

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

**For Council – 18th July 2019
(For performance in April & May 2019)**

Cabinet Members



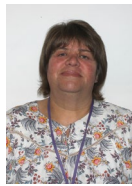
**Councillor
Chris Boden**

Leader of the Council
& Portfolio Holder for
Finance



**Councillor
Ian Benney**

Portfolio Holder for
Economic Growth



**Councillor
Sam Clark**

Portfolio Holder for
Social Housing &
Leisure



**Councillor
Susan Wallwork**

Portfolio Holder for
Communities



**Councillor
Mrs Jan French**

Deputy Leader of the
Council



**Councillor
Miss Sam Hoy**

Portfolio Holder for
Housing



**Councillor
Mrs Dee Laws**

Portfolio Holder for
Planning



**Councillor
Peter Murphy**

Portfolio Holder for
Environment



**Councillor
Chris Seaton**

Portfolio Holder for
Social Mobility &
Heritage



**Councillor Steve
Tierney**

Portfolio Holder for
Transformation &
Communication

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 efficiently 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 Rural Citizens Advice Cambridgeshire, and helping them access Universal Credits online****Portfolio Holder: Cllr Mrs Jan French**

Description	Target 19/20	Achieved (in-month only)	Cumulative for 19/20	RAG
Performance Measure				
LPI ARP1 Days taken to process Council Tax support – new claims and changes	12 days	8.69	6.97	
Target ARP2 Days taken to process Housing Benefit – new claims and changes	12 days	6.36	5.67	

This month we have once again exceeded all targets.

The time taken to assess Council Tax Support and Housing Benefit, new claims and changes has increased this month. Target 1 Processing Time has increased by 3.2 days and Target 2 by 0.87 days. This month's rise has for both targets resulted in the time taken to assess Council Tax Support and Housing Benefit new claims changes have increased for the year as a whole. Target 1 has increased by 1.48 days and Target 2 by 0.41 days. The current year to date figures remain very good though with both targets having been exceeded.

There has been a delay assessing claims and changes because of the growth of rent increases at this time of year along with assessment records received from the DWP and HMRC regarding claim assessments for the new year. The Council is taking measures to address the build-up of work currently outstanding by prioritising work and allowing staff to work additional hours where appropriate.

The Benefits Team continued to be allocated specific tasks on a daily basis via a work focussed spreadsheet.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

Business Plan Action: Prevent Homelessness, meet housing needs, improve housing conditions and keep homes accessible through our housing duties

Portfolio Holder: Cllr Miss Sam Hoy

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI CEL1 Total number of private rented homes where positive action has been taken to address safety and cohesion issues	200	22	48	

Since the last performance report the Council had undertaken 15 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council had also investigated 33 complaints from tenants occupying privately rented accommodation in the same period. Council Officers intervened to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

	<u>HMOs Interventions</u>	<u>Privately Rented Homes investigated</u>
Wisbech	12	13
March	3	5
Chatteris	0	3
Whittlesey	0	7
Villages	0	5

Private Sector Housing Enforcement – Controlling Migration fund project Performance

This period April 2019 – 31st May 2019 the officers have focused on properties in the centre of Wisbech town. This has resulted in inspections of larger block of flats which has required engagement with a number of leaseholders and freeholders and has required multi-agency coordination with Cambs Fire Service, Building Control Officers and Conservation officers. Upon inspection, a number of fire safety defects to both communal and individual flats were identified and the officers continue to work with all parties to ensure compliance and achieving a safe standard of accommodation

and a safe evacuation is afforded in the event of a fire.

The table below identifies the officers' interventions since the last report which reflects their current performance.

Measure	1-4/31-5	Cumulative
Total Number of Properties Inspected	136	1882
Interventions Taken (see table below)	63	782
Information Packs Issued	42	305
Smoke Detectors brought into use	30	265
Hazards Removed	32	458

Breakdown of interventions for 01/04/19 – 31/05/19

Interventions	1-4/31-5	Cumulative
Smoke Detector defect letters (Private Rented Sector)	4	147
Smoke Detector advisory letters (Owner Occupied)	3	147
Formal Inspection Appointment Letters	18	125
Notice requesting Information	0	9
Informal Letter requesting remedial repair	51	302
HMO declaration notices	4	47
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.

HMO Licensing

The Council has licensed 28 HMO properties since the extended mandatory license scheme came into force in October 2018. The Portfolio holder is working with Officers with regard to the housing enforcement approach for those properties where the Council believes a license should be applicable linked back to the Council's housing enforcement policy.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI Number of households prevented from becoming homeless	200	21	53	

Breakdown:

Mediation = 5

Debt Advice = 2

Resolve rent arrears = 5

Private rented with deposit support = 11

Private rented without deposit support = 8
Housing Register Offer = 12
Supported Accommodation = 10

The total preventions in 2017/18 was 115, the total for 18/19 was 315.

Description	Monthly	Cumulative for 2019/20	%
Total number of Households approaching to the Housing Options Team	175	340	N/A
Total number household receiving advice only for example not homeless but advice needed	60	120	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.	22	36	N/A
Number of formal Homeless decisions made. 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.	0	1	N/A
Successful outcomes in Prevention stage (household had their issue resolved within 56 days)	12 out of 12	30 out of 35	85.71 %
Successful outcomes in Relief stage (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).	9 out of 9	23 out of 36	63.88%
Statistic for Wales Prevention 62% Relief 42%			

Case Study

R approached the Housing Options team to say he was rough sleeping and he needed housing.

Prior to this R had been living with his girlfriend in a rented home and their relationship had broken down. His name was not on the tenancy.

R's wellbeing declined very quickly and it became increasingly hard to make contact

with him.

We then found out that R has psychosis.

An outreach worker managed to find him and asked him to go to the Fenland shop and to contact the team.

He did this and managed to find R a flat.

R is no longer drink dependant, he has his medication arranged and is thriving in his new home.

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 1132 referrals. Of these 463 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. 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 to develop partnership protocols for example offenders, mental health patients and 16/17 year olds for the Cambridgeshire and Peterborough area to enable more effective processes to identify and assist those at risk of homelessness early.

Rough sleeping

The Council currently has 20 rough sleepers that are being supported to attempt to resolve their housing problem. The Council is very keen to capture information and intelligence from the community on rough sleepers so that contact can be made and support plans developed. Please contact 01354 654321 or www.streetlink.org.uk (there is a direct link on our website) or email housingadvice@fenland.gov.uk .

Rough sleeping (Controlling Migration Fund)

The council is working with Change Grow Live (CGL) to run a Migrant Outreach Service in Wisbech. The service is funded by a successful bid under the Controlling Migration Fund (CMF) for one year.

There will be two outreach posts, one of whom will assist those with complex needs. Recruitment is completed with appointments made and the postholders will have started work by the 18th July. The funding of £136,625 is for one year.

The service will link in to a new hub being run by Ferry Project following a successful bid to the Ministry of Housing, Communities & Local Government (MHCLG) for £131k to assist with support and rehousing options for one year to alleviate rough sleeping. The aim of the hub is to work as a day centre for rough sleepers to understand the barriers for repeat rough sleeping and develop solutions to get the rough sleeper back into temporary / settled accommodation. This includes specialist mental health support.

For rough sleeping issues outside of Wisbech, the Council's Housing Options team carry out this function.

The Council has also been successful in securing a further £35k grant by the MHCLG for a Rough sleeper coordinator post for a year to support the work of all the rough sleeping programmes that are in place.

Description	Target 19/20	Achieved	Cumulative for 19/20 (end of May 2019)	RAG
Performance Measure				
LPI Number of homes adapted to assist vulnerable disabled residents to remain in their home	130	16	22	

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. This work is financed through the Better Care Fund the health and social care budget with funds being allocated annually to the Council.

Since the last performance report The Council has assisted 16 households with adaptation works.

The geographical spread is as follows:

Wisbech	3
March	8
Chatteris	2
Whittlesey	1
Other villages	8

What do our customers say?

Description	Baseline	Target 19/20	No of customers who responded	No of customers satisfied	% 19/20	RAG
Disabled Facilities Grants: % of residents who felt	97%	90%	3	3	100	

that the work undertaken to adapt their property made their life easier (1 year on survey)						
3 surveys have been completed for 19/20 with 3 satisfied customers, culminating in satisfaction score of 100%						

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 Susan Wallwork**

Community Locally Led Development (CLLD)
<p>The CLLD is a fund of just over £1 million from European Social Fund that can be used as match funding to deliver projects in Wisbech that works with the economically inactive or unemployed to get them closer or into work. The fund has a local development strategy that sets the priority areas which projects need to address. The fund is managed through Cambridgeshire ACRE and a multi-agency board assesses funding bids received and the performance management of projects that have received funding.</p> <p>The next CLLD meeting is due to take place on 10th July 2019.</p> <p>Cambridgeshire ACRE has procured an evaluator to give an independent review following the response to tender document. Rose Generation has been appointed and will evaluate the CLLD programme and make a positive contribution to the programme over the next two years.</p>
Portfolio Holder: Cllr Susan Wallwork

Think Communities Update (including I Heart Wisbech)
<p>This project has been looking to build a collective partnership across the Public and Community and Voluntary Sector in Wisbech to collaborate on building capacity through understanding issues and developing programmes of action with the</p>

community to get them addressed.

At the time of writing the report I ♥ Wisbech engagement/feedback sessions were programmed to take place on:

- Saturday 22nd June 1.30pm-3.30pm at the Oasis Centre (PE13 3NP)
- Wednesday 26th June 10am-12 noon at the Queen Mary Centre (PE13 2PE)
- Thursday 27th June 5pm-7pm at the Rosmini Centre (PE13 2PH)

Purpose of sessions:

- To feedback results from the I ♥ Wisbech engagement exercise that took place over the Autumn and Winter 2018/19.
- To explore what needs to happen next with community members who wanted to get more involved and I ♥ Wisbech partners in the room at the same time
- To connect people with each other and with resources to help make their ideas happen

A further update on what happened at the events and next steps will be given at next Full Council.

Portfolio Holder:

Cllr Chris Seaton, Cllr Ian Benney, and Cllr Sam Hoy

Support communities and businesses to access the information they need surrounding Brexit

The Business & Economy Team continue to share the latest updates from HM Government regarding Brexit advice to businesses in Fenland.

This month advice was provided to businesses in relation to:

Obtaining an [Economic Operator Registration and Identification \(EORI\)](#) number to enable UK businesses to continue to move goods into or out of the EU in the event of a 'no deal' scenario.

Applying the [Transitional Simplified Procedures](#), in the event that the UK leaves the EU without a deal, businesses will need to apply the same procedures to EU trade that apply to trading with the rest of the world.

Regulatory guidance for businesses

Over the past 6 months the amount of guidance and advice available to business has increased, in particular from the Food Standards Agency, the Port Health Association and Department of Environment, Food and Rural Affairs.

Officers in Environmental Health undertook a survey of the largest food producers and exporters earlier in the year and identified business continuity concerns around certain products and processes. Information has been researched for these special cases and steps put in place to be sure the Council can support these businesses if and when

processes change, especially regarding the impact on export and import.

Much is obviously still unknown but scenarios have been considered and contingency plans discussed with those businesses.

A visit was arranged to both Ports of Wisbech and Sutton Bridge for a Food Standards Agency Officer to assess for any impacts and both were given a low risk rating however the FSA have awarded the Council a grant of £6000 to cover the cost of officers visiting the ports to carry out additional monitoring as required, and for some training.

The link on the Council website www.fenland.gov.uk/brexit provides all up to date information for residents and businesses.

BUSINESS PLAN AREA: **Communities**

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

Business Plan Action: ***Explore the creation and development of Youth Advisory Boards in Fenland, and to work with local schools in the development of the national Democracy Ambassador scheme, consulting with young people on matters that affect them***

Portfolio Holder: **Cllr Chris Seaton**

Increasing awareness of democracy with young people

The Council has been working with 20Twenty Productions to develop youth ambassadors in the district. A funding bid of £50k has been submitted. Their plans are to set up something similar to the Youth Advisory Boards in Norfolk and initially planning three events utilising the funding to gain some momentum early on.

The First event will be a launch event and the Youth Advisory Board/Youth Advisory Groups can discuss issues they wish to address/consider.

The second event would be a trip to Houses of Parliament following contact already made with MP Steve Barclay's office who is interested in hosting.

The third event would be a "Proposal Evening" where The Youth Advisory Board will be formed officially and would present to a board/panel (Dragon Den Style) where some money (up to 1k) will be awarded to tackle the issues following research and consultation that has taken place in between all three events.

The Council propose to support in the following ways:

- Use of FDC venues
- Member involvement in encouraging young people to get involved in democracy at the events.
- Members' involvement on the dragons den!

Once the programme is confirmed more information will be forthcoming with regard to getting members involved.

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 Susan Wallwork

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI Number of people who attend the Golden Age events	200	0	0	

The annual partnership meeting took place on the 12th June 2019 at South Fens Business Centre with over 20 partners in attendance. A presentation was given with an update on the last year's performance.

Cambridgeshire County Council gave a short presentation on scam prevention and cyber fraud looking at the types of scams, training and resources available and encouraged partnership working to increase awareness to those that fall under the Golden Age.

Adam Fraser from Care Network gave a very challenging and thought-provoking presentation about the Open Arms Project which focuses on loneliness showing all the partners how they can help tackle this widespread issue in our District.

The next Golden Age event will have taken place on 11th July at Wisbech St Mary's Sports and Community Centre. At the time of writing the update over 20 partners already signed up to attend to offer their services.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote Health & Wellbeing for all

Business Plan Action: *Support our local community by delivering the Council's Leisure Strategy, in partnership with Freedom Leisure*

Portfolio Holder: Cllr Sam Clark

Leisure Centre Membership

Freedom Leisure is reporting that membership levels are on track and meeting their expectations. Freedom has a total of 3,374 members, similar to the same period last year.

Currently membership levels at each centre are as follows:

- Chatteris 575
- GC 1040
- Hudson 811
- Manor 948

The recent spin bike replacement will ensure that retention rates (for those who spin) are maintained at a healthy level. Looking forwards, the capital works at the Hudson that commenced on 24 June will prove a bolster to membership levels, that will then step up to another plane when opened in late October.

The other centres members have new equipment to look forward to later in the year and this will ensure that membership sales in the new year perform strongly.

Leisure Contract Update

Freedom Leisure is continuing to provide the operation and management of the leisure centres with a more settled feeling after 6 months into the contract.

Freedom has set up the centres very quickly and seamlessly with a mobilisation team, with customers noticing different uniforms and signage immediately. Other changes have included improved web presence and more effective social media posts from each site.

Staff retention has been excellent with only 4 contracted members of staff (out of around 100) leaving the organisation in the first six months (3 to new jobs, 1 to a family move away). This is pleasing to hear as one of FDC's concerns was the TUPE of staff to Freedom.

Freedom continues to pay FDC the monthly management fee and the partnership is working very well so far.

Hudson Leisure Centre Redevelopment Project Update

Since Freedom took over the operation and management of the leisure centres in December 2018, the development of the Hudson has been a high priority. Delivering the project on time and to specification is an important aspect of ensuring membership growth for the centre. This growth is necessary to match the financial contract that the company has with the Council.

Following some remedial asbestos removal work in early June, the capital improvement project started on site on 24 June. The gym, dance studio and new reception areas are due to be completed on 21 October, with final works close to the reception area due in February.

Gym Equipment Replacement Update

As previously highlighted, spinning bikes within the spin rooms at each centre have already been replaced. This investment of £103,000 in modern, state of the art bikes has been well received by customers.

Next Steps;

The budget for replacement gym equipment is in excess of £500,000 and will equip all four gyms, including the new Hudson gym. Freedom Leisure is working up a specification for each item, along with the required numbers for each item.

Fenland will then carry out a mini-tender through an ESPO Framework agreement. Bids will then be evaluated and equipment delivered accordingly. To reduce risk, each gym will be equipped at different times.

It is anticipated that the Hudson will lead in late October, with the other gyms to follow prior to 1 January 2020.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing for all

Business Plan Action: *Work collaboratively with others to deliver the Council's Health & Wellbeing Strategy to tackle local health priorities, including mental wellbeing, and reducing inequalities both within Fenland and between Fenland and the rest of Cambridgeshire*

Portfolio Holder: Cllr Susan Wallwork

Health & Wellbeing Strategy / Working in Partnership

The Cambridgeshire Health and Wellbeing Board met on 30 May 2019 and as part of the agenda received a paper updating on the progress of the Living Well Partnership (LWP) for East Cambs and Fenland.

The report set out recent developments within the partnership including membership and attendance.

The HWBB's discussion concluded:

The LWP be supported to deliver the HWBB priorities and empowered to do so.

A report regarding which structures were most effective to deliver care to specific communities be brought back to the Board in the new year and that LWP's should have the endorsement to act so as not to hold back progress, and brief the Board as appropriate.

The next LWP meets on 29th July 2019.

Portfolio Holder: Cllr Steve Tierney

Energy Conservation / Fuel Poverty

In April every household in Fenland received information with their council tax mailing about the free of charge services available to them to reduce their energy spend.

Included in the council tax mailing was the opportunity to switch to a cheaper energy supplier via the iChoosr scheme. 40 switches took place in the previous auction saving Fenland residents in the region of £8,000 in total. The current auction took place on 22nd May 2019 following which residents are finding out how much they could save with the option to switch should they wish.

Also included within the mail out was how residents can access a home energy visit provided by Peterborough Environment City Trust (PECT) with whom the Council has worked in partnership, which would include tailored advice on home improvements and access to funding.

Since the PECT project started in the Spring 207 home visits have been undertaken by PECT saving householders £35K as follows.

- 31% of householders were helped to sign up to or were signposted to the warm homes discount. This resulted in savings of £8,780.
- 18 referrals were made to grant schemes such as the Affordable Warmth through the Local Energy Action Partnership (LEAP), CLAS scheme, and Disabled Facilities grant scheme. 5 referrals were for first time central heating, 7 for new 'A rated' energy efficient boilers, 3 for loft insulation, and 3 for cavity wall insulation. This resulted in cost savings of £5,440. Of these, two households were provided with a grant: £1500 from Turn2Us and £2,000 from the Disabled Facilities grant scheme respectively, to help with the replacement of a boiler.
- One individual outside the project remit was awarded a new boiler through a separate stream, leading to cost saving of up to £240 per year.
- 11 households were provided with small measures such as draught proofing and the provision of LED lightbulbs from PECT's Warm Homes Officer. This resulted in total savings of £2,395.
- 14 households switched to a new tariff or supplier, with 12 moving to green suppliers. This resulted in savings of £3381.60.
- 70% of households made behavioural change. This resulted in total savings of £15,526. This leads to average savings of £74.32 per household.
- Provision of an emergency fuel payment grant to one household at a value of £250.
- One to one support with one individual is ongoing to alleviate £440 of fuel debt.

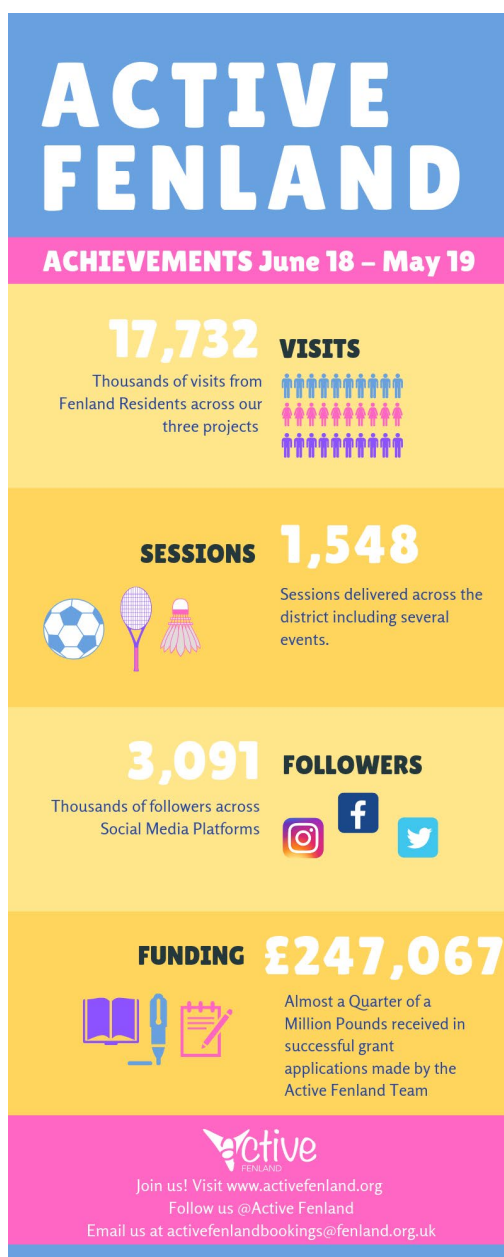
BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing for all

Business Plan Action: Create healthier communities through activities developed by Active Fenland and community partners

Portfolio Holder: Cllr Sam Clark

Active Fenland & Controlling Migration Fund Update



BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing for all

Business Plan Action: *Facilitate housing development that will deliver healthy environments and promote wellbeing*

Portfolio Holder: Cllr Miss Sam Hoy and Cllr Sam Clark

Affordable Homes

The Council has worked with Registered Provider to enable the forecast construction of 92 affordable homes this financial year. This includes a new 60 home dementia friendly extra care scheme in Whittlesey.

In terms of pipeline development for affordable homes, the Council has been encouraging Registered providers to be more active in Fenland in light of more grant availability through either Homes England or the Combined Authority.

The current pipeline development has an estimated 1054 affordable homes. The Council helps the Registered provider through highlighting opportunities that the Council become aware of for investment and also supporting funding bids to evidence need to funding bodies.

The portfolio holder is meeting the Combined Authority to look at housing opportunities moving forward.

BUSINESS PLAN AREA: Communities

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

Business Plan Action: *Support voluntary and community groups to hold public events safely*

Portfolio Holder: Cllr Sam Clark & Cllr Peter Murphy

Fenland Safety Advisory Group

The Fenland Safety Advisory Group (SAG) is a group of professional officers from within both the local authority and external partners such as Fire and Police that meet on a regular basis to offer support & advice to event organiser who are wishing to hold an event in Fenland.

The group encourages the event organiser to submit documentation in the form of an Event management Plan and invite them to a meeting to discuss and give professional feedback on their event.

The meetings are held 4- 5 times a year, each meeting a minimum of 2 Event Organisers attend. The last meeting held in May gave advice to March 1940's Event and the Wisbech Rose Fair Parade. Following this meeting it was agreed to offer further advice to March 1940's Event by arranging a site visit for some of the officers.

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 and Cllr Steve Tierney

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI CEL8 % of collected household waste – blue bin recycling	28%	27%	27%	

Collected Household Waste Blue Bin Recycling to May

	April 2019	May 2019	Overall
Dry Recycling (Blue Bin)	726	693	1,418
Residual Waste (Green Bin)	1,897	1,913	3,810
Dry Recycling % of waste	28.3%	27.0%	27.1%

The overall tonnage of dry recycling presented by customers remains similar to last year, although the amount of contamination within the blue bin has increased prompting a range of actions to improve the quality of recycling.

The educational, and linked volunteer activities, across the area form the basis of the Council's approach to improving the amount of waste customers recycle through their blue bins.

Supervisors regularly visit rounds ahead of the recycling collections to inspect recycling and deliver educational materials where required. Customers actively recycling all the materials possible receive a thank you and all customers receive information on recycling. Second visits are scheduled to measure improvements.

So far this year more than **3,670 visits** have taken place and resulted in improved numbers of customers correctly presenting their recycling materials.

This work by supervisors supports the day to day work of the recycling crews who make a visual check of recycling bins at collection and have **rejected 2,804 blue bins** with obvious contamination so far this year; just over 0.5% of those put out for collection.

Even with the crews' and supervisors' actions to reduce the levels of unwanted materials the company sorting the dry recycling materials, Amey, report that 170 tonnes so far this year were materials not acceptable in the bin. Whilst this is an improvement on last year, there remains more to be done.

A range of actions are planned to tackle the incorrect materials in the blue bins, including information to all customers, the recent summer calendar, bespoke blue bin stickers, local work by Getting It Sorted volunteers and a continued focus from the waste team through their positive campaign.

Overall Fenland Recycling

April 2018 – March 2019	FDC Collected Waste	HWRCs in Fenland	Total
Recycling and Composting	15,697	13,272	28,969
Residual Waste*	22,000	4,810	26,810
Recycling % of waste	42%	75%	52%

(*collected household waste; not including fly-tipping, street cleansing waste and commercial waste)

The overall recycling rate for domestic waste collected at the kerbside and delivered by customers through the 3 Fenland household waste sites, and 28 local recycling bring sites, is **52%** and contributes to the overall recycling rate for Cambridgeshire.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI	92%	93%	89%	

% missed bins collected the next working day				
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Missed Collections May (Blue and Green Bins)

	May 19	Overall 18/19
Missed Collections Reported	202	407
Collected next working day	187	364
Percentage	93%	89%

The total number of missed brown bin collections reported in April was 44, of which 43 were collected the same or next working day.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy and Cllr Steve Tierney

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI Income generated through recycling materials	£285,000	£25,730	£51,332	

This jointly procured materials recycling contract is now in its fifth of a maximum of 10 years. Current market conditions are increasingly difficult for the contractor and the costs of treating and onward transport are placing pressure on them.

A contract has been developed to move forward with years 6 and beyond for the 6 Recap (Cambridgeshire and Peterborough Waste Partnership) authorities involved.

Getting it Sorted Volunteers Update

The Getting It Sorted Volunteers continue to impress with their commitment to improve their local environment. The **30** trained volunteers have run **88** events so far with **8,325**

face to face contacts and **733** hours volunteered. The volunteers have a network of more than **500** active customers who have declared an interest in recycling who receive a monthly newsletter written each month by the volunteers.

The annual schools and community groups competition nears launch with a great opportunity for local groups and schools to get involved in this Getting It Sorted recycling themed competition.

One volunteer was shortlisted for the Pride in Fenland awards for his commitment to the local recycling area where he lives and how he was helping his neighbours to get their recycling and rubbish sorted.

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 and Cllr Steve Tierney

Garden Waste Service Update

Subscriptions

The subscription level at the end of May remains very positive at 20,400, with figures 300 subscriptions higher than this point last year.

Subscription Stickers

20,884 stickers have been dispatched to date. The envelope is designed to be as noticeable as possible, even so, 499 have been reported as missing, accidentally destroyed or lost. This is 2.4% of our customers. Replacements are dispatched as soon as possible.

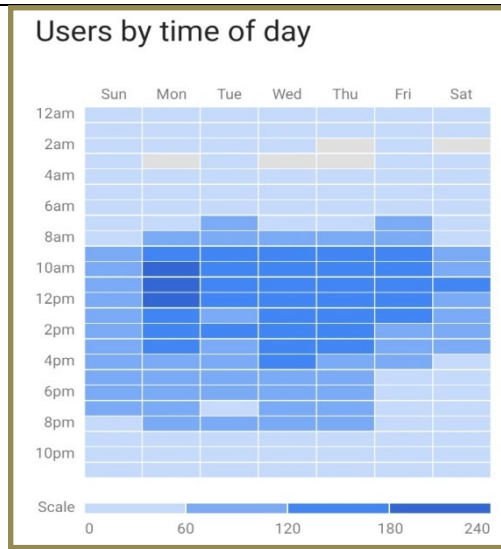
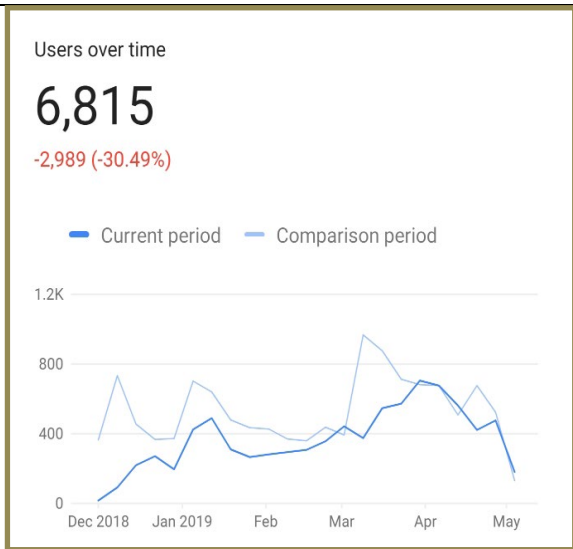
Direct Debits

The majority of customers have chosen to pay via direct debit, with 72% (14,544) of our customers now choosing this means of payment. This is a 1,100 increase on last year's direct debits and almost 6,000 more than the previous year.

Website

The garden waste webpages remain the preferred contact choice for our customers with 6,815 customers viewing the garden waste webpages to self-serve their subscription since December 2018.





The website was the point of contact for the majority of our customers without an existing direct debit. These customers were accessing the website at all times of day across the week. Peaks of transactions varied from last year and reflected the communications around direct debit purchases in each year.

Bin Collections

The garden waste crews have made 56,676 collections through April and May. The crews have rejected and tagged a further 4,146 bins without current subscription stickers. This has prompted many customers to buy their new subscription.

Bin Collection Day Application

The Council's smart phone app has seen more than 40,034 unique sessions since launching late last year. The app, which shows collection days for 6 weeks and can automatically put these into the customer's calendar, is offered to the council for free, and provides customers with the collection day for all their bins; including their brown bin if they are subscribed.



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 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	96%	96%	

Cleansing Rapid and Village Response May 2019

Area	Requests	Requests Met	Performance
Chatteris	5	5	100%
March	18	17	94%
Villages	31	30	97%
Whittlesey	13	12	92%
Wisbech	44	42	95%
Totals	111	106	96%

The cleansing team have performed well this month with 96% of requests this month and 96% of requests this year (221 from 231) being responded to on the same or next working day.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	93%	100%	100%	

Cleansing Inspections for May

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

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 and Cllr Steve Tierney

Cambridgeshire & Peterborough Waste Partnership (RECAP)

Recap partners have developed a local closed loop recycling partnership with a plastic packaging manufacturer from Huntingdonshire.

This collaboration means that plastics collected from Cambridgeshire customers is cleaned, recycled and then made in to new recycled packaging in Huntingdon.

Charpak, the local plastics manufacturer are working together with Recap, waste company *Amey*, who sort the recycling and plastics re-processor, *Jayplas* who prepare the plastic ready to be reused in the new packaging. This is believed to be the first local closed-loop plastics recycling project in the country.

Waste Strategy Update

In May, Defra closed the first stage of consultation on the proposals within the government's [Waste and Resources Strategy](#) that forms part of their [25 Year Environment Plan](#).

Fenland, in cooperation with the other the Cambridgeshire and Peterborough Waste Partnership (Recap) authorities, submitted a series of consultation responses to Defra.

Defra are seeking opinions from local authorities and businesses in England on the future of recycling, a deposit return scheme and enhanced producer responsibilities with the aim of creating improved recycling, reduced litter, better communications and funding from producers for treatment and disposal.

Our partners in Recap have worked together to produce shared Recap responses, and these are supported by individual authority responses where appropriate.

These form the first stage of this consultation and Defra are anticipating more detailed consultation later in 2019.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Support improvements to Fenland's streetscene and heritage

Portfolio Holder: Cllr Chris Seaton

Wisbech High Street Project

Update covers period mid-May – mid June 2019

The Gap – 24 High Street

The geotechnical engineers have completed their tests and issued a full report on the soil foundations for the site. This has enabled the project engineers to finalise a design and the project QS is now in the process of revising the costs of the scheme. A report on this is being prepared for an August cabinet meeting. The determination date for the decision on the planning application for the demolition of the dilapidated structure at the rear of 24 High Street has been extended following requests for further information. The application will now be considered in July with a separate Cabinet report being considered in July on this matter.

11-12 High Street

We are awaiting comments from the developer's solicitor regarding the terms of a build lease for 11-12 High Street. However, progress continues to be made as a planning application has been submitted by their agent (F/YR19/0509/F) and ground

investigation works are scheduled for later this month.



11-12 High Street, 2019



Proposed Elevation, 11-12 High Street

13-17 High Street

On 14th June we were advised by the applicant's solicitor that they are hoping to have the Construction Contract finalised within approximately 2 weeks. As soon as they notify us of this we can expect to see works on these properties get underway (FYR18/0268/VOC)



13-17 High Street – grant application approved for new shopfronts, first floor conversion and brickwork repair

Other Properties

We are still awaiting the application from an agent appointed by the owner of two listed buildings for shopfront and roof repairs. An application is expected once all quotations have been gathered. Pre-application discussions with Conservation officers have been encouraging. There has also been new interest from one of the largest

High Street stores who are now collecting quotations for work to the building façade and windows.

The project continues to encourage other owners and tenants to apply for a grant. Although this continues to be a challenge as there are many still not engaging in discussions and some still considering the long term future of their buildings and leases.

A planning application has been submitted by the owner of a property to convert the vacant upper floors to flats. With the assistance of planning officers, a meeting was set up with the owners agent to make them aware of the opportunity for funding for other works to the building via the High Street Project. So far there has been no response from the owner. This property has blocked downpipes and would benefit from some renovation/repair to a decorative 1st floor window.

Activity Plan

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

In May we delivered a "Museums at Night" event held at the recently renovated Wisbech General Cemetery Chapel. We welcomed families and local residents of all ages to visit and learn about the chapel and grounds offering tours, crafts and refreshments. Feedback was really positive and many visitors commented that they had never visited the chapel or grounds before.

The College of West Anglia continues to plan an exciting programme of training events for students to be delivered over the next 2 years, starting during the next academic year. This is the largest activity to be funded by the Wisbech High Street Project with a budget in excess of £40k. It will allow students on their construction courses the opportunity to learn about traditional repairs including stonework and plastering. Using the disused chapel at Mount Pleasant Road Cemetery, students will be able to work on a listed building genuinely in need of some repair and maintenance.

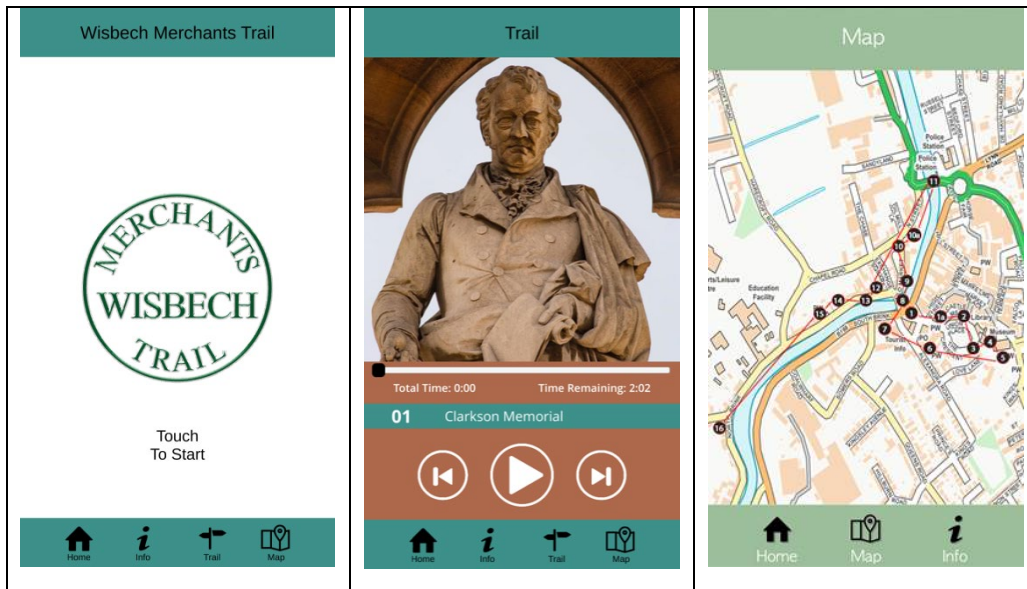


Grade II Listed Chapel at Mount Pleasant Cemetery and Stonemason Will Skinner from Cliveden Conservation

Working with Archaeological Project Solutions, we delivered two courses on

Archaeological Building Recording. These FREE events allowed those who signed up an opportunity to learn how archaeologists approach recording historic buildings, starting with Wisbech High Street and then Castle Lodge. These training events were so popular we are now looking at offering more dates.

The Merchants Trail App is now nearing completion. We are looking for volunteers to download and test it. Please contact Taleyna if interested.



Screen captures from the Merchants Trail App

The boards for the exhibition from our photography workshops have now been finalised and the artwork sent to the printers! The first week of the exhibition will be in the library of the Wisbech & Fenland Museum and will coincide with Rose Fair. After this it will move to The Light Cinema for the duration of the schools summer holidays.

WISBECH HIGH STREET

Project Photography Exhibition



Come and see a free and informative exhibition of photography by the volunteers of the Wisbech High Street Project. Ten local people have spent the last two years documenting the town, its history and its high street. Funded by the National Lottery Heritage Fund, photographic workshops have been running alongside work on the regeneration and grant-funded improvement of properties on Wisbech High Street.

You can view the exhibition at these locations:

Wisbech Museum the library room
Saturday 29th June - Saturday 6th July
Opening Hours 10am - 4pm Tues to Sat

The Light Cinema upper lobby
Sunday 7th July - Saturday 3rd August
Viewable whenever the cinema is open



- *Taleyna Fletcher, Townscape Heritage Officer, Wisbech High Street Project*
tfletcher@fenland.gov.uk

Conservation Area / Management Plan Review Update

Work is continuing on the completion of the new Coates Conservation Area Appraisal and Management Plan, with the document being expected to be brought to members in the summer.

Portfolio Holder:

Cllr Chris Seaton and Cllr Dee Laws

Conservation

Ely House, Wisbech is a Grade II listed home on Lynn Road and is purportedly the oldest private residence in Wisbech. The property is in private ownership and has significantly deteriorated and despite being boarded up by the owners and the Council on several occasions is being regularly broken in to and used by rough sleepers. This culminated in a fire to a garage/shed (26/06/19).

The Council is in contact with the owners and their contractor regarding the security of the site. Members and Officers are concerned about the preservation of the building and the antisocial behaviour that is taken place on site therefore we are in the process of assessing the statutory powers each of our teams have and are currently looking at the appropriateness of a Closure Order and Urgent Works Notice.

The Council is aware of rough sleepers that have been present at the property and are working with those individuals as part of the outreach service.

Portfolio Holder:

Cllr Mrs Jan French

Manage the operation and maintain FDC-owned and managed public car parks and bus stations

During the month of June the following works were undertaken, or have been scheduled for FDC Car Parks

Undertaken

1. Car Park Inspections undertaken for all 20 FDC owned/managed Car Park sites
2. Repair of pedestrian railing within Horsefair bus station, Wisbech

Scheduled

3. Car Park patching works scheduled for Chapel Road, West Street, Somers Road and Church Terrace

The Church Terrace Car Park refurbishment works to include surfacing, lining and drainage improvements are scheduled to be tendered in July for implementation in August/September. Street light upgrade works are scheduled to commence July/August.

The Cabinet Members for Parking, Finance and Economic Growth have met with Officers to request that they initiate a piece of work to explore the feasibility of decriminalised parking within the Fenland area in order to address long standing concerns with on street parking contraventions.

In addition, investigations will be carried out to consider introducing and enforcing short and long stay parking in the Council's off street car parks (without introducing paid parking) to improve parking turnover to assist shoppers to better utilise and access our retail town centres.

Subsequently, Officers have produced a draft scoping document for the introduction of decriminalised parking and of enforced short and long stay parking in the Council's off street car parks.

Portfolio Holder:

Cllr Peter Murphy

Manage and maintain highway-related assets and infrastructure (street furniture, street name plates, bus and cycle shelters, bollards, gateway signs, finger arm signs, etc)

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

Undertaken

1. Replacement of two FDC stainless steel bollards on Nene Parade, Wisbech
2. Awarded Water course inspections undertaken
3. Bus shelter inspections undertaken
4. Finger arm sign inspections undertaken
5. Gateway boundary sign inspections undertaken
6. Tourist information sign inspections undertaken
7. Installation of 5 replacement street name plates at District wide locations

Scheduled

8. Following the closure of one of the leading bus shelter manufacturer's (Queensbury) there has been a delay in installing the two replacement FDC bus shelters at Mount Pleasant Road and Norwich Road, Wisbech. The replacement works are now scheduled for completion on 1st and 2nd July.

There is currently no update relating to the decommissioning and replacement of the two FDC bus shelters at King's Dyke which is being led by Cambridgeshire County Council in association with their appointed consultants.

A new manufacturer will be sourced going forward for the provision of FDC replacement bus shelters to include Broad Street, March.

Portfolio Holder:

Cllr Jan French

Manage and maintain district, parish (who have opted in) and Clarion Housing Association street lights

The final account figure for the FDC, Parish and Clarion Cat 1 street light replacement works contract has been agreed and all outstanding remedial works completed.

The Engineering Team is now in receipt of the new street light asset data capture information for all FDC, Clarion and Parish Council street lights (Parish Council data only for Parish assets on FDC contract). Data checks are now being made to ensure accuracy of the 164,000 plus data entries with additional lifecycle planning information added. The completed data will be used to inform the FDC Cat 2 street light replacement works contract in 2019/20 and future energy usage costs.

Following Cambridgeshire County Councils decision not to provide street light energy to District and Parish Councils beyond October 2019, FDC will be required to source a new energy provider and meter administration service.

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**

Tidy Fenland Campaign

Fly Tipping Prevention

Street Scene officers took part in Operation Chambers on Wednesday 12th June. The multi-agency action day included the Council, Police, HMRC, Environment Agency, DVLA and DVSA. The aim of this day for us was to identify vehicles carrying waste and to check that they have the valid permits to do so as part of our anti fly-tipping prevention work. A total of 138 vehicles were checked by partners. Specifically for waste, 21 members of the public were spoken to with 0 enforcement breeches. Other offences such as no tax and insurance as well as un-roadworthy vehicles were dealt with there and then through a mixture of on the spot fines and 1 vehicle seizure.

Householders Duty of Care - Following the new powers which were introduced nationally meaning any householder in England who fails to pass their waste to a licensed carrier, and whose waste is found fly-tipped, could face penalties of up to £400. Our next steps will be to publicise these new changes through a public campaign before taking enforcement action where necessary.

Officers will also be attending a multi-agency action day planned for the 19th June which will carry out a series of visits to licenced premises in Wisbech. Officers will be

checking trade waste compliance and issues relating to cigarette and alcohol related litter.

Green Dog Walkers

Whittlesey - A community dog walk event was held at the Manor Field on the 1st May with members of the Whittlesey Green Dog Walkers and Street Scene. We were able to catch up on how the campaign was doing and meet some of the volunteers. It was great to see 9 dog walkers and their pets out enjoying a morning walk. They fed-back that there was now 152 pledgers and numbers were continuing to rise. Their Facebook page is also very active and there were supportive comments from residents.

Whilst patrolling the Manor 2 piles of fouling was seen and removed by one of the volunteers who advised they regularly carried extra bags and were happy to do their bit in removing any fouling seen, in an effort to encourage others to not complain about things but take action themselves to make a difference. All volunteers fed-back they felt the Manor open space had dramatically improved in the last few months. Whilst out the best location for the new dog bag dispenser was agreed and has now been installed.

Chatteris green dog walker progress- We have been in regular talks with the clerk from Chatteris Town Council who has confirmed funding for 100 dog tags and 100 rolls of dog bags to give out to members who sign the pledge. We aim to launch the campaign in the town on Friday the 5th July at Furrowfields. As this is also a market day we will be having a representative at the market to sign post people and sign them up at the market too.

The literature has been designed and a dog bag dispenser purchased which will be installed at Furrowfields in time for the launch. We will pre-advertise the event beforehand and advertise on our social media pages.

On the day we hope to see representatives from the town Council and volunteer groups.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI Streetscene Officer hours spent on active town patrol	3,500	700	800	
Kingdom Officer hours spent on active patrol		100		

Street Scene - When out and about, are responding to customer enquiries as well as finding and resolving issues. Broken down officers time across the district has been:

Town	Wisbech	Whittlesey	March	Chatteris
Hours	250	125	175	150

During these patrols the Street Scene actions have been:

- 44 Reports of abandoned vehicles. All were removed by persons unknown after receiving notices apart from 2 which were removed by our contractor.
- 48 nuisance vehicle enquiries were actioned and responded to.
- 98 matters relating to our open spaces, mainly regarding our grounds maintenance contract.
- Marked 73 graves.
- 91 General street scene actions, including requests for service and general enquiries.
- 73 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- 26 site visits for other service areas.
- 24 trade waste matters resolved
- 18 report to Highways regarding issues on their land.
- 34 Fly posters have been removed. (excess from fair and wrestling events)

The team has responded to 100% of their service requests within the agreed timescale.

Kingdom – Officers have delegated powers to enforce on behalf of the Council Littering and Public Space Protection Orders. Broken down as an approximate, Kingdom patrols broken down into locations:

Town	Wisbech	Whittlesey	March	Chatteris
Hours	60	20	15	5

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI Memorial inspections completed	5,000	750	750	

During April and May memorial inspections took place in Chatteris Meeks Cemetery, Doddington churchyard & Walsoken Cemetery.

Out of these 10 failed the hand test and service requests have been raised to our contractors for them to be made safe.

During June and July a new smarter process for memorial inspection management is being piloted and tested.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Work with a private enforcement partner to tackle littering and associated anti-social behaviour

Portfolio Holder: Cllr Peter Murphy

Environmental Enforcement Update

Street Scene enforcement. Actions in April and May:

Location	Enforcement Action
March	1 Littering 20 Parking FPNs 1 Dog fouling
Wisbech	1 Littering 1 S34 Notice (Duty of Care)
Rural (Wimblington)	1 Littering
Total	25

Prosecutions

In May a male pleaded guilty under Section 33(7) of the Environmental Protection Act to being in charge of a vehicle which was used in a fly tipping offence. He was convicted and received a total fine of £1342. The court agreed for him to pay in monthly instalments of £200 due to his financial circumstance.

In June, following non-attendance for his court plea a warrant was issued for a male to attend court. He was arrested and at court pleaded guilty to fly tipping. He was convicted and received a total fine of £800.

Kingdom enforcement. Fixed Penalty Notices served in April and May:

Location	Fixed Penalty Notices served
March	3 for littering
Wisbech	35 for littering 8 for spitting
Whittlesey	10 for littering 1 for spitting
Chatteris	1 for littering

Total

58

The payment rate for the period 1 February to 30 April is 64% and from February to May is 50%. Fixed penalties served in May are still within their payment period.

Prosecutions

During this time frame, 33 littering and PSPO breach cases were heard at Peterborough Magistrates Court. All were found guilty and fined an average of between £327 & £400.00.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	42	42	

In April, 19 events were held by community groups to improve the environment. As well as regular work parties, three groups held special events.

Both the March Street Pride / In Bloom & the Friends of Rings End Nature Reserve groups utilised marketing opportunities from the Council's 'Four Seasons' events by having a promotional stand at this year's St George's Fayre.

The Friends of Wisbech General Cemetery held a Spring Walk on Sunday 7th April. These types of events are a great way to showcase to members of the community the history and nature they can find on their doorstep.

In May, 23 events were held, examples include:

The Friends of March Railway Station held a model railway event which also provided an opportunity to showcase the work the group have completed here over the last few years.

Wisbech Street Pride were busy working on their Octavia Hill Exercise Trail, directional posts have been installed and regular maintenance is ongoing. The next stage of the

project is to install some information boards.

Street Pride, In Bloom & Friends of Projects Update

In April, Wisbech Street Pride joined forces with 16 members of staff from local business Coveris, for their Keep Britain Tidy litter pick. During the hour and a half pick, 55 bags of general waste and recycling were collected. The volunteers continue to find opportunities to work in partnership with local businesses.

Benwick in Bloom held their 2nd exhibition on Sunday 19th May showcasing photographs of Benwick through the years as well as displays of local arts and crafts. The event was another success with a number of visitors attending throughout the day.

On Thursday 13th June, an open evening was held for community groups and organisations to hear about the Changing Views Grant Fund which is available for improvements to derelict and vacant buildings and sites. The funds are available to voluntary community groups who are keen to improve the visual appearance of empty buildings or vacant sites - this could be achieved by the implementation of a number of simple measures e.g. decoration, hoarding, grounds maintenance. 7 community groups attended with a number of suitable projects being identified.

On Tuesday 18th June, an inaugural meeting to officially constitute Wisbech St Mary Street Pride group was held. 8 residents attended the meeting, with support also from the neighbouring villages of Parson Drove and Murrow too. Future project ideas were discussed and the group are looking forward to attending the celebration evening in October to meet other volunteers and pick up some project ideas.

Wisbech St Mary Street Pride group are the 17th group to join street pride.

Grounds Maintenance Contract Update

Despite the variable seasonal weather, Tivoli has registered a consistent performance in the early part of 2019.

The high amenity areas, larger open spaces and the cemeteries have all benefited as a result. Complaints are still received but remedial action has been prompt in nearly all cases, allowing quick resolution and a happier customer.

A change in the internal management structure with Tivoli at the end of May threatened some disruption but the incumbent's experience has ensured that service has continued uninterrupted.

Previous years' performance has often been hampered by equipment breakdown and theft but tighter security and rapid attention to machinery breakdowns has been welcomed. As a result of improved efficiency on the main cutting rounds more timely responses are evident for the additional repair work that is required on Council land – fence and bench repairs, tree removal, play equipment faults etc.

The replacement of bedding plants with sustainable plants has already been a success. With the help of an enhanced watering programme during May's dry spell the plants are blossoming and the current profusion of purple will be shortly supplemented by a burst of orange and yellow as the next phase kicks in.

West End Park Skate Facility

Following a successful funding bid to the Amey Cespa Community Fund for £30,000, FDC is now in a position to move this project forwards. Previous community consultation informed features that were desirable in a new skate park and these were included in the procurement process.

Bendcrete Ltd has been contracted to deliver the project and will start on site in early September, with an 8 – 12 week build period – very much weather dependent due to the concrete nature of the new park. The start on site date ensures that the current skate park is available for the majority of the summer holidays.

Water Tower Play Area, Whittlesey

The old Water Tower Play area in Whittlesey has been removed and a new, high quality facility has been developed. WREN has funded £47,000 of the improvement works, with an additional £5,000 each from Whittlesey Town Council and FDC. The improved park has been welcomed by local resident and the new facility is getting plenty of use – when the rain stops.

Whitemill Coldham / Glassmoor and Ransonmoor updates

The bidding rounds for all 3 funds are now open with applications closing on 24th June for Glassmoor, 26th July for Whitemill and 16th August for Ransonmoor. Applications to the funds need to have an environmental and educational benefit and previous examples of successful projects include LED lighting, outdoor play equipment made from recycled materials and renewable energy installations on community buildings.

On 16th May, an open evening was held in Friday Bridge for community groups and

organisations in the Elm Parish to find out more about the grant funding available through the Whitemill Environment fund. Representatives of the fund were on hand to provide an overview of the funding available, and information on how to apply. 8 community groups attended and interest was very positive with a number of suitable projects being identified. We are hopeful that a number of applications will be received for the current bidding round resulting in a large proportion of surplus funds being spent.

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

April saw the 11th annual St George's Fayre, which despite the weather was attended by around 5,000 visitors. Volunteers chose a theme of 'Vikings and Dragons' which did not disappoint. Feedback showed that people were particularly impressed with the introduction of more street performers and the atmosphere that this created; including stilt walking warriors and juggling jesters, all of which was made possible due to increased financial backing of £5,000 from March Town Council and increased stall takings, which grow year on year.

We were particularly pleased to work in partnership with the arts council to offer interactive arts to a new audience, and also to be supported by March Library who opened for the first time for the Fayre. We continue to go to great lengths to curate an event that not only benefits the economy but also supports Fenland's cultural offering, we were therefore delighted to hear that March Museum had the highest footfall on a single day ever. A wrap up meeting took place in May wherein the committee considered the options for 2020 and the opportunities to engage with more volunteers.

Preparations are nearing completion for the upcoming Chatteris Festival. This year's theme is '100 years of music and fashion'. New attractions put forward by the volunteer committee this year will include professional wrestling and 'Animal Sunday' which will include a petting zoo. The committee have already worked tirelessly to raise over £2,000 in sponsorship for the festival throughout the year, which enables the event to grow each year.

Markets Action Plan Update

A new trader has joined March Wednesday and Whittlesey Friday Markets, called Country House Garden, after an initial period as a casual trader they have decided to become licenced.

A new casual trader selling second hand furniture at Chatteris has joined in April.

Fees and charges for 19/20 have stayed the same which has been well received by the market traders.

As part of our market review all traders have been consulted and given the opportunity to feedback on how they would like the Markets to operate going forward. Traders advised that markets were in the right location and despite being small in size they were friendly and welcoming. It was true that footfall had decreased but there is a loyal customer base that comes back time after time. The basis of their feedback will help to shape the Market Action plan.

April & May saw the annual fairs arrive in Chatteris at Wenny Road rec and Whittlesey; the organisers said the fairs were well attended.

What do our customers say?

Description	Baseline	Target 19/20	No of customers who responded	No of customers satisfied	% 19/20	Variance
LPI CEL12 % of those asked who are satisfied with FDC's events (April, June, Sept, Dec)	90%	90%	100	97	97%	

Feedback has been very positive including:

"The range of stalls and entertainment available. There was always something interesting to do or see."

"The story telling, the circus for children to join in was so so so good (the people running this event were amazing too) we liked the walking dinosaurs, live music."

"The selection of stalls was good, atmosphere was excellent, free parking, all the extra bits like the parade and fire engine etc. Staff & stewards were friendly helpful and just a pleasure to deal with!"

"Very well put together Great attractions Great theming of St George"

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 through the Community Safety Partnership

Portfolio Holder: Cllr Susan Wallwork

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI Number of incidents recorded by CCTV	1,200	221	221	

During April and May 2019 the Council was able to respond and detect 221 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 very slight decrease as compared to April and May 2018 in which 236 incidents were reported.

A breakdown of incidents by town for April & May:

Chatteris	6
March	31
Whittlesey	6
Wisbech	178

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI Number of incidents resulting in positive action	80	18	18	

During April & May 2019 the Council was able to achieve 18 positive enforcement outcomes from incidents responded to or detected by the use of CCTV. This is a decrease as compared to April and May 2018 in which 28 positive outcomes were achieved.

These included arrests for violence, theft and alcohol related disorder.

Positive outcomes achieved for April and May:

Arrests (CCTV led)	8
Assisted arrests	9
Assisted Fixed Penalty Notices	1

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI Number of FDC ASB cases where positive engagements are delivered in line with identified risk	90%	100%	100% 22/22	???

During the month of April and May there were 22 new ASB cases reported to Community Safety. In all 22 cases there was contact with the informant. Case investigation and support has been provided to informants appropriate to their individual circumstances and risk.

Community Safety will work in partnership with internal teams and external agencies to provide an effective victim based response.

April ASB reports for each area are as follows:

- Chatteris – 2
- March – 2
- Whittlesey – 3
- Wisbech – 4

May ASB reports for each area are as follows:

- Chatteris – 1
- March – 2
- Whittlesey – 2
- Wisbech – 6

New cases include concerns relating to neighbour disputes, threatening behaviour, parking issues, ASB driving, noise and disturbances from mini motor bikes, quad bike use in residential areas, youth related ASB and drug use.

Community Safety Partnership Update

On the 14th May 2019 Fenland Community Safety Partnership hosted a Cyber Crime Training Event at the Boathouse in Wisbech.

The Cybercrime training was delivered by Nigel Sutton the Fraud and Cyber Security Advisor from Cambridgeshire Constabulary to over 30 frontline staff who work across Fenland including those from Housing providers, Fenland District & Cambridgeshire County Councils, Alzheimer's UK and Mental Health practitioners.

It is well recognised the importance front line staff have in helping to protect Fenland

from a range of social issues. One such issue is Scams, Fraud and Cyber-crime. This crime type can have serious financial and emotional consequences for victims, and can lead to feelings of guilt, shame, embarrassment, fear and anxiety.

Criminals are using the internet, email, telephones and social media to steal money and information. This training event helped to raise the awareness of how such crimes are committed and explored the ways they can be prevented.

The training improved the awareness of those present on how to prevent cybercrime and scams but also providing them with knowledge on how to signpost potential victims they encounter to appropriate support networks or helplines.

The event was supported by Charlotte Homent from Cambridgeshire & Peterborough Partnership Against Scams (CAPASP). The CAPASP web-page can be found here - [Cambridgeshire Insight – Cambridgeshire and Peterborough Against Scams Partnership](#)

Internet safety advice from Cambridgeshire Constabulary can be found here - [Internet safety](#)

Those who attended also became Friends Against Scams by completing some online learning and we'd encourage everyone to complete the same course which can be found here - <https://www.friendsagainstscams.org.uk/elearning/Cambridgeshire>

On June the 7th we supported a national campaign called 'National Phish & Chip Friday Campaign' where by social media posts were distributed with key messages and #MulletOver. This campaign was also supported by wider promotion through the FDC Twitter account.

During May and June the CSP has delivered two Safety Zone sessions for primary schools in March, Chatteris and Whittlesey. Contributing partners included Cambridgeshire Fire Service, Cambridgeshire Constabulary, Cambridgeshire County Council and Fenland District Council. Over 630 year 6 pupils from 15 schools attended the sessions held at March & Whittlesey Fire Stations. Subjects covered included water safety, environmental safety, product safety, fire safety and community safety. Sessions for the primary schools in and around Wisbech are scheduled to take place during the last week of June.

During May and June the partnership has conducted 3 community engagement events at the libraries in Wisbech and Whittlesey and at Tesco in March. In addition to the Community Safety Projects Officer there was representation from Cambridgeshire Constabulary at all events and Neighbourhood Watch at the Whittlesey event. The subject being promoted was Scams and Cybercrime.

Shared CCTV Service Update

The CCTV shared service project between FDC and Peterborough City Council (PCC) is underway and working towards the aim of merging FDC CCTV services with PCC during November 2019.

A number of work streams are being finalised to support project delivery and these include 1) a shared management structure (to work across both LA's) 2) technical works (control room merger and systems integration) 3) External staffing contractor (to provide service resilience for the shared service model) and 4) Staff restructure (to support the new shared service model).

The shared management structure has recently been completed with Fenland District Council's previous Community Safety Manager fulfilling this new role across both organisations. The shared service CCTV manager will now support the project team in developing and delivering the other work streams to meet the go-live date of the new dedicated and single shared service control room for November.

Street Drinking Update

On May 14th 2019 a multi-agency partnership workshop was held. This included representatives from FDC teams including Licensing, Street Scene and Housing. Externally, from health, police and support networks.

Following this a draft action plan has been developed which has been sent to all those who attended.

Replies have been requested confirming all points within the action plan cover those suggestions made at the workshop along with seeking support for leading on and supporting elements where the respective partners have influence/skills/knowledge.

Work with the Town Council, partners and the community to reduce anti-social behaviour within Furrowfield Car Park, Chatteris, by improving lighting, signage and speed reducing features

Following the engineering works that involved the introduction of a speed reduction ramps at the entrance of the car park and wheel stops within the car park to encourage improved vehicle positioning and reduce the ability to drift vehicle etc. the initial feedback indicated an improved situation.

The Community Safety team completed a door knock in April of a small number of residents who live in the immediate vicinity of the car park and the results were mixed. An improved situation regarding driving standards, but as the weather was improving the congregating of vehicles was increasing along with noise from music, revving engines, shouting and general boisterous behaviour.

There has been consultation with the police requesting their support. Working with Environmental Health and CCTV colleagues, investigations are ongoing.

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 (CMF)

Portfolio Holder: Cllr Chris Seaton

Fenland Diverse Communities Forum

Controlling Migration Fund Case Study **Migrant Worker Statistical Data Project**

This project aims to undertake a suite of activities to understand migration in Fenland better, in preparation for post- Brexit. The project is funded via the Ministry Housing Communities & Local Government's Controlling Migration Fund.

The findings from the project will be delivered in a final report in late October 2019, alongside findings from a parallel study of modern day slavery in the area, and presented to a one- day national conference.

The project is led by Professor Margaret Greenfields (Buckinghamshire New University) with collaborators from Anglia Ruskin University (academic team).

The first stage analysis focuses on the issues highlighted by the literature/ media analysis, administrative statistics and quantitative data from migrant workers, service providers and employers. Key issues identified include concerns over housing access and quality, employment status, welfare benefits advice. Help with destitution/ use of food banks, engagement with voluntary sector support agencies, use of healthcare services, and anticipated impacts of Brexit.

The published report will cover these issues and any other identified in detail.

Portfolio Holder:

Cllr Sam Clark

Cohesion & Travellers

Fenland is a traditional area for Gypsy Travellers to live, work and visit. Whilst we have one of the largest Gypsy Traveller populations in the Country we also have a number of unauthorised encampments throughout the year. The following relates to an encampment that occurred recently in March and explains the ethos/ practical way that these are addressed.

The Council were made aware that Travellers were making encampments in March one Friday afternoon. A council officer visited the 2 locations that they were reported to be occupying. The Avenue and the car park behind Iceland. He was able to move on those in the car park within the hour.

The Avenue was addressed through the following actions:

- Discussed their occupation with those on site and in partnership with the Police and CCC Traveller Health Team followed the good practice procedures that we have developed over the years.
- Discussion to minimise the risk of any ASB / environmental nuisance
- Spoke to some of the local residents and informed them that both the Council and the Police are aware, and will address and monitor all whilst the encampment exists.
- Addressed a number of health & welfare issues through referrals
- Regular updates with the Police and the Council Out of Hours team
- Regular member engagement and updates.
- Regular site to ensure that they acted in an environmentally responsible and socially acceptable manner whilst continue to negotiate with them over leaving the land.
- Once last health & welfare issue raised had been addressed serving of the legal notices to those on site to vacate the land.
- Explained what the notice meant, and that the necessary court papers are ready for submission and will submit these to the court for a possession order if they do not go forthwith.
- The Travellers left the land following day and Cllr Skoulding arranged for logs to be placed at the entrance to the land to stop reoccupation if those who left or others want to reoccupy this piece of land

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, and the Combined Authority to attract inward investment and establish new business opportunities****Portfolio Holder:****Cllr Ian Benney**

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI BE5 Number of inward investment and new business enquiries handled per year	12	2	3	

To 31 May 2019

Officers have received two new inward investment enquiries:

- 1 enquiry from a new business looking to start-up in Fenland, the Economic Development Officer is liaising with the business to provide advice on grant eligibility & support available.
- 1 new business enquiry was from an existing business machinery manufacturing company, specialising within the food industry looking to expand operations in Fenland. The business is looking to purchase some more equipment which would help efficiency, resulting in the need for additional space to expand into. The business was also offered advice regarding suitable grant schemes to support with their expansion proposals.

Officers are providing ongoing support to three other inward investment enquiries which are currently not reflected in the figures in table MPI BE5 above. These enquiries are larger scale and commercially confidential at this time, although they are potentially significant and exciting prospects that will be reported in the coming months, subject to positive progress being made.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI BE6 Number of inward investment related jobs created or safeguarded	48	0	3	

To 31 May 2019

A number of live enquiries and developments continue to be managed through Economic growth channels and these look likely to generate significant new inward investment jobs at all skill/education levels in the coming months.

NOTE

The red RAG rating relates to the monthly straight-line profiling which is used and

reflects the sensitivity of small numbers in the calculation of percentage performance.

If current and ongoing inward investment enquires are landed, there is scope to significantly increase the numbers of jobs created or safeguarded and the year-end target will be met and likely exceeded.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI BE7 Number of businesses referred to Economic Development from Business Ambassadors network	12	1	1	

To 31 May 2019

The Economic Growth Team received one referral through the internal business ambassador programme from the Environmental Health team, the request was to provide support to an individual looking to start a new business in Fenland. The business is looking for support with potential grants and general business advice.

Officers responded with advice and signposting to potential eligibility for grants they could apply for. Ongoing support will be provided throughout the establishment process.

NOTE

The red RAG rating relates to the monthly straight-line profiling which is used and reflects the sensitivity of small numbers in the calculation of percentage performance.

Officers expect that the Economic Development Team will receive at least 1 internal referral per month and by the end of the year anticipate that the target will be met.

Growing Fenland Update

The aim of the Growing Fenland project is to produce economic masterplans for each of our four Fenland towns as part of the Cambridgeshire and Peterborough Combined Authority's countywide Masterplan for Growth initiative.

Leading economic analysts Metro Dynamics have been working with Town Teams in Chatteris, March, Whittlesey and Wisbech to create plans which will enhance the economic prospects of each town and maximise their potential as vibrant places to live, work and relax.

Interim plans have now been produced for each of the towns and a consultation exercise is underway with feedback being sought via online surveys and face-to-face consultation taking place at local events in the Fenland area.

The online surveys are available at: www.fenland.gov.uk/growingfenland and will be live until Friday, July 26.

The masterplan for Wisbech is still being developed and consultation received through the 'I Heart Wisbech' project will help to inform the draft report.

In addition to the four masterplans, the Growing Fenland project will also develop a Fenland-wide strategy to address some of the wider issues that are common across all four towns.

Final reports will be considered by Cabinet and Council in the autumn before being submitted to the Combined Authority.

BUSINESS PLAN AREA: Economy

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

Business Plan Action: Provide responsive business support to encourage business growth, improve job diversity, skills, and increased grant applications to support jobs and economic growth

Portfolio Holder: Cllr Ian Benney and Cllr Chris Seaton

Business Engagement, Support & Growth

With the current banking crisis in Chatteris, Officers from the Business & Economy Team engaged with a well-known high street building society to investigate if they would consider opening a branch in Chatteris to address the situation, unfortunately this proved unsuccessful.

Officers continue to explore other possibilities that will seek to return a high street banking presence to the residents and businesses of Chatteris.

Workforce Development, Employment, Skills and Apprenticeships

Officers have been supporting the [Cambridgeshire Adult Learning and Skills](#) service (ALS) to deliver courses in Wisbech for unemployed people. There has already been strong take up of the courses offered, with 19 people have registered to start a two week Customer Service Course at Level 3 starting on June 17th. The courses provide a learning opportunity and scope for progression to some of the hardest to reach learners in the community.

A further two courses will be running in July looking at Business Admin Level 1 and Hospitality with Food Safety Level 2, enrolment has started for these courses.

This is an excellent example of partnership working between the Council and its external associates. Subject to the success of the Wisbech courses, ALS is investigating the expansion of the programme across the District from September. Officers are also helping to shape the programme and ongoing curriculum planning for the coming academic year to ensure that the provision is truly demand-led and what are businesses looking for.

In addition the Business & Economy Team attended an event at Alconbury in June to discuss the development and delivery of the Government's 'National Retraining Scheme' in Cambridgeshire & Peterborough. Officers will continue to attend these stakeholder events to influence the direction and focus, ensuring that the impacts

benefit residents in Fenland.

The National Retraining Scheme is being developed in partnership between the Government, Confederation of British Industry and the Trade Union Congress, working closely with the Cambridgeshire & Peterborough Combined Authority, Local Authorities, businesses and education and training providers.

The target beneficiaries of the scheme are adults over the age of 24, who are currently in work but do not have a degree and whose current occupations are particularly at risk of automation.

Internally, the Council offers 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:

- 1 x HR Apprentice;
- 1 x Business Administration Apprentice (Business Centres);
- 1 x Management Apprenticeship;
- 1 x Accountancy Apprenticeship (Finance).

In addition to this, we are actively seeking apprenticeship opportunities in a number of teams, such as member services, planning, refuse driver, environmental health & licencing.

Partnership Engagement & Funding Activity

The Cambridgeshire & Peterborough Combined Authority were due to announce the release of the Business Growth Programme in June, however we understand that further review and development of the wider grant programme is currently being considered.

Officers continue to liaise closely with colleagues at the CPCA to ensure that the Fenland businesses who have been informed of the impending grant call are made aware of the delay and are prepared for the revised launch date, when this is known.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI BE8 Number of grant referrals introduced by FDC	24	0	5	

Officers across the Council regularly liaise with businesses looking for a variety of different grant funding options for their business. Suitable grant options where possible are provided to the businesses and officers maintain contact with the businesses to follow the outcome.

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.

This is a rolling annual programme, and usually takes place between May and July each year. We had 5 work experience placements agreed for this academic year, and we anticipate a further 4 from Cromwell Community College

In addition to the above we have started offering work placements for A' level and college students. We have had these in the finance and ICT teams.

The Council can 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.

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.

We are currently working with the Combined Authority to ascertain how we can work in partnership to support the wider skills development agenda.

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 Ian Benney

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI BE1 % occupancy of the business premises estate	90%	91%		

The current position for the industrial estates is:

Prospect Way, Chatteris - Fully Let but also note:

- o Lease renewal discussions are underway with four tenants

Longhill Road, March - Fully Let

New Drove, Wisbech - Fully Let but also note:

- o A tenant who had served notice has now rescinded that and is staying as a result of a newly won business contract.

Venture Court Wisbech -

- o The tenant of Venture House offices vacated on 14 June 2019. Contact has been made with Cambridgeshire County Council following their call for sites, as they move from Shire Hall in Cambridge and roll out their 'hub & spoke' model.

Bolness Road, Wisbech - Fully Let but also note:

- o Reinstatement work by the tenant leaving a double unit still continues and should be finished in June.
- o Proactive marketing of the upcoming vacant unit continues.

South Fens Business Centre –

- o Lease renewal discussions have been successful with one tenant. A further tenant has also agreed to renew their lease, although their business is beginning to feel the effects of uncertainty over Brexit, they are downsizing their office space.
- o Heads of Terms have been agreed with a new tenant, Legal have been instructed and the Tenant is hoping to complete and move in on 1 August 2019.
- o One business moved out of the centre during April, their business model was no longer viable in this area. They have consolidated their operations and moved

business to existing offices in Peterborough and Lincolnshire.

- Three viewings have also taken place this month, the leads were all generated via Rightmove, continued follow up and engagement with the viewers is presently being undertaken.

Boathouse Business Centre –

- The relocation of the Wisbech One Stop Shop to the former Café has begun, with fit out works due to complete at the end of June.
- Options for future use of lesser-utilised space at the centre also being considered, in order to maximise lettable space and create additional income.
- The final lease completed on 19 June 2019 and the centre is now 100% occupied.

Meeting & conference facilities

Summary

Current floor space occupied 7,858m² out of a total available 8,654 m².

South Fens Business Centre	57%
South Fens Enterprise Park	100%
Boathouse Business Centre	100%
Light Industrial Units	96%
Overall Business Premises Estate occupancy	= 91%

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI BE4 Number of jobs created or safeguarded in FDC Business Premises	48	2	5	

To 31 May 2019

In May 2 jobs were safeguarded following the letting of a light industrial unit in Chatteris to a company moving premises.

NOTE

The red RAG rating relates to the monthly straight-line profiling which is used and reflects the sensitivity of small numbers in the calculation of percentage performance.

The annual target is a best estimate of the likely job creation or safeguarding activity which occurs in FDC-owned Business Premises. It is difficult to accurately predict the likely number of new jobs, but by the end of the year Officers anticipate that the target will be met.

What do our customers say?

Description	Baseline	Target 19/20	No of customers who responded	No of customers satisfied	% 19/20	RAG
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MPI BE3 % of satisfied conference customers	100%	95%	5	5	100	

We used to leave feedback forms in each meeting and conference room for each booking made, however the response rate was too low to gain any useful feedback from, other than the extremely positive comments made about the team. We are therefore using different methods to support the capture feedback so that we can capture as much information as possible:

- Verbally from conference leads (where possible)
- Electronically from conference arrangers
- Forms in the meeting / conference rooms

The five pieces of feedback were all positive and included the following comments:

- Delighted to see that you are no longer using wooden stirrers in the conference rooms (1) – in reference to the Council's shift towards no longer using 'single use plastics'.
- Staff very diligent and helpful, especially in resolving the IT issues at the beginning of the meeting(1)
- Excellent staff – always welcoming and happy no matter who is on the front desk (3)

BUSINESS PLAN AREA: Economy

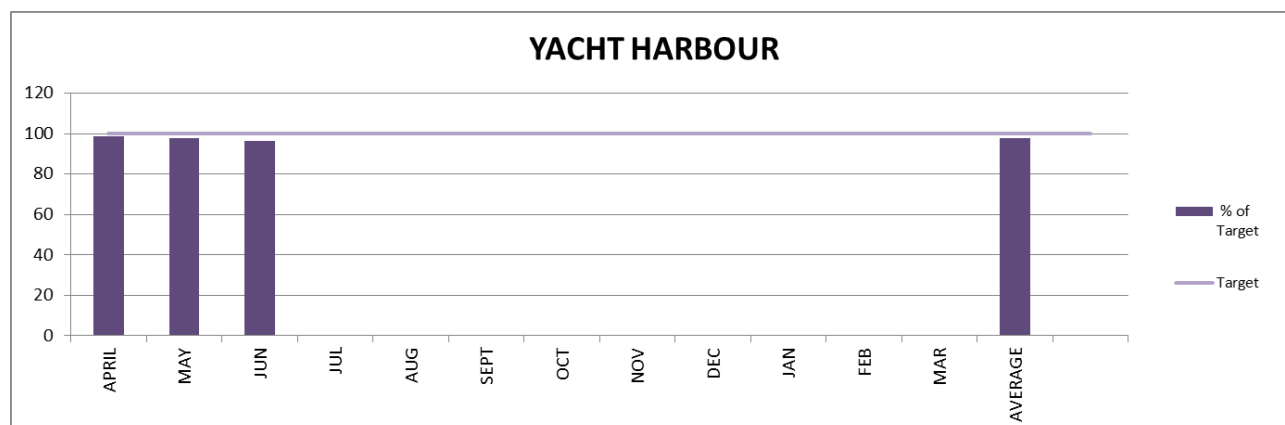
Business Plan Priority: Attract new businesses and jobs and support existing businesses in Fenland

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

Portfolio Holder: Cllr Ian Benney

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	95% (of 85 berths)	April 99% May 98%	98%	

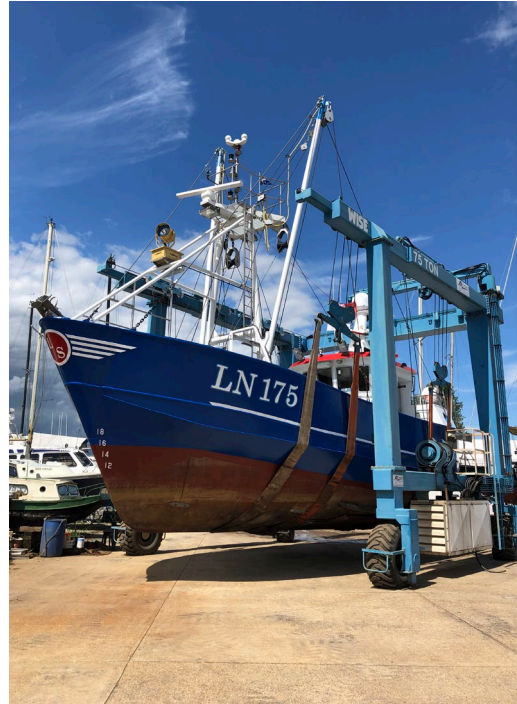
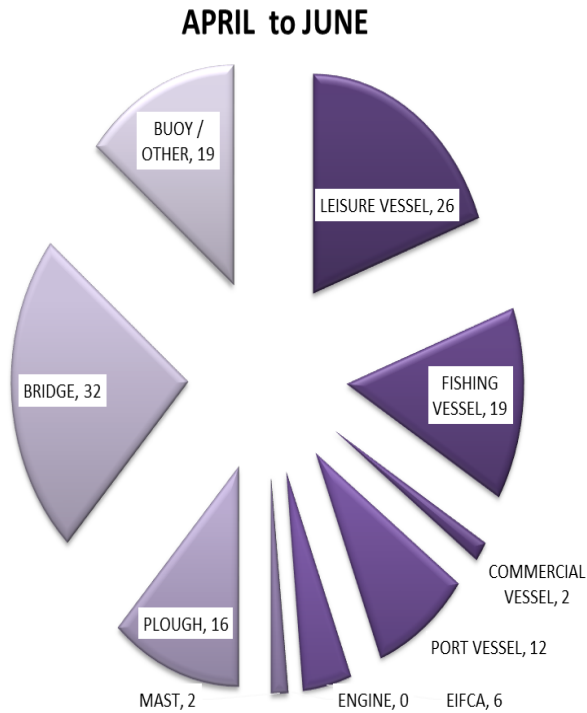
34 visiting boats called at Wisbech throughout April - June, this included a party of 15 narrow boats from the St Pancras cruising club. Full time berth numbers remained on target with 6 vessels leaving and 5 new full time berth holders joining the Yacht Harbour, the yearly target remained above target throughout the year.



Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI MS2 Number of boat lift operations at Wisbech Port	170	April 20 May 21	69	

The boatyard had a busy period throughout Apr- Jun, mainly as a result of being at full capacity with two big projects taking up most of the boatyard. And better weather bringing people out. The Kings Lynn Fishing Fleet sent a large number of vessels to the yard whilst fishing activity in the wash is quiet The below graph gives an April - Jun

breakdown of the boatyard activity.



Picture right- The fishing vessel LN 175 on completion of her £1.5 million refit that was finished within the Crab Marsh Boat yard.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
MPI MS4 Gross Tonnage to Ports	435,000	April 22,776GT May 28,,311GT	68,818 GT against a projection of 104,869 GT 68%	

Port Sutton Bridge

Imports to Sutton bridge are down on target for Apr - Jun with a total of 30,999 GT of cargo of Steel, Salt, Soya-Meal. The total number of vessels to call at Sutton Bridge was 17. the cumulative is currently 17

Port of Wisbech

Imports to Port of Wisbech were above target for Apr – Jun with imports at 37,819 GT of cargo handled by the port that consisted of Timber & Bricks. The total number of vessels to call at Wisbech was 25. The cumulative for cargo is 25.

It is difficult to understand the reasons for a reduction in shipping and imports but other small ports are experiencing similar reductions.

Sail the Wash Partnership 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 and stage 2 of assessment with an award of the full funding. A Project plan is under development to implement proposals.

Cross Keys Marina, Sutton Bridge – Commercial & Leisure Moorings

Amendments to the final draft Management Agreement have been returned to Lincolnshire County Council for approval and acceptance. It is expected that the formal agreement will be signed during the summer.

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

Portfolio Holder: Cllr Mrs Dee Laws

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI EC2 % of major planning applications determined in 13 weeks (or within extension of time)	75%	100%	100%	

5 major applications were determined in the month and all were decided within target timescales.

Compared to the Government's 24 month rolling tracker performance target of 75%, we have been achieving 98.7%

In terms of appeals performance, again against the Government's 24 month rolling

tracker, we have been achieving 2.9% (appeals allowed) against a target of less than 10%

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI EC3 (% of minor planning applications determined in 8 weeks or within extension of time)	80%	100%	96%	

20 applications were decided in the month and all were determined within target timescale.

Compared to the Government's 24 month rolling tracker performance target of 70%, we have been achieving 96%

In terms of appeals performance, again against the Government's 24 month rolling tracker, we have been achieving 1.4% (appeals allowed) against a target of less than 10%

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI EC4 (% of other planning applications determined in 8 weeks or within extension of time)	90%	100%	100%	

All 23 applications decided in the month were determined on time.

Local Plan Review

An all member event was held in June to introduce the proposed review and this was followed by the establishment of a member working group which has had its first meeting. Engagement has also been had with the Developer Forum and this will continue throughout the plan making process. The government announced that the Council has passed the housing delivery test and our work on the housing land supply has recently been published and shows a supply of in excess of 7 years compared to the required 5.

PAS Review Action Plan Update

Please see local plan update also.

ICT – business case for software enhancement has been prepared for consideration by CMT.

ICT – scanning of old records & remote access to back office systems being considered as part of the corporate ICT transformation review.

Interventions – an engagement event with partners is being held in July.

Planning Committee Training

Training was delivered prior to the first committee meeting of the new administration. Further external training is due to be delivered in July.

Training is to be provided each month to the committee with the first 3-4 sessions due to cover the current local plan policies.

Town & Parish Council Training / Engagement Events (Quarterly)

The first event for 2019-20 is due to take place in July (invitations to be issued shortly).

Validation Training Event for Agents

Taking place in July.

BUSINESS PLAN AREA: Economy

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

Business Plan Action: *Identify sites and interventions the Council should make to deliver development*

Portfolio Holder: Cllr Mrs Dee Laws

Broad Concept Plans Update

London Road, Chatteris – the planning permission is due to be issued in July

East Wisbech – the developer has changed consultants and so this may delay the submission of the application which was due in the autumn

Development Partner Engagement Event Update

A Partner Engagement event is being hosted by Fenland District Council on the 1 July 2019, which seeks to address the reasons behind the disproportionate delivery of housing on land outside of Broad Concept Plan areas.

The event will include representatives from local Registered Providers (Housing Associations), Homes England and the Cambridgeshire & Peterborough Combined Authority.

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 Boden**

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 has now completed 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 has completed the connectivity work to help assess the A47 capacity.

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 finalised. A further long term flood alleviation option is being considered for a Nene barrier. The outcome of this various flood work was reported to Members at the Cabinet meeting of June 2019.

From the flood work the proposals are working towards creating a Climate Resilient Town of the Future as a pilot for the UK.

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. We still await the outcome of this bid from MHCLG.

Proposals for the next tranche of feasibility work are being prepared ready for tendering in late summer 2019. Cabinet approved progressing to the next stage at its meeting in June and the CPCA Board will consider authorising the next tranche of work and funding at its Board meeting in July.

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 surplus property assets to provide new development opportunities to support and deliver sustainable economic and residential growth

Portfolio Holder: Cllr Ian Benney

FDC's Strategic Landholdings & Surplus Asset Disposal Programme

Following a review of sites by the Interim Disposals Surveyor 15 sites have been identified from the Surplus Asset Register to be disposed of by Auction.

Cabinet considered a confidential report on 27 June 2019 and approved two stages of disposals via auctions during this financial year, subject to the usual legal due diligence and outline planning permission being obtained.

Sites where development is considered unlikely or difficult to establish will be auctioned subject to "clawback" agreements so that the Council can capture any future value if Planning permission is subsequently achieved.

BUSINESS PLAN AREA: Economy

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

Business Plan Action: Identify and bid for external funding that aligns with and supports our housing, economic and growth objectives

Portfolio Holder: Cllr Ian Benney and Cllr Chris Seaton

CPCA Skills & Industrial Strategy Update

Skills

The Cambridgeshire and Peterborough skills strategy officer working group continues to meet and develop delivery plans. The skills strategy will focus on delivery of a number of options for supporting skills and talent development in keeping with the growth agenda across the Combined Authority area. These include:

1. A digital Talent Portal; The CPCA will support providers, schools, colleges, higher

education, parents and residents to navigate effectively through the complex skills landscape by the creation of the Digital Talent Portal through a “one stop shop” This action will facilitate a better match of potential talent to skills needs and job vacancies and in so doing will create opportunities for a strong, productive and thriving economy. This will increase the number of people transitioning through the skills ecosystem into Apprenticeships, Higher Education and employment.

2. A Brokerage Service to support the promotion of Apprenticeships to connect employers, providers and learners; Brokering opportunities to encourage and increase work experience, T Level Industry placements, traineeships, apprenticeships, and graduate placements particularly through wider employer engagement and involving supply chains.
3. A Levy Pooling Marketplace growing Apprenticeships by creating a by working with Levy Employers to support SME's in Priority and Supporting Sectors using the 25% Levy Transfer. Creating a Levy pot that SME's can access, so that together with our businesses and Training Providers we can utilise it better.
4. Apprenticeship & Levy Specialists trained to support with knowledge of Apprenticeships and Training and able to support employers to use their levy.
5. Support for micro businesses unable to take on an Apprentice due to either their size or specialist nature.
6. A Careers Aspiration Pilot to increase the amount of young people entering Higher and Degree Apprenticeships. This will increase the life chances of those who wouldn't ordinarily take these routes. It will also link with the University of Peterborough and iMET as a route to direct young people.
7. A mobile device App to connect with the Talent Portal – this will create greater visibility of talent to support businesses with recruitment/ training and using social media to attract young people into key sectors by connecting into the Digital Talent Portal.

The next meeting of the group is in early July.

Industrial Strategy

The development of the Local Industrial Strategy (LIS) is in its final stages, with the final draft version being considered by the Cambridgeshire & Peterborough Combined Authority Board at their meeting on 26 June 2019. ([Item 3.4 here](#))

The conclusion of the LIS document makes the end of an extensive period of development, following the publication of the [Final CPIER report](#) in September 2018.

Local authorities, public sector partners, and the business community have been engaged in creating a strategy that sets out how the inclusive growth of the economy will underpin the area's vision. FDC Officers joined the Local Industrial Strategy Authoring Group in helping to shape the agreement and ensure that the findings of the CPIER are reflected in the three sub-economy model, identifying that Fenland sits

substantive in the Fenland sub-economy, but recognising that Whittlesey aligns itself much more closely with the Peterborough sub-economy.

The final version of the LIS has been moulded to fit the Government template and agreed with Department for Business, Energy and Industrial Strategy (BEIS). The strategy will now be passed for Ministerial sign-off in June 2019 ready for implementation in the summer.

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 road, rail, and concessionary travel to improve links to employment and access to services for the community

Portfolio Holder:

Cllr Chris Seaton

Rail Development Strategy

Hereward CRP – Events Calendar

May 2019

In May 2019 the Community Rail Partnership took part in the national CRP in the City event for the first time. This is a day, once a year where community rail is celebrated nationally. The Hereward CRP had a stand at Peterborough Station. 1,200 Line Guides were distributed along with 400 leaflets making people aware of the CRP Video. Please see the link below to our press release about the event:

<https://www.fenland.gov.uk/article/14196/Local-community-group-to-champion-Fenlands-Hereward-Line-at-nationwide-rail-event>



June 2019

In June 2019 the Hereward CRP had a promotional stand at Leicester Station. Around 550 Line guide leaflets were distributed. There were some good discussions with members of the public about the opportunity of east – west travel from Leicester. We were able to do some good awareness raising of the fact that the CrossCountry services to Stansted Airport are hourly and that they stop in our area, particularly at March.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
Number of journeys made by bus and rail users (please note that figures for railway and car scheme use are reported annually)	14,308 journeys	1,388	2,761	

Concessionary Travel Update

The level of use of the concessionary travel scheme is on target for 2019/20. FACT currently has around 1,241 members in Fenland District (April 2019). This membership figure may change significantly during 2019/20 as a result of changes about to be implemented around membership

Fenland Association for Community Transport (FACT)

FACT is currently the only provider of dial a ride services in Fenland. Cllrs are already aware of the ongoing review and changes required at FACT following the completion of the independent review by PKF-Littlejohn LLP in 2018. The review, its findings and delivery of an action plan are being overseen by Cambs CC Audit and Accounts Committee. The website link below provides access to the Audit and Accounts Committee meeting papers. Full details of all discussions are provided from this weblink including the March 2019 meeting where the latest update in respect of the Action Plan was considered.

https://cambridgeshire.cmis.uk.com/ccs_live/Committees/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/381/id/9/Default.aspx

Concessionary Travel Back ground and Context

Since April 2008, FDC has provided a Concessionary Travel 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:

- Must live within the Fenland area;
- There is no or limited public transport available (i.e. it does not run at suitable times).
- Difficulty using public transport due to disability (automatic eligibility)
- Difficulty using public transport due to other reasons (assessed eligibility)

BUSINESS PLAN AREA: Economy

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

Business Plan Action: *Engage with the Combined Authority and Cambridgeshire County Council on the feasibility and delivery of major infrastructure projects across Fenland, including road (Wisbech and March Access Studies, A47 Economic Corridor and A605 and King's Dyke improvements) and rail (Rail Strategy, improvements to railway stations and the March to Wisbech rail link)*

Portfolio Holder: Cllr Chris Seaton

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

Following the appointment of a new contractor for the A47 Roads Investment Strategy 1 (RIS1) schemes, Highways England are in the process of recommencing work on the Guyhirn Roundabout scheme. Update meetings including with Councillors are expected in September 2019.

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-Documents/Pack-28.11.18.pdf>

March to Wisbech Railway Line

There is no specific update this month. 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-Documents/Pack-28.11.18.pdf>

A605 Kings Dyke Crossing

Please see links below to the latest press release information from FDC about the above project. Following recent announcements about increases in cost for the delivery of the project, a series of meetings have been held to address concerns.

FDC press release – 19 June 2019

<https://www.fenland.gov.uk/article/14265/Fenland-council-leader-welcomes-assurances-over-Kings-Dyke-crossing-project>

FDC Press Release – 14 June 2019

<https://www.fenland.gov.uk/article/14261/Kings-Dyke-Whittlesey-Fenland-council-leader-discusses-way-forward-at-key-meeting>

Previous to the above meetings, 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. During February and March 2019 technical

workshops were held with key specialists to consider proposals and options. The findings from these workshops will help to develop future transport schemes for March. 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: 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 Chris Boden

Audit Progress Reports

The progress for delivery of the 2018/19 Audit Plan has been reported to the Corporate Governance Committee.

The audit team remained within budget and achieved a satisfactory level of planned and unplanned work.

The majority of operational audits were completed by the end of the year, with 6 being carried forward to the new year. Each year there are a number of audits that 'roll' forwards and the outstanding audits have now been completed. 1 additional audit was also completed during the year.

This level of work allowed the Audit Manager to form an opinion on the adequacy of internal controls, risk management and governance processes which will be included in the Annual Governance Statement.

Annual Audit Report

The Annual Audit Report for 2018/19 has been presented to Corporate Governance Committee. The Internal Audit Manager's opinion is that there is adequate assurance as to the effectiveness of internal controls, risk management and governance

arrangements of the Council.

This opinion will be included in the Annual Governance Statement.

Annual Governance Statement

The draft Annual Governance statement 2018/19 was presented to the Corporate Governance Committee and was agreed for inclusion in the final statement of Accounts in July 2019.

Electronic Mileage Form

A new electronic mileage form was launched for use by elected members in May. The form has been approved by Internal Audit colleagues and was implemented in response to a request by the former Corporate Governance Committee.

Officers have investigated the option for utilising the current Committee Management software, Modern.Gov to assist with electronic claims submissions however this has been ruled out as it focusses more on subsistence claims rather than mileage submissions.

Whilst the current electronic mileage form is operational, it is recognised that there are potential further improvements to the form and underlying process which can be realised so as to minimise risks associated with user error in addition to standardising miles claimed for common/ frequent journeys. In addition to automating a link with the payroll system which would help to achieve further efficiencies.

As a result an options appraisal paper is currently being drafted outlining the various software options, their associated costs and benefits/ in addition to any disbenefits.

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 Boden

Combined Authority Update

Mayor James Palmer is calling on Government to allow the Combined Authority to have **sign-off rights in the awarding of any new rail franchises** covering the area. For more information click [here](#).

A series of consultation events have been announced across Cambridgeshire and Peterborough for members of the public to have their say on the **future of the area's transport network** to 2050. For more information, click [here](#).

A **refocusing of how adult education funding is spent** in Cambridgeshire and Peterborough to give lower paid, lower skilled people the qualifications they need to secure better jobs will launch this summer. For more information, click [here](#).

Meeting Agendas & Reports

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

[CPCA Business Board](#) – 28th May 2019

[CPCA Board](#) – 29th May 2019

[CPCA Overview & Scrutiny Committee](#) – 31st May 2019

[CPCA Overview & Scrutiny Committee](#) – 24th June 2019

[CPCA Board](#) – 26th June 2019

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Transformation & Efficiency

Business Plan Action: *Pursue transformation and commercialisation opportunities, including co-location of services, to support effective ways of working and deliver additional income or cost savings*

Portfolio Holder: Cllr Steve Tierney

Transformation & Efficiency Plan

A draft scoping document is in preparation and will be the subject of an All Member Seminar in July.

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 Steve Tierney

Consultations Update

Consultation Summary

Current Consultations;

- Growing Fenland project – March, Chatteris and Whittlesey resident surveys (until July 26)
- I heart Wisbech – public engagement events, 22, 26 & 27 June

3Cs Update

3Cs category	Measure	1 Apr 19 – 31 Mar 19	1 Apr 18 – 31 Mar 18	% Change + / -
Compliments	Total number received (over given period)	190	164	+14%
Comments	Total number received (over given period)	14	67	-79%
Correspondence	Total number received (over given period)	143	292	-51%
Complaints	Total number received (over given period)	382	384	-1%
Total contact (over given period)		729	907	-20%

Please note – this report is now run cumulatively from April 19/20 rather than in isolated quarters. This is in response to feedback that quarterly variances could look drastic but be small overall when looking at the year as a whole.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Excellent Customer Service

Business Plan Action: *Maintain the Council's CSE accreditation to ensure we continue the most effective service to our communities, including through our Fenland @ your service shops and Community Hubs*

Portfolio Holder: Cllr Jan French

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI ARP3 % of Council Tax collected	96.92%		20.46%	
LPI ARP5 Net Council Tax receipts payable to the Collection Fund	56,185,753.00		11,128,756.28	

COUNCIL TAX

As the tax base grows the net debit increases, which should result in additional revenues being paid into the collection fund providing additional resources into the council's budget. This is why the collection fund target has been exceeded. In year collection is on target.

During May the following recovery documents have been issued;
Reminders 2,353 with a value of £259,872.27
Final Notices 2,351 with a value of £8,089,618.66

Summons 1,595 with a value of £1,430,654.68

Currently there are 2172 (last month 1954) processes outstanding for Fenland. There are currently 15,896 processes outstanding across the partnership (previous month 16,279) of which 7030 are older than 6 weeks (681 Fenland processes). This includes items in pending (698) and new properties where we are awaiting information from 3rd parties before it can be processed.

As expected our processes have risen as a result of issuing annual bills and reminders for 1 April instalment not paid which causes a spike in customer contact at this time of year.

As a positive, the new ARP phone system has continued to improving call answering. This is enabling us to free up some of the team who would normally be taking calls to deal with processing.

The 12 generic posts stated training at the end of April and they are now all helping with telephone calls. They are now working on the process types they have been trained on which will assist in clearing the outstanding work. Over the last 2 weeks the outstanding work has started to reduce and hopefully we will see a positive reduction in outstanding work at the end of June.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI ARP4 % of NNDR collected	97.88%		18.91%	
LPI ARP6 Net business rates receipts payable to the Collection Fund	24,663,273		4,608,141	

BUSINESS RATES

A good start to the year with collection being on track.

During May 2019 the following recovery documents have been issued;

Reminders 107 with a value of 251,961.85

Final Notices 116 with a value of 620,134.68

Summons 56 with a value of 285482.63

There are currently 265 (252) processes outstanding for Fenland (3336 APR total previously was 3066). There are 157 processes over 6 weeks old. This has continued to increase as 2 of our experienced staff have been unwell for a number of weeks. With 2 new people being trained by another experienced team member it leaves the team short of processing resource.

Action is being taken to focus on reducing the amount of outstanding processes which includes taking on an agency member of staff, putting designated resource to work on the oldest outstanding work. This is aimed at reducing the amount of chasing calls and

emails which inflates the amount of actual work that is outstanding. Changes are in progress on some of the workflows to reduce manual intervention where chasing information from customers.

Portfolio Holder: Cllr Steve Tierney

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
Target CS1 % of contact centre calls answered within 20 seconds	22.5% Year to Date target	54.65%	49.68%	
Target CS2 % of contact centre calls handled	52.5% Year to date target	86.03	85.37%	

In month performance in relation to the percentage of calls answered within 20 seconds remains buoyant and reflects the recent performance trend which has seen enhanced performance in relation to the percentage of calls answered within 20 seconds for the past 6 months. This is particularly pleasing particularly when considered in the context of Council Tax bills being distributed across the district during March and April, which represents an annual peak in service demand and the March One Stop Shop move from Board Street to Fenland Hall. The enhanced performance is testament to the hard work and commitment of the Customer services staff.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
Target CS3 % customer queries resolved at first point of contact	85%	95.1%	95.2%	

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 in the process of implementing 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 and therefore our customers have their queries answered in a timely comprehensive manner

Achieve CSE re-accreditation for the whole Council

The Council maintained CSE accreditation in 2018 with an even stronger "pass" than in

the previous year in respect of "Compliance Plus" scores.

The Council again showed excellence with a recommendation of another "compliance plus" for delivering service across a number of channels, and we will look for opportunities to further improve this year.

The assessor was so impressed by our work with partner organisations as well as a passion for joint working and community initiatives, and he was especially impressed by our culture and passion for delivering excellent customer service.

Our 2019 annual assessment took place on 4th June this year; we are currently waiting on the results of this.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: **Excellent Customer Service**

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

Portfolio Holder: **Cllr Steve Tierney**

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
Performance Measure				
LPI PC1 Number of visits to the FDC website	620,000	63,505 (May)	122,259	

Channel Shift 12 Month review;

- Residents are increasingly choosing to access Council services through our website, which had over 607,000 hits last year.
- Customers have more options to self-serve with over 50 online forms available, and submitted over 10,000 online forms last year (excluding Garden Waste subscriptions)
- We continue to promote Council news and services on our Social Media channels. They are significantly increasing in popularity, with a 34% increase of followers on Facebook (to 2,200) and 3% on Twitter (to 8,300) in a year.
- Our social media accounts are a useful platform to signpost residents to partner services and local community events.

News Survey

The number of news stories added to the FDC website and distributed as press releases to local media in May = 10

Main articles included;

- New leader for Fenland District Council
- Bags of Help shines funding on Wisbech Park
- Your chance to find out more about Council's conservation grants
- Whittlesey play park revamp underway
- Rogue Fenland landlords face £30,000 fines in council crackdown
- Local group to promote tourism and discovery by rail at nationwide event
- Sizzling summer of music lined up for Wisbech bandstand
- Exhibition celebrates village's past and present
- Street Pride group recognised for decade of voluntary service
- Public engagement events planned as part of I Heart Wisbech campaign

Social Media Update

Monthly update on FDC social media sites;

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

Facebook = 60

Twitter = 169

We currently have 2,217 likes on Facebook and 8,316 followers on twitter.

FDC Twitter	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
	169	174K	6,283	274	40	8,316

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	78	18,176	5,215	39	2,271

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

Gold Award for LLPG/SNN in management of Address information

FDC received a 'Gold Performance Award' in recognition of the management of our address information database. The Award celebrates excellence in service delivery that has been enabled through local government address and street information.

The Gold Performance Award is given to authorities that have reached and maintained the very highest standard in national tests on data excellence, and supply of regular updates to the national hub which manages receipt of address data from all authorities in England and Wales.

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 Steve Tierney**

Meet Equality Act Requirements

Equality Update

The following is some headlines as to what the Council undertakes to comply with Equality legislation.

Equality Analysis in decision-making

The Public Sector Equality Duty (PSED) includes a 'duty of inquiry', which requires public authorities to have an adequate evidence base for their decision-making. The council has an updated 'Equality Analysis' process to identify if a proposed change (a change to a policy, strategy, service or budget) could have a potential impact (create inequality or increase existing inequalities) for people with a protected characteristic. This includes service users, residents, and council employees. This process is called Customer Impact Assessments and underpins the Customer Service Excellence process.

If it is identified, using the Equality Analysis Screening (Stage 1) form, that there could be a potential impact on protected characteristic groups due to a proposed change, then further investigation is carried out in a full Equality Analysis (Stage 2). Changes are then made to make all compliant.

Equality monitoring information - Workforce

The Public Sector Equality Duty requires us to collect and monitor equality information on our workforce. This information is collected and updated and published annually within the Council's Annual Equality Report (AER).

Gender Pay Gap

Under the Equalities Act 2010 (Specific Duties and Public Authorities) Regulations 2017, employers with 250 or more employees are required to publish statutory gender pay gap calculations on an annual basis.

This information is also contained within the Council's AER.

Members received Equality training as part of their induction in June to raise awareness of the Council's duties in this regard. The Council also has equalities champions across the teams to help support this work to ensure our services are inclusive and accessible to all.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Asset Management and Commercialisation

Business Plan Action: *Ensure the adopted Capital Programme is developed and delivered in line with our Corporate Asset Management Plan to maintain the integrity and safety of our assets*

Portfolio Holder: Cllr Chris Boden and Cllr Ian Benney

Capital Programme Update

A meeting was held and regular meetings scheduled by Officers to consider the progress of the Capital Programme to ensure a closer alignment with the Asset Management Plan and prudent financial management.

A number of projects were discussed and progress was reflected in a Capital Programme Update report being considered by Cabinet on 27 June 2019.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Asset Management and Commercialisation

Business Plan Action: *Work jointly with public, private and third sector partners to improve access to our services and those provided from co-located facilities*

Portfolio Holder: Cllr Ian Benney

Corporate Accommodation Review

CMT agreed to the formation of an accommodation review group (March 2019) to ensure that accommodation related matters and ad hoc requests for moves are coordinated and planned.

One Stop Shops – Fenland Hall & The Boathouse, Wisbech

The leases for the premises used for the One Stop Shops in March and Wisbech were due to end July and September 2019 respectively, and to fulfil our obligations for full repair and maintenance, the shops have to be vacated in advance of the lease end date.

The Broad Street premises are being reinstated currently by the landlord, and the

council is funding these works. The extent of the reinstatement required at Exchange Tower is being negotiated with the landlord. The CCTV mast will remain on the roof in the short term subject to further negotiations.

The relocation of the One Stop Shop (OSS) from Broad Street, March was successfully completed and the service was fully operational by the planned date of 13th March. This entailed changes to the room usage at Fenland Hall, and some structural works to the building to enable Land Charges to be relocated into the former post room adjacent to, and accessed via reception. Car parking at the front of the building was designated for public use.

The former café area at The Boathouse, which had remained vacant for some time, is undergoing a transformation to make it suitable for the OSS which will vacate Exchange Tower on 8th July. The contractor is due to complete works on site 1st July, in preparation for the shop opening on 10th July.

Fenland Hall

Recent accommodation moves agreed by CMT include civic offices of The Leader and Opposition Leader relocating to rooms FF53 and FF61 respectively. This has enabled Member Services to occupy room GF1 in preparation for the GDPR officers commencing work.

The Fenland Local Plan Team will be in place for 2-3 years, and are located in room GF7.

The Monitoring Officer & Corporate Director has relocated to room FF58, and Head of Business & Economy has relocated to F01.

Rooms FF45 and FF59 are designated meeting rooms, and F46B will provide accommodation for the external auditors during July 2019, after which, I will revert to a first aid and occupation health room, with an additional usage as a quiet reflection space/prayer room in response to formal request via MTSP.

OSS staff moving from Wisbech will be located in room G14, in the short term.

Fire risk assessment works are 90% completed, and we await the fire compartmentation-, access audit-, and electrical plant and infrastructure audit reports.

Historic drainage problems in the location of the Civic Suite have been resolved with the installation of a larger manhole and cleaning of pipes.

The Base

CCTV installations at The Base, funded from the capital programme are complete.

All Assets

The fire alarm, detection, and equipment contract has been retendered through ESPO framework and Chubb Fire & Security have been appointed on a 3 year contract with an option to extend for a further 12 months.

The Water Hygiene and risk assessment contract has been retendered through ESPO framework and Integrated Water Services have been appointed on a 3 year contract with an option to extend for a further 12 months.

BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Asset Management and Commercialisation**

Business Plan Action: ***Develop and deliver a sustainable commercial investment strategy***

Portfolio Holder: **Cllr Chris Boden**

Commercial Investment Strategy

A draft document has been prepared and will be the subject of an All Member Seminar in July.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: **Workforce Development**

Business Plan Action: ***Ensure that our workforce are effective and that we equip them with the right skills to deliver the Council priorities***

Portfolio Holder: **Cllr Chris Boden**

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.

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
- Building Personal Resilience

We are currently delivering the Corporate Programme of Positive Mindset and Service training for the whole organisation, for which the roll out will continue for the next 12 – 18 months.

We have also delivered this Positive Mindset training for our ARP partner Council's, (for which we are generating an income) which has been very positively received.

Apprenticeship Programme Update

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:

1 x HR Apprentice;

1 x Business Administration Apprentice (Business Centres);

1 x Management Apprenticeship;

1 x Accountancy Apprenticeship (Finance).

In addition to this, we are actively seeking apprenticeship opportunities in a number of teams, such as member services, planning, refuse driver, environmental health & licencing.

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 Chris Boden

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 (MHFA) Training and Champion across the Council. The most recent corporate courses were delivered in March. At present we have over 40 trained MHFA

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.

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 2019 - 2022. 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

In the month of May, 22 requests for service were received. In the same period 27 cases were closed following investigation. With regard to these:

- There were 17 cases where it was found that there had been no breach of planning control
- 5 cases were resolved by voluntary action by the owner/ occupier to remedy the breach
- 5 cases were resolved through the grant of retrospective planning permission

Business Support and Compliance

Better Business for All (BBfA)

Better Business for All (BBfA) is a Department for Business, Innovation and Skills initiative which brings together businesses and local regulators to consider and change how local regulation is delivered and received. This work links closely to the Combined Authority Industrial Strategy and the Devolution Deal.

The Cambridgeshire and Peterborough Better Business for All Programme, which has representatives from each local authority in Cambridgeshire and Peterborough, aims to develop:

- A closer working relationship across the local authorities, sharing of best practice and business support, breaking down borders and offering support and advice, including shared service and resource discussions.
- A survey of businesses to understand what would help them to comply with regulation; initial results revealed support for a one stop shop for regulatory advice and business support and confirmed the one to one time businesses get with regulators during inspections is crucial.
- A 'brochure' for regulatory support available across Cambridgeshire.
- A combined web presence on the Signpost2Grow website and development of web content on compliance with regulation. This will be shared with a National Helpline to enable enquiries to them to be signposted to the right person.
- Communication and engagement with business organisations such as the Chamber of Commerce and the Federation Of Small Businesses to develop partnership working and to develop a communications plan which reaches businesses with the right information, in the right format and at the right time.
- Harmonised policy and approach across the region starting with new animal welfare regulations.

In May 2019 the Cambridgeshire Better Business for All group held a workshop for council officers to hear about the scheme and develop ideas for joint working aimed at reducing the regulatory burden for business.

The delegates heard from business ambassadors within the Combined Authority's growth hub and also from business themselves talking about how a good relationship with local authority staff can help business growth and confidence with regulatory compliance.

The Council's contract with Ravenswood Pet Rescue for collection and kennelling of stray dogs has been extended for 1 year under procurement rules.

The capture and kennelling of stray dogs is a statutory service and the current arrangements operate at very good value when compared to neighbouring councils.

The contract which started in May 2016, was for an initial period of 3 years with potential to extend for a further one year if performance was satisfactory. During this time more than 150 dogs have been collected, kennelled and many rehomed by the local charity who have the contract.

During Autumn 2019 a review of the service will be undertaken and a fresh specification developed for retendering of the work in early 2020.

Portfolio Holder: **Cllr Sam Clark**

Licensing

Taxi Fare Increase approved by Licensing Committee and was approved by Cabinet on 27th June. Implementation is underway.

National Licensing week – 17 – 21st June:

1) Taxi/ Private Hire Vehicle Joint Enforcement visit to schools in conjunction with CCC. In total 14 vehicles/drivers were checked and 3 of those drivers were issued Penalty Points (PP) as per our FDC Taxi Policy.

2) A Multi Agency Action day took place in Wisbech, the location and premises for this were driven by intelligence received. Some key issues found were:

- Illicit Tobacco/cigarettes seized from 3 premises
- Section 34 Trade Waste/FPN issued
- Prohibition noticed served on 2 premises
- Health & Safety prohibition notice served on 1 premise
- Food Hygiene issues
- Licence Compliance issues.
- HMO Licensing concerns

A spreadsheet/action plan detailing the issues identified has been collated and the responsible officers are working through the outstanding concerns. This spreadsheet will be monitored through the Responsible Authority Officer group to ensure all issues are addressed and relevant action taken.

Portfolio Holder: **Cllr Miss Sam Hoy and Cllr Sam Clark**

What do our customers say?

Description	Baseline	Target 19/20	No of customers questioned	No of customers satisfied	% 19/20	RAG
LPI CEL11 Local businesses supported and treated fairly (quarterly)	100%	90%	4	4	100%	

The inspection programme for food safety, licensing compliance and health and safety commenced for the year 2019-20 in April.

The programme's target is to visit 370 premises identified by their risk rating and to contact at least 20% of these after the visit to request feedback. This information is used to tailor the approach to business visits and to ensure the best information is available to support businesses to be successfully compliant.

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 Chris Boden**

Health & Safety Update

Health and safety audit programme is ongoing with recent audits completed for Assets and Projects, Marine Services and currently the Business and Economy service is undergoing an assessment of their health and safety compliance with Council / statutory compliance.

The Council's corporate Health and Safety Policy has been reviewed and updated into a 2019 version and approved by Staff Committee. This document sets out the responsibilities and organisation of health and safety across the Council.

Three health and safety code of practice are currently being developed these are for 'Slips/Trips', Personal Protective Equipment (PPE) and 'Electrical Safety'. These documents set out the roles and responsibilities for managing specific issues.

The annual Health and Safety Report 2018/19 has been completed which details the Council's health and safety performance across a number of areas. This has been presented to the Health and Safety Panel, CMT, Staff Committee and published on

the Intranet.

Portfolio Holder:

Cllr Steve Tierney

Emergency Planning Update

A Members' training package has been developed for their role in relation to emergency planning. This consists of a handbook and a presentation which has been delivered to them. This gives an overview of emergency planning, the Council's role and the role of Members in such incidents.

The Council has been working closely with its partner agencies within the Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) on reviewing and updating CPLRF emergency plans.

Ongoing joint working continues with the Local Resilience Partners (Cambridgeshire and Peterborough) on multi-agency planning requirements.

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 Chris Boden

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, 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.