

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

June 2018

Cabinet Members



**Councillor
Chris Seaton**
Leader of the Council



**Councillor
David Mason**
Cabinet Member for
Growth



**Councillor
Mike Cornwell**
Cabinet Member for
Communities



**Councillor
Peter Murphy**
Cabinet Member for
Environment



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



**Councillor
Anne Hay**
Cabinet Member for
Finance



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



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

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

Business Plan Action: Support residents to maximise their income by accessing the benefits they are entitled to. Process applications for Housing Benefit and Council Tax Support quickly and accurately through our shared service (Anglia Revenues Partnership; ARP)

Business Plan Action: Support residents in managing the effects of welfare reform changes by working with partners, including Jobcentre Plus and the CAB, and helping them access Universal Credits online

Portfolio Holder: Cllr Mrs Anne Hay

Description	Target 18/19	Achieved (in-month only)	Cumulative for 18/19	Variance
Performance Measure				
Target ARP1 Days taken to process Council Tax support – new claims and changes	12 days	8.2 days	8.1 days	
Target ARP2 Days taken to process Housing Benefit – new claims and changes	12 days	7.3 days	7.4 days	
<p>Performance for May has met targets - we have implemented campaigns to prioritise work allocation to continue meeting targets whilst we manage the usual increase in workload at this time of the year. Current vacancies are also impacting – we had a number of new recruits starting in late May; we are trialling a new approach to their training to reduce the time before they can contribute and are planning a team challenge day as these have previously been successful.</p>				

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

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

Portfolio Holder: Cllr Mrs Dee Laws

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI CEL1 Total number of private rented homes where positive action has been taken to address safety and cohesion issues	200	36	59	

At the end of May 2018, The Council had provided 8 positive interventions on new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council had also investigated 25 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 inspected</u>	<u>Privately Rented Homes investigated</u>
Wisbech	11	13
March	0	4
Chatteris	0	0
Whittlesey	0	2
Villages	0	6

Private Sector Housing Enforcement (Controlling Migration Fund (CMF) project) Performance (5/3/18-31/5/18)

As the project moves forward the officers continue to identify private rented properties within Wisbech. Where defects have been reported to the owners the officers have had the opportunity to revisit those properties to establish compliance and communicate with landlords in more detail. Where landlords have failed to comply, the officers follow the council's Enforcement Policy to resolve matters formally.

The table below provides a breakdown of the officers' interventions which reflects how they have prioritised their workload with the objective of improving outcomes for Wisbech residents.

Measure	May	Cumulative
Total Number of Properties Inspected	118	573
Enforcement Actions Taken (see table below)	60	140
Information Packs Issued	37	54
Smoke Detectors brought into use	10	52
Hazards Removed	4	33

Breakdown of Enforcement Actions

Smoke Detector defect letters (Private Rented Sector)	50
Smoke Detector advisory letters (Owner Occupied)	45
Formal Inspection Appointment Letters	6
Notice requesting Information	2
Informal Letter requesting remedial repair	29
HMO declaration notices	8

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

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI Number of households prevented from becoming homeless	200	15	22	

Homeless individuals and families have been assisted in a variety of ways. The Housing Options Team and Trailblazer Team have been able to keep households in their homes either by debt management or mediation. Other households have been assisted by being found alternative accommodation so that they didn't face homelessness.

Breakdown:

- Mediation = 1
- Resolve rent arrears = 1
- Private rented with deposit support = 11
- Private rented without deposit support = 5
- Housing Register Offer = 2
- Supported Accommodation = 2

The year to date preventions are on target at 22, and quarterly reviews of existing

cases can increase the historic numbers, even with recent changes in legislation.

Description	Monthly	Cumulative for 2018/19	%
Total number of Households approaching to the Housing Options Team	166	331	
Total number household receiving advice only for example not homeless but advice needed	71	177	
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.	55	106	
i. Number of formal Homeless decisions made.	0	0	
Successful outcomes in Prevention stage (household had their issue resolved within 56 days)	7 out of 11	7 out of 11	64%
ii Successful outcomes in Relief stage	2 out of 2	2 out of 2	100%

Statistic for Wales which is the good practice benchmark from government shows Prevention 62% Relief 42%

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

ii(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).

Rough sleepers (CMF project)

The Council's Migrant Outreach Worker funded through the successful Controlling Migration Bid is currently working with 11 rough sleepers in Wisbech to find support and solutions for their situations.

One client who is rough sleeping has taken up the offer of rehabilitation and support. The individual is receiving help to overcome his alcohol addiction following the loss of his job, relationship breakdown and his home.

Trailblazer Project Update

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

Since the start of the project in August 2017, there have been 611 referrals from individuals and partner agencies requesting help to prevent homeless families and individuals from becoming homeless.

The highest number of referrals relate to Fenland cases, since the start of the project there have been 264.

The Trailblazer Team are working with social and private sector landlords to prevent homelessness including through mediation, debt advice and financial advice.

A Specialist Landlord Rent Solution service is in place to support landlords in managing tenancy issues including support and advice, to avoid the need to take court action and evict tenants.

In accordance with the funding, a fast tracking (within 5 day appointment) Debt advice service is in place for 12 months with Cambs Rural CAB & Peterborough CAB to offer advice and assistance to households at risk of homelessness.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI Number of homes adapted to assist vulnerable disabled residents to remain in their home	130	1	29	

Through this scheme the Council provides adaptation works for elderly and disabled home owners and tenants to remain safe, secure and protected in their own homes. At the end of May 2018, The Council has assisted 28 households with adaptation works.

The geographical spread is as follows:

Wisbech	8
March	9
Chatteris	2

Whittlesey	2
Other villages	8

Description	Baseline	Target 18/19	No of customers who responded	No of customers satisfied	% 18/19	Variance
Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt their property made their life easier (1 year on survey)	100%	90%	7	7	100	

5 households responded to the survey in May 18 for this performance measure.

7 surveys have been completed for the financial year so far culminating in satisfaction score of 100%

Portfolio Holder:

Cllr Mike Cornwell

Syrian Refugees Update

Work is progressing with a multi-agency team assembled in partnership with Whittlesey Town Council and a local faith group to welcome 2 refugee families in the Autumn. The project is funded through the national overseas aid budget and the Council has an arrangement with Peterborough City Council to manage the process on our behalf as they already have a structure for such assistance.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

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

Portfolio Holder: Cllr Mike Cornwell

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI Percentage of DWP customers who feel more confident to access work as a result of this project	75%	0	0	
<p>Working with an organisation called People and Animals the gardening group has gone from strength to strength with 15 regularly participating. We are also working closely with Clarion and Groundworks in the delivery of their green team project. The team also supported the Job Fair which was held at the Queen Mary Centre on 1st May. Six of our clients are attending the confidence building course being held at the Oasis Centre.</p> <p>No exit surveys have been completed as yet, hence whilst work is on-going, the performance measure remains at zero but will increase through the year.</p>				

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

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

Portfolio Holder: Cllr Chris Seaton

Wisbech 2020 Update
The Wisbech 2020 Vision Steering Group continues to deliver the actions set out in the

refreshed Wisbech 2020 Vision document. These include:

- Taking part in local careers events to improve links between employers and future employees
- Designing and developing training facilities at the College of West Anglia (led by Anglian Water)
- Delivering the refreshed Community Based Literacy programme, including links to the Wisbech Reads initiative
- Delivering an annual programme of community events
- Engaging with migrant communities on health & wellbeing issues
- Tackling street drinking in Wisbech
- Upgrading Wisbech Market Place
- Delivering improvements to Wisbech High Street
- Working with local businesses to increase access to finance for growth and development and also to develop networks to increase knowledge transfer

Wisbech Access Study

The Wisbech Access Study report was endorsed by Cabinet Members on 17 May 2018. The report was produced after consultation with stakeholders and local residents to help improve the transport network in Wisbech.

Background documents and further information on the timeline for delivering this project can be found [here](#).

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote Health & Wellbeing for all

Business Plan Action: Deliver the Council's Leisure Strategy

Portfolio Holder: Cllr Mark Buckton

Description	Target 18/19	Achieved (May 2018)	Cumulative for 18/19	Variance
Performance Measure				
LPI LS1 Number of paid visits to our leisure centres	837,588	72,662 Target: 71,884	143,136	

Attendance performance continues to match expectations, with financial performance following suit.

There continues to be capacity for more users during the day and teams continue to support users, encouraging repeat visits as well as bring a buddy to have a swim or workout.

Recent improvements to the floor of the main dance studio at the George Campbell have improved the quality of the offer, reduced the levels of negative comments and supports membership retention.

Description	Target	Achieved		Variance
Performance Measure				
MPI Number of Direct Debit members	3,200	3,479		

Membership numbers remain positive with the current total being the highest level achieved since the refurbishment of the George Campbell three years ago. This reflects the offer that we now have to the public, as well as the support the New Vision teams gives to our customers.

Leisure Procurement

As planned, the Council is in the negotiation stage of the procurement process, discussing initial bids with our bidders to explore options to the bids received.

It is expected that the Council will have final offers in late July in accordance with the project plan, with a decision regarding the project to be made in August.

Active Fenland Update

Active Fenland Projects

Original Active Fenland Funding

Sport England funding ended on May 31. An assessment of success based on measurement and evaluation of the work will be submitted to Sport England in June. The project has performed well for the three years of funding and the final year's figures show both new participants and total visits exceed targets;

KPI targets Vs Actual:

Target	Actual
38,457 attendances (throughput) for Year 3	41, 928
711 new participants for year 3	715 new

Let's Get Moving

This County Council Public Health funded project builds on the Active Fenland project, developing 8 of the existing Active Fenland streams and developing 6 new project streams. The project will deliver sessions including:

- Table tennis
- Walking football
- Walking netball
- Ladies football
- Back to netball
- Buggy run
- Yoga
- Teen clubbercise (dance / exercise classes)
- Mental health walks
- Beginners running
- Santa run event
- Bunny (Easter) run event
- Bowls
- Dance

Current performance exceeds expectations with FDC expecting to reprofile targets with the Public Health team shortly.

Sport England Children and Families Fund

This project is mainly funded by Sport England and is called Active Families in Fenland, running under the Active Fenland brand. Fenland has been successful in attracting an additional £10,000 p.a. support for the project from Clarion Futures to work in Fenland's more deprived areas.

The initial project stream, Fit and Fed, has been launched during May half term in Wisbech. This stream of the project provides healthy activity for young people during school holidays, and also provides a meal to those taking part. This project recognises that children who have school meals during term time sometimes miss a meal during the holidays.

Small Grants - Sport England funding

The sports development teams have had more funding success with a grant totalling £9,987 to support 'Introduction To Hockey' and 'Walking Hockey' sessions in Wisbech, Chatteris and March. The project anticipates attracting more than 70 new participants into the sports with an aim of 90% being female.

Satellite Funding

The sports development team have successfully secured Satellite Funding from Living Sport. This funding is to provide new opportunities to get active, or for clubs to attract more people to be more physically active. This funding will allow support local clubs.

- Girls Clubbercise Club = £4,110
- Rosmini Centre UV Table Tennis Club = £5,101
- Rosmini Family Clubbercise club = £3,059

These projects continue to develop and are attracting new participants regularly.

Clarion Futures Housing Group Partnership

A strong partnership has been built with Clarion Futures. For the financial year 2017/18 the Sports Development team secured the following funding from Clarion to complete projects targeting inactive populations in Fenland:

- West End Park parkrun route improvements £5,998
- Mum's / Families work £4,037 – sessions suitable for women who can bring children along to sessions & getting ready for school sessions for children.
- Older adults work £1,819 – Supporting people in sheltered schemes to take part in a broad range of appropriate activities.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing for all

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

Portfolio Holder: Cllr Mike Cornwell and Cllr David Oliver

Wisbech Alcohol Project

The Wisbech Alcohol Partnership held a meeting in May with attendance from officers from Fenland District Council, Inclusion, and the Horsefair Security team.

The Local Alcohol Action Area project plan was reviewed and updated by partners.

The weekly recovery walk which includes visits to the night shelter continues to be a partnership focus to support identified persons at risk of alcohol misuse and harm.

Partnership officers also reviewed the current fixed penalty notice data received to date for breaches of the alcohol related Public Spaces Protection Orders (PSPO). Inclusion and outreach officers linked to the local night shelter took actions to discuss the breaches directly with any service users that have repeatedly breached the PSPOs.

This is to help support payment of fines and ensure individuals are fully aware of the conditions of PSPOs and the importance of not breaching these. It also allows for

support services to offer intervention and support advice for treatment and recovery.

Discarded needles

The Council, with support from wider partners and services, is responding to highlighted concerns, mainly in the Wisbech Horsefair toilets, on discarded needles which currently remain closed.

To date, meetings and discussions have been held with the Horsefair Shopping centre manager to fully understand the scope of the problem which has led to further discussions being held with the local substance misuse treatment provider (Inclusion) to develop a localised action plan.

The plan will look at the recording and sharing of sharps data to help inform partners and local services on patrolling routines, the use of targeted education and awareness campaigns both with service users and within key front facing premises, as well as looking at location design and facilities to help enhance safe disposal. The plan will also look at potential enforcement routes for persons who are identified as discarding needles incorrectly within public areas. All learning from the action plan will be used to deliver any similar work across the district.

As the toilets remain closed the Council will be writing to the landlord to explore if there is any way forward to getting the toilet facilities re-opened in light of the ongoing partnership work to tackle the discarded needle issue.

Portfolio Holder:

Cllr Peter Murphy & Cllr Mike Cornwell

Energy Conservation

The Community Energy Switch auction is now complete and EON has successfully bid to provide a competitive tariff for Fenland residents.

Those who have signed up for the scheme will receive a direct price comparison that shows how much money they can save by switching.

For those who want to take up the opportunity, IChoosr will handle the whole process.

Residents have until 3rd July 2018 to switch.

Cambridgeshire Acre offers a community oil buying scheme, Community Buying at CAS Ltd. Any resident who uses oil fired central heating or other oil user can join the scheme and benefit from twice-monthly order dates with the opportunity to make savings by buying within the community partnership.

<http://www.camsacre.org.uk/community-oil-buying-scheme.php>

BUSINESS PLAN AREA: Communities

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

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

Portfolio Holder: Cllr Mark Buckton

Tourism Update

Support for tourism in Fenland will continue with three strands of work;

1. Continued website updates and promotion, coupled with the planned development of an App based version for smart phones.
2. Continued support for local tourism businesses by putting them in touch with the Council's economic development team. This will support the businesses to be more resilient and open up a wider support network of likeminded companies.
3. Promotion of Fenland to local Fenland residents by working together with the Fens Magazine to develop a publication that is produced at no cost, highlights what is happening across Fenland throughout the year and is distributed mainly throughout the local District. The magazine will focus on 'a good day out' in Fenland.

Once the Celebrating Fenland strategy is in place it will also support a broader function of engaging businesses and developing opportunities across the District for intra-district tourism, as well as offering more options to attract those from outside of the District to visit Fenland.

Must Farm Update

Kings Dyke Project

A report has been jointly commissioned by FDC, Cambs County Council and Whittlesey Town Council to consider an economic and commercial appraisal of potential future uses of the Kings Dyke Nature Reserve, linked to opportunities presented by the Must Farm finds.

The appraisal considers the relevant policy contexts, comparator and competitor sites nearby, the commercial conditions under which the site operates and presents a number of options for further development to secure a future expanded use of the site. Work is now underway to set up a project to undertake further work to secure the delivery of the most favourable option.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

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

Collected Household Waste Blue Bin Recycling

	April 18
Dry Recycling (Blue Bin)	724
Residual Waste (Green Bin)	1,873
Dry Recycling % of waste	28%

Collected blue bin waste is on target and contributes positively to the recycling of household waste in the area. The 724 tonnes of dry recycling so far this year is encouraging, although there remains more work that can be done and much still that unnecessarily goes to land-fill.

The overall recycling rate for household waste in Fenland from collected waste and household waste recycling sites was 52% at the end of 2017/18 and the waste collected in Fenland supports the target to deliver more than 50% for Cambridgeshire.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI	92%	92%	92%	

% missed bins collected the next working day				
Missed Collections May (Blue and Green Bins)				
		May 18		
Missed Collections Reported		189		
Collected next working day		174		
Percentage		92%		
The total number of missed brown bin collections reported in April was 60				

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Achieved April 18	Cumulative for 18/19	Variance
Performance Measure				
MPI Income generated through recycling materials	£285,000	£24,993	£24,993	

Low levels of income from the recycling materials being processed by the Council's contractor, AmeyCepsa at Waterbeach, Cambridgeshire, are having an impact on the overall level of income for recycling materials. This along with the higher than usual levels of non-recyclable materials in customers' blue bins means income is reduced compared with previous years.

Recycling Champions Update

Recycling Training Workshops

Workshops have been taking place across Fenland. At the workshops there are interactive presentations, games along with discussions on what rubbish goes where, how to make a difference and how to get further involved.

Attendees pledged to help others to recycle more or were interested in becoming volunteers.

'What Goes Where' Wheel

Our 'What Goes Where' wheel has been received well by customers, with comments on how useful and easy it is to use. The wheel can be turned to see where all of the regularly recycled materials can go, including materials that should be taken to the Household Waste Recycling Centre.

Hair today, recycle tomorrow!

We are gaining interest from local small businesses to promote recycling to either clients or employees.

One local hairdresser really appreciated the new What Goes Where wheel and said "We have lots of older customers come in and they are unsure what can be recycled in their blue bin. Recycling often comes up in conversation. The wheels really help. It's nice to have something simple and easy to use to help answer their questions "

The Average You Display

The new volunteer promotional display has been touring Fenland at local events. It is working well attracting people and providing them with a deeper understanding of the amount of rubbish they personally produce, helping them understand the effect on the economy and on the environment.

Safety Zone

The second safety zone event saw 142 children from Whittlesey learn about how to safely dispose of rubbish, recycle and the effects littering can have on wildlife and the community.

Social Media

The project attracts a lot of interest online and is gaining support with a number of people making enquiries about volunteering and giving FDC a platform to assist a large audience with how to recycle.

Educational Establishments

Fenland schools have all received their Getting It Sorted Competition Pack along with information on improving their school's recycling. The Getting It Sorted recycling assembly has been delivered in 8 schools and more are booked.



BUSINESS PLAN AREA: Environment

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

Business Plan Action: *Deliver an effective, self-funding garden waste collection service*

Portfolio Holder: Cllr Peter Murphy

Garden Waste Service Update

Subscriptions

The subscription level at the end of May was 19,641. This is 1,000 subscriptions more than this point last year, already approaches the maximum levels for 2017 and includes 13,430 subscriptions at £36 via Direct Debit.

Subscription Stickers

19,890 stickers have been dispatched to date including 389 replacements where customers have reported them as missing, accidentally destroyed or lost. Replacements are dispatched as soon as possible and courtesy collections offered where required.

Website

The garden waste webpages remain the preferred contact choice for our customers with 15,761 customers viewing 126,167 pages to self-serve their subscription since December 2017.

Correspondence

Within the month, along with the usual levels of enquiries, 1 complaint and 3 items of correspondence have been received and responded to in-line with the 3Cs process.

Bin Collections

The garden waste crews have made 31,500 collections in May along with rejecting and tagging a further 575 bins presented without current subscription stickers. This is 2,300 fewer rejections than were recorded in May last year.

Bin Collection Day Application

More than 4,500 customers have now downloaded the free bin collection day app to help them with their bin collections.

The app shows collection days for all bins for 6 weeks and can automatically put these into the customer's calendar, including brown bins for customers who subscribe.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

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

Cleansing Rapid and Village Response May 2018

Area	Requests	Requests Met	Performance
Chatteris	5	5	100%
March	10	10	100%
Villages	23	22	96%
Whittlesey	12	11	92%
Wisbech	31	30	97%
Totals	81	78	96%

Levels of reports of cleansing, fly-tipping, dog fouling and similar issues are at slightly lower than usual levels. During May the team attended to 96% of the reported incidents on the same or next day.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	93%	99%	98%	

May Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	30	29	97%
March	30	30	100%
Whittlesey	30	30	100%
Wisbech	30	30	100%
Totals	120	119	99%

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

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr David Oliver

Wisbech High Street Townscape Heritage Project

We are now in the process of appointing a contractor for cleaning and undertaking repair works to the property at the rear of 24 High St (The Gap) – this will facilitate the construction of the new structure with community space and viewing platform at the front of the site. Works in the basement will include ground and soil testing which is needed to inform our design for the foundations, as well as archaeological monitoring which has been required as a condition for planning consent.

The project team is preparing a report to Cabinet regarding the proposals for 11-12 High Street.

The grant application for the conversion of a vacant first floor space into residential units as well as replacement and repair of shopfronts over 4 units is now near approval. We are working with the owners agents to agree a funded scheme which will make a significant impact on the High Street.

The Wisbech High Street Project as part of the 2020 Vision package has been the focus a number of events held by Anglian Water’s Business in the Community team. Taleyna (Townscape Heritage Officer for the High Street Project) has welcomed visitors from the BitC team with a tour of the High Street to explain more about the project and also to assist with some filming.

The project continues to work with owners and tenants of High Street buildings to apply for grants and advise on how to secure the necessary planning permissions needed. Where some owners have been struggling with some elements of the grant application process and gathering suitable quotations the THO has been able to help and advise.

The “Big Dig” archaeological activity took place in the grounds of the Wisbech and Fenland Museum in late May/early June. The project was incredibly popular with the local community and visitors and participants of all ages joined us over the 5 days to learn about the archaeology and history of the area and to join in with excavation, finds washing and sieving. More than 100 people joined in and several more visited, bringing additional visitors and publicity for the museum. We are now planning the next activities including a conservation workshop in August, tunnel mapping and investigation and updating of the Wisbech Merchants Trail.

The project has also benefitted from fantastic positive local media coverage lately featuring in two new local magazines; “The Fens” and “Discovering Wisbech” and coverage of the Big Dig on social media and local press has been extensive.

Portfolio Holder:

Cllr David Mason

Manage the operation and maintain FDC-owned public car parks

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

Undertaken

1. Church Terrace Car Park, Wisbech – Footpath improvement works to central plant bedding area.
2. Church Terrace Car Park, Wisbech – Surface patching and joint/crack sealing works
3. Station Road Car Park, Whittlesey – Kerb repairs to car park entrance
4. Grosvenor Road North Car Park, Whittlesey – Footpath reinstatement works
5. City Road Car Park, March – Drainage investigation and drain cleaning works

Scheduled

1. Church Terrace Car Park, Wisbech – Shrub bed replanting (June)
2. West Street Car Park, Wisbech – Invasive plant species treatment (June)
3. City Road Car and Lorry Park, March – Trial hole investigation works for capital Car Park refurbishment works

Portfolio Holder:

Cllr Peter Murphy

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

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

Undertaken

1. 17 No. Street Name Plates at various district wide locations were replaced.
2. Paint provided to the Royal British Legion Youth Group via Chatteris in Bloom for repainting of the FDC Bus Shelter on East Park Street, Chatteris

Scheduled

3. Repair works to raised planter and flood wall coping stones along Nene Parade, Wisbech following an act of vandalism.
4. Repair works to tree pit grills and surrounding block paving caused by tree root damage

Portfolio Holder:

Cllr Mrs Anne Hay

Manage and maintain district, parish and Clarion HA street lighting

16 street lighting faults were reported to the Assets and Projects Team and were attended to by FDC's street lighting contractor during the month of May.

Following completion of the street light repairs and maintenance works contract tender evaluation process, the new contract was awarded to Cable Test Ltd of Brentwood, Essex. Cable Test offered the most competitive pricing bid and excelled in terms of their quality submission. The 3 year contract is scheduled to commence on 2nd July 2018.

A new service level agreement has been developed for the maintenance,

management and energy supply for Parish street lights based on the new contract. This was sent to all 12 FDC Parish Councils at the end of May and included a Parish estimate for 2018/19. Those Parish Councils who have yet to respond have until 1st August to establish if they wish FDC to continue to manage their stock with associated costs being recharged, or if they wish to manage their own street lights from July. A Cabinet report is planned to be submitted to Cabinet on 19th July 2018 to consider the Parish Council proposals.

Street lighting improvements

The defective street light replacement works contract progressed well during the month of May with 186 of the 190 scheduled replacements being completed on behalf of FDC, the Parish Councils and Clarion Housing Association.

The four remaining street lights are awaiting UKPN intervention due to complexities associated with mains supply connectivity works and are scheduled for completion in June/July.

The street light electrical and structural testing and asset data collection survey works for all FDC and Clarion Housing street lighting assets has been progressing well with approximately one third of the works having been completed. Works are ongoing and are scheduled for completion at the end of July 2018.

Additionally works to rebrand all FDC and Clarion Housing Association street lights commenced in May. The existing street light identification plates are being replaced with new plates displaying updated and improved customer contact information to aid the fault reporting process. Works will be ongoing until the end of July.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Tidy Fenland MPI Officer hours spent on active town patrol	5,000	439	899	

During May both Street Scene and Kingdom Officers have been having a visible presence within local communities. Key areas such as our open spaces and town centres have been visited regularly. The aim of these patrols was to respond to community issues such as litter and dog fouling.

Breakdown of officers time across Fenland:

March: 76hrs
 Wisbech: 219hrs
 Chatteris: 58hrs
 Whittlesey: 82hrs
 Rural: 4hrs

Fixed penalty notices served in May:

Location	Fixed Penalty Notices served
March	3 for littering 3 for parking offences * 1 Cars for Sale *
Wisbech	43 for littering 20 for alcohol PSPO
Whittlesey	1 for littering 1 Dog PSPO
Total	72

*Not included within the breakdown of payments below

Fly tipping investigations and enforcement

During May there have been 155 instances of fly tipping. The most commonly tipped items were household waste. Broken down into locations:

Chatteris 12
 March 12
 Whittlesey 5
 Wisbech 69
 Villages 57

During May, Street Scene Officers have attended 26 of the fly tipping sites and searched for evidence to try and find out who may be responsible. Any evidence found has been followed up.

Prosecutions for littering offences – Tidy Fenland

During May, 42 people have been found guilty at Peterborough Magistrates Court for littering.

Legal action has been taken where an original FPN has not been paid. The offenders each received a fine of £220 plus an additional £226.50 costs and associated charges.

A further 3 individuals paid the original fine plus costs (totalling £150) prior to the court date.

The table below shows progress with all cases so far since the Tidy Fenland enforcement pilot which has run from June 2017.

The average payment rate achieved between June 2017 and February 2018 is 67%. As a result, the service is operating on a self-funding basis.

Month	Fixed penalty Notices Served	Referred for prosecution	Withdrawn/ cancelled and not referred for prosecution	Paid	%age paid
June 17	173	29	24	120	69%
July	105	21	12	72	69%
August	330	81	27	222	67%
September	196	60	10	126	64%
October	127	17	17	93	73%
November	150	33	8	109	70%
December	140	33	10	97	69%
January 18	201	27	16	110	62%
February	185	32	15	106	62%
March	102	n/a	16	52	60%
April	116	n/a	5	58	50%
May	68	n/a	0	29	43%
Total (to February 18)	1607	306	139	1055	67%
Total (to May 18)	1893	306	160	1194	63%

Nuisance vehicles

During May, a car trader was reported as using various grass verges and the highway

to advertise cars for sale. As a result, a £100 FPN was issued for the offence of selling 2 or more vehicles on the public highway. The fine was paid and the cars have been removed.

Tidy Fenland Dog Campaign

This month streetscene officers have continued to focus on prevention and enforcement work for dog offences. Work this month has included;

- Patrols in key open spaces with Fenland. In the main, Furrowfields Chatteris, West End and Nene Parade March. The Manor Field and Sycamore Road, Whittlesey and Wisbech Park.
- Colleagues in cleansing have been supporting the campaign by ensuring reported dog fouling is removed as soon as possible.

Following feedback from a local resident about a dog walker who continues to allow their dog to foul on an open space in Whittlesey, officers have been carrying out a series of proactive patrols based on the intelligence received.

This focussed work and community involvement resulted in a dog fouling offence being witnessed and an FPN served.

Other Street Scene actions

- 35 Reports of abandoned vehicles, 3 of which all was removed by our contractor with the remaining removed by persons unknown after receiving notices.
- 38 nuisance vehicles were reported and actioned. These were mainly untaxed so have been reported to the DVLA or parking queries.
- 34 matters relating to our open spaces, mainly regarding the grass.
- Marked 33 graves.
- 16 General street scene actions, including requests for service and general enquiries.
- 7 dog fouling issues.
- 18 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- 4 site visits for other service areas.
- 6 trade waste matters resolved
- 8 reports to Highways regarding issues on their land.
- 4 Reports to Circle Housing regarding issues on their land.

Description	Target 17/18	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI Memorial inspections completed	5,000	290	382	
Memorial Inspections took place this month in Eastwood cemetery and Whittlesey				

General Cemetery. Out of these 290 inspections, 8 were identified as being unsafe and service requests have been raised to our contractors for them to be made safe.

The team schedule lower numbers of inspections in the summer to allow for other scheduled work.

Fenland's memorial inspection process has been in place for several years with a rolling programme of 5,000 memorial inspections p.a. Inspections are necessary because over time older memorials have become unsafe and require a stonemason to address issues. This is a sensitive matter, so notices are clear in all cemeteries with regards to the ongoing inspection process.

The programme follows the following steps;

- FDC's programme of inspection identifies sections within each cemetery to be inspected every year.
- A trained streetscene officer performs a 'wobble' test on each memorial.
- Should a memorial found to be unsafe, a notice is attached to them asking the memorial owner to contact a memorial mason to address the issue.
- Following a failed test, FDC also instructs our grounds maintenance contractor to secure the memorial with stakes to prevent the memorial toppling over and injuring someone.
- In the past the Council has tried to contact memorial owners, but often the owners have passed away themselves or have moved and not updated details with the Council.

Whilst memorials supported with stakes do distract from the visual amenity of a cemetery, this safety step is necessary to ensure that injuries do not occur in FDC's cemeteries.

Further information may be found on the Council's website here;

<http://fenland.gov.uk/article/9437/Memorial-Safety> including a link to the Health and Safety Executive's Burial Ground Safety information.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	24	46	

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

As well as regular work parties, this month saw 7 Street Pride groups across the district take part in another of Keep Britain Tidy's campaigns – Great Plastic Pick Up: Wisbech, March, Elm, Newton-in-the-Isle, Manea, Chatteris, and Waterlees all took part.

Wisbech Street Pride were joined by members of staff from the town's Tesco Extra store for their litter pick.

A community litter pick was also held in Wimblington on the same weekend to gauge whether there is enough interest to formally set a group up for the village.

The campaign aimed to encourage communities and individuals to come together to help pick up and collect as much discarded plastic as they can.

Progress against Street Pride plan:

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

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

Priority 3: 'Increased partnership working'

Priority 4: 'Opportunities to involve more young people'

Priority 5: 'Increasing sustainability and resilience'

This month one volunteer group's activities were recognised under step 3 – increased partnership working.

March Street Pride / In Bloom recently completed their summer planting of troughs & hanging baskets ready to go out around the town and were supported by members of staff from Amey.

Grounds Maintenance Contract Update

This month has seen challenging grass cutting conditions following the wettest March in a decade and exceptionally warm weather in April. These difficult conditions were made worse with the theft of grass cutting equipment from the grounds maintenance operator, Tivoli.

Tivoli fell behind with grass rounds due to the stolen equipment and then the growth rate of grass has compounded the situation, leading to serious issues throughout Fenland.

Tivoli has recognised the seriousness of this situation and the feedback being received across Fenland from the community and has recently taken the following actions:

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

The contract is carefully monitored and where appropriate, the contractor is being held to account, with FDC issuing rectification and default notices. In May 2018 FDC issued around 30 rectification and default notices. In June more than 40 notices had been issued before the middle of the month.

This level of formal contract default and rectification notices is the highest level recorded and reflects the issues that our contractor is currently facing. Each notice imposes a small financial penalty on the contractor and is a clear, formal and contractual reflection on their performance.

The Portfolio Holder and Director are meeting with the Tivoli Managing Director in June to discuss recent performance issues and what Tivoli will put in place to mitigate to the risk of such issues occurring in the future.

Wisbech Park Improvements

The Harbour Line zip wire reached the end of its useful life last year and has been out of use for several months. Following a discussion with Wisbech Town Council, the Town Council allocated Section 106 funding to the project.

Following a procurement exercise a contractor has been appointed to carry out these works. The new zip line is expected to be in place prior to the summer school holidays in a revised location away from residential housing.

West End Park Skate Facility

The skate park in West End Park, adjacent to the George Campbell Leisure Centre has been identified for replacement next year with funding of £90,000 included in this year's capital programme. This capital spend will be used to develop additional support from other funders.

Consultation is planned over the summer, with procurement in the autumn and works commencing in 2019.

Whitemill Coldham / Glassmoor and Ransonmoor updates

The bidding rounds for all 3 funds are now open with applications closing in June for Glassmoor, July for Whitemill and August for Ransonmoor. Applications to the fund need to have an environmental and educational benefit and previous examples of successful projects include LED lighting, outdoor play equipment and a log cabin.

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

Chatteris Midsummer Festival took place on Saturday 30 June and Sunday 1 July with a 'musicals' theme this year, chosen by public poll. Excellent weather drew the crowds and saw fantastic takings on the gate.

The programme included a pamper evening, variety show, magic, live music, circus acts and stalls. The party in the park on Saturday evening was described as 'the best ever'.

A record number of community groups took part in the parade, including a samba band, saxophonist, majorette troupes, and Rockingham Rappers which finished at Furrowfields. Arts Council funding made it possible this year for the group, 'Bureau of Silly Ideas', a community focussed art group, to attend the event and perform.

There were many market stalls and a wide selection of food vendors on the site selling breads, cheeses and international foods. All stall holders enjoyed the event.

Activates included an inflatable zone, amusements, archery, face painting, falconry and much more.

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI CEL12 % of those asked who are satisfied with FDC's events (April, June, Sept, Dec)	90%	90%	43	43	100%	

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr David Oliver

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	137	236	

During May 2018 the Council was able to respond and detect 137 incidents of crime and disorder, including anti-social behaviour, making use of the Councils CCTV service across our four market towns in Fenland. This is a decrease as compared to May 2018 in which 227 incidents were reported.

All incidents have seen a good reduction as compared to 2016/17 except for drunk and street drinking which have seen a small increase.

However, when comparing street drinking from when the new PSPOs were introduced, so from October – April for both years, we have seen a massive reduction this year with 109 incidents recorded compared to 291 in 2016/17 (minus 182 incidents). This clearly shows the positive outcomes being achieved by the alcohol PSPOs which in turn is helping reduce overall incidents for CCTV leading to the current shortfall. This should be seen as a positive step forward on this long term and challenging community concern.

A breakdown of incidents by town for May:

Chatteris = 4
 March = 23
 Whittlesey = 3
 Wisbech = 107

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of incidents resulting in	180	11	28	

positive action				
<p>During May 2018 the Council was able to achieve 11 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This is a decrease as compared to May 2017 in which 23 positive outcomes were achieved.</p> <p>These included arrests and fines for illegal drug use, theft shoplifting and alcohol related disorder.</p> <p>The reduction is largely due to mainly the incident types being recorded with many incidents only requiring words of advice or alternative resolution without the requirement of arrests or fines.</p> <p>This can be evidenced through the continual work with our night-time economy and our partnership approach with our local pubs and clubs which has helped lead to reduced alcohol related violence so in-turn the need for arrests as a result.</p> <p>Positive outcomes achieved for May:</p> <p>Arrests (CCTV led) = 4 Assisted arrests = 3 Assisted Fixed Penalty Notices = 2 Formal Cannabis warning = 2</p>				

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of pro-active CCTV patrols	3,000	403	784	

The CCTV team during May 2018 were able to provide 403 camera patrols covering the four market towns in Fenland.

This approach allows for the CCTV team to identify, where possible, any community issues early to ensure adequate and prompt partnership response.

Description	Target 18/19	Achieved month	Cumulative for 18/19	Variance
Performance Measure				
MPI Number of FDC ASB cases where positive action is taken	90%	100% (12)	100% (15)	

During May 2018, there were 12 new ASB cases dealt with by the community safety

team. New cases include 3 reports of ASB relating to child/youth ASB behaviour in the same residential area, Neighbour noise nuisance, ASB in public areas with indicated substance misuse, Littering/fly-tipping and vandalism.

The total ASB cases for 2018 – 2019 are 15 with community safety having a positive impact on the 12 new cases this month, whilst also providing on-going case management for the three existing cases.

Community Safety Partnership Update

The 'report anti-social behaviour' page of the external website has been revamped to ensure it is current and provides the best information available to ensure reports are directed to the most appropriate team or partner organisation.

The page provides an explanation of what is considered to be ASB and how we work in partnership to resolve the reported issues.

There is a link to the online ASB reporting form which has been updated with data protection information and seeks the informant's views on information sharing with partner organisations.

Following the introduction of online reporting by Cambridgeshire Constabulary appropriate links have been provided to allow appropriate reports of ASB or crime to be directly reported to the police.

There is also advice for those who are residents of registered social landlords on what should be reported to their housing provider.

Updated links for online reporting have also been provided for reports of issues associated with dogs, litter, noise and abandoned vehicles etc.

It is intended that the changes will assist the customer to identify the most appropriate route through which to report their concerns which in turn will ensure they receive an effective and efficient service.

<http://www.fenland.gov.uk/antisocialbehaviour>

Street Drinking Update, including Public Space Protection Orders

The Wisbech Alcohol Partnership continues to meet monthly to review and check progress of the associated action plan and to review current profiles for local service

support.

The second outreach recovery worker post which was successfully recruited to during April will commence from the 11th June and will support the ongoing outreach activity with our street drinking community.

The four active Public Spaces Protection Orders that cover the Wisbech town centre area continues to be actively supported by the Council and its supporting enforcement partners.

The CCTV team responded to 40 reports of Street Drinking with 1 leading to positive action being taken by enforcement officers as a result and others being provided with words of advice by Police.

There have been 22 fixed penalty notices (FPN) issued during May 2018 for breach of PSPOs relating to alcohol restrictions. These have included 10 Fixed Penalty Notices within St Peter's Gardens, 9 FPNs within Tillery Field and 1 FPN within the Crescent Gardens, Wisbech.

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

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Mike Cornwell

Fenland Diverse Communities Forum

Inclusion Recovery Service (Street Drinking Outreach Service – CMF project)

It was apparent that Wisbech suffers from unacceptable high levels of alcohol related crime and disorder linked to off sales to street drinkers. Wisbech alone had 556 incidents in the first six months of 2016 which was 253 more incidents than the rest of Fenland taken together. This was an increase of 59% compared to 2014 data.

This related to the very high levels of inward migration has helped “fuel” cohesion issues within the town, and helped to assist in the area receiving Controlling Migration

Funding (a total of £135,120 received for Wisbech over 2 years) to address street drinking.

A summary of what has been achieved so far:

- People recruited covering Polish/ Latvian/ Lithuanian communities;
- Street drinking outreach now well embedded and growing;
- Partnership working in place across alcohol treatment/ lifestyle services
- Keys materials translated
- Key employers being targeted;
- Social media pages being worked up that will interface into broader EU social media infrastructure;
- Clients already in treatment getting improved offer to their needs;
- Plans in place to recruit public health champions to target host community;

Case study:

A staff member of a supported housing project asked if the outreach worker could have a chat with Mr x as he was smoking cannabis and would like to stop it due to his COPD (Chronic Obstructive Pulmonary Disease).

Mr X was open to talk about his usage and what happened to result in him being homeless. During this conversation it became clear that he needed to speak to the mental health team to stabilise this. He said that he is diagnosed with personality disorder and has been self- medicating with cannabis for 10 years.

He stated if he stops smoking his mental health will be negatively affected and if he doesn't his COPD will get worse.

Unfortunately, during the conversation it became clear that he did not recognise that he was addicted to cannabis and or see that he needed help to end this addiction.

A member of staff at the supported housing project was asked whether they would make a referral to the mental health team and they confirmed that they'd do this. After a further discussion Mr X agreed that he'd like this to happen.

He also agreed that he'd like more advice and information so that he can access inclusion services; he was encouraged to attend ongoing sessions and attended the first with the Outreach Worker.

He is now attending these sessions, and stated that without the earlier support that he would not have attended any as he did not recognise that he needed this type of help.

Index of Controlling Migration bids (CMF)

Project	Start Date	End Date
Fenland - Migrant Outreach Service (rough sleeping)	September 2017	August 2019
Community Cohesion through Sport & Physical Activity	April 2018	March 2020
Street Drinking Outreach Workers	October 2017	September 2019
Information Pack & Social Media (Jt Project with P'boro)	October 2017	September 2019
Migrant Worker Statistical data project – looking to post BREXIT	April 2018	March 2020
Fenland Bi- Lingual Advisor & Basic EAL Project	April 2018	March 2020
Fenland - Grow It etc.	October 2017	September 2019
Fenland – Emergency Night Shelter	November 2017	October 2019
Fenland – Modern Day Slavery	November 2017	October 2019
Fenland - Parallel Lives (Roma)	October 2017	September 2019
Fenland - PRS housing enforcement	March 2018	February 2020

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr David Mason

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI BE5 Number of inward investment enquiries handled	8	4	4	

Officers attended the Wisbech Jobs Fair organised by Anglian Water. Discussions held with Nestle Purina regarding issues with recruitment.

Work continues with a food and drink manufacturer based in Wisbech looking to expand the existing operation.

Two inward investment enquiries being handled in association with the Combined Authority and Department for International Trade.

One a Taiwanese frozen food manufacturer looking to establish in the UK operation, with part of a recently vacated site in Chatteris being put forward.

The second a Hong Kong vitamin company looking to establish a sales office. South Fens Business Centre was put forward for this enquiry, linking to the expertise in the Food and Drink sector with ALS based in Chatteris.

Business Engagement & Inward Investment

Fenland for Business website - www.fenlandforbusiness.co.uk
Engagement volume has decreased for May – perhaps due to bank holidays – but quality has improved as users are spending longer on the website and viewing more pages. The most popular pages indicate visitors were trying to find out more about the region and Fenland for



Business team than normal, as opposed to seeking business support.

As normal, audience acquisition largely came from online searches (54%); however, there was a spike in the proportion of visitors coming directly to the website meaning they know the website address (22%). Referral visits, so those who have clicked a link to the Fenland for Business website on another site made up 13% of visits and social media attracted 10% of visits.

The most popular pages were:

- Home Page
- News and Events
- Support for businesses – starting a business - finance
- Invest in Fenland – the fenland economy
- About Fenland for Business

	May result	May-April change	April result	April – March change	March result	March – February change
Sessions	117	-12%	133	-38%	216	38%
Users	107	-9%	117	-29%	167	44%
Page views	291	+27%	230	-39%	380	9%
Pages/Session	2.11	+0.38	1.73	-0.03	1.76	-0.48
Average session duration	00:01:25	+00:00:11	00:01:14	+00:00:06	00:01:08	-00:01:09
Bounce rate	59.42%	-10.5	69.92%	+3.7%	66.2%	+16.57%
New sessions	86.3%		85.4%		83.3%	(150 users)
Returning visitor	13.7%		14.6%		16.7%	(30 users)

Marketing and Communications

May saw the launch of the annual Fenland for Business Survey. On top of a press release being produced, A5 cards were produced for staff to take with them on visits, at events, as well as for use at reception areas across relevant FDC sites. Other key intermediaries and partners across the county were also sent links directly to survey as well as promotional activity being shared on social media with support from the main Fenland District Council account. The deadline for responses has been extended so a more representative sample size can be secured.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI BE6 Number of social media followers (Fenland business engagement and profile enhancement)	790 (Total 17/18 726)	736	737	
<ul style="list-style-type: none"> • 89 profile visits – Visitors to the '@fenlandbusiness' page. • 16 tweets – Original content material published from the '@fenlandbusiness' 				

account.

- **12 mentions** - when someone else uses '@fenlandbusiness' in their tweet, for example, to show that they've attended an event we've organised, to share the work of Fenland for Business, or even to make us aware of upcoming events or initiatives. This is a good indicator of engagement and awareness of the account by other organisations. As we had an event this month we had a particularly high number of mentions
- **6,767 tweet impressions** - this is the potential number of people that may have seen a '@fenlandbusiness' tweet in their news feed. This is a mix of the people that follow Fenland for Business and the followers of any accounts that interacted with a tweet from Fenland for Business by retweeting, commenting on, or liking a tweet as this activity will be shared with them.

Description	Target 18/19 (annual)	Achieved	Cumulative for 18/19	Variance (profile)
Performance Measure				
MPI BE7 Number of delegates attending FDC's business support events	150	3	25	0

Events

Promotion is underway for the next event taking place at Chatteris focusing on changes to pensions and taxes with 'Making Tax Digital'. A press release and supporting collateral will be produced as normal.

The planned energy efficiency event in Wisbech was restructured following low initial demand. Instead, those who registered to attend were invited to partake in a 1:2:1 meeting with [BEECP](#) so they can benefit from their expertise in securing energy and cost savings for their businesses.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI BE8 Number of businesses referred to Economic Development from Business Ambassadors network	12	4	4	

The Business & Economy Team have made 2 referrals to the Planning Team following meetings with a local business, the requests were for support and advice on planning issues.

The Business & Economy Team have made 2 referrals Environmental Health following meetings with a local business. One request was for support and advice on appropriate noise levels and conducting a noise survey for the business, to ensure

they are within protocol. The second was around registering a catering trailer business.

The frequency of enquiries, travelling both to and from the Business Ambassadors network is improving and feedback following customer contacts and referrals is helping to demonstrate the benefit of this internal network.

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

The Cambridgeshire and Peterborough Combined Authority (CPCA) wants every one of its market towns (11 of them, 4 of which are in Fenland) to be a vibrant and thriving place in its own right, with its own distinct identity and set of ambitions for the future.

It is essential to the wider area that the Market Towns provide support and linkages to the core City centres of Cambridge and Peterborough to create a sustainable, equal and inclusive Cambridgeshire.

The CPCA has committed to working across the county to make this a reality by developing, for each market town, a prospectus for growth (which, in Fenland is being branded as the 'Growing Fenland' prospectus).

In Fenland the project will focus on the Market Towns of Chatteris, March and Whittlesey, noting that Wisbech has the already well established Wisbech 2020 project.

The CPCA wants to ensure that these are interconnected in an overall plan for the region's future prosperity. To ensure that there is sufficient capacity and expertise to undertake the study, the CPCA have committed £150,000 (£50,000 per Market Town) to appoint experts to coordinate undertake research & analysis and develop a prospectus for each Town.

Each prospectus will result in:

- A shared ambition for the future of that Market Town, which authorities, businesses and communities can unite behind;
- Which focusses collective resources against the same priorities, and crucially;
- Which unlocks new investment from the CPCA and other agencies

In May the Growing Fenland Project Team met for the first time. Around the table there was representation from the Combined Authority, Senior FDC Officers and a range of FDC Officers from a variety of Council Teams, in future a representative from Cambridgeshire County Council will also sit on the project group.

The project Team met to discuss initial principles, the appointment of the proposed timetable for development of the Prospectus' and the compositions of the three Market Town Stakeholder Groups.

Engagement with the relevant Town Councils along with community and business representatives is built into the process.

BUSINESS PLAN AREA: Economy

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

Business Plan Action: *Facilitate local business support to encourage business growth, improve job diversity and skills. Explore funding streams which support jobs and economic growth*

Portfolio Holder: Cllr David Mason

Partnership Engagement & Funding Activity

Officers attended a meeting with a local March-based business that have been operating in Fenland for 25 years and are looking to expand facilities to meet a higher demand in work and the winning of new business contracts. The business is looking for a 30% to 60% growth over the next year.

Following the meeting officers contacted the relevant teams within the Council to help support the business in its plans for growth. The business also showed an interest in improving energy efficiency; Officers informed them of grants available and shared this information with them.

Officers attended a meeting with an expanding Wisbech-based business; the business has recently acquired a neighbouring business. The business has a number of enquiries that they would welcome support from FDC, these included planning (for changes to site), developing Apprenticeships within the business, grants. Following the meeting officers contacted the relevant teams within the Council to help support the business in its plans for growth.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
MPI BE9 Number of successful grant applications introduced by FDC	8	0	0	

Six FDC officers across a range of services within the Council attended 'Grant Bid Training'. The training went through the grant writing process, providing staff with an insight into writing successful funding applications and the processes that funding bodies look for when receiving applications. The training provides staff with a deeper understanding of bid writing to help FDC/Businesses/Third Party apply for grants. The training will improve existing and future bid submissions, providing useful tips and

advice to hone submissions and hopefully improve success rates.

Workforce Development, Employment, Skills and Apprenticeships

We offer a range of NVQ qualifications out to our workforce already, and are currently developing a wider apprenticeship offer to enable a minimum of 9 apprentice posts being offered by the Council. We already have an HR apprentice, will be commencing a further 4 apprenticeships within the next month, and are seeing to establish new Apprentice posts.

We also offer work experience and longer term work placements to enable young people to develop valuable work skills.

Work Experience Placements & Work Opportunities Programme

The Council has an established work experience programme working with local schools to provide placements for young people. This is a rolling annual programme, and will commence again very shortly. We have also provided longer-term placements, working with Job Centre Plus and other agencies.

We work with local education providers to provide a work experience placement programme in the summer months across a range of Council teams. HR, Customer Services, Environmental Health, Planning and Conservation, ICT, with further offers currently being explored from our Housing and CCTV teams.

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

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

Explore and expand opportunities for the Council to work in partnership with local education providers to promote employment opportunities for the local community, and raise the aspirations for people to improve their employment / life prospects

We are currently developing a wider apprenticeship offer to enable a minimum of 9 apprentice posts being offered by the Council, and have approached local businesses to offer support where possible.

We have recently undertaken a tender exercise and have selected a local preferred apprenticeship provider to deliver a framework of new apprenticeships available to all.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr David Mason

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI BE1 % occupancy of the business premises estate	90%	91.1%	N/A	

Boathouse Business Centre:

All vacant offices remain under offer, with Heads of Terms being issued to prospective tenants.

South Fens Business Centre:

Office U19 has been let and the lease commenced in May.

An existing tenant has agreed to move to a larger office suite within the business centre and legal services have been instructed to prepare documents.

Occupancy has improved at South Fens Business Centre this month, marking an upswing in enquiries and activity.

South Fens Enterprise Park:

Currently remains 100% occupied although one tenant is leaving as the business is being liquidated. We have an interested party who has agreed Heads of Terms although a completion date will be dependent on the current tenant clearing out his unit in conjunction with any requirements of the liquidators.

Light Industrial units

The current position for the estates is:

Prospect Way, Chatteris - Fully let

Longhill Road, March - Fully let

New Drove, Wisbech - Fully Let.

Venture Court Wisbech - Fully Let

Boleness Road, Wisbech

- o Fully Let. One unit was vacated 31st May and a new tenant took occupation under a temporary tenancy the following day, with lease completion to follow.
- o Another double sized unit will be becoming available when tenant reinstatement works are complete. These works have been delayed but the unit is likely to become available in the next 4 to 6 weeks and is being marketed in the meantime.
- o Accommodation moves at Fenland Hall are likely to free up a unit currently used by FDC so that this can be let at market rent.

Marketing & Promotion:

The Business Premises Team continue to review marketing options for the entire letting estate, including South Fens, to ensure that we maximise opportunities to increase occupancy.

Whilst particular focus is on increasing the levels of occupancy at South Fens Business Centre, these activities will extend to include the Boathouse Business Centre and South Fens Enterprise Park, if and when appropriate.

Summary

Current floor space occupied 7,897m² out of a total available 8,654 m².

South Fens Business Centre	61%
South Fens Enterprise Park	100%
Boathouse Business Centre	89%
Light Industrial Units	97%

Overall Business Premises Estate occupancy is currently just exceeding target at 91%

BUSINESS PLAN AREA: Economy

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

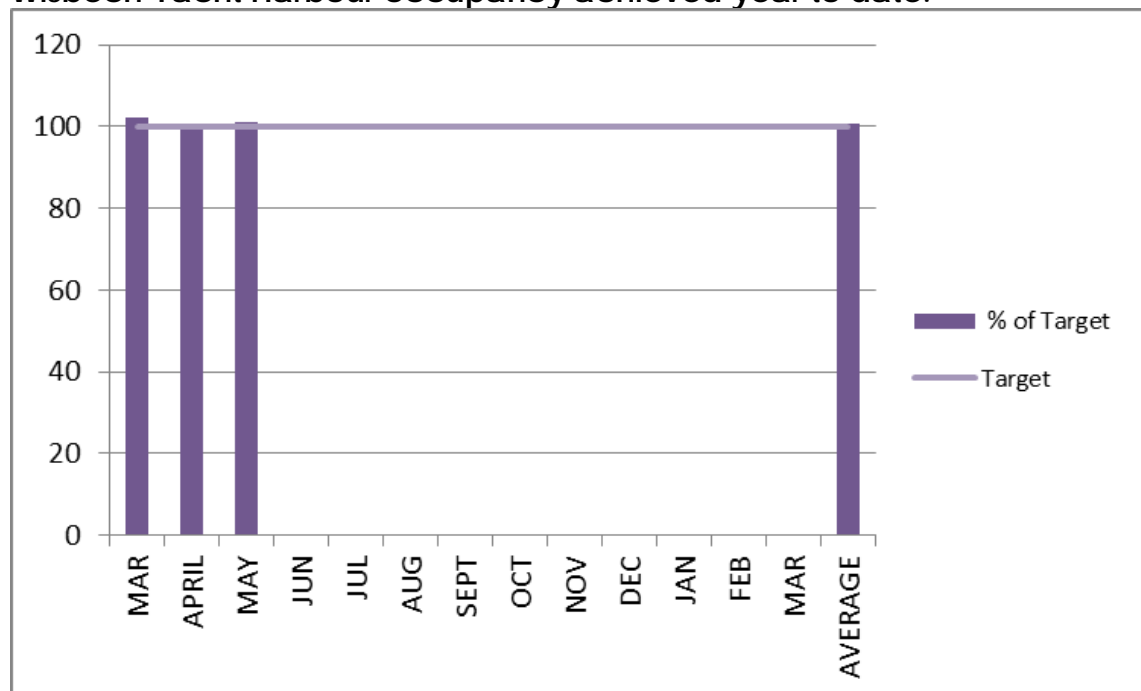
Business Plan Action: Deliver a proactive and effective Marine Service to meet our statutory obligations and promote business opportunities for the River Nene environment

Portfolio Holder: Cllr David Mason

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	90% (of 86 berths)	87 Berths	100%	

Three visitors called at Wisbech in May, Full time berth numbers remained above target with three vessels leaving and three new full time berth holders joining the Yacht Harbour.

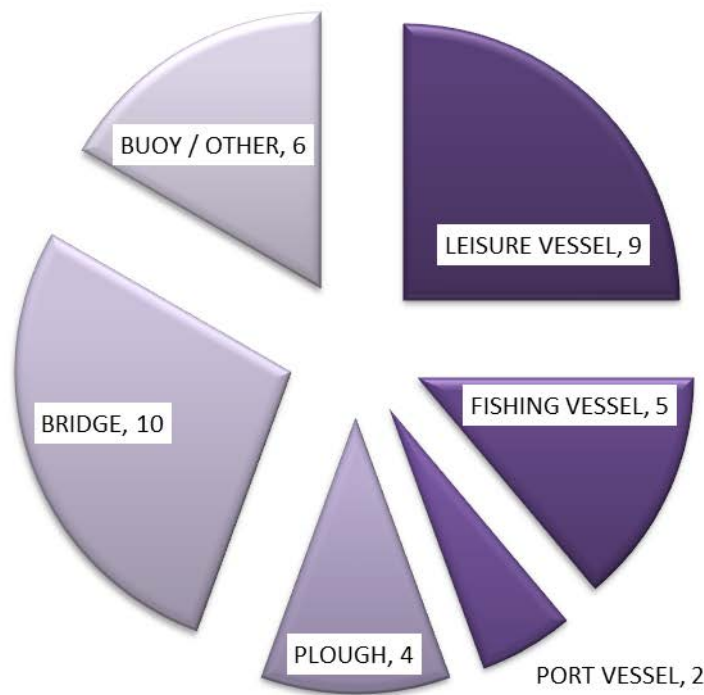
Wisbech Yacht Harbour occupancy achieved year to date.



Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI MS2 Number of boat lift operations at Wisbech Port	353	36	80	

The boatyard continued to be very busy through May for boatlifts with 9 leisure vessels; A further two of the ports craft were lifted out for routine maintenance. And there was 9 Fishing vessels lifted from Wells and Kings Lynn to use the yard.

MAY



Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Gross Tonnage to Ports	423,000	37,117GT	83,849 GT against a projection of 68,470GT 122%	

Port Sutton Bridge

Imports to Sutton bridge were above target for the monthly forecast with a total of

24,717 GT of cargo (114% from target); this consisted of Steel, Grain, Salt, Fish Meal, Beans, Furnace bottom ash. The total number of vessels to call at Sutton Bridge was 12.

Port of Wisbech

Imports to Port of Wisbech were above also on the monthly forecast target with imports at 12,400 GT of cargo (114% from target) handled by the port that consisted of in Timber, Bricks. The total number of vessels to call at Wisbech was 8. May was the second month to remain above target for cargo import.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Mrs Dee Laws

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI EC2 % of major planning applications determined in 13 weeks (or within extension of time)	75%	100%	100%	
2 major applications were determined and these were both decided within target timescales.				

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI EC3 % of minor planning applications determined in 8 weeks or within extension of time)	80%	90%	92%	
38 out of 42 decisions were made within target timescales and those were not refusals and so the applicant had no interest in agreeing to an extension of time.				

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI EC4 (% of other planning applications determined in 8 weeks or within extension of time)	90%	100%	100%	
All 34 applications determined in the month were decided within the target timescale.				

Affordable Homes

Families are settling into their new homes as the keys to much-needed affordable new houses in Tydd St Giles are handed over.

The £2 million development in Broad Drove East was officially opened in May, with all 12 homes to rent being allocated to people with a local connection to the village.

The two and three-bedroom homes have been built by Clarion Housing Group in partnership with Fenland District Council and developer Burmor Construction.

Designed by Chatteris architecture firm The Design Partnership, each home comes with its own back garden, shed, double parking bay and spacious kitchen diner.

Councillor Dee Laws attended the opening event.

Broad Concept Plans Update

- East Wisbech BCP adopted by the District Council and Kings Lynn & West Norfolk Council in May 2018. An outline application is going to be prepared for submission in c 10 months time.
- South East Chatteris, the Section 106 is expected to be signed in June 2018 so that the planning permission can be issued.
- Wenny Road Chatteris – an outline planning application is expected in the Autumn 2018
- East March, MJS Construction progressing with background work for a BCP and outline application submission Winter 2018

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr David Mason

Surplus Asset Disposal Programme

The remaining site which has Cabinet approval for sale has legal title issues that need to be resolved before it can go to auction. Legal team now have paperwork ready to submit to Land Registry.

A list of surplus sites and a revised disposal programme has been developed to support the Property Investment & Development Strategy (PIDS). The programme has identified opportunities for sites to be offered for 'Self Build' development and due diligence work is now in hand. A separate work stream includes a potential list of low value sites to be sold by auction and key/strategic higher value sites, subject to Cabinet approval at 14th June 2018 Cabinet.

The disposal of larger key/strategic sites will provide a significant contribution towards providing sites for residential or commercial/industrial development across the District.

It is hoped that the disposal of the lower value sites will reduce the incidences of anti-social behaviour and in turn, reduce the cost and burden to the public purse, whilst also creating a capital receipt for the Council.

Nene Waterfront Development

The development of the Lot 3 site is nearing completion. The 5 remaining plots are about to be inspected to confirm 'wind and watertight' stage has been reached. Sales of the completed units are keeping pace with completion, creating a steady supply of new, good quality homes for first time buyers and those already on the housing ladder.

Wisbech Port Estate Review

Over the course of 2017/18 Officers have been seeking to rationalise and regularise occupancy at the Port, driving further value from the Council's port-related assets.

Officers have continued to work with the stevedoring company and the structural engineers to ensure that additional business demands and a potential new contract can be accommodated by the existing quay structure.

Officers have submitted heads of terms for discussion and subject to agreement; this will allow the creation of a new lease and Port Operating Agreement.

Sutton Bridge Marina

The marina at Sutton Bridge, known as Cross Keys Marina is now almost fully occupied. FDC Officers are currently in the process of agreeing the terms of the Operating Agreement and Lease. There has been a change of personnel at LCC, but officers have met with LCC and both parties are in agreement that the original spirit of partnership working is the main driver which needs to be reflected in the documentation. It is anticipated that the agreement will be signed later than planned but should be completed by Autumn 2018.

BUSINESS PLAN AREA:

Economy

Business Plan Priority:

Promote and lobby for infrastructure improvements across Fenland

Business Plan Action:

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

Portfolio Holder:

Cllr David Oliver

Rail Development Strategy

Manea & Whittlesea Station Enhancements

The Rail Development Strategy includes substantial plans to upgrade our local railway

stations. Some latest plans detailing proposals developed by Network Rail have recently been made available for public and stakeholder comments. The public consultation for the Manea platform lengthening options and for Whittlesea Station platform lengthening and bridge options concluded on 30 May 2018. 97 people responded to the public consultation. The results and feedback are currently being assessed.

The website link below contains the consultation materials.

<http://www.fenland.gov.uk/article/13310/Manea-and-Whittlesea-Railway-Station-Enhancements--Platform-Lengthening-Public-Consultation>

Cross Country Railway Franchise Competition

FDC is working in partnership with Cambridgeshire County Council and the Hereward Community Rail Partnership in preparation for the Department for Transport long term Cross Country Franchise Competition. The competition is expected to commence in June 2018 and is an important opportunity for us to try and secure earlier and later railway services from our local stations to Peterborough, Cambridge and Stansted Airport.

Business case and evidence base work is being commissioned to support our lobbying of DfT and the future bidders for this franchise. We are also in discussion with the other local authorities along the Birmingham New Street to Stansted Airport Line along with MPs, Business forums and the Combined Authority to facilitate a joined up lobbying campaign. Recent local and national evidence shows that partnership working and evidence based proposals are essential to secure improvements through any railway franchise competition.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Number of journeys made by dial a ride services (please note that figures for railway and car scheme use are reported annually)	Maintain 14/15 level (14,308 journeys)	1,744	3,284	

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

- **What is Dial a Ride?**

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

members of FACT. Membership is subject to meeting the eligibility criteria for Dial a Ride services.

- **FACT Membership**

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

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

FACT currently has around 1,431 members in Fenland District (31 December 2017).

BUSINESS PLAN AREA: **Economy**

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

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

Portfolio Holder: **Cllr David Oliver**

Support strategic transportation objectives

A47

The Combined Authority has received a report on options for upgrading the A47 from the A16 junction outside Peterborough to Walton Highway near Wisbech, (please refer to link [here](#) – pages 82-95).

Wisbech Access Strategy

During May 2018 FDC Cabinet, Wisbech Town Council and the Cambridgeshire County Council Economy and Environment Committee recommended that the short term package for the Wisbech Access Strategy goes forward to the Business Board/Cambridgeshire and Peterborough Combined Authority for full approval and to release the funding for the schemes.

The recommended short term measures are an amended package of proposals,

following the public consultation on the Wisbech Access Strategy which concluded in late 2017. Further details can be found below from the website links below.

Wisbech Access Strategy Press Release

<http://www.fenland.gov.uk/article/13373/Public-consultation-helps-shape-Wisbech-transport-schemes>

Wisbech Access Strategy – FDC Cabinet Paper

<http://www.fenland.gov.uk/aksfenland/images/att7045.pdf>

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Transformation & Efficiency

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

Portfolio Holder: Cllr Chris Seaton

Combined Authority Update

Plans to attract £2.5 billion of investment for Wisbech and Ely Projects

The Mayor of Cambridgeshire & Peterborough has welcomed the announcement by International Trade Secretary Dr Liam Fox to attract more than £2.5 billion of investment into the local area.

Mayor James Palmer said "This initiative from the Department for International Trade which is aiming to showcase the opportunities we have in Cambridgeshire and Peterborough for global investment is to be greatly welcomed.

"Both the Wisbech Garden Town and the CAMRO data campus are clearly schemes that will require significant investment. Like the International Trade Secretary, I believe we need to be ambitious and bold when it comes to promoting ourselves, but as Mayor I'm also keenly aware that we need to put better infrastructure in place to attract that vital investment.

"The interim report of the Cambridgeshire and Peterborough Independent Economic Review (CPIER) highlighted that the economic performance of the Combined Authority area as a whole was stronger than Government figures have suggested. So it's great to see that the Department for International Trade putting particular focus on schemes in Cambridgeshire and Peterborough."

Interim Cambridgeshire and Peterborough Independent Economic Review

The Cambridgeshire & Peterborough Combined Authority has welcomed the findings

of an interim report published by the [Cambridgeshire & Peterborough Independent Economic Commission](#) (CPIEC). Please [click here](#) to download the full report.

The Commission, chaired by Dame Kate Barker, was set up in January to bring together prominent experts in the fields of business, academia and economics to undertake a major review of the Cambridgeshire and Peterborough economy.

Cllr Chris Seaton, Cllr David Mason and Cllr Oliver welcomed members of the Cambridgeshire and Peterborough Independent Economic Review (CPIER) team to Wisbech on Friday 15 June. The team joined senior staff at the Thomas Clarkson Academy to discuss their recent Ofsted inspection and to learn more about improvements which have been made at the school. The CPIER team then met with local businesses at The Boathouse before hearing more about the Wisbech Garden Town proposals.

Draft Statement of Accounts

The Combined Authority Draft Statement of Accounts have now been published. Please [click here](#) for further information.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Consultation and Engagement

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

Portfolio Holder: Cllr Mark Buckton

Consultations Update

Consultations that have taken place during May;

- East Wisbech Broad Concept Plan – 12 April to 3 May
- Manea and Whittlesea Railway Station Enhancements – 16 April to 30 May

Current Consultation;

- Corporate Enforcement Policy – 23 April to 17 June
- Housing Enforcement Policy – 23 April to 17 June
- Wisbech Tesco Bus: Service 68 – 1 June to 15 June

Community Governance Review Whittlesey

A Community Governance Review of Whittlesey was initiated following a request from the Town Council. The Terms of Reference were published in December 2017 which outlined the scope of the review and commenced the first round of public consultation. The review considered:

- The internal parish warding arrangements in Whittlesey
- The naming of the resulting parish wards in Whittlesey
- The number of parish councillors to represent Whittlesey parish in the future

The comments and proposals put forward in the consultation informed the draft proposals for the future parish ward boundaries for Whittlesey. The draft proposals were agreed by Council in February 2018 which subsequently initiated the second round of public consultation. The second round of consultation concluded in April and all consultation comments from both the initial and second stage were considered when formulating the final recommendations.

All consultation comments arising from the second round of public consultation were supportive of the proposals. A number of suggestions were made regarding potential parish warding arrangements during the initial round of consultation however we were not able to accommodate these proposals as they would have resulted in parish wards straddling County electoral division boundaries, which the Local Government Boundary Commission for England (LGBCE) advises against as they feel this splits communities.

As a result the final review recommendations were as follows:

- Amalgamate the parish wards of Bassenhally, Elm and Delph into one parish ward entitled Bassenhally parish ward represented by 4 Town Councillors.
- Amalgamate St Andrews parish ward with St Mary's North parish ward and rename the resulting parish ward St Marys North and St Andrews parish ward represented by 2 Town Councillors.
- Change the level of local representation in Stonald parish ward to two to facilitate greater levels of electoral equality across the wider area

We are required to seek agreement from the Local Government Boundary Commission for England (LGBCE) to make any changes to parish warding arrangements owing to the previous electoral review conducted by the Commission in 2014. The LGBCE have been clear that our deadline for submitting proposed changes for their consideration is summer 2018, in order for the changes to take effect in May 2019. The LGBCE are not committing themselves to any particular course of action but they will commit to considering our recommendations for changes to parish electoral boundaries.

3Cs Update (1 April 2017 – 30 March 2018)

3Cs category	Measure	1 April 17 – 30 Mar 18	1 April 16 – 30 Mar 17	% Change + / -
Compliments	Total number received (over given period)	168	136	+24%
Comments	Total number received (over given period)	51	116	-56%
Correspondence	Total number received (over given period)	252	348	-28%
Complaints	Total number received (over given period)	400	361	+11%
Total contact (over given period)		871	961	-9%
Ombudsman	Total number received	9* (1 upheld, Planning; maladministrati on, no injustice. No further action)	17 (0 upheld)	

*We will get official confirmation from the LGO of the cases they've investigated at the end of July 2018.

The Ombudsman concluded the Council was at fault because in a report to the Planning Committee, the report did not fully assess the impact of reserved matters proposals on the complainant's amenity. However, committee members were aware of this issue in making their decision. Committee members had made a site visit, they had before them the plans and other supporting information; and they had received a presentation from the complainant. It was not the case, therefore, that they made their decision on the basis of wrong or inadequate information. They simply did not agree that the impact on the amenity of the complainant and other neighbouring residents would be significant enough to justify refusal or amendment of the detailed scheme; so the fault made no difference to the outcome of the planning application.

The Ombudsman concluded the complainant did not suffer significant injustice.

The Ombudsman must consider whether there was 'fault' in the way the decision was reached. Any fault is referred to as maladministration.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Excellent Customer Service

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

Portfolio Holder: Cllr Mrs Anne Hay

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Fenland target ARP3 % Council Tax collected	97.3%		20.40%	-0.04%
Fenland target ARP5 Net Council Tax Receipts payable to the Collection Fund	£52,879,158		£10,434,276	£210,665

COUNCIL TAX

In year collection is currently on target.
Collection fund is also now comfortably above target

During May 2018 the following recovery documents have been issued
Reminders 2190 with a value of £228,428.51
Final Notices 2277 with a value of £1,803,276.25
Summonses 17 with a value of £99,856.11

Currently there are 1810 (last month 1773) processes outstanding for Fenland this is an increase of 37 since last month which is good to see that the increased has slowed already when we are just getting through the first recovery runs of the year. (Total for ARP 11753)

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Fenland target ARP4 % NNDR collected	98.3%		20.93%	1.89%
Fenland target ARP6 Net NNDR Receipts payable to the Collection Fund	£25,604,958		£5,068,192	£108,039

BUSINESS RATES

In year collection is significantly above target.
Collection fund is now comfortably above collection target

One of our most experienced team members left this month, recruitment for his replacement will start in June.

During May the following recovery documents have been issued
Reminder notices - 73 with a value of £120,738.73
Final notices - 95 with a value of £746,257.47
Summonses - 209 with a value of £62312.35

There are currently 99 (147 last month) processes outstanding currently which is a significant achievement considering that this month was the first major court run for the year which results in increased contact from the public. (1234 ARP total).

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Target CS1 % of contact centre calls answered within 20 seconds	22.5% profile target for May	34%	24.5%	
Target CS2 % of contact centre calls handled	52.5% Profiled target for May	77.8%	68.7%	

Following a tough start to the year arising from high call volumes, the Contact Centre staff have significantly increased performance to ensure we are meeting the performance target in handling calls from our customers.

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
Target CS3 % customer queries resolved at first point of contact	85%	93.9	93.6%	
Excellent performance showing that we answer as many queries as possible at the first point of contact with customers, saving them unnecessary time in having to come back to us again.				

Achieve CSE re-accreditation for the whole Council
We were reassessed for CSE at the end of May. The Assessor gave us very positive feedback on the day and their report has now been submitted for assurance before we hear the result, which is expected shortly.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Excellent Customer Service

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

Portfolio Holder: Cllr David Oliver & Cllr Mrs Anne Hay

Channel Shift
<p>Channel Shift 12 Month review;</p> <ul style="list-style-type: none"> Residents are increasingly choosing to access Council services through our website, which had 582,488 hits last year. Customers have more options to self-serve with over 50 online forms available. We continue to promote Council news and services on our Social Media channels. They are significantly increasing in popularity, with a 65% increase of followers on Facebook (to 1,644) and 6% on Twitter (to 8,100) in a year.

- Our social media accounts are a useful platform to signpost residents to partner services and local community events, and we continue to grow

Description	Target 18/19	Achieved	Cumulative for 18/19	Variance
Performance Measure				
LPI PC1 Number of visits to the FDC website	611,000	53,908	111,552	

News Survey & Social Media Update

The number of news stories added to the FDC website and distributed as press releases to local media in May = 13

Main articles included;

- Survey to measure Fenland's economic health
- Public consultation helps shape Wisbech transport schemes
- Children put safety first at workshops
- Fenland's housing supply restored
- Two weeks left to share your views on railway improvement plans
- Big Dig to provide hands on history in Wisbech
- Project to keep kids fit and fed in school holidays
- New local affordable homes for local people

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 = 80

Twitter = 120

We currently have 1,791 likes on Facebook and 8,114 followers on twitter.

FDC Twitter	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
	120	89.5K	1,861	168	17	8,114

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	80	20,231	3,456	42	1,791

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

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Equalities

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

Portfolio Holder: Cllr Mike Cornwell

Meet Equality Act Requirements

Equality Act Update

Gypsy Traveller Information/ Celebration Event

The Rosmini Centre in Wisbech with support from Fenland District Council secured funding from Heritage Lottery for £ 45,000 and with that have undertaken research to identify and record the positive influence of the Roma, Gypsy and Traveller communities have had on the district. 2 organisations One Voice4 Travellers and the Volunteer Centre were asked to do some specific work.

To begin the research people from the Volunteer Centre Fenland, visited Museums, and spoke with a number of people that are or have been involved with members of the communities, and recruited volunteers, training them to research and

interview members of the Gypsy and Traveller communities to develop the project. During the research some very interesting artefacts were found including an exceptional display at March & District Museum that celebrates horses and agriculture, which have traditionally been the life-blood of the fens and of the Gypsy and Traveller communities for many years. March & District Museum is in the heart of the town centre and offers a fascinating insight into the community's social history through a variety of exciting displays and collections, along with audio points and interactive elements to help guide you through the history of the town.

Other exhibitions have been arranged for Museum Square, and other places across Fenland.

Discussions are ongoing to continue this work with schools within the district.

BUSINESS PLAN AREA: **Quality Organisation**

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

Business Plan Action: ***Ensure our asset base is suitable, sustainable and maximises service and income benefits***

Portfolio Holder: **Cllr David Mason**

Corporate Asset Management Plan Update

The Asset Management Plan 2017-20 sets out the 9 Strategic Asset Management Priorities of the Council and the accompanying Action Plan creates a framework for Officers to manage, allocate resources and monitor timescales to ensure timely delivery of the Actions and improve the Council's asset management approach.

Due to the size and nature of the work linked to the Asset Management Plan there will be periodic updates on specific projects from the action plan.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Asset Management and Commercialisation

Business Plan Action: *Work jointly with public, private and third sector partners to maximise value*

Portfolio Holder: Cllr David Mason

Corporate Accommodation Review

The Accommodation Review has progressed to the stage of office relocations which began at the end of May and will continue until the beginning of August.

The relocation process has been carefully planned to enable Teams and Officers to move and minor alterations to be made to accommodate the needs of services moving into their new offices.

The net result of the relocations will enable the ground floor 'West wing' of Fenland Hall to be entirely vacated and provide the opportunity to market the available space, which it is anticipated will create further revenue income for the Council.

Part of the assessment of the vacant space includes assessing the likely occupiers and developing options, if a single occupier cannot be secured.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Asset Management and Commercialisation

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

Portfolio Holder: Cllr David Mason

Property Investment & Development Strategy (PIDS)

The Property Investment & Development Strategy (PIDS) is aimed at seeking greater returns from the different use of existing FDC property assets. This could include seeking to dispose of surplus assets to reinvest the capital receipts into investment opportunities, or like the Accommodation Review, ensuring better utilisation of assets to create capacity to generate additional revenue streams.

As projects are identified and develop they will be reported upon here.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Workforce Development

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

Portfolio Holder: Cllr Mrs Anne Hay

Learning & Development

The Council remains committed to the learning and development of its workforce, and has a very robust and responsive learning and development framework in place to ensure that staff's learning needs are met.

The IIP Assessor recognised this:

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

We have provided a wide range of learning and development interventions for our workforce over the past year, such as 121 coaching, management development, PACE training, investigation skills, health and safety, managing sickness, NVOs, funded training, mental health in the workplace, resilience training and so on. We are currently collating organisational learning needs for delivery this financial year.

In the last 12 months we have delivered a wide range of training, such as: Managing Conflict Training, Mental Health Awareness and Mental First Aid Training, PACE training, Mediation training, Pre-retirement training, Prevent Training, Coaching skills, Licensing, Leadership and Safeguarding Children.

In addition to this we have provided a buoyant e-learning programme and 121 coaching.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Workforce Development

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

Portfolio Holder: Cllr Mrs Anne Hay

Health Champion Programme

We have a team of trained Health Champions in place.

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

The Champions have developed a 12 month programme of events designed to promote a healthy workforce.

Mental Health Training

We now have an in-house Mental Health First Aid Instructor who is currently rolling out Mental Health First Aid Training across the Council. We also have a comprehensive suite of training to support this area, such as Personal Resilience and Mental Health 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 focuses on outputs for 2017 - 2020. It has been developed in recognition of the need for our people to continue to work effectively with a range of 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 May 18 requests for service were received (39 received in the year to date). In May 22 cases were closed (41 in the year to date) for the following reasons:

- 4 cases where the owner / occupier voluntarily remedied the breach
- 7 cases where retro planning permission was granted
- 8 cases where no breach of planning control was found to have taken place
- 1 case where the matter is being dealt with by another service area within the Council
- 1 case where action was not justified as the unauthorised development (flag poles) would get planning permission if applied for.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Health & Safety

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

Portfolio Holder: Cllr Mrs Anne Hay

Workforce Wellbeing Strategy & Health Surveillance Programme Update

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

- A dedicated Occupational Health Advice and guidance support service

available for all colleagues;

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

The current Workplace Wellbeing Strategy is currently under review to ensure that it provides the most appropriate support for the organisation.