the total electorate) voted across our 81 polling stations.
- We were reaccredited with the Customer Service Excellence (CSE) award last year. This is a Government standard that recognises the high quality, customer focused services we provide. We also maintain our Investors in People (IiP) award; this evaluates how well we support our workforce and gives them the skills they need. We have held these accreditations for a number of years.
- The Mayor of the Sunshine Coast Regional Council (Australia) visited Fenland to celebrate the 20th anniversary of our Twinning arrangements. Alongside our Chairman and invited guests, a special event took place to renew the Charter of Mutual Friendship. Our visitors also relaunched their book 'March Hero' about Jim Hocking, an Australian Pilot Officer, who sacrificed his life to protect the people of March during World War II.

- Our Environmental Health team made over 410 food safety interventions including inspections, revisits and sampling visits. 508 food businesses (out of 653) in Fenland are rated as 5, which is very good, under the national food hygiene rating scheme. Work continues to tackle poor hygiene standards. As part of this, a former manager of a Wisbech food store was prosecuted at Peterborough Crown Court for serious food hygiene failings. The judge said a prison sentence would be justified as the breaches were intentional and a serious risk to public health.
- Well managed businesses make Fenland a safer place to live, work and socialise. Last year we processed 112 Temporary Event Notices, 58 Personal Licenses and 276 licenses related to Taxi Licensing under the Licensing Act 2003. Other teams within the Council, such as Environmental Health, are becoming trained in licensing activities which supports continuity of service during busy times.
- We were praised for offering good value for money in the 2016/17 financial year. Independent auditors, Ernst & Young LLP, said we had “made proper arrangements to secure economy, efficiency and effectiveness in its use of resources.” Our Internal Audit team was also assessed by CIPFA to make sure they work to the right standards. The assessment, which takes place every five years, showed we ‘generally conform’ to the standards set; this is the highest rating possible.

Performance

	Target 2017/18	Performance	Variance
% of customer queries resolved at first point of contact	85%	94.2%	11%
% of customers satisfied with the service at our Shops / Hubs	95%	91%	-4%
% of customers satisfied with the service from our contact centre	95%	86%	-9% ²
% of contact centre calls answered within 20 seconds	50%	46.5%	-7% ³
% of contact centre calls handled	90%	79.5%	-11%
% of Council Tax collected	97.5%	97.5%	0%
Council Tax – net receipts payable to the collection fund	£48,108,212	£50,100,713	2%
% of NNDR collected	98.5%	Information available in June	
NNDR – net receipts payable to the collection fund	£24,846,538	£24,692,443	1%
Number of visits to the FDC website	510,000	582,488	14%
% of staff that feel proud to work for FDC	82%	83%	1%

Key:  On or above target (<4%)  Nearly on target (-5% to -9%)  Below target (>-10%)

² A year ago we reduced Contact Centre opening hours to save £100,000 a year in operating costs. Opening hours reduced by 8.75% but calls only reduced by 5%. We are now reviewing data to see how we can better service demand at peak times whilst promoting self-service, so we can concentrate resources on our most vulnerable customers.

³ As 2