

# **Cabinet and Corporate Management Team**

## **Portfolio Holder Briefing Report**

**September 2019**  
**(For performance in June & July 2019)**

# Cabinet Members



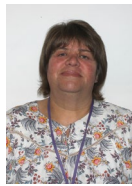
**Councillor  
Chris Boden**

Leader of the Council  
& Portfolio Holder for  
Finance



**Councillor  
Ian Benney**

Portfolio Holder for  
Economic Growth



**Councillor  
Sam Clark**

Portfolio Holder for  
Social Housing &  
Leisure



**Councillor  
Susan Wallwork**

Portfolio Holder for  
Communities



**Councillor  
Mrs Jan French**

Deputy Leader of the  
Council



**Councillor  
Miss Sam Hoy**

Portfolio Holder for  
Housing



**Councillor  
Mrs Dee Laws**

Portfolio Holder for  
Planning



**Councillor  
Peter Murphy**

Portfolio Holder for  
Environment



**Councillor  
Chris Seaton**

Portfolio Holder for  
Social Mobility &  
Heritage



**Councillor Steve  
Tierney**

Portfolio Holder for  
Transformation &  
Communication

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

Description	Target 19/20	Achieved (in-month only)	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI ARP1 Days taken to process Council Tax support – new claims and changes	8 days	7.93	8.67	
Target ARP2 Days taken to process Housing Benefit – new claims and changes	8 days	6.20	7.24	

This month we have exceeded our targets.

The time taken to assess Council Tax Support and Housing Benefit, new claims and changes has decreased this month. The current year to date figures remain very good with both targets well within acceptable tolerance levels.

The Council continues to analyse outstanding work and allocate work tasks on a daily basis to ensure that claims and changes are managed effectively.

The Partnership has recently advertised nine Council Tax Billing Officer vacancies with a closing date of 12<sup>th</sup> August.

Fenland has managed to spend 31% of Discretionary Housing Payment funds allocated by the DWP to assist tenants in the local area.

**BUSINESS PLAN AREA: Communities**

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

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

**Portfolio Holder:** Cllr Miss Sam Hoy

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI CEL1 Total number of private rented homes where positive action has been taken to address safety and cohesion issues	200	48	96	

Since April 2019 the Council has undertaken 31 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council has also investigated 65 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:

Location	HMOs inspected	Private rented homes inspected
Wisbech	29	29
March	2	11
Chatteris	0	4
Whittlesey	0	9
Villages	0	12

### **Private Sector Housing Enforcement – Controlling Migration fund project**

#### **Performance**

#### **Case Study**

Adhoc visit to a listed building containing 2 first floor flats above a commercial premise in Wisbech. Entry on ground floor level to communal area in poor condition; entrance door insecure, poor lighting, light switch inoperative, evidence of water ingress, no guarding to staircase. Inspection of flat B which is a bed sit, occupied by a single male with learning difficulties. Internal defects include poor siting of electric cooker, absence of work surface, no smoke detection throughout, severe damp & mould to bathroom with inadequate extraction, water ingress to uninsulated flat roof, critical windows & inefficient heating system, with the dwelling attracting a poor Energy Performance Rating (24- F).

Defects were communicated to landlord by letter and email requesting a schedule of works, together with confirmation of a scheduled appointment to meet the officer on

site. No response received from landlord. Further scheduled appointment made for landlord to meet officer; which was attended by landlord. Whilst there was evidence that some work had been carried out, it was of an inadequate standard. Landlord was obstructive and offered no evidence as to how & when the remedial works would be completed. Improvement Notices are being prepared for service.

**Tenant welfare** - tenant disclosed information during the inspection raising safeguarding concerns. Officer discussed the matters at length with the tenant and his mother and offered ongoing referrals for support to improve outcomes. Areas of concerns included lack of benefit support resulting in possible homelessness, vulnerability and exploitation. Referrals were made to relevant agencies. As a result the tenant was able to complete a PIP application, which increased his entitlement to welfare benefits which has entitled him to a backdated payment dating back to May 2015 totalling £6,240.

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

<b>Measure</b>	<b>Cumulative since March 2019</b>
Total Number of Properties Inspected	2066
Interventions Taken (see table below)	826
Information Packs Issued	313
Smoke Detectors brought into use	281
Hazards Removed	484

#### **Breakdown of interventions since March 2019**

<b>Interventions</b>	<b>Cumulative</b>
Smoke Detector defect letters (Private Rented Sector)	150
Smoke Detector advisory letters (Owner Occupied)	147
Formal Inspection Appointment Letters	134
Notice requesting Information	9
Informal Letter requesting remedial repair	325
HMO declaration notices	53
Enforcement Notices issued	10

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

The Portfolio Holder is working with the team in looking at taking a tougher line on enforcement using our existing powers. A meeting was held with Peterborough City Council to gain some shared learning and a new process is being introduced imminently.

#### **Mandatory HMO Licensing:**

Since October 2018 a new extended Licensing Scheme has come into national law. This relates to any property occupied by five or more people, forming two or more

separate households. In response the Council has been engaging with landlords through 2 events and developed an on line application process. To date 38 applications have been received which is lower than what is felt is out there in the district.

The Council has out a press release stating HMO landlords obligations, further to this, at the request of the Portfolio Holder, we are writing to all Landlords and agents offering them to come forward immediately as if they do not and their property is found fines will be issued. This would be a Civil Penalty Notice and could lead to a fine of up to £30,000.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI Number of households prevented from becoming homeless	200	55	<b>108</b>	

Breakdown:

Mediation = 7

Debt Advice = 6

Resolve rent arrears = 9

Private rented with deposit support = 19

Private rented without deposit support = 30

Housing Register Offer = 20

Supported Accommodation = 17

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

Description	Achieved	Cumulative for 2019/20	%
Total number of Households approaching to the Housing Options Team		702	N/A
Total number household receiving advice only for example not homeless but advice needed		207	N/A
Total number of Personal Housing Plans created i.e. there is a risk of homelessness and an action plan has been created to hopefully prevent the homelessness taking affect.		79	N/A
Number of formal Homeless decisions made. This is where the personal housing plan has not resolved the problem leading to the need for a formal decision to be taken under the legislation. In 17/18 we made 159 decisions and experience in Wales and Southwark indicate this should be much lower under the new Act.		3	N/A

Successful outcomes in Prevention stage (household had their issue resolved within 56 days)	April = 18 May = 12 June = 23 July = 3	56	56 out of 61 = 91.80%
Successful outcomes in Relief stage (cases that came to us too late for prevention stage i.e. households were awaiting court action to end their tenancy or they lost their last settled accommodation, which meant the Council had to provide some alternative form of accommodation whilst the household and the Council work on a personal housing plan. During the 56 day "relief period" they had their housing issue resolved).	April = 14 May = 9 June = 16 July = 13	52	52 out of 89 = 58.43%
<p>Statistic for Wales Prevention 62% Relief 42%</p> <p>Cumulative Prevention April – July 91.80% (56 out of 61)</p> <p>Cumulative Relief April-July 58.43% (52 out 89)</p>			

## Trailblazer Project Update

The Council leads on an early homelessness prevention project known as the Homeless Trailblazer. The project covers all of Cambridgeshire councils and Peterborough. The purpose of the project is to engage with individuals and organisations at an early stage to solve their homelessness situation. The team of 5 work closely with all Housing Options and Advice teams and statutory and voluntary organisations, landlords and agents, families and social care. Since April, a total of 232 referrals have been received by the team, 68 relating to Fenland cases, the highest rate of referrals across Cambridgeshire & Peterborough. This has resulted in 2 advice cases, 8 cases prevented, 16 referred to Housing Options, 2 not responded to contact made and 40 cases are open.

The initial funding was for two years from HMCLG the third (and current year) has been funded following underspend from the initial bid and donations from each council (except East Cambs DC), Cambridgeshire County Council and Cambridgeshire Office of the Police and Crime Commissioner.

As well as the current day to day prevention being undertaken, the team are also working on a range of protocols between statutory agencies and housing to reach agreement for joint working and collaboration around early homelessness prevention. Examples include housing and criminal justice, housing, mental health and substance misuse and housing and hospital discharge.

## Rough Sleeping Update

The council bid under the Controlling Migration Fund for two Migrant Outreach Workers to provide a service within Wisbech. The council commissioned Change Grow Live (CGL) who previously successfully delivered outreach services for the council. To date, since the start of the project on 24 June, the team have action plans for 18 rough sleepers. In addition, 2 are in March being assisted by Housing Options totalling 20.

The team have facilitated 2 voluntary repatriations to their country of origin. The team are working in collaboration with a range of local partners. CGL as an organisation also have the contract for drug and alcohol services for Fenland (also based in Wisbech) and have outreach workers with whom they are linked in with. There is also a strong working partnership with the council's Housing Options Team who have assisted with deposits and advice around rehousing options and with Private Sector Housing around suitable properties.

### Hub

The outreach workers are also closely aligned with Ferry Project who operate a new Hub. The council submitted a bid of £131,000 for a day Hub to the Ministry of Housing, Communities & local Government's (MHCLG) Rough Sleeper Initiative fund. The purpose of the Hub is to be a central point for rough sleepers and those at risk of rough sleeping to receive support and assistance with accommodation options, sign posting and hand holding to treatment services to alleviate rough sleeping. Clients can also access free counselling, washing facilities, food and a change of clothing as well as support for getting work ready and assistance with finding work.

The Hub opened on 24 June and the following has been achieved:

### Clients supported at the Hub

**44** people have attended and engaged with the services from the Hub.

### Homeless clients into alternative accommodation

**13** night shelter, **11** hostel, **1** sourced own accommodation, **3** Friday Bridge Camp, **2** voluntary repatriations (working with CLG outreach team).

### Total 30

(Note: the remaining 14 - some have accommodation, but have issues with it, some are using the day centre for other reasons and have accommodation (the washing machine for example) and some need accommodation, but are happy with encampment living as a lifestyle choice.)

### Number of people into work/training

**5** people have achieved paid work

All clients registered via the Hub have an automatic referral to the Building Better Opportunities (BBO) service which supports them to get back into work by offering them courses, voluntary work, job café's that can help with CV writing and job



searching.

9 have registered for the induction sessions to join the course.

### Counselling service

11 people have benefitted from the counselling service. The opportunity to receive counselling is held open to all clients who may not feel like they need the service at point of entry but may benefit at later date.

Monthly meetings are being held to ensure Government outcomes are being met and that the service is working well.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI Number of homes adapted to assist vulnerable disabled residents to remain in their home	130	39	61	

Through this scheme the Council provides adaptation works for elderly and disabled home owners and tenants to remain safe, secure and protected in their own homes. This work is financed through the Better Care Scheme the health and social care budget- with funds being allocated annually to the Council.

Since the last performance report the Council has assisted 61 households with adaptation works.

The geographical spread is as follows:

Wisbech	14
March	21
Chatteris	7
Whittlesey	2
Other villages	17

Other villages broken down:

Eastrea	2
Elm	3
Manea	2
WSM	1

Parson Drove	2
Coldham	1
Murrow	3
Thorney Toll	1
Gorefield	2

### What do our customers say?

Description	Baseline	Target 19/20	No of customers who responded	No of customers satisfied	% 19/20	RAG
Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt their property made their life easier ( 1 year on survey)	97%	90%	6	6	100	

6 surveys have now been completed for 19/20 with all customers satisfied, culminating in satisfaction score of 100 %

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI Number of households receiving the Handyperson service (Annual)	180	31 in Q1	<b>31</b>	

The Handyperson service is a county wide service operated by Age UK. All district councils and county councils contribute towards this. Improvements carried out in Q1 include fitting grab rails, bannister rails, steps and key safes. There were also 38 onward referrals to other support organisations following assessments with customers.

Two customers benefited from key safes being installed to enable them to be discharged from hospital. Care staff are able to support them in their own home with having a safe access to unlock the door. This has prevented costly bed blocking and enabled the customers to be back at home safely.

The target of 180 is expected to be met by the end of the financial year.

## Homelessness Review & Homelessness Strategy Action Plan Update

### Feedback from Ministry Housing Communities Local Government (MHCLG) on Housing Options Service

The Council was inspected by MHCLG on 26 June. This is a routine inspection that is undertaken nationally. The purpose of the visit is to check on the performance of the Housing Options Service and ensure that it meets government guidelines and is operating effectively.

Feedback included:

- Caseloads against the number of officers were consistently high when compared to other districts. Currently caseloads are high with 50 cases per officer, MHCLG recommended number is 35.
- Service design for customers is good, there is a wide range of options to access our service, but MHCLG would like to see more face to face interface with customers. In response the council has advised that this is part of the service and is undertaken when required, e.g. sensitive cases, joint meetings with partners such as social care, home visits, mediation with parents etc.
- It is a positive approach to maintain funding for the Cambridgeshire & Peterborough Trailblazer project.
- The Council is resolving cases to higher overall success rates than average nationally. This demonstrates that we have grasped the opportunities and principles of the Homelessness Reduction Act and delivered effectively against them.
- Front line staff were encouraged to be flexible and imaginative in their negotiations to achieve best outcomes for customers.
- Our landlord Rent Solution service appears to be working well. A total of 106 in district private rented placements in one year represents a strong performance which underlines the strength of the relationships we have established locally with the private rented sector and our ability to manage customer expectations.
- Our website is easy to navigate and contains a range of useful information for customers and stakeholders with information for vulnerable groups present.
- Our allocations scheme was updated in February 2018 to take account of the new act. This is being reviewed again later this year.
- Homelessness Strategy and Roughsleeper Action Plan - MHCLG are keen to see a review of this and this is something that is programmed to be done anyway by the Council this year. The action plan is detailed and comprehensive and good coverage of both Homelessness Reduction Act prevention work and rough sleeping.

In terms of service development the Council is looking at how new types of supported accommodation for rough sleepers can be enabled to be set up in the district.

At the request of the Portfolio Holder, a meeting was held between the Housing Options Team and the Private Sector Housing Team to ensure they are working closely together and ideas are being shared. The meeting was a success and ideas from the meeting will be put in to practice.

### **Empty Homes Update**

A priority that has been given to the team is to look at bringing a number of the empty homes in the District back in to use. An empty homes strategy has been formulated and a meeting has been arranged with another Local Authority to get some shared learning. The 151 Officer is working with ARP in obtaining the true numbers of empty homes that are eligible to be chased and in particular, those being empty for more than 6 months which are then eligible for the New Homes Bonus.

**Portfolio Holder:**

**Cllr Chris Seaton**

### **Syrian Refugees Update**

2 refugee families will be welcomed into Fenland in the Autumn. The families have been assessed by all relevant agencies and in partnership with Whittlesey Town Council accommodation has been found. Work is now underway to ensure the properties are furnished and the support services are in place to help integrate the families into the Fenland community. The service is being run on behalf of Fenland District Council by Peterborough City Council who have a service up and running with access to all relevant support groups. The funding comes from the national budget set aside for Foreign Aid.

**BUSINESS PLAN AREA:**

**Communities**

**Business Plan Priority:**

**Support vulnerable members of our community**

**Business Plan Action:**

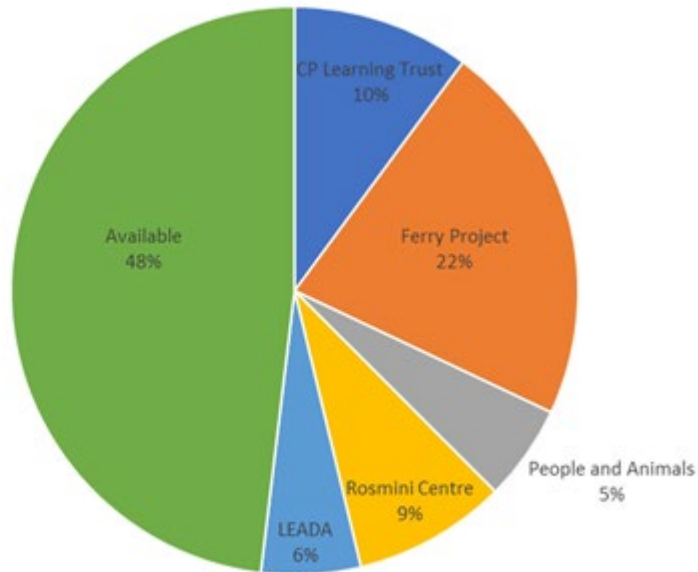
***Work with partners to build capacity and resilience so that residents can support themselves and the community***

**Portfolio Holder:**

**Cllr Susan Wallwork**

**Community Locally Led Development (CLLD)**

Contracted: £454,208.86  
Remaining grant:£419,269.72



The above information is for the local projects delivering as part of the Q1 monitoring however numbers are due for revision at the end of August, to incorporate the Q2 figures, and anticipate these to increase in both outputs and grants claimed by the local projects.

The amount of CLLD grant money available is £419,269, with a minimum grant of £10,000 / project. All projects need to provide 50% match funding, out of which at least 10% needs to be cash, whilst the rest can be in kind volunteer time.

Based on the Q1 information, all projects are delivering CLLD activities in the form of group or 1-1 sessions, working on building confidence, identifying individual needs, providing volunteering and work experience to their participants. The Ferry Project in particular is focusing on providing formal training courses and work experience placements to their target group.

Links to where groups / individuals can find info on how to apply – the initial information for interested potential applicants is available at <https://wisbechclld.wordpress.com/applying-for-funding/>

Additionally, any organisation interested can contact Samantha Smith, CLLD Project Animator, at [samantha.smith@cambsacre.org.uk](mailto:samantha.smith@cambsacre.org.uk) 01353 865020, or Kieran Carr, CLLD Programme Manager, at [Kieran.carr@cambsacre.org.uk](mailto:Kieran.carr@cambsacre.org.uk), 01353 865047.

In respect of press releases all projects have been asked to produce press releases concerning their successful projects which the Accountable Body would re-publish and distribute with details of how other projects can apply. This is in order to raise awareness of the fund.

The next meeting will be on Wednesday 25<sup>th</sup> September 2019.

**Portfolio Holder:**

**Cllr Susan Wallwork**

## Think Communities Update (including I ♥ Wisbech)

This project has been looking to build a collective partnership across the Public and Community and Voluntary Sector in Wisbech to collaborate on building capacity through understanding issues and developing programmes of action with the community to get them addressed.

A community conversation took place over the winter last year with around 5,000 participants

I ♥ Wisbech engagement/feedback sessions took place on:

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

Purpose of sessions:

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

The community conversation captured names of 300 residents who said they might like to be involved in some shape or form. The interests of the residents concerned were broken into the following themed interest areas:

- A Safe and clean town
- Making the most of our heritage and tourism
- More investment in better facilities and amenities
- Things to do for young people and children
- Helping those in crisis
- Connecting people, bringing them together and what's on in Wisbech

Priority Area Leaders (PALs) as detailed below have been chosen to take these themes forward. A Priority Area Leader will receive segmented data tailored to the themed area which will include contact details of residents. PALS should make contact with these residents to see how they want to be involved and make them aware of other opportunities already available to them to get involved (where applicable).

Heritage and Tourism – Blackfields Creative and Wisbech Town Council

Investment – Russell Beal (Anglian Water)

Young People and Children – a collective of Clarion Housing and Cambs County Council

Helping those in Crisis – To Be Advised

Connecting People – Ferry Project

This work will be undertaken to conclude by the end of the calendar year.

**Portfolio Holder:**

**Cllr Chris Seaton, Cllr Susan Wallwork, Cllr Ian Benney, and Cllr Sam Hoy**

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

### **Better Business for All (BBfA)**

The BBfA partnership has continued to support businesses with regulatory concerns related to Brexit and in particular their readiness for business continuity by the end of October. The environmental health service has been in regular contact with local producers and exporters in order to understand local concerns.

In order to support local businesses with further information an event is planned to take place in September where advisors from the Health & Safety Executive, The Small Business Commissioner, Department for International Trade and a number of others, to bring localised business support around EU Exit issues businesses face going forward and to demonstrate how to cope with the compliance necessary for a smooth transition.

Bookings can be made here: <https://www.eventbrite.co.uk/e/brexit-basics-deal-or-no-deal-tickets-63761364959>

This will be the start of a new programme of support we are sourcing funding for and we plan to have follow up events around our region.

The Economic Growth Team continues to share the latest updates from HM Government regarding Brexit advice to businesses in Fenland, with the Fenland District Council website [www.fenland.gov.uk/brexit](http://www.fenland.gov.uk/brexit) providing information to both residents and businesses.

Businesses have been notified of a planned [A Brexit Basics – Deal or No Deal](#) event planned for Friday 6<sup>th</sup> September 2019, at St Ives, Cambridgeshire

The event is an opportunity for Cambridgeshire and Peterborough Businesses to find out more about post Brexit regulations and support available to meet any challenges they may face.

With representatives from our local growth hub, Health and Safety Executive, Small Business Commissioner, Regulatory Standards for trading, food and many more, to ease the strain of planning for the future.

Work also continues to ensure that employers are aware of and can advise EU nationals that they employ of the need to apply for 'settled status' in the UK.



**BUSINESS PLAN AREA:** Communities

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

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

**Portfolio Holder:** Cllr Chris Seaton

### Increasing awareness of democracy with young people

Over the last few months officers from FDC have been working with 20Twenty Productions to set up Youth Advisory Groups (YAG) in each of the 4 towns in Fenland in order to support a Youth Advisory Board (YAB) for the District. Officers have enabled the development of this initiative in facilitating meetings, including a meeting with an established Youth Advisory Board from South Norfolk, as well as advice to help shape the bid submitted to the Department of Education Social Mobility Fund.

20Twenty Productions have now secured £50,000 from this fund to set up a Youth Advisory Board in Fenland and East Cambridgeshire. Cambridgeshire County Council have also provided a further £20,000 to be split between Fenland and East Cambridgeshire which has increased the commissioning budget from each area from £10,000 to £20,000.

The Youth Advisory Board in Fenland will therefore have £20,000 to commission projects to tackle the top three issues in Fenland identified through the Youth Advisory Boards consultation over the next two months. A smartphone application has been created to assist the consultation process in the four main secondary schools in Fenland.

#### **Future plans**

Once consultation is complete the Youth Advisory Board will have an initial meeting in November 2019 in the Council Chamber at Fenland Hall to discuss the three top issues and how this can be tackled with the appropriate professionals and organisations including Cambridgeshire County Council, Fenland District Council, Cambridgeshire Constabulary and other public or voluntary sector organisations.

The Youth Advisory Groups will then have from November 2019 to January 2020 to formulate projects and present to the Youth Advisory Board where money will be awarded to tackle issues over the coming year. Members from The Youth Advisory Board will carry out inspections with the groups through the project life span to ensure the money is being spent appropriately.

Whilst the Youth Advisory Groups and the Board will encourage social action the vision of the project is to teach the Young People about democracy and democratic

processes. Throughout the year there will be opportunities to vote, campaign and hold public consultation surrounding their projects. Young people will be recruited to Youth Advisory Groups in each secondary school and then a proportion of these young people will be voted into the Youth Advisory Board ensuring a good mix of age, ethnicity and split between town and village areas.

The Youth Advisory Boards will be available to be utilised for consultation and will be a ready-made young audience for future key policies and plans of Fenland District Council.

**BUSINESS PLAN AREA:**                    **Communities**

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

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

**Portfolio Holder:**                            **Cllr Susan Wallwork**

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI Number of people who attend the Golden Age events	200	87	<b>87</b>	

The last Golden Age Fair was held on Thursday 11th of July at Wisbech St Mary Sports and Community Centre. The Golden Age Team were supported by 28 partners with 87 visitors on the day including some of the original Golden Age Team; Councillors Ken Mayor, Trevor Quince and Bernard Keane along with Mrs Madge Cotterell, wife of the late long standing Councillor, Mac Cotterell. It was fascinating to learn how the Golden Age concept first started and the vision of those involved.

Cambridgeshire Fire and Rescue Service saw 27 people, exchanging 4 electric blankets. There was also one urgent referral for a Home Fire Safety visit for an elderly couple with mental and physical disabilities who had moved in to a property that had no fire preventative equipment including smoke alarms. Wisbech Fire crew attended the property the same afternoon installing smoke alarms and giving vital safety advice.

Cambridgeshire Libraries saw 28 people who they have successfully encouraged to go to the library to see the range of services and activities they have on offer.

The Bobby Scheme met over 20 people and booked security visits.

Wisbech Lions Club saw 40-50 and were able to introduce people to the Lions and explain to them their philosophy.

Cam Sight met 15 people and gave out leaflets for new groups and also potentially recruited a new volunteer

Breathe Easy Wisbech had 7 people who showed an interest in attending future Breathe Easy groups

Cambridgeshire Police saw 26 people and made contact with the new local councillor and had useful conversations about local issues.

Freedom Leisure saw 40 people and were able to promote their programmes and initiatives

Wisbech St Mary Parish Council met 20 people and thought it was a good vehicle for promoting awareness and discussion about the village

Fenland Ferret gave detailed advice to 2 people about the benefit system and signposted to relevant organisations.

Careline and Care & Repair service met with 12 people, having detailed conversations with and also one referral for a Buddy Button.

Healthwatch spoke to 42 people about their experiences with Cambridgeshire Health and Social Care services.

Living Sport saw 25 – 30 people, carrying out several functional fitness MOTs and helped a number of people try indoor kurling.

### What do our customers say?

Description	Baseline	Target 19/20	No of customers who responded	No of customers satisfied	% 19/20	RAG
LPI Customer satisfaction with Golden Age events (After each event)	100%	90%	2	100	100	

The visitor feedback we had on the day indicated that everyone was happy with the event, feeling that the partners who attended were relevant to their needs and that they would recommend the Golden Age Fairs to a friend. We are expecting to receive further feedback from the surveys placed in the Golden Age bags which are distributed to every visitor.

**BUSINESS PLAN AREA: Communities**

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

**Business Plan Action:** *Work with partners and the community to 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 Boden

## Wisbech 2020 Update

Over the past few months, the Wisbech 2020 Vision project has progressed in its own right as well as converging with other projects focussing on the town.

A new progress tracker has been introduced which will help to track progress of the actions included within the four themes of the project:

- Education and Skills
- Health, Wellbeing and Cohesion
- Infrastructure and the built environment
- Local Economy

Leads have been identified for each for each of the actions and progress is discussed at the relevant themed Steering Group meeting.

The aims, objectives and progress of other projects being delivered in the town are continually being reviewed to highlight any overlap and identify where joint working towards a specific goal can be progressed. These projects include:

- **I Love Wisbech** (delivered through the LGA 'Prevention At Scale' programme). A large number of public sector and community sector organisations have joined forces to talk to people that live and work in Wisbech to identify projects and interventions which will have positive and long lasting impacts in the town.
- **Growing Fenland.** Funded by the Combined Authority, this programme has identified interventions for each of our four market towns as well as overarching strategic interventions which will improve the quality of life in the Fenland area.
- **Think Communities.** A programme led by Cambridgeshire County Council that is piloting a reworking of their approach to building community resilience and capacity with increased partner and stakeholder engagement.
- **Pride of Place.** Wisbech is one of only two pilot towns receiving focus from Business in the Community to develop a strong business led response to building trust between business and society.

The actions from the various Wisbech focussed programmes will continue to be considered with any overlapping or complimentary projects being identified and joined-up delivery mechanisms being promoted.

A Wisbech 2020 Vision Summit/Celebration Event is planned for December 2019 where the public will be encouraged to attend to celebrate successes, learn about future plans and share their views.

**BUSINESS PLAN AREA: Communities**

**Business Plan Priority: Promote Health & Wellbeing for all**

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

**Portfolio Holder: Cllr Sam Clark**

Description	Achieved
<b>Performance Measure</b>	
MPI Membership base in leisure centres	<b>6,103</b>

Freedom operates a scheme of reporting membership data and sales on a daily basis and moves targets accordingly. A growth of 172 over the previous reporting period is evidence of success with the introduction of new fitness equipment (spin bikes) probably responsible, at least in part, for better retention rates and attracting newer members.

The new Hudson gym, opening October, and new equipment (CV and resistance) across all sites along with significant changes to the swim programme structure will also contribute to further member growth. Expansion of the product on offer will continue to offer challenges, however, and the recruitment of new, qualified coaches to cater for the increased number of classes remains an issue

**Leisure Contract Update**

Freedom have been managing the 4 Leisure centre sites for 9 months. The transfer involved revised management approaches and on-going support for almost 180 staff. Of these, over 100 had permanent contracts. To date, only 5 of these have left the organisation (4 to other employment and one to a move away). Transferred staff have welcomed Freedom's supportive style – particularly evident in a recent major incident at the Manor (sadly, a fatality) and praise for the professionalism and response for the

staff on duty was quickly forthcoming along with excellent support for those involved.

A new website has been built, new phone app introduced, maintenance regime established and it would be fair to say that the Council is very happy with the contract to date. Contract manager meets regularly with the Area manager to discuss progress and performance. Customers appear happy and Freedom is keen to measure and report performance on a regular basis. In the past quarter the following have taken place:

<b>Audit Type</b>	<b>Chatteris</b>	<b>GC</b>	<b>Hudson</b>	<b>Manor</b>
Area Manager	79.6%	87.8%	80.9%	85.4%
RLSS	N/A	86%	83%	94%
Mystery Visits	78%	86%	86.9%	89.2%

The Area Manager audit is undertaken by another area manager from the Freedom team. This involves auditing each facility against a Freedom standard quality assurance framework.

The RLSS assessment is conducted independently by Royal Life Saving Society against a standardised assessment protocol. The Manor scored the highest across all Freedom facilities.

Mystery Visit (E-Focus) is carried out by a 3<sup>rd</sup> party by phone and in person. All scores can be seen as above average and should improve as Freedom standards are embedded across the sites.

### **Hudson Leisure Centre Redevelopment Project Update**

Despite additional asbestos removal work (above the main corridor and undertaken at night) all has proceeded to plan, no closures have been required, limited disruption has occurred and the new gym is now due to be handed over 3 weeks ahead of schedule in early October. Local traders have been used where possible and staff have responded well to the significant changes going on around them. It is expected that the project will complete in December with additional car park improvements following in the new year.

### **Gym Equipment Replacement Update**

The equipment in the leisure centres is now 6 years old. Whilst it remains in good condition, having been regularly serviced, new, more integrated and customer friendly, equipment is now available on the market. Apps, phones integration, wearables and monitoring software are key considerations moving forward and Freedom will be re-equipping all sites in 2019-20 (Hudson LC leading the way). Tenders

have been received, and a supplier duly selected with install due in October.

### What do our customers say?

Description	No of customers who responded
LPI CEL5 % of those asked who are satisfied with FDC's Leisure Centres	1,008

Freedom monitors customer satisfaction through Net Promoter Score (NPS). Latest results indicate:

The Freedom "family" average score is 34

Manor LC scores **39** (366 responses) – previous report 40

Chatteris LC scores **44** (181 responses) – previous report 40

George Campbell scores **27** (294 responses) – same as previous report

Hudson LC scores **27** (167 responses) – same as previous report

The scores are derived from responses from over 1,000 customers. Neither of the two lower scores raise undue concern at this stage (Hudson awaiting the uplift from the on-going development, and George Campbell experiencing shower-related problems (which are now sorted)). Both will see improvement over the next quarter.

**BUSINESS PLAN AREA: Communities**

**Business Plan Priority: Promote health and wellbeing for all**

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

**Portfolio Holder: Cllr Susan Wallwork**

**Health & Wellbeing Strategy / Working in Partnership**

**County Partnership Structures**

The Living Well Partnership meeting scheduled for 29<sup>th</sup> July 2019 was cancelled.

Local action:

While these partnership structures in Health are being considered, The Council's Health and Well Being Strategy 2018 -21 is still active.

[https://www.fenland.gov.uk/media/12208/Health-and-Wellbeing-Strategy/pdf/Health\\_Wellbeing\\_Strategy\\_v2.pdf](https://www.fenland.gov.uk/media/12208/Health-and-Wellbeing-Strategy/pdf/Health_Wellbeing_Strategy_v2.pdf)

The strategy evidences that a district council's services have a significant impact on health & wellbeing.

In terms of key projects to help support the delivery of the strategy, examples include:

- Operation Pheasant – the multi-agency partnership working together to tackle issues in the Private Rented Sector
- I heart Wisbech the community conversation that has taken place to capture views in the town and also find residents who want to get more involved in community initiatives.
- The Controlling Migration Fund projects that the Council has worked with the Diverse Communities Forum to develop 20 funded initiatives with inward investment of circa £2 million

Future focus to support the strategy include:

- Cambridgeshire Health and Wellbeing Strategy
- Local Plan Review and how the review can help the objectives of the strategy
- The Growing Fenland 4 Market Town plans
- Increase in residents using Freedom Leisure Centres
- Development of a Culture Strategy
- Tackling rough sleeping
- Tobacco Control Alliance (see below)



### **Key Project Update – Smoking Cessation**

The Council is a partner in the joint Cambridgeshire & Peterborough Tobacco Alliance Group, so far the group has had its initial meeting and are currently working towards developing a draft strategy.

The framework surrounding the tobacco control strategy is:

- Prevention First
- Supporting smokers to quit
- Eliminating variations in smoking rates
- Effective enforcement

As a follow on from this group we are putting together a plan on looking at smoking in commercial vehicles (taxis) and vehicles being used for school journeys by parents who are smoking in them.

The next partnership meeting is scheduled for October, whereby we will be discussing and agreeing the draft control strategy.

**Portfolio Holder:**                      **Cllr Steve Tierney**

### **Energy Conservation / Fuel Poverty**

The Council have published its 2019 Home Energy Act Report which can be found at [www.fenland.gov.uk/energy](http://www.fenland.gov.uk/energy). As a Council we are required to report on our plans for improving domestic home energy efficiency. The Government's Clean Growth Strategy includes a target for all domestic properties to attain at least a Band C Energy Performance Certificate (EPC) by 2035 where practical, cost-effective and affordable.

Fenland District Council's HECA report sets out the current state of play regarding the energy efficiency of properties in Fenland and where the Council should focus resources in order to realise national efficiency and carbon reduction targets, such as that in the Clean Growth Strategy. Through the HECA the Council has informed government of the work that will take place in 2019/20 at district level but also of the challenges faced locally with a view to inform further national policy making.

**BUSINESS PLAN AREA:** Communities

**Business Plan Priority:** Promote health and wellbeing for all

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

**Portfolio Holder:** Cllr Sam Clark

Active Fenland Update



**BUSINESS PLAN AREA: Communities**

**Business Plan Priority:** Promote health and wellbeing for all

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

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

**Major Housing Permissions**

A number of 'major' planning applications have been approved in the period:

1. 76 dwellings in Wisbech St Mary – although due to viability concerns the development was not able to achieve policy compliance in respect of affordable housing and off site sport & recreation contributions, policy compliant on site open space and play facilities are to be provided as well as an NHS contribution.
2. 15 dwellings in Park Road, Manea – whilst no affordable housing is being provided for viability reasons, a policy compliant level of open space is being provide on site

Other options for delivering Affordable Housing are being explored.

**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 links between the wider Fenland communities, as well as promoting the area to people outside the district*

**Portfolio Holder:** Cllr Chris Seaton

**Culture Strategy Update**

The Arts Council have confirmed funding to support the Council with the development of a culture strategy.

Procurement for external support is underway, with work expecting to start in the autumn.

**BUSINESS PLAN AREA: Communities**

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

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

**Portfolio Holder:** Cllr Sam Clark & Cllr Peter Murphy

**Safety Advisory Group**

Since April the Safety Advisor Group (SAG) have given advice to 11 community groups, which have been local events running year after year. As part of working with these groups we have offer the groups the opportunity to come along to a Safety Advisor Group meeting and discuss their event directly with the SAG.

So far we have held 3 SAG meetings and had 5 community groups attend these for help and advice and how they can ensure they offer a safe event for the public.

From these meetings, we offered the event organiser the opportunity to allow us to conduct a site visit during the setting up of their event. So far we have carried out 2 of these and both have been of value to the SAG members and the event organiser. Again it is a further opportunity for the event organiser to demonstrate that all of their procedures and practices are being adhered to as per the Event Management Plan that is supplied and circulated to all SAG members.

The SAG looks at ways in which it can help and support community groups, this can even be by signposting the organiser to the correct person and/or department within the local authority or community that may be able to help them.

As a working group the county SAG has put together an Event Management template with various pointers and links that can be used by community groups to assist them in putting together their documentation.

**BUSINESS PLAN AREA:** Environment

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

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

**Portfolio Holder:** Cllr Peter Murphy and Cllr Steve Tierney

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI CEL8 % of collected household waste – blue bin recycling	28%	29%	<b>28%</b>	

#### Collected Household Waste Blue Bin Recycling to July

	April	May	June	July	Overall
Dry Recycling (Blue Bin)	726	693	688	760	2,900
Residual Waste (Green Bin)	1,897	1,913	1,820	1,883	7,514
<b>Dry Recycling % of waste</b>	<b>28.3%</b>	<b>27.0%</b>	<b>27.4%</b>	<b>28.7%</b>	<b>27.8%</b>

The overall tonnage of dry recycling presented by customers is a decrease on the same period last year, although the amount of contamination within the blue bin has increased.

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

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

So far this year more than **8,500 visits** have taken place and resulted in improved numbers of customers correctly presenting their recycling materials.

This work by supervisors supports the day to day work of the recycling crews who make a visual check of recycling bins at collection and have **rejected 4,097 blue bins** with obvious contamination so far this year; 0.8% of those put out for collection.

Even with the crews' and supervisors' actions to reduce the levels of unwanted materials the company sorting the dry recycling materials, Amey, report that 311 tonnes so far this year were materials not acceptable in the bin. This is an increase on the same period last year.

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

### Overall Fenland Recycling

April 2019 – June 2019	FDC Collected Waste	HWRCs in Fenland	Total
Recycling and Composting	6,311	4,045	10,356
Residual Waste*	7,514	1,178	8,692
Recycling % of waste	46%	77%	<b>54%</b>

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

The overall recycling rate for domestic waste collected at the kerbside and delivered by customers through the 3 household waste sites in Fenland, and the 28 local recycling bring sites, is **54%** and contributes to the overall recycling rate for Cambridgeshire.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI % missed bins collected the next working day	92%	92%	<b>91%</b>	

### Missed Collections July (Blue and Green Bins)

	July 19	Overall 19/20
Missed Collections Reported	149	719
Collected next working day	133	652
<b>Percentage</b>	<b>89%</b>	<b>91%</b>

The total number of missed brown bin collections reported so far this year is 246 of which 225 were collected the same or next working day.

**BUSINESS PLAN AREA:** Environment

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

**Business Plan Action:**

**Maximise the value of materials collected for recycling, including through Recycling Champions**

**Portfolio Holder:**

**Cllr Peter Murphy and Cllr Steve Tierney**

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI Income generated through recycling materials	£285,000	£54,791	<b>£106,623</b>	

This materials recycling contract is about to commence the 6<sup>th</sup> of a maximum of 10 years in September 2019.

A negotiated settlement to some performance issues within the contract has resulted in an updated contractual agreement moving forwards for the 6 Cambridgeshire and Peterborough authorities involved in this jointly procured contract.

**Recycling Improvement Plan Update**

**Levels of Incorrect Materials**

The levels of incorrect materials in blue bins; primarily residual waste, textiles, food waste and nappies, remains an issue. This has the potential to cost large amounts in contractual disposal costs and result in the loss of recycling credits.

As a result of this, actions this summer are aimed at reducing this recycling contamination below 7% to remove the risk of these additional contract costs.

Every property in Fenland has received a recycling leaflet designed by the volunteers based on the types of questions that they are being asked at roadshows and events.

These leaflets will also be supported by information stickers on all bins. The stickers are planned to be distributed across collection rounds from July to October this year. This will be done on a round by round basis on their collection day.



### Positive Message Campaign Work

The work involves assessing the quality of blue bins prior to collection. So far this year, the blue bins at 8,512 properties have been assessed on 2 consecutive collections in the following way -

- All properties receive a leaflet through their letter box to remind customers of what can and cannot be recycled in the blue bin.
- If the quality of the recycling in the bin appears to be good, and contains all 5 key materials, a thank you hanger is placed on the bin.

If the quality is poor, a reminder sticker is placed on the bin which explains what should and should not be placed in the bin.

### Recycling Crew Checks

Also, to ensure that the quality of the recycling is preserved the frontline refuse and recycling teams perform a visual check of the top of all blue bins upon collection and the report an average of 1,024 bins each month where they observe incorrect materials.

These customers receive a sticker on their bin and form the focus of more dedicated educational communications.

### Recycling Results

The good news is that residents are producing less waste overall so far this year, which is what we want to see. Hopefully this will continue over the course of the year.

So far this year, 2,900 tonnes of recycling have come from collections made in Fenland. This is a reduction on the same period the previous year when 2,988 tonnes were collected. Whilst customers are recycling less, this is against a background of less waste overall.

What we can see from the tonnage results so far is that whilst customers are creating less waste, the level of incorrect materials remains a target for communication activities.



### **BUSINESS PLAN AREA:**

**Environment**

### **Business Plan Priority:**

**Deliver a high performing refuse, recycling and street cleansing service**

### **Business Plan Action:**

**Deliver an effective, self-funding garden waste collection service**



Portfolio Holder:

Cllr Peter Murphy and Cllr Steve Tierney

### Garden Waste Service Update

Subscription levels, at more than 20,000, mean that the garden waste service is again this year a self-funding service where the customers who choose to subscribe are funding the service at no cost to other tax payers.

**BUSINESS PLAN AREA:** Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	95%	<b>95%</b>	

### Cleansing Rapid and Village Response July 2019

Area	Requests	Requests Met	Performance
Chatteris	5	5	<b>100%</b>
March	13	13	<b>100%</b>
Villages	18	17	<b>94%</b>
Whittlesey	10	10	<b>100%</b>
Wisbech	41	38	<b>93%</b>
<b>Totals</b>	<b>87</b>	<b>83</b>	<b>95%</b>

The cleansing team have performed well this month with 95% of requests this month and 95% of requests this year (419 from 398) being responded to on the same or next working day.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	93%	100%	<b>99%</b>	

### Cleansing Inspections for July

Area	Inspections carried out	Standards met	Performance
Chatteris	32	32	100%
March	30	30	100%
Whittlesey	30	30	100%
Wisbech	20	20	100%
<b>Totals</b>	<b>112</b>	<b>112</b>	<b>100%</b>

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.

## What do our customers say?

Description	Baseline	Target 19/20	No of customers who responded	No of customers satisfied	% 19/20	RAG
MPI ES10 Community satisfaction with cleansing services	90%	85%	37	32	86%	

300 surveys sent to Customers with 37 completed, a response rate of 12%.

86% of customers responding rated the cleanliness of public spaces and streets as satisfactory or above.

Some of the comments received:

*'March and the near surroundings seem to be very well kept'*

*'I would like to give thanks to the staff member who dedicates himself completely to his job. Nothing is too much trouble for him.'*

*'Street Cleaning and bin emptying good.'*

*'This is helped by Street Pride and the Chatteris in Bloom Team'*

**BUSINESS PLAN AREA:** Environment

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

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

**Portfolio Holder:** Cllr Peter Murphy and Cllr Steve Tierney

## Cambridgeshire & Peterborough Waste Partnership (RECAP) & Waste Strategy Update

The government's waste and resources strategy first round of consultation has recently been published. The key points are:

- There will be legislation for extended producer responsibilities with regard to packaging and a deposit return scheme for drinks packaging to commence in 2023.
- Along with legislation for weekly separate domestic food waste collections

expected for 2023.

- Government will further consult on bin standardisation, separate recycling collections, minimum service standards for recycling and waste collections, a review of the recycling credit system and the national garden waste collection provision.
- Government will also legislate for segregated dry recycling and food waste collection for certain types of businesses.

The Cambridgeshire and Peterborough waste partnership, Recap, is working with Defra through £100,000 of funded support to establish the impacts of such changes on the broad range of communities in the area.

**BUSINESS PLAN AREA:**                      **Environment**

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

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

**Portfolio Holder:**                              **Cllr Chris Seaton**

## **Wisbech High Street Project**

### **The Gap – 24 High Street**

Planning consent was granted for the demolition of the building at the rear of 24 High Street in July and council approval was given to progress with this and the associated costs. Due to the presence of nesting birds and requirements for a bat survey, demolition work cannot commence until early September (pending results of the ecological survey). A demolition contractor has been appointed and party wall matters are underway.

Following the revised costs of "The Gap" officers were asked to undertake a feasibility study and costed options for a permanent structure. A full report detailing the options of a permanent structure comprising residential and retail units and the long term costs in comparison to "The Gap" has been prepared and will be presented to cabinet once the contribution from our legal advisors has been finalised. We expect this to be in September 2019.

### **11-12 High Street**

Our solicitors continue to liaise with the developers legal team with regard to the details of the build lease for 11-12 High Street. However, progress continues to be made as a planning application has been submitted by their agent (F/YR19/0509/F) and a timetable for the site works has been issued.

During site investigation works undertaken by the developers contractor in July, some

structural issues were brought to our attention and following advice from CNC Building Control, a scheme of urgent localised demolition works were required. This was to ensure the safety and welfare of contractors working on the site as well as the public. A demolition team was mobilised immediately and the necessary road closures and traffic diversions were put in place. Once underway, it emerged that the work required was more extensive than initially believed and took a total of 10 days. The on-site team worked extended hours and weekends to ensure the work was undertaken quickly causing as little disruption to businesses as possible.



**Urgent Works, 11-12 High Street, July 2019**

### **13-17 High Street**

We are awaiting the signed contract from the applicant. This application related to the conversion of a disused first floor into residential accommodation, new shopfronts and general repairs to the building (F/YR18/0268/VOC).

### **Other Properties**

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

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

### **Activity Plan**



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

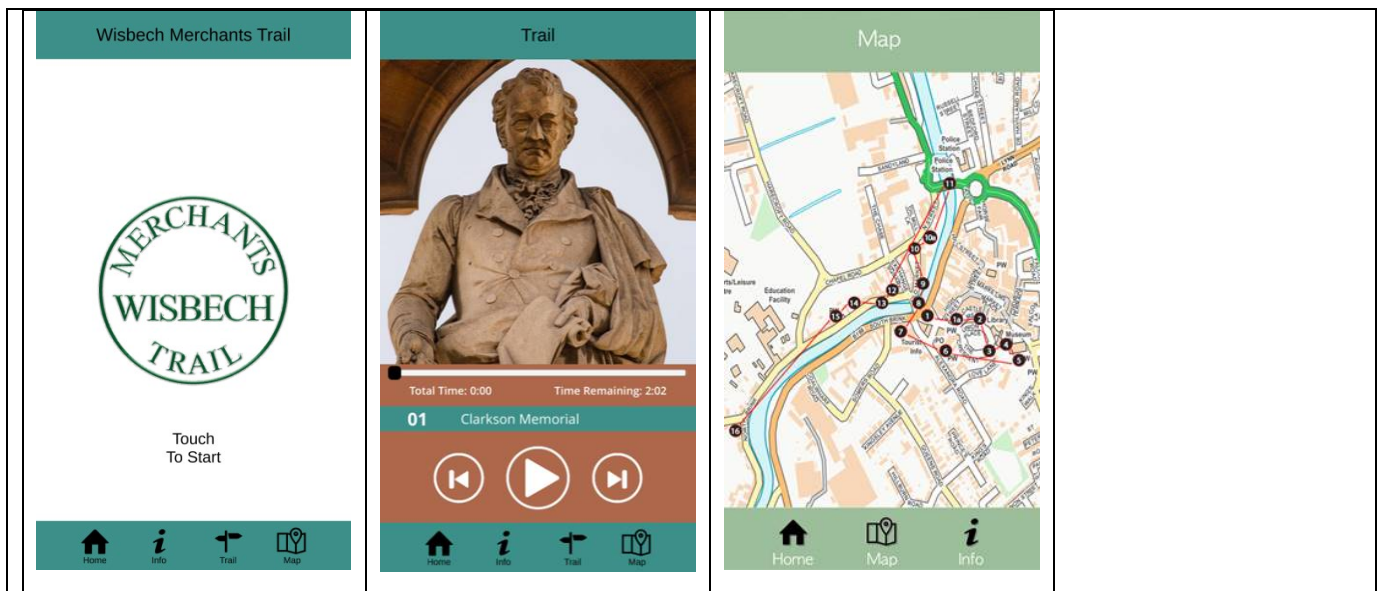
Following the popularity of the Archaeological Building Recording workshops, we delivered another two events in June and July. These FREE events allowed those who signed up an opportunity to learn how archaeologists approach recording historic buildings, starting with Wisbech High Street and then Castle Lodge.



**Building Recording Workshop, July 2019**

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

The updated Wisbech Merchants Trail was launched at an event in early August. Booklets of the trail are now available and a mobile app can be downloaded from the Apple and Google Play stores. The response and feedback on both formats has been really positive and more copies of the booklet are being printed to meet demand.



**Screen captures from the Merchants Trail App**

A talk on the history and development of C18th and C19th wallpaper was delivered by Dr Phillippa Mapes at Wisbech Museum on Saturday 13<sup>th</sup> July. This was the latest in a series of talks organised by the project on the history of interiors. Feedback from all those who attended was really positive and those who live in older buildings found it particularly interesting. More talks are planned for later this year.



**Talk on History of Interiors : Wallpaper**

## High Street Bid to Government Update

In July the Ministry of Housing, Communities & Local Government confirmed that FDC's first round submission for March for the Future High Street Fund (FHSF) programme had been successful.

The next phase of assessment will involve the development of a full business case for capital investment required by the Future High Street Fund in your proposal and work is already underway to meet the early Business Case deadline on 15 November and the final Business Case deadline of 15 January 2020.

The purpose of the Future High Streets Fund is to support and fund local areas' plans to make their high streets and town centres fit for the future, helping local high streets to evolve and adapt to these changes. The Government recognises the challenges and is keen to support local stakeholders to encourage vibrant town centres where people live, shop, use services, and spend their leisure time.

In addition to the Future High Street Fund a further submission has been made to the Heritage Action Zone project which will focus on heritage assets.

**Portfolio Holder:**

**Cllr Mrs Jan French**

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

During the months of July, August and September the following works were undertaken, or have been scheduled for FDC Car Parks

#### Undertaken

1. Two new replacement bollards installed within Chapel Road Car Park, Wisbech following a forced vehicle entry into the park.

#### Scheduled

2. Car Park patching works to various car parks within the District.

The Church Terrace Car Park refurbishment works scheme is scheduled to be undertaken in three phases. The first phase which will carry out drainage, kerb and footpath improvements commenced on 19<sup>th</sup> August and will be ongoing for a period of 3-4 weeks. Street lighting improvement and upgrade works will follow in September with surfacing and lining scheduled for October.

**Portfolio Holder:**

**Cllr Peter Murphy**

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

During the months of July, August and September the following street furniture repair or replacement works were undertaken, or have been scheduled:



### Undertaken

1. Eight replacement street name plates have been ordered for various District wide locations
2. Repair works undertaken to the FDC bus shelter on High Street, Chatteris
3. Installation of two replacement FDC bus shelters at Mount Pleasant Road and Norwich Road, Wisbech

### Scheduled

FDC finger arm sign post replacements at various District wide locations.

**Portfolio Holder:**

**Cllr Jan French**

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

All street light inventory data capture checks have now been completed for all FDC managed and maintained street lights. This includes those street lighting assets managed by FDC on behalf of Clarion Housing Association and six Parish Councils.

The new data has been shared with FDC's street light maintenance service provider and will be used by the Council's Engineering Team to inform the Capital street light replacement and upgrade works contract in 2019/20.

The new inventory data is also being used to source a new street light energy agreement and meter administration service following Cambridgeshire County Councils decision to cease providing street light energy to District and Parish Councils within Cambridgeshire. A significant amount of work has already been undertaken to ensure a smooth and timely transition to an alternative provider. The Councils new energy agreement is scheduled to be in place in September 2019.

Following the end of the Parish Councils 12 month street light energy grant period (ending 31<sup>st</sup> July 2019) Parish Councils that have taken back responsibility for their own street light management and maintenance will be required to have alternative energy arrangements in place from 1<sup>st</sup> August 2019.

Parish Councils that have already contracted with FDC for management, maintenance and energy provision services will be recharged for energy use from 1<sup>st</sup> August 2019.

## **BUSINESS PLAN AREA: Environment**

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

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

**Portfolio Holder:** Cllr Peter Murphy

## Tidy Fenland Campaign

### **Green Dog Walkers**

Friday 5<sup>th</sup> July saw the campaign launch successfully in Furrowfields Chatteris. The pre advertised event was very well attended with representatives from Fenland Council, Chatteris Town Council and Community groups. A total of 18 dog walkers and 21 dogs signed up to pledge their support to the campaign. All received a welcome pack as well as a dog tag for their pet's collar and a free roll of dog poo bags.

A press release was later issued which prompted a further 2 residents to enquire and subsequently sign up.

Part of the launch was to install a new dog bag dispenser in Furrowfields this is to encourage those who may not have brought a bag with them to use one provided, so no excuses in leaving their pets mess behind. We have been trialling how many bags to fill it with and how often. Currently the reaction to it is very positive but we will continue to monitor if it has a tangible difference.

Since the Council purchased the license to be part of the campaign there has been further interest from March, Wisbech, Manea, Tydd St Giles, Wisbech St Mary and Parsons Drove. All town and Parish Councils have been consulted and with their support we will aim to deliver the campaign to them. Starting with March and Wisbech in September.

### **Fly Tipping and Waste accumulation prevention**

On the 19<sup>th</sup> June Officers attended a multi-agency action day planned which carried out a series of visits to licenced premises in Wisbech. Officers were on hand to check trade waste compliance and issues relating to cigarette and alcohol related litter. 2 businesses were found to be operating illegally by having no trade waste. A Formal Section 34 Notice (producer for waste documents) was issued and re visits are booked to follow this up. 1 resulted in a Fixed Penalty Notice of £300 being issued.

Further offences were also recorded by colleagues and partner agencies which included premises having its licenced reviewed and 2 dwellings being prohibited for lack of fire safety.

### **DVLA compliant**

A recent audit carried out by the DVLA has shown that Street Scene Officers have been compliant in all aspects of their online registered keeper searches as part of their investigation into environmental crimes. This is for abandoned vehicles, littering and fly tipping offences. This allows continued access to the WEE system and shows

professionalism in the investigation processes in line with GDPR and the DVLA's strict compliance rules.

### **Flytipping Prosecution Success**

In August the hearing of a fly tipping prosecution case took place at Peterborough Magistrate's Court. I am pleased to be able to inform colleagues the case was successful.

The prosecution followed a lengthy investigation into five separate large incidents of fly tipping in Long Drove, Whittlesey. The offences took place in late 2016 and 2017. On 19 August 2019 Peterborough Magistrate's Court heard how Asif Hasham, Sole Director of Cozy Properties, was found responsible for fly tipping waste originating from a number of his rental properties. The waste included household items such as furniture, clothing and general rubbish. As well as materials used for growing cannabis. Streetscene Officers undertook detailed investigations into the company's activities and called Mr Hasham for formal interviews, one of which he eventually attended. Mr Hasham was unable to provide evidence of correct disposal of waste for 9 properties managed by Cozy Properties or for waste found belonging to his personal address and the former address of his wife.

On 19 August the District Judge presiding the case found Mr Hasham and Cozy Properties guilty of all 5 offences. Mr Hasham had been unable to provide any mitigation for the actions, or evidence of waste disposal arrangements or indeed any other link for all the tenants and properties involved.

At sentencing on the 4<sup>th</sup> September Mr Hasham was personally fined £1,500 in respect of each charge (£7,500 in total). With Cozy Properties ordered to pay the council's full costs (£15,446.23), and £1,000 compensation for the clean-up costs.

These costs awarded reflect the number of hours committed by Streetscene officers to identify the person responsible, to hold him to account and also the time preparing the information for colleagues in legal services to present.

We will now communicate this outcome publically to send a strong message to potential fly tippers that we are proactively investigating fly tipping and we will not tolerate this behaviour in our District.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI Streetscene Officer hours spent on active town patrol	3,500	678	<b>1631</b>	

Kingdom Officer hours spent on active patrol		153		
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**Street Scene** - When out and about, are responding to customer enquiries as well as finding and resolving issues. Broken down officers time across the district has been June – July:

Town	Wisbech	Whittlesey	March	Chatteris	Rural
Hours	249	103	153	137	36

**During these patrols the Street Scene actions have been:**

- 52 Reports of abandoned vehicles. All were removed by persons unknown after receiving notices apart from 3 which were removed by our contractor.
- 40 nuisance vehicle enquiries were actioned and responded to.
- 99 dog related enquiries. (higher due to the additional work raising awareness of the Green Dog walkers)
- 63 matters relating to our open spaces, mainly regarding our grounds maintenance contract.
- Marked 37 graves.
- 102 General street scene actions, including requests for service and general enquiries.
- 72 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- 30 site visits for other service areas.
- 34 trade waste matters resolved
- 14 report to Highways regarding issues on their land.
- 11 reports to Clarion regarding issues on their land.
- 22 Fly posters have been removed. (excess from fair and wrestling events)

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

**Kingdom** – Officers have delegated powers to enforce on behalf of the Council Littering and Public Space Protection Orders. Kingdom patrol hours are broken down into locations for June - July:

Town	Wisbech	Whittlesey	March	Chatteris
Hours	87	19	41	6

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI Memorial inspections	5,000	0	750	

completed				
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For June and July there were no inspections carried out due to testing of the new mobile app which will make inspections much quicker to complete.

The inspection programme has been re-profiled so more inspections will be undertaken in the autumn, ensuring the target is achieved.

## BUSINESS PLAN AREA: Environment

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

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

**Portfolio Holder:** Cllr Peter Murphy

### Environmental Enforcement Update

**Street Scene enforcement.** Actions in June and July

Location	Enforcement Action
March	13 Parking FPNs issued 3 Mooring Charge Notices 2 Littering FPNs 1 Dog Fouling FPN 2 S.108 Notices (EPA offences)
Wisbech	2 Littering FPNs 2 S.34 Trade Waste Notices 3 S.108 Notices (EPA offences)
Total	28

**Kingdom enforcement.** Fixed Penalty Notices served in June and July:

Location	Fixed Penalty Notices served
March	20 for littering
Wisbech	51 for littering 3 spitting 1 Dog off a lead.
Whittlesey	10 for littering
Chatteris	2 for littering
Total	87

### Fines paid

The payment rate for the period 1 February to 30 June is 61% and from February to 30 July is 62%. Fixed penalties served in June and July are still within their payment period. The service operates on a cost neutral basis when payment rates of 64% are received. This does not include any payment received through the court following successful prosecutions.

### Prosecutions

During this time frame there have been no court prosecutions for these offences.

## **BUSINESS PLAN AREA: Environment**

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

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

**Portfolio Holder:** **Cllr Peter Murphy**

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	40	<b>82</b>	

In June, 17 events were held by community groups to improve the environment.

All of these were regular work parties such as monthly Street Pride litter picks.

In July, 23 events were held. 2 events to highlight here include:

- Members of staff from Hughes Electrical in Wisbech borrowed equipment to run their own litter pick within the town.
- March Street Pride / In Bloom held their first of what is to be a monthly weeding and general maintenance work party. This new event will enable the group to keep on top of maintenance to floral displays throughout the year.

### **Street Pride, In Bloom & Friends of Projects Update**

Benwick, Chatteris, Wisbech and Waterlees were all judged in July for Anglia in Bloom. During the month the In Bloom, Street Pride and Friends groups who were all involved were busy finalising last minute touches and maintenance to existing projects. The groups now eagerly await the results in September.

On 5<sup>th</sup> July, Chatteris Green Dog Walkers was successfully launched. The community led initiative involves dog owners pledging to clean up after their dog and encouraging others to be responsible dog owners too. At the event held at Furrowfields Recreation Ground, 24 dogs registered to the scheme.

On 24<sup>th</sup> July, a community action day was held at New Bridge Lane Travellers Site. The Street Pride Co-ordinator worked in partnership with the Community Support Team to support the residents to clear up fly tipping and improve the frontage of the site by painting over graffiti and planting up four half barrels in an attempt to stop future incidents of fly-tipping. The planters' area includes a fitting memorial to a well-regarded resident who sadly passed away recently.

### **Grounds Maintenance Contract Update**

Despite the variable seasonal weather, Tivoli has registered a consistent performance throughout 2019. Restructuring of rounds, streamlining of teams and continual local supervision of work standards has resulted in less complaints being received and the majority of these being rectified quickly to the customer's satisfaction. The recent departure of the contract manager (the second to depart this year) is unfortunate but the systems he has introduced will assist the incumbent in carrying the good performance forward.

Because the main cutting rounds have been managed efficiently and some tasks no longer required, some excess capacity has been created which has enabled an additional hedge trim to be brought in for July/Aug (previously only in Oct/Nov). Further remedial tasks – fence repairs, tree works, play area faults – have also been addressed more promptly as a result.

### **West End Park Skate Facility**

Work is due to start on site in early September, with an 8-12 week build period. This will be weather dependent due to the concrete nature of the new park. The start date has ensured that the current skate park has been available for the majority of the summer holidays.

### **Whitemill Coldham / Glassmoor and Ransonmoor updates**

Four successful bids were received to the recent bidding round of the Glassmoor Local Environment Fund.

The projects included floral planters, solar panels for a community building, replacement LED Christmas lights & energy advice sessions meaning that Whittlesey and the surrounding community will benefit from £25,000 of funding support.



The Whitemill committee are due to meet on the 22<sup>nd</sup> August to judge five bids received to this fund. This round has seen an increase in the number of bids received which is very positive highlighting that the recent open evening was a worthwhile promotional activity.

Applications received are around energy advice sessions, solar panels, accessibility improvements to Rings End Nature Reserve, solar powered mobile vehicle activated signs for speedwatch and trip to Amey's Waste Management Park Education Centre so residents can learn about recycling. Should all five bids be approved at the full amount, the community will benefit from just over £31,000 of funding support.

## **BUSINESS PLAN AREA: Environment**

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

**Business Plan Action:**      **Work with Town Councils and the community to provide local markets, market town events, and Four Seasons events**

**Portfolio Holder:**              **Cllr Peter Murphy**

### **Four Seasons Events**

The Council continues to support local communities wishing to stage events. June has been a particularly busy month both with the Council's support of Chatteris Festival which is the largest community event supported through the Four Seasons programme and this year took place over 4 days. The event included a parade, a huge variety of food stalls, entertainment and amusements for over 3,000 visitors. The Council teas support with various aspects including safety advice and management to waste collection, closing roads and land use.

We have also supported organisers of Wisbech Rose Fair, Parson Drove Car Show, Wisbech Rock Festival, Whittlesey Music in the Square, March Summer Bands, March Steam and Vintage Show and Wisbech Bandstand Concerts to name a few.

## What do our customers say?

Description	Baseline	Target 19/20	No of customers who responded	No of customers satisfied	% 19/20	RAG
LPI CEL12 % of those asked who are satisfied with FDC's events.	100%	90%	130	126	97%	

Feedback from visitors to Chatteris has been largely positive highlights include:

*"We liked that there was lots for children to do"*

*"I particularly like the variety of food."*

*"Good selection of stalls"*

*"We liked the parade"*

### **BUSINESS PLAN AREA:** Environment

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

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

**Portfolio Holder:** Cllr Susan Wallwork

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI Number of incidents recorded by CCTV	1,200	178	<b>399</b>	

During June and July 2019 the Council was able to respond and detect 178 incidents of crime and disorder, including anti-social behaviour, making use of the Council's CCTV service across our four market towns in Fenland. This is a considerable decrease as compared to June and July 2019 in which 422 incidents were reported.

A breakdown of incidents by town for June and July:

Chatteris	3
March	18
Whittlesey	1
Wisbech	156

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Description	Target 19/20	Achieved (June and July)	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI Number of incidents resulting in positive action	80	20	<b>38</b>	

During June & July 2019 the Council was able to achieve 20 positive enforcement outcomes from incidents responded to or detected by the use of CCTV. This is a decrease as compared to June and July 2018 in which 51 positive outcomes were achieved.

These included arrests for violence, theft and drink driving.

Positive outcomes achieved for June and July:

Arrests (CCTV led)	12
Assisted arrests	8

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI Number of FDC ASB cases where positive engagements are delivered in line with identified risk	90%	98%  31/33  Absence of correct contact details for 2 cases in June/July.	<b>99%</b>  <b>53/55</b>	

During the month of June and July there were 33 new ASB cases submitted into community safety. Case investigation and support has been provided to victims appropriate to their individual circumstances and risk.

Community Safety continues to work with internal teams and external partners to provide swift resolutions and longer term resolutions to address on-going local concerns.

June ASB reports for each area are as follows:

- Chatteris – 3
- March – 3
- Whittlesey – 1
- Wisbech – 10

July ASB reports for each area are as follows:

- Chatteris – 2
- March – 3
- Whittlesey – 3
- Wisbech – 8

### **Ely House, Lynn Road, Wisbech**

Ely House is a residential dwelling in Wisbech of significant historical interest. It has been unoccupied for some time and has become the focus of anti-social behaviour. The behaviour included shouting and screaming at all hours of the day and night; fires being set; rubbish deposited in neighbouring gardens; drug and alcohol abuse and frequent attendance by emergency services to deal with disorder or crime. Besides the high demands placed upon public services, more importantly the problems were causing a nuisance to nearby residents and the community.

Community Safety coordinated the response and using powers of the ASB, Police & Crime Act 2014 made an application to the courts for a Closure Order to issued. The Order was granted by the Magistrates Court on the 1<sup>st</sup> August and is applicable for 3 months.

Having been granted, it means no persons other than those authorised can enter the premises and should they do so they commit a criminal offence. The successful application involved internal and external team work involving the Fire Service, Police Service, and FDC teams including Planning, Housing and Environmental Health.

Community Safety is maintaining contact with the nearby residents who provided evidence to support the application and the local police team in order to monitor the situation and to identify any breach of the Order.

## **Community Safety Partnership Update**

On the 18<sup>th</sup> July Fenland Community Safety Partnership held their 3<sup>rd</sup> meeting of the calendar year at The Boathouse, Wisbech. Following the elections in May the partnership needed to elect a new Chair and Vice-Chair, Cllr Susan Wallwork was elected as Chair and Inspector Ian Lombardo was elected as Vice-Chair.

There were two guest speakers at the meeting, Christopher Bryden the Active Communities Manager of Freedom Leisure who now operate the sports centres across Fenland and Chris Suckling from Cambridgeshire County Council who provided an

update on 'I Love Wisbech - the safer town findings'.

Christopher Bryden explained his role is to work with different groups and organisations to encourage them to become more physically active. He explained that as part of the tendering process for the Fenland Contract, an active communities plan was put together for a 2 year period to look at developing projects around certain areas, which will link into the CSP objectives. Freedom Leisure currently runs a project called 'The Friday Night Project' which is run across many of their operating locations which experience problems with anti-social behaviour as well. Its aim is to run diversionary projects, targeting people who are most at risk or currently involved in anti-social behaviour for ages 11- 19 and link it in with the diverse communities and the community cohesion action plans.

Christopher spoke about one such initiative and showed how he has started to map areas of antisocial behaviour in and around the towns of Fenland and where the project could have an impact. He explained it is a 2 year plan and he is looking to introduce the first Fenland scheme in early part of 2020. The location for this project has yet to be confirmed but they will not duplicate work already underway.

Chris Suckling spoke to the Partnership about the 'I Love Wisbech' project and explained the body of work has been ongoing since March 2018. Please see update elsewhere in this report.

### **Essentials By Sue**

Essentials by Sue, is a project being launched to protect the dignity and comfort of young people in Fenland. Many of us take sanitary items, toiletries and underwear for granted. However there are some that are struggling to get regular access to these everyday basics. Our fear is that a lack of these items not only causes discomfort, lead to embarrassment and also being bullied by their peers. This can perpetuate a cycle of low self-esteem and in the worst cases, police have seen young people resorting to crime in order to try and get hold of these 'essentials'.

The project was first introduced by the police Crime Reduction Officer Sue Loaker in East Cambs and is now being launched in Fenland. The project is being delivered by the Fenland Community Safety Partnership, coordinated by an Officer at FDC. Donations boxes and information posters and leaflets are now in place at the 6 initial points, including FDC Customer Service hubs and police stations. The scheme is also on track to be supported through leisure centres and at community engagement events this autumn.

Further donation boxes will be placed in Secondary Academies and Colleges in September. Once donations start to come in over the summer, Rosie Cooke will distribute personal hygiene donations to participating Colleges and Academies who then discreetly give these out to the young people who need them most.

The project team will be attending assemblies this autumn to introduce the scheme to the students and staff alike and further promotion is taking place at engagement events and via media releases to maintain engagement with the Fenland community who are supporting us.

For information about Essentials by Sue please contact community safety project officer Rosie Cooke [rcooke@fenland.gov.uk](mailto:rcooke@fenland.gov.uk)

## Shared CCTV Service Update

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

- The shared management structure has been completed with Fenland District Council's previous Community Safety Manager fulfilling this new role across both organisations.
- The technical works for FDC to move to PCC area control room has been commissioned and work is underway to prepare for the control room merger.
- The existing Peterborough CCTV Control room is to be relocated within another Peterborough City Council (PCC) premises over the next few months. This is due to the current location based at the Northminster multi-storey car park being closed. The new premises will see the existing PCC CCTV service relocate and then the next step will be to then merge the FDC CCTV services within this new location. This is at no extra cost to FDC.
- The staffing process to deliver the shared control room is underway and ongoing.
- The Fenland CCTV service has recently placed a camera replacement order, as agreed through the capital program, with the CCTV contractors Quadrant Security Group. This will see the Councils existing analogue and beyond end of life cameras being replaced with new digital cameras that will enable full integration with PCC. The works will take place during the next quarter as part of the shared service project.

## Street Drinking Update

Following a review of the feedback obtained from the partnership workshop in the summer the action plan developed from this will be divided into two key themes. Enforcement being one and Prevention and Education another.

In addition a review of best practice in the West Midlands has been undertaken. The approach used successfully in this instance is in essence, very much what our action plan suggests should be the approach in Fenland.

The next stage is for partner agencies to determine the tactical responses required to deliver the action plan and how each of the partners involved can positively contribute.

In addition to this multi-agency approach to address street drinking and associated community issues the council is working closely with a range of partners to tackle rough sleeping in Fenland. We are aware that there is a cohort of people with drug, alcohol and support needs within the town that are also homeless. Some of these are also street drinkers.

Through government funding, the council has commissioned two outreach workers to find accommodation solutions for rough sleepers and single homeless people. We have also facilitated a day hub in Wisbech that offers advice and support to a range of vulnerable people to help them recover and receive the correct support for their needs. Early signs from these initiatives have been very encouraging, included positive outcomes away from the streets and into accommodation for some very vulnerable individuals.

Further discussions are planned for early autumn between partners to develop and implement the practical mechanisms of the new action plan.

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

Further investigative work has been completed by Environmental Health Officers in June and August 2019.

Compared to similar investigations conducted in 2018 there has been a reduction in noise and it would appear the anti-social use of motor vehicles has reduced.

However, gatherings still occur in the car park late at night into the early hours and the noise level from people talking, shouting and laughing is sufficient to disturb someone sleeping.

It is intended to complete another community door knock to seek feedback from the nearby residents. This is addition to seeking call for service data from police partners. Followed by a partners meeting to discuss the results and community feedback and agree a response.

In addition the Car Park lighting is also being improved to reduce dark spots and improve CCTV visibility. The LED lighting upgrade works have been ordered and implementation is scheduled to commence early November.

#### **BUSINESS PLAN AREA:**

**Environment**

#### **Business Plan Priority:**

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

**Business Plan Action:**

**Support the Fenland Diverse Communities Forum to deliver the Fenland-wide Community Cohesion Action Plan and projects resourced by the Controlling Migration Fund (CMF)**

**Portfolio Holder:**

**Cllr Chris Seaton**

**Fenland Diverse Communities Forum**

**Hate Crime Reporting**

The Diverse Communities Forum has been supporting encouraging hate crimes to be reported. Key focus for the DCF have been:

- **Raising awareness to report online.** You can report online using the facility on this website. Go to the ['Reporting online' page](#) (open in new window). The app to enable you to do this is loaded onto the computers in the Councils One Stop Shops.
- **Self reporting form.** You can complete a self-reporting form and send this to your local police force. The forms, including an Easy Read version, can be found on the [Self Reporting Form Page](#) on [www.report-it.org.ukm](http://www.report-it.org.ukm)
- **Third party reporting centres.** Local agencies such as the Rosmini Centre, Citizens Advice Bureau, Community Voluntary Services etc. can also report the incident on your behalf and provide you with advice and support.
- [Stop Hate UK](#) provide confidential and independent Hate Crime reporting services in various areas in the UK including a 24 hour helpline.

The idea is that in some cases police involvement may put people off reporting incidents of hate crime, a problem the government is bringing in changes to solve. In addition to using the preferred online reporting method through True Vision it is intended to reduce the anxiety of reporting Hate Crime if this can be done at non-police locations.

**Hate crime figures**

The table below shows reported hate crime / incidents in Fenland provided by the police between January to June 2019.

Period	Total	Whittlesey	March	Chatteris	Wisbech
Jan 19	2	0	0	1	1
Feb 19	5	0	1	0	4
Mar 19	9	0	3	2	4
April 19	7	3	1	0	3
May 19	7	1	1	1	4
Jun 19	6	1	3	0	2

Total recorded hate crime during this period: 36



These are those that have actually been recorded as hate crime and may increase if certain crimes are reclassified as a hate crime.

**Portfolio Holder:**

**Cllr Sam Clark**

## **Cohesion & Travellers**

### **Gypsy Traveller Accommodation Needs**

The Housing & Planning Act 2016 at section 124 sets out that the Council has a duty to consider the needs of people residing in or resorting to their district with respect to the provision of:

- Sites on which caravans can be stationed.

All Gypsies and Travellers living in caravans fall within this section and therefore Local Authorities are required to consider their accommodation needs of Gypsies and Travellers who wish to reside in caravans as opposed to brick and mortar housing

The Ministry of Housing Communities & Local Government requires Local Authorities to undertake a bi-annual Gypsy Traveller caravan count in order to understand the provision/ lack of provision in each district. Planning Agents often state that there is an unmet need nationally, regionally and in many districts. If accepted this demonstrates a further need for provision within district areas and is often a focus in Gypsy Site planning appeals/ hearings.

However, due to the transient nature of the population the caravan counts that are completed represent a snap shot of an area on the day.

To collate this information we produce a Gypsy & Traveller Accommodation Needs Assessment and update the need position annually.

In Fenland the last six caravan count figures show a variation between 239 and 321 with planning permission (excluding socially rented) and between 51 and 123 of those on sites without planning consent. This highlights a difference between the winter when many people do not travel and in the summer when they do. Those caravans on sites without planning consent are "tolerated"; as they have been on the land for sufficient time to gain a certificate of lawful use and if they applied would be exempt from planning enforcement action. The Council has in the past sought to regularise these, but as those living in the caravans would have to pay fees to do this and state they cannot afford this it has been felt prudent and cost effective to recognise this status by tolerating the sites/ caravans. This approach is quite common practice elsewhere too.

The Gypsy Traveller Accommodation Needs Assessment (GTANA) identifies a need for an additional 139 pitches between 2013- 2031 taking into account the number of children growing up in the area and will need a place of their own.

These figures are broken down:

**The assessed need in GTANA 2013 for new Gypsies and Traveller pitches 2013 to 2031**

<b>Period</b>	<b>Total Number of Pitches Required</b>	<b>Pitches Available Through Turnover</b>	<b>Net Number of New Pitches Required</b>
2013 to 2016 (3 years)	<b>24</b>	<b>21</b>	<b>3</b>
2016 to 2021 (5 years)	<b>45</b>	<b>35</b>	<b>10</b>
2021 to 2026 (5 years)	<b>30</b>	<b>30</b>	<b>0 (rounded up)</b>
<b>Total 2013 to 2031</b>	<b>139</b>	<b>121</b>	<b>18</b>

Some people may not wish to live in a caravan site, but instead choose to move into a house. The GTANA accommodation assessment is reviewed annually and currently shows a need for 10 additional pitches between 2016- 2021. Five planning consents have been granted during this period and therefore the current need is for 5 additional pitches up to and including 2021.

**Portfolio Holder:**

**Cllr Chris Seaton**

**Controlling Migration Fund (CMF) Update**

**Controlling Migration Fund Parallel Lives Roma Project**

FDC in discussion with the Ministry Housing, Communities & Local Government Association agreed that the Council would submit a bid to the Controlling Migration Fund to undertake a Roma project across the region. The rationale for this being as one officer of the Council advises the Ministry and the East of England Local Government Association (EELGA), on Gypsy Roma Traveller issues, they wanted his involvement developing a project to identify Roma in the East of England, understand any barriers to them accessing services and deliver cultural competency training. This work to be undertaken by a EELGA project team and the FDC officer is on the project management team.

Progress includes:

- Delivering safeguarding workshops. These sessions have been developed to identify and explore the safeguarding issues associated with the Roma community and how these can be understood and successfully managed.
- The Roma Support Group are using local case studies to identify the issues affecting professionals working with Roma people to ensure the workshops are specific and relevant. The case studies provide important insights into some of the key issues affecting many Roma people in the East of England, and the challenges, which these issues pose to local service providers and the wider community. These include exploitation, poverty, and lack of Roma-awareness amongst professionals, language barriers and inadequate documentation (particularly of concern in relation to settled status and Brexit).

Initial Feedback from the workshops includes:

“Absolutely excellent workshop. Going away with a greater understanding and respect for the Roma community. Cultural understanding is key to work successfully with these communities.” (23<sup>rd</sup> May 2019)

“I will reflect on the information and knowledge I've gained today before making decisions.” (18<sup>th</sup> June 2019)

One of the major learning points of the project so far has been the desire of professionals across the region to work together and share best practice. The project team has learnt that engagement with the Roma community varies in different counties, amongst different professional. Often where there is good engagement with Roma Communities, this is linked to one dynamic person either at a school or as part of a charity that has instigated contact and earned trust with the community. As the project has progressed, it has been evident that encouraging networking and sharing contacts is an important sustainability tool to ensure once the project ends that professionals have support networks to encourage continual Roma engagement.

IPROS Mori have looked at the work that has been undertaken and are working with EELGA to produce a good practice guide into not only the work undertaken, to be shared nationally, but the approach taken to do this.

### **Controlling Migration Project – Grow, Cook Play**

New “Grow, Cook, Play” courses have been held at the Oasis Children's Centre and at Orchards School. This aims to combine the gardening and cooking elements of our original courses with the outdoor play of the winter course we trialled. We have also carried out ‘taster sessions’ at a Homestart group who meet at Wisbech South Children's centre.

They offer a pathway for families finishing their Homestart course to move onto one of their courses. This gives them the opportunity to continue to have a regular social activity for them and their children. Homestart staff are keen to make this connection between their courses as they want to ensure a lasting impact for their participants. They also support them to use the garden space at the centre as part of their programme. This partnership continues to grow.

The Orchards school course has proven to be very popular, with many parents signing

up to join. They also have families whose children do not attend the school joining, which also aids the social aspect for participants, beyond the school community.

They continue to have a seasonal focus on activities. This helps instigate discussions and comparisons in the group about traditions and celebrations of these events in our different families and our cultural influence on this.

Over all courses we have collated data through their Community Star quiz. This aims to gauge the current feelings towards various aspects of the participant's community and allow comparison from these feelings at the start and end of a course.

The area in which people felt like they had least opportunity was 'making a difference in their community'. The most significant changes indicated from the secondary assessments was in the categories of 'Getting to know people' and 'making greener choices'. This can clearly be linked to the opportunities presented through participation in the courses as they offer a relaxed social environment and activities have an environmental focus such as nature play/crafts and gardening and wildlife.

The project is now exceeding target in terms of numbers, but partners (Access , Homestart , Orchards School, Peckover School, Groundworks, Oasis) have met recently to review the plan for the final stage of our funding and the project to ensure that a legacy is left and the parts that are sustainable can be given the focus they need to truly become long lasting.

**BUSINESS PLAN AREA:** Economy

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

**Business Plan Action:** Working with our partners, local businesses, and the Combined Authority to attract inward investment and establish new business opportunities

**Portfolio Holder:** Cllr Ian Benney

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI BE5 Number of inward investment and new business enquiries handled per year	12 Month 4 target 4	5	8	

Officers have received five new inward investment and new business enquiries:

- 2 enquiries from new businesses looking to start-up in Fenland, the Economic Growth Officer is liaising with the business to provide advice on grant eligibility & support available and suitable land availability.
- 1 enquiry from a potential new inward investment enquiry, looking to open new businesses in the area, the business has already identified the potential site and was seeking some advice on feasibility and planning before submitting a pre - application. The Economic Growth Officer is liaising with the business and planning colleagues to respond effectively.
- 2 enquiries have been received through the Department of International Trade (DIT) with potential inward investment enquiries, both enquiries were looking for suitable land; the Economic Growth Officer is working with commercial agents to identify suitable land sites to put forward as suggestions through DIT.

Officers are providing ongoing support to three other inward investment/new business enquiries which are currently not reflected in the figures in table MPI BE5 above. These enquiries are all new business in the area looking for start-up/planning information. Support is also being provided to 3 other enquiries ongoing projects (reported in previous support) that are larger scale and commercially confidential at this time, although they are potentially significant and exciting prospects, the details of which will be reported in the coming months, subject to positive progress being made.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
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Performance Measure				
MPI BE6 Number of inward investment related jobs created or safeguarded	48 <i>Month 4 target</i> 16	2	5	
<p>A number of live enquiries and developments continue to be managed through Economic growth channels and these look likely to generate significant new inward investment jobs at all skill/education levels in the coming months.</p> <p>The Economic Growth Officer has been supporting a local business to identify a small amount of funding to grow the business and increase its workforce by 2. This month saw the funding secured (explained in MPI BE8) and the creation of two jobs created within the business, 1 of which was a local apprenticeship.</p> <p><b>NOTE</b> <i>The red RAG rating relates to the monthly straight-line profiling which is used and reflects the sensitivity of small numbers in the calculation of percentage performance.</i></p> <p><i>If current and ongoing inward investment enquires are landed, there is scope to significantly increase the numbers of jobs created or safeguarded and the year-end target will be met and likely exceeded.</i></p>				

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI BE7 Number of businesses referred to Economic Development from Business Ambassadors network	12 <i>Month 4 target</i> 4	5	6	
<p>The Economic Growth Team received four referrals through the internal business ambassador programme:</p> <ul style="list-style-type: none"> <li>- 1 request was to provide support to an individual looking to start a new business in Fenland. The business is looking for support with potential grants and general business advice. Also the business was interested in working with the local markets to develop its business; the Economic Growth Officer passed this information onto the Markets team to respond directly to the business.</li> <li>- 2 requests were to provide support to an individual's looking to start new ventures within Fenland. The business were looking for support with planning advice, officers liaised with planning colleagues over appropriate responses.</li> <li>- 1 request came from transport colleagues looking for support and introductions into a few Wisbech Businesses, looking to support bus route changes to benefit said businesses and local residents.</li> </ul>				

## Growing Fenland Update

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

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

Interim reports will be revised following the conclusion of the public consultation which ended on the July 26, in order to prepare final reports.

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

Final reports will be considered in the autumn by each Town Council, FDC's Cabinet before being submitted to the Combined Authority for approval and implementation.

### **BUSINESS PLAN AREA:**

**Economy**

### **Business Plan Priority:**

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

### **Business Plan Action:**

***Provide responsive business support to encourage business growth, improve job diversity, skills, and increased grant applications to support jobs and economic growth***

### **Portfolio Holder:**

**Cllr Ian Benney and Cllr Chris Seaton**

## Workforce Development, Employment, Skills and Apprenticeships

Officers have been supporting the [Cambridgeshire Adult Learning and Skills](#) service (ALS) to deliver courses in Wisbech for unemployed people. The courses provide a learning opportunity and scope for progression to some of the hardest to reach learners in the community.

A further two courses were held during July which offered Business Admin Level 1 and Hospitality with Food Safety Level 2.

Listed below are the new courses that have been developed for the Autumn Term,

delivering across Wisbech and March.

- Functional Skills IT – March
- ITQ – Wisbech
- Beginners IT – March and Wisbech
- IT for Life and work – March and Wisbech
- Award in Retail – March

Officers are promoting the ERDF (EU Funded) [Skills Training Programme](#) to Fenland businesses to encourage engagement. The Skills Support for the Workforce (SSW) is a programme developed to upskill employees within small and medium-sized businesses in Cambridgeshire & Rutland.

SSW is co-financed by the Education and Skills Funding Agency and the European Social Fund. This means you can access a wide range of training at no cost to eligible businesses.

Businesses can benefit from:

- A training needs analysis, identifying the skills needed to support business growth;
- Flexible training, with full qualifications or mix and match individual units to suit business needs;
- On-the-job vocational training to meet individual and business needs including taught learning, workplace assessment, distance learning and online learning
- Learning pathways for employees enabling them to progress within the business onto higher level qualifications or apprenticeships;

Recognised accredited qualifications and training courses to enhance employees' skills.

Internally, the Council offers a range of NVQ apprenticeship qualifications out to our workforce already, and are currently developing a wider apprenticeship offer to enable a minimum of 9 apprentice posts being offered by the Council. We already have:

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

In addition to this, we are actively seeking apprenticeship opportunities in a number of teams, such as Project Management, Member Services (GDPR), Planning and ICT.

## Partnership Engagement & Funding Activity

The Cambridgeshire & Peterborough Combined Authority have announced the



release of the [Growth Fund Programme](#) as part of their Growth Prospectus 2019-21.

Officers continue to liaise closely with colleagues at the CPCA to ensure that the Fenland businesses are informed of the grant call to encourage applications, especially to those that have expressed interest previously.



Officers are supporting the Federation for Small Businesses (FSB) and other partners who are seeking to develop a Fenland Expo event for businesses. The event will enable businesses to promote themselves to other Fenland businesses, providing networking opportunities, together with several short workshops focussing on:

- Social Media
- Procurement
- Apprenticeships (Levy)

It is anticipated that the event will happen early in 2020. Officer will provide updates when appropriate.

Officers have been in discussion with The Cambridgeshire Chamber of Commerce, who is planning to resurrect the Fenland Chamber of Commerce which unfortunately disbanded as a result of declining membership over the last few years.

With a new Chair installed, the Chamber has already received commitment from a several businesses across Fenland. The inaugural meeting is scheduled for 23 September.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI BE8 Number of grant referrals introduced by FDC	24 <i>Month 4 target</i> 8	1	6	

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

follow the outcome.

In previous months the Economic Growth Officer has advised an existing individual business that was looking to expand operations which in turn would generate enough increased work to create two new positions within the business.

The business submitted a small grant application to CPCA Growth fund for 20% of the overall budget costs to achieve its growth plan. The business was successful with its applications achieving £3,068.00 of the overall £15,340 project costs.

Following the recent restructure of the Economic Growth & Assets Team, it is anticipated that once the Business Account Manager post is recruited the number of business engagements and referrals will increase significantly.

#### **NOTE**

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

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

### **Work Experience Placements & Work Opportunities Programme**

The Council has an established work experience programme working with local schools to provide a work experience placement programme across a range of Council teams.

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

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

The Council can also provide longer-term placements, working with other agencies. We also offer work experience and longer term work placements to enable young people to develop valuable work skills.

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

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

as interview skills workshops, careers presentations and employability skills.

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

**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**

In addition to the actions above, we have also been working with the County Council to attend a recent Employability Event to promote employment opportunities with the Council and offer longer term work placements to help individuals gain valuable work experience.

**BUSINESS PLAN AREA:** Economy

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

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

**Portfolio Holder:** Cllr Ian Benney

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI BE1 % occupancy of the business premises estate	90%	87%	N/A	

The current position for the industrial estates is:

**Prospect Way, Chatteris** - Fully Let but also note:

- o Lease renewal discussions are underway with four tenants. One tenant is unlikely to renew and will leave within the next 6 to 12 months.

**Longhill Road, March** - Fully Let

**New Drove, Wisbech** - Fully Let

**Venture Court Wisbech**

- o Venture House offices remain vacant and are being marketed via Rightmove. There have been no enquiries since the premises were vacated in June and Officers are monitoring the situation and considering alternative opportunities for the premises.
- o Unfortunately the vacancy of Venture House represents 5% of the overall industrial estate floors pace.

**Bolness Road, Wisbech**

- o One unit is being marketed.
- o A double unit has been let from 1<sup>st</sup> August 2019 to an existing tenant who is expanding due to new business orders. Another existing tenant is renewing his tenancy of a single unit from 1<sup>st</sup> August 2019.
- o The proposed re-letting of an upcoming vacant unit has been cancelled as the tenant has now decided to stay.

**South Fens Business Centre**

- o A new tenant took occupation on 1<sup>st</sup> August. This was a seamless transfer with

an outgoing tenant leaving the day before.

- A planned occupation for 1<sup>st</sup> August 2019 has been put on hold and is likely to occur 2nd September.
- Two viewings have taken place in August and heads of terms have been agreed for a tenancy with a planned occupation on 2nd September

### Boathouse Business Centre

- The relocation of the Wisbech One Stop Shop to the former Café completed successfully and the customer service centre opened on 10 July 2019.
- Options for future use of lesser-utilised space at the centre is also being considered, in order to maximise lettable space and create additional income.
- The centre is now 100% occupied although one tenant will be moving out in September.

### Meeting & conference facilities

#### Summary

Current floor space occupied 7,524m<sup>2</sup> out of a total available 8,654 m<sup>2</sup>.

South Fens Business Centre	57%
South Fens Enterprise Park	100%
Boathouse Business Centre	100%
Light Industrial Units	89%

**Overall Business Premises Estate occupancy = 87%**

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI BE4 Number of jobs created or safeguarded in FDC Business Premises	48 <i>Month 4 target</i> 16	8	<b>13</b>	

In June eight jobs were created by the completion of a lease of a light industrial unit in Chatteris to a company relocating into Fenland district from Huntingdonshire.

#### NOTE

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

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

#### What our customers say

Description	Baseline	Target 19/20	No of customers who responded	No of customers satisfied	% 19/20	RAG

MPI BE3 % of satisfied conference customers	100%	95%	5	5	100	

We invite feedback from our conference customers after every event, however the response rate was poor and too low to gain any constructive feedback from. We now operate different methods to capture feedback so that we can gather as much information as possible:

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

New feedback in June was positive and included the following comments:

- "Overall professional interactions plus facilities."
- "Easy to use and book"
- "Very well managed"

**BUSINESS PLAN AREA:**

**Economy**

**Business Plan Priority:**

**Attract new businesses and jobs and support existing businesses in Fenland**

**Business Plan Action:**

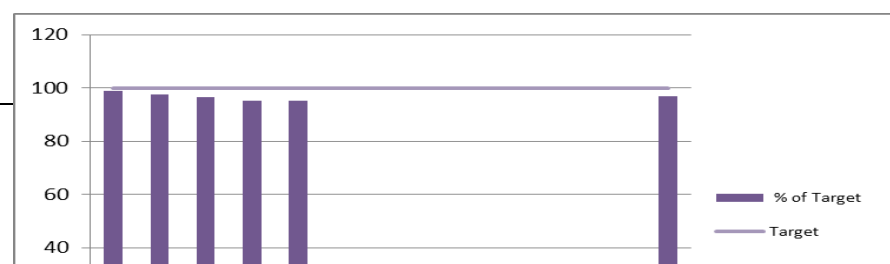
**Run a proactive and effective Marine Service to meet statutory obligations and promote business opportunities for the River Nene environment**

**Portfolio Holder:**

**Cllr Ian Benney**

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	95% (of 85 berths)	95%	<b>97%</b>	

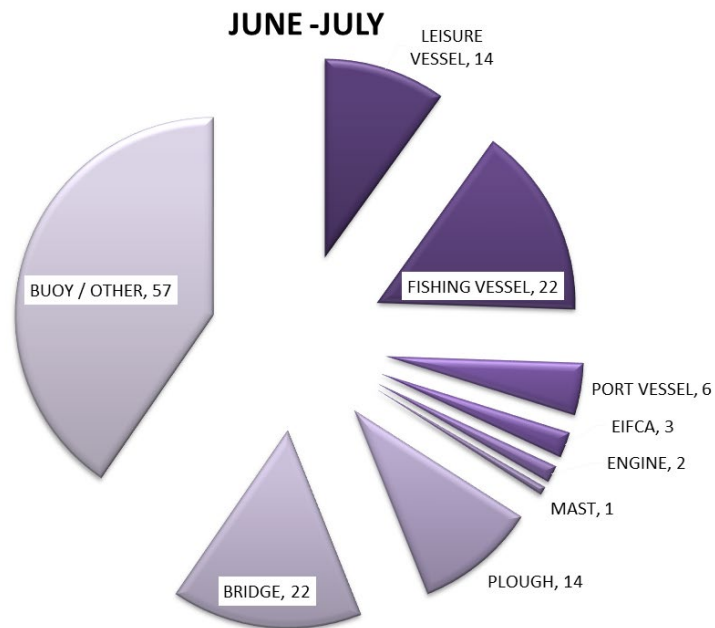
**32** visiting boats called at Wisbech throughout June - July, this included a party of 11 narrow boats. Full time berth numbers remained on target with 6 vessels leaving and 5 new full time berth holders joining the Yacht Harbour, the yearly target remained above target throughout the year.



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Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI MS2 Number of boat lift operations at Wisbech Port	170	45	<b>94</b>	

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



Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI MS4 Gross Tonnage to Ports	435,000	29,734 GT	<b>100,891 GT</b> against a projection of <b>139,672 GT</b>	

72%

**Port Sutton Bridge**

Imports to Sutton bridge are down on target for Jun-Jul with a total of 20,891 GT of cargo of Steel, Salt, and Soya-Meal. The total number of vessels to call at Sutton Bridge was 10. The cumulative is currently 32.

**Port of Wisbech**

Imports to Port of Wisbech were above target for Jun-Jul with imports at 28,913 GT of cargo handled by the port that consisted of Timber & Bricks. The total number of vessels to call at Wisbech was 19. The cumulative for cargo is 45.

**Cross Keys Marina, Sutton Bridge – Commercial & Leisure Moorings**

A final version of the Management Agreement has been produced with some very small variations required. It is now likely that the agreement will be signed off in September.

**BUSINESS PLAN AREA:** Economy

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

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

**Portfolio Holder:** Cllr Mrs Dee Laws

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

**June**

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

Against the Government's 24 month rolling tracker, 99% of applications were decided in time against designations thresholds of 60%.



With regard to planning appeal outcomes and again with regard to the Government 24 month rolling tracker 2.7% of appeals were allowed against a maximum allowance of 10%.

**July**

2 applications were determined in the month and both were decided within target timescales.

Against the Government's 24 month rolling tracker, 99% of applications were decided in time against designations thresholds of 60%.

With regard to planning appeal outcomes and again with regard to the Government 24 month rolling tracker 2.7% of appeals were allowed against a maximum allowance of 10%.

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

**June**

27 applications were determined within the month and all but 1 was decided within target timescales.

Against the Government's 24 month rolling tracker, 99% of applications were decided in time against designations thresholds of 70%.

With regard to planning appeal outcomes and again with regard to the Government 24 month rolling tracker 1.70% of appeals were allowed against a maximum allowance of 10%.

**July**

35 applications were determined within the month and all but 2 were decided within target timescales.

Against the Government's 24 month rolling tracker, 96% of applications were decided in time against designations thresholds of 70%.

With regard to planning appeal outcomes and again with regard to the Government 24 month rolling tracker 1.7% of appeals were allowed against a maximum allowance of 10%.

Description	Target 19/20	Achieved	Cumulative for	RAG
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			19/20	
Performance Measure				
LPI EC4 (% of other planning applications determined in 8 weeks or within extension of time)	90%	98%	<b>98%</b>	
<p><b>June</b> - 28 applications out of 29 were determined within target timescales.</p> <p><b>July</b>- 37 out of 38 applications were determined within target timescales.</p>				

Local Plan Review
<p>Flood risk and development viability assessments reports have been commissioned and these will form important parts of the evidence base to the new Local Plan. The draft Issues and Options report is being prepared and will be brought to Cabinet in September prior to public consultation.</p> <p>A sustainability appraisal scoping report is being prepared. The document will set out the sustainability objectives proposed to be used to appraise the economic, social and environmental effects of the emerging Local Plan policies. It will be subject to public consultation alongside the Issues &amp; Options document.</p>

PAS Review Action Plan Update
<p>Actions in progress:</p> <ul style="list-style-type: none"> <li>Once the Council's investment strategy is place, work will be undertaken to see how best the planning service could support this important work- stream.</li> <li>The review of the Economic development service is now complete and in September ideas will be developed and implemented that will help facilitate a closer working relationship to the benefit of economic development generally and the respective customers of each service.</li> <li>Informal discussion with Planning Committee regarding revisions to scheme of delegation prior to presentation to Cabinet / Council prior to December.</li> <li>GDPR data cleansing software purchased and installation and implementation pending.</li> <li>Project management for planners' course identified and member of staff to attend.</li> </ul>

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**Planning Committee Training**

Planning Committee members in July received training on the spatial strategy and associated settlement hierarchy and growth policies given in the existing adopted local plan.

In August Committee members received external planning training which was also made available to wider FDC council members and Town & Parish Councils.

The training was well received and it is hoped a future event will be arranged for those unable to attend the first session.

**Town & Parish Council Training / Engagement Events**

A Town and Parish Council training event is being planned for late Autumn. The agenda will include how to register for automatic notification of applications, decisions and appeals as well as how to submit comments on planning applications.

**Affordable Homes**

The Council is forecasting 90 new affordable homes to be completed this financial year.

79 are programmed to be affordable rent and 11 are a form of affordable home ownership tenure e.g shared ownership. 60 of the homes will be affordable rented new extra care scheme for older people in Whittlesey who have some form of care package. The Council is working with Longhurst who are a housing association (called a registered provider) to build the scheme. A marketing plan is underway with great support and assistance from Cllr Laws and the Chairman of the Queen street patient representative group Mr Bernard Gray-Esson. The focus is on raising awareness of what the accommodation can offer for the benefit of the Whittlesey community.

**BUSINESS PLAN AREA:                      Economy**

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

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

**Portfolio Holder:** **Cllr Mrs Dee Laws**

### **Broad Concept Plans Update**

A Partner Engagement event was hosted by Fenland District Council on the 1 July 2019, at The Boathouse in Wisbech. Amongst those in attendance were representatives from local Registered Providers (Housing Associations), Homes England and the Cambridgeshire & Peterborough Combined Authority.

The event was an opportunity to explore the barriers for development of Broad Concept Plan areas within Fenland and look at areas such as land ownership, land valuation, development viability, potential procurement methods, diversification of affordable housing, potential delivery models and market demand.

The roundtable event provided an opportunity for all attendees to provide their opinions and expertise in order to incorporate agreed actions into tangible outcomes.

<b>BUSINESS PLAN AREA:</b>	<b>Economy</b>
<b>Business Plan Priority:</b>	<b>Promote and enable housing growth, economic growth and regeneration across Fenland</b>
<b>Business Plan Action:</b>	<b><i>Work with partners to further develop and help deliver a viable holistic regeneration and growth proposition of Wisbech Garden Town</i></b>
<b>Portfolio Holder:</b>	<b>Cllr Chris Boden</b>

### **Wisbech Garden Town Update**

The Garden Town feasibility work has been focusing on the 2 potential show stoppers of flood protection and highway connectivity. Royal Haskoning of Peterborough has now completed carrying out detailed flood modelling (based on successful Dutch projects) work to help find a solution that is acceptable to the EA and Government. CCC has completed the connectivity work to help assess the A47 capacity.

Outcomes from these studies indicate that flooding and connectivity issues can be overcome, subject to agreement with the EA over flood mitigation solution which is currently being finalised. A further long term flood alleviation option is being considered for a Nene barrier. The outcome of this various flood work was reported to Members at the Cabinet meeting of June 2019.

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

Inner Circle Consulting was appointed by CPCA to prepare in conjunction with FDC the GT bid to Government, which was submitted by the deadline of 9<sup>th</sup> November 2018. Letters of support from local stakeholders are included to compliment the bid. There is no indication as to when a decision is expected. We still await the outcome of this bid from MHCLG.

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

In parallel with this work the CPCA has appointed separate consultants to progress both the A47 economic corridor improvements and the Wisbech to March rail link.

**BUSINESS PLAN AREA:** Economy

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

**Business Plan Action:** *Use the Council's surplus property assets to provide new development opportunities to support and deliver sustainable economic and residential growth*

**Portfolio Holder:** Cllr Ian Benney

### FDC's Strategic Landholdings & Surplus Asset Disposal Programme

Following Cabinet approval to the disposal of 15 sites in June, officers have been preparing and progressing sites in accordance with the planned programme. An initial tranche of sites are going to be offered for sale by auction in October, with other sites requiring further investigation and preparation following for sale later in the year.

**BUSINESS PLAN AREA:** Economy

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

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

**Portfolio Holder:** Cllr Ian Benney and Cllr Chris Seaton

### CPCA Skills & Industrial Strategy Update

The [Local Industrial Strategy](#) was launched by the CPCA on 19 July 2019.

The LIS has detailed the key areas of action needed to support the Combined Authority's devolution deal commitment to doubling the size of the Cambridgeshire and Peterborough economy.

The goals of the Local Industrial Strategy are:

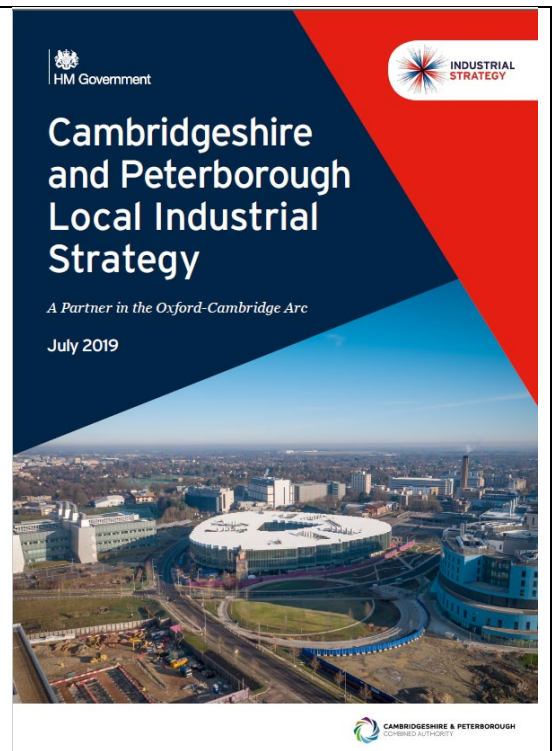
- To scale growth further to benefit the whole area, building on Cambridge's World class assets to create inclusive growth across the entire Cambridgeshire & Peterborough economy;

- To deliver a shared growth ambition across the OxCam Arc to become part of a global economy.

As part of the LIS, FDC Officers are engaged with the CPCA and other Local Authority colleagues to shape the interventions which will enable the LIS to achieve its objectives. The interventions include:

- Growth Coaching for business - helping to accelerate the growth of businesses with the most potential;
- Inward Investment – helping to target specific sectors and attracting higher value, higher skilled employers;
- STAR Hub – a digital talent portal providing brokerage between schools, colleges, higher education providers, parents, learners and employers;
- Growth Funding – providing access to loans and grants for relocation, R&D, investment and expansion of businesses.

At their July meeting, the Cambridgeshire and Peterborough Skills Committee considered the future contract for the Careers and Enterprise company for Cambridgeshire. The Committee recommended continuing this contract until August 2020 which would enable support for the Fenland and East Cambs Opportunity area to continue. This recommendation was supported by the Combined Authority Board. This means the Combined Authority would retain the Opportunity Area (OA) of Fenland and East Cambs Coordinator post, which is fully funded up until August 2020.



**BUSINESS PLAN AREA:** Economy

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

**Business Plan Action:** Promote sustainable transport (infrastructure and community) initiatives within Fenland, including road, rail, and concessionary travel to improve links to employment and access to services for the community

**Portfolio Holder:** Cllr Chris Seaton

## Rail Development Strategy

### Hereward Community Rail Partnership (CRP)

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

### Fenland Stations – Manea, March and Whittlesea Station Masterplans

In June 2019, FDC Cabinet approved the establishment of 3 new Project Boards (one for each station) for overseeing the delivery of each station masterplan. Each board will also have responsibility for overseeing the CPCA Funding for the delivery of masterplanning schemes. Initial Project Board meetings were held in July 2019 and future meetings are expected to be held bi-monthly.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
Number of journeys made by bus and rail users  (please note that figures for railway and car scheme use are reported annually)	14,308 journeys	1,304	<b>5,308</b>	

### Concessionary Travel Update

The level of use of the concessionary travel scheme is on target for 2019/20. FACT currently has around 1,062 members in Fenland District (June 2019). This membership figure is lower than the quarter to end of March 2019. A new approach to membership is now being implemented for 2019/20 in line with the ongoing changes to the organisation. Membership figures are expected to be lower with the new



requirements.

### **Fenland Association for Community Transport (FACT)**

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

[May 2019 Meeting](#)

[July 2019 Meeting](#)

### **Concessionary Travel Back ground and Context**

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

- **What is Dial a Ride?**

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

- **FACT Membership**

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

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

**BUSINESS PLAN AREA:** Economy

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

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

**Portfolio Holder:** Cllr Chris Seaton

## Support strategic transportation objectives

### **A47**

#### A47 dualling Studies

There is no specific update this month. In October 2018 the Cambridgeshire and Peterborough Combined Authority (CPCA) Board approved a further £1million for additional work in respect of A47 Dualling to meet the requirements for including the scheme in the next Roads Investment Strategy. Further details of this proposal and the full paper were discussed at the [October 2018 CPCA Board meeting](#).

#### A47 – Guyhirn Roundabout

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

This is a Highways England Scheme that is part of the Roads Investment Strategy 1. More detail about this scheme and the latest updates about the Guyhirn scheme can be found on the [Highways England website](#).

#### Wisbech Access Strategy

In November 2018, a paper was taken to the CPCA Business Board and the CPCA Board. Approval was given for the Wisbech Access Strategy phase 1. This unlocks £10.5million funding for the following schemes:

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

The schemes are being taken forward by the County Council in partnership with FDC,

CPCA and Wisbech Town Council. The schemes are expected to be complete by the end of March 2021. The schemes are now completing the preliminary design phase. Public exhibitions were held during July 2019 to inform the public of progress. All the details of the engagement and the exhibition boards are on the [County Council website](#).

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

The CPCA Wisbech Access Strategy Board paper referred to above can be found on the [CPCA website](#).

#### March to Wisbech Railway Line

There is no specific update this month. In November 2018 a paper was discussed at the CPCA Board meeting. Funding of £1,500,000 was approved and consultants have been appointed for the next stage of study work. Further information will be available when the study work reaches key milestones. For further information regarding the [CPCA Wisbech Rail Board paper](#).

#### A605 Kings Dyke Crossing

Following recent announcements about increases in cost, for the delivery of the project, a series of meetings have been held to address concerns. Cambridgeshire County Council is also looking for a new supplier to construct the scheme. Please see links below to some of the latest update information about the above project.

A public meeting/exhibition was held in Whittlesey on 12 August 2019. The [Leader of the County Council made a video](#) prior to the meeting.

CCC Economy and Environment Committee meeting was held in Whittlesey on [15th August 2019](#).

Following initial announcements from the CPCA and the County Council, some press releases were issued as follows:

[FDC press release – 19 June 2019](#)

[FDC Press Release – 14 June 2019](#)

Previous to the above, a paper was taken to the [CPCA Board Meeting in October 2018](#) requesting £16.4million funding for the A605 Kings Dyke Level Crossing project to completion in 2020. The CPCA Board approved the additional funding.

The County Council website with all the study information and technical details relating to the [Kings Dyke Crossing](#).

#### March Area Transport Study

During July and August 2019 some pre-engagement work was taken forward enabling the public to submit their views and comments on transport issues in March. [March](#)

## [Area Transport Study.](#)

Previous the above, during February and March 2019 technical workshops were held with key specialists to consider proposals and options. The findings from these workshops will help to develop future transport schemes for March.

This project is concerned with £1 million feasibility study work to develop a series of schemes to address transport issues in March and to enable growth as set out in the Fenland Local Plan. The funding is CPCA money. A Cllr Steering Group has been established with representatives from Cambridgeshire County Council, Fenland District Council and March Town Council to oversee the project. A full public consultation to seek everyone's views on any schemes developed will take place later in 2019.

### **BUSINESS PLAN AREA: Quality Organisation**

**Business Plan Priority:** Governance, Financial Control and Risk Management

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

**Portfolio Holder:** Cllr Chris Boden

### **Audit Progress Reports**

Delivery of the Audit Plan for Quarter 1 has so far seen good progress being made. All outstanding audits identified from 2018/19 have been completed. Three audits have been completed from the 19/20 plan and a further 7 audits were in progress at the end of the quarter.

Unfortunately one member of the audit team resigned in July, which will leave a significant resource gap to deliver the audit plan. In the short term we are purchasing some audit resource from Borough Council of Kings Lynn and West Norfolk (BCKLWN) and long term are currently developing proposals with BCKLWN to adopt a shared audit team resource.

This will potentially mean a reduction in the number of audits delivered this year, but higher risk audits will be given priority. We are also working with our ARP shared audit group to deliver some joint audits, that will provide FDC additional assurance with no resource implications.

### **Annual Governance Statement**

The timeline for the publication of the Annual Governance statement will reflect the revised external audit timeline agreed with the Corporate Governance Committee.

## **BUSINESS PLAN AREA: Quality Organisation**

**Business Plan Priority:** Transformation & Efficiency

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

**Portfolio Holder:** Cllr Chris Boden

### **Combined Authority Update**

The Combined Authority is calling for new members to take their seat at Cambridgeshire & Peterborough's top business table and spearhead putting the region's first ever **Local Industrial Strategy** (LIS) into everyday action. For more information click [here](#).

The search has started to find the best higher education partner to develop the new curriculum and deliver learning at the new **University of Peterborough**. For more information click [here](#).

Small and medium sized enterprises (SMEs) in Greater Cambridge & Greater Peterborough are urged to take advantage of a £3.7 million **skills training fund** to upskill their workforce. For more information, click [here](#).

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

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

### **Meeting Agendas & Reports**

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

[Overview & Scrutiny Committee – 24<sup>th</sup> June 2019](#)

[Combined Authority Board – 26<sup>th</sup> June 2019](#)

[Overview & Scrutiny Committee – 29<sup>th</sup> July 2019](#)

[Combined Authority Board – 31<sup>st</sup> July 2019](#)

## **BUSINESS PLAN AREA: Quality Organisation**

**Business Plan Priority:** Transformation & Efficiency

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

**Portfolio Holder:** Cllr Steve Tierney

### **Council for the Future (CFF)**

The draft scoping document was presented at an All member Seminar and July and work on pulling together the detail is nearing completion. We are working to the timetable as outlined in the scoping document and a full pack for circulation to Members is scheduled for November.

## BUSINESS PLAN AREA: Quality Organisation

**Business Plan Priority:** Consultation and Engagement

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

**Portfolio Holder:** Cllr Steve Tierney

### Consultations Update

Current Consultations:

- Gambling Act Policy Consultation – deadline, 6 September 2019
- Cumulative Impact Assessment Policy Consultation – 13, September 2019

### 3Cs Update

3Cs category	Measure	Dates Current year (Apr- Jun 19)	Dates Last year (Apr – Jun 18)	% Change + / -
Compliments	Total number received (over given period)	71	28	+153%
Comments	Total number received (over given period)	1	6	-83%
Correspondence	Total number received (over given period)	32	38	-16%
Complaints	Total number received (over given period)	81	140	-42%
Total contact (over given period)		<b>185</b>	<b>212</b>	<b>-13%</b>

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

## BUSINESS PLAN AREA: Quality Organisation

**Business Plan Priority:** Excellent Customer Service

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

**Portfolio Holder:** Cllr Jan French

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI ARP3 % of Council Tax collected	96.92%		38.66%	
LPI ARP5 Net Council Tax receipts payable to the Collection Fund	£56,185,753		21,766,494	

### COUNCIL TAX

As the tax base grows the net debit increases, which should result in additional revenues being paid into the collection fund providing additional resources into the Council's budget. This is why the collection fund target has been exceeded. In year collection is slightly below target, summons for the first court of the year were issued 2 weeks later than compared to last year. This is likely to be the reason for this.

During July the following recovery documents have been issued;

Reminders 1,378 with a value of £176,412.05

Final Notices 698 with a value of £531,688.01

Summons 354 with a value of £266,545.30

Currently there are 2167 (last month 2182) processes outstanding for Fenland. There are currently 14,869 processes outstanding across the partnership (previous month 14,022) of which 4172 are older than 6 weeks (713 Fenland processes). This includes items in pending (118) plus new properties where we are awaiting information from 3<sup>rd</sup> parties before it can be processed.

The 5 generic posts who started training in benefits at the end of April continue to progress. The 7 in council tax joined the team on 29 July and are now processing work or on the phones.

The recovery team have started work on moving towards working across the whole partnership as one team. The areas of work have been identified and the first steps are being taken with the processes to harmonise them across all sites and databases. This is being seen as a positive across the team.



Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI ARP4 % of NNDR collected	97.88%		37.78%	
LPI ARP6 Net business rates receipts payable to the Collection Fund	£24,663,273		9,483,729	

### BUSINESS RATES

Collection continues to be on track for Business Rates

During July 2019 the following recovery documents have been issued;

Reminders 82 with a value of 205,411.50

Final Notices 37 with a value of 337,863.13

Summons 9 with a value of 36,808.26

There are currently 242 (260 last month) processes outstanding for Fenland (2780 ARP total previous 3241). The team has worked incredibly hard catching up on outstanding processes and there are three 'race days' which are planned on 1<sup>st</sup>, 8<sup>th</sup> and 15<sup>th</sup> August which should help boost progress during August.

We are currently progressing through a skills audit to ensure the team has the training required to meet the service needs. This is in conjunction with further developments on workflows which should see us using drip feed method of work distribution.

We are working our way through the old work to improve indexing, and given further training to the indexing team, so this should further improve accuracy going forward.

**Portfolio Holder:**

**Cllr Steve Tierney**

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
Target CS1 % of contact centre calls answered within 20 seconds	27.5% Year to Date Target	53.37%	<b>53.76%</b>	
Target CS2 % of contact centre calls handled	57.5% Year to Date Target	87.37%	<b>87.41%</b>	

The ongoing trend in relation to positive performance in the contact centre continues, despite the fact that the Wisbech Customer Services centre reopened in its new premises at the Boathouse in July. The revised working patterns of the advisers recruited at the end of the 2018 calendar year has had a positive impact as well as a renewed focus on performance and customer service standards.

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

The Customer Services Team continues to excel at resolving customers queries at the initial point of contact where ever possible. The team works collaboratively with services across the Council and our partners to ensure the information we hold in relation to all services is comprehensive and we are able to action requests for services accordingly.

The implementation of Service Champions within the team in order to provide increased resilience and additional escalation points for complex queries to ensure performance regarding query resolution at the first point of contact is working really well and both customer services staff and colleagues across all services within the Council have reflected on the positive impact this initiative is bringing.

**Achieve CSE re-accreditation for the whole Council**

The Council maintained CSE accreditation in 2019 with an even stronger “pass” than in the previous year in respect of “Compliance Plus” scores.

When visiting, the CSE assessor was highly complementary of the Council's emphasis on delivering excellent customer focused services. The assessment report included these points on the Council's particular strengths:

- The Council is proud of its people focus and uses this to embrace a 'one team' approach to making a difference to customers; and various access channels exist to allow customers options when dealing with the Council
- The Council is actively consulting with local communities, businesses, stakeholders and partners on the 'Growing Fenland' initiative, which enables all parties to help shape the priorities for the development of the four main towns.
- Empowerment of staff allows them to go 'above-and-beyond' when dealing with customers, and deliver high quality services; and the Council actively utilises staff insight to improve services.
- Partnering arrangements remain strong with a wide range of partners working with the Council resulting in clear benefits for customers and communities. The Council are the fulcrum of a wide range of local initiatives covering health, crime, education and social inequality.

As a learning organisation the Council is always keen to identify opportunities for continual improvement, and the area we would like to focus on for development will be around consideration how the needs and preferences of residents accessing our services can be met by improving services and access channels.

## **BUSINESS PLAN AREA: Quality Organisation**

**Business Plan Priority:**      **Excellent Customer Service**

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

**Portfolio Holder:**              **Cllr Steve Tierney**

### **E-Recruitment Tool Update**

We have been undertaking some exploratory work in terms of the potential scope for an e-recruitment solution. We will be meeting with potential suppliers in the Autumn to progress this.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI PC1 Number of visits to the FDC website	620,000	59,405 (June)	181,664	

### **News Survey**

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

Main articles included;

- Wisbech One Stop Shop Move
- Fly tipping prosecutions
- March Skate Park
- Growing Fenland interim report consultation
- Taxi tariff proposals

The number of news stories added to the FDC website and distributed as press releases

to local media in July = 19

Main articles included;

- Future High Street Fund
- I Heart Wisbech Events
- Station Shelter Consultations
- Active Fenland Fit & Fed
- Merchants Trail
- Ely House Closure Notice
- Cllr Boden welcomes Kings Dyke event

## 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 **June**:

Facebook = 74

Twitter = 115

We currently have 2,321 likes on Facebook and 8,316 followers on twitter.

FDC Twitter	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
	115	110K	1,640	114	17	8,333

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	74	23,064	5,740	50	2,321

The number of social media updates added to the FDC Facebook and twitter accounts in **July**:

Facebook = 70

Twitter = 125

We currently have 2,321 likes on Facebook and 8,364 followers on twitter.

FDC Twitter	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
	125	97.8K	1,534	138	31	8,364

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	70	31,332	8,148	63	2,384

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

### Fenland District Council - Annual Report 2018/19

The Fenland District Council Annual Report was approved at Cabinet on 27 June 2019.

The Annual Report of the Council 2018/19 describes the performance of the Council over the last year, linking to the priorities detailed in our Business Plan. These are designed to deliver outcomes that improve the quality of life for Fenland residents and are listed under the key headings of Communities, Environment, Economy and Quality Organisation.

[Fenland District Council Annual Report 2018/19](#)



**BUSINESS PLAN AREA:** Quality Organisation

**Business Plan Priority:** Equalities

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

**Portfolio Holder:** Cllr Steve Tierney

### Meet Equality Act Requirements

The Council's Business Plan confirms the Council's commitment to Equalities and states that it will meet its Public Sector Equality Duty by delivering the requirements of the Equality Act 2010 and the Human Rights Act 1998. It will also publish an Annual Equality Report to demonstrate how we do this.

The work of the Council , aims to foster good community relationships and a complementary union between the Council's stated values and the district's evolving diversity profile. To enable this and ensure that we are compliant with both the ethos and legislative responsibilities of the Equality Act the Council conducts equality analysis via an Equality Impact Assessment process.

Our organisational commitment to good governance allows us to ensure that robust equality impact assessments, internally called Customer Impact Assessments to align to the Customer Service Excellence rolling inspection programme, are undertaken for all services polices, practices and functions. These help us to ensure that any potential impact on the protected characteristics, both negative and positive, are highlighted and any mitigating factors addressed. This helps our functions deliver responsive services to all, effectively ensuring that the needs of Fenland's communities are met.

Through ensuring the publication of Customer Impact Assessments is a natural part of the decision- making process this enables the council to:

- Engage and create opportunities for dialogue and effective engagement with all communities across Fenland;
- Understand the potential negative impacts of decisions and reflect on how these can be mitigated.

Across the organisation each service has an Equality Champion, who act as a flexible resource to undertake this work.

These champions also provide a level of general equalities support to their respective teams. This helps to embed our overall ethos that it is everybody's

responsibility.

The champions are supported and mentored by a Council officer who leads on equality issues. They receive ongoing training in this role and have quarterly meetings to learn and share good practice. In the last month a meeting was held. The meeting discussed the annual review process, to ensure that all work undertaken is still appropriate, and a few examples were discussed.

The champions will now start to update all existing assessments and ensure that they are still relevant and appropriate.

The Annual Equality Report is also being drafted for later in the year.

**BUSINESS PLAN AREA:**                      **Quality Organisation**

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

**Business Plan Action:**                      ***Ensure our asset base is suitable, sustainable, fully utilised and maximises income opportunities and financial efficiencies***

**Portfolio Holder:**                              **Cllr Chris Boden and Cllr Ian Benney**

### **Corporate Asset Management Plan Update**

Officers are exploring the utilisation of an Asset Management database which, when implemented, would provide up to date and instantly accessible access to asset records, such as lease and deed information, copies of reports and surveys and data related to the management of FDC's physical property assets, include diarised reminders for lease renewals and statutory compliance checks.

The implementation of such a system would significantly reduce the amount of administration time required to locate and review such documents, although in order to implement a system there will be a period of data collection and input. However once established, the system would vastly improve how the assets are managed and assist with streamlining processes.

**BUSINESS PLAN AREA:** Quality Organisation

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

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

**Portfolio Holder:** Cllr Chris Boden and Cllr Ian Benney

### Capital Programme Update

The Capital Delivery Group has been established, which comprises of Officers responsible for the planning, administration and management of the Capital Programme. The group was established in accordance with good asset management practice and its work is to monitor the delivery of Capital projects, providing a much more accurate assessment of the delivery and spend profile of those projects.

**BUSINESS PLAN AREA:** Quality Organisation

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

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

**Portfolio Holder:** Cllr Ian Benney and Cllr Steve Tierney

### Corporate Accommodation Review

#### **Customer Services Centres – Fenland Hall & The Boathouse, Wisbech**

Economic Growth & Assets are continuing negotiations with the landlord to agree the extent of the repairs and maintenance required to Exchange Tower before the lease end date. The reinstatement works may be carried out by the landlord for expediency and to ensure that the extent and quality of the works they require are carried out to their satisfaction. The Council will be required to reimburse the cost of these works. The CCTV mast remains on the roof subject to on-going discussions, although importantly, this does not require removal prior to the vacation of the premises.

Customer Service Centre opened in the former café at The Boathouse on the 10 July. Since the opening there has been some additional works undertaken to replace the front entrance doors to make them fully accessible, and directional signage has been



erected externally. The facilities have been well received by customers and the Customer Service Centre is a fantastic addition to the other facilities at The Boathouse.

**BUSINESS PLAN AREA:**            **Quality Organisation**

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

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

**Portfolio Holder:**                **Cllr Chris Boden and Cllr Ian Benney**

### **Commercial Investment Strategy**

The draft strategy was presented at an All member Seminar in July and a full paper will be presented to Cabinet and Council in September.

**BUSINESS PLAN AREA: Quality Organisation**

**Business Plan Priority:**            **Workforce Development**

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

**Portfolio Holder:**                **Cllr Chris Boden**

### **Learning & Development**

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

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

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

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

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

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

### **Apprenticeship Programme Update**

The Council offers a range of NVQ apprenticeship qualifications out to our workforce already, and are currently developing a wider apprenticeship offer to enable a minimum of 9 apprentice posts being offered by the Council. We already have:

1 x HR Apprentice;

1 x Business Administration Apprentice (Business Centres);

3 x Management Apprenticeship;

1 x Accountancy Apprenticeship (Finance).

In addition to this, we are actively seeking apprenticeship opportunities in a number of teams, such as Project Management, Member Services (GDPR), Planning and ICT.

## **BUSINESS PLAN AREA: Quality Organisation**

**Business Plan Priority:** Workforce Development

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

**Portfolio Holder:** Cllr Chris Boden

### **Health Champion Programme**

The Council has a team of qualified health champions in place, and we are part of a Work Healthy Cambridgeshire. This is a Health Improvement Programme run by Cambridgeshire County Council specifically for Cambridgeshire businesses and/or organisations.

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

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

### **Mental Health Training**

We have an in-house Mental Health First Aid Instructor who is currently rolling out Mental Health First Aid (MHFA) Training and Champion across the Council. The most recent corporate courses were delivered in March. At present we have over 40 trained MHFA

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

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

In addition to this we provide 121 coaching and support to employees where required.

### **People Management Strategy Review Update**

The Council's People and Development Strategy is aligned to the Council's Business Plan and focus on outputs for 2019 - 2022. It has been developed in recognition of the need for our people to continue to work effectively with a range of stakeholders and partners. It continues to be reviewed and improved on an annual basis. It is a live document that will be refreshed and updated as the Council evolves and faces new and emerging challenges.

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

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

## **BUSINESS PLAN AREA: Quality Organisation**

**Business Plan Priority:** Enforcement

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

**Portfolio Holder:** Cllr Mrs Dee Laws

### **Planning Enforcement Update**

#### **June**

34 service requests were received in the month and a total of 8 cases were closed following investigation. The investigations had the following outcomes:

- No Breach Found = 4
- Voluntary resolution of the breach by owner / occupier = 2
- Retrospective planning permission granted = 2

#### **July**

32 service requests were received in the month and a total of 23 cases were closed following investigation. The investigations had the following outcomes:

- No breach found = 13
- Voluntary resolution of the breach by owner / occupier = 5
- Retrospective planning permission granted = 3
- Not expedient to take any action / not in public interest = 2

**Portfolio Holder:** Cllr Miss Sam Hoy

### **Business Support and Compliance**

## **Food Safety**

During June and July 34 businesses were visited following the Council's Food Safety service plan.

During these visits if the business served food directly to the customer (as opposed to producing food for sale) they are provided a score under the food hygiene rating scheme.

These 34 businesses were rated as follows:

<b>Number of businesses</b>	<b>Rating received</b>
23	5
8	4
2	3
1	2

A rating of 3 and above is good. Businesses who score below a 3 may receive further visits and support which sometimes requires formal action to secure improvements; this is dependent on the level of risk presented to the consumer.

## **Health and Safety**

In June the Council's Health and Safety service plan was approved. The plan sets out the Council's responsibility for regulating health and safety legislation in a wide range of premises in the commercial sectors across Fenland. These duties are carried out by the Environmental Health Team alongside their other statutory functions.

The Council is required to follow various codes and guidance in delivering this role which includes a risk based approach to inspection, the appointment of qualified, trained and competent staff and the provision of on-line and off-line information to business customers.

The service plan also sets out the proactive work which will be undertaken annually to support the health, safety and wellbeing of employees across these sectors. For the years 2019-21 the areas of focus are; continue to support the growing business area of skin piercing and nail bars and to work in partnership with the Fenland tobacco alliance to reduce the level of smoking within Fenland businesses.

## **Environmental Health – Requests for Service**

During June and July the service received more than 400 requests for service and more than 95% of these were responded to within 5 days.

Requests for service include reports of noise, flies or smells, drainage problems, accidents at work, accumulations of waste or untidy premises, licensing compliance matters such as late music events or animal licencing issues.

June and July have been particularly busy this year with the level of requests being 15% higher than in 2018.

**Portfolio Holder:**

**Cllr Sam Clark**

## Licensing

### Consultation

The Licensing Committee met in July 2019, items on the agenda and discussed were the current Gambling Policy and the Cumulative Impact Zone policy.

The Committee agreed to undertake periods of consultation for both of these policies.

The Gambling Policy is open for consultation until Fri 6<sup>th</sup> September:

<https://www.fenland.gov.uk/gamblingconsultation>

and the Community Impact Zone Policy until Fri 13<sup>th</sup> September:

<https://www.fenland.gov.uk/CIAconsultation>

Following this consultation both of these policies will be taken back to the Licensing Committee for discussion and consideration of the consultation responses at the next meeting on 2<sup>nd</sup> October 2019.

### Hearings Held since July 2019 and outcome reached:

Heron Foods, Wisbech – New Licence granted

Nene supermarket, Wisbech – Licence variation granted

Harans, Wisbech – Review application TBC

New Licensed Driver – Licence granted

Review current licensed Driver - TBC

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

**What do our customers say?**

Description	Baseline	Target 19/20	No of customers questioned	No of customers satisfied	% 19/20	RAG
LPI CEL11 Local businesses supported and treated fairly (quarterly)	100%	90%	15	15	100	

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

Example of feedback comments for June and July

*"Never had any issues - food officers always been very fair and helpful"*

*"Pleasant inspector, felt Dianne would have given advice if she had been asked"*

The programme's target is to visit premises and to contact at least 20% of those promises that are inspected to request feedback. This information is used to tailor the approach to business visits and to ensure the best information is available to support businesses to be compliant successful.

**BUSINESS PLAN AREA:** Quality Organisation

**Business Plan Priority:** Health & Safety

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

**Portfolio Holder:** Cllr Chris Boden

**Health & Safety Update**

The Council sets out its roles and responsibilities for the management of health and safety through its policies and codes of practice. This is also supported by training of staff through corporate training or service specific training. Along with conducting and documenting risk assessments to identify hazards, risks and control measures.

Recently the Council's Health and Safety Policy has been reviewed and updated. This is the key policy as it sits above all other Council health and safety documents.

In addition, the Alcohol and Drugs at Work Policy has been reviewed and updated and now includes support available for staff and the alcohol and drug testing criteria for staff.

Other new codes of practice introduced are 'Slips, Trips and Falls' and Electrical Safety.

Codes of practice currently being reviewed/updated are: Contractor Management and Manual Handling.

Corporate training currently being provided is for Fire Wardens, these are staff nominated to be trained in fire safety, the use of various types of extinguishers and the fire evacuation / sweep process.

Working at Height training has also been delivered to staff who undertake working at height in their job role. This includes working on top of vehicles in the workshop or using a ladder/step ladder to carryout tasks.

Conducting audits of services/teams is an ongoing part of the assessment of health and safety compliance. Recently, the Marine Services and Business and Economy services have been audited. Where improvements have been identified these are included as recommendations with timescales for implementation.

**Portfolio Holder:**

**Cllr Steve Tierney**

### **Emergency Planning Update**

Under the Civil Contingencies Act the Council is a Category One Responder and this sets out the responsibilities for Local Resilience Forums and individual agencies.

The Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) coordinates the joint multi-agency across the county, and Fenland District Council is an active member of the forum which involves ongoing assessing of risks, preparing CPLRF emergency plans, joint training and other specific joint task and finish group activities.

The Council is also responsible for having its own emergency plans in place to respond to incidents occurring within the district. As part of this requirement, ongoing work to review the FDC Emergency Management Plan and Emergency Rest Plan is underway.

Training of staff for various emergency planning roles is also a key requirement, and work is in progress to develop a 'Community Recovery' training package which will be rolled to FDC staff during the latter part of 2019.

Currently within the CPLRF and at FDC, Brexit planning is ongoing and as we move nearer to 31<sup>st</sup> October the planning for this possible no-deal situation will become



more important with corresponding allocation of resources devoted towards it.

**BUSINESS PLAN AREA:**                    **Quality Organisation**

**Business Plan Priority:**                **Health & Safety**

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

**Portfolio Holder:**                      **Cllr Chris Boden**

### **Workforce Wellbeing Strategy & Health Surveillance Programme Update**

The Council has a proactive health surveillance programme for staff/teams identified through a risk based approach. This programme involves joint working with an external Occupational Health Advisor who conducts the examinations.

The examination consists of: audiometry, lung function, vision, skin, hand/arm vibration and health promotion. These are conducted on a two yearly basis, unless there is a specific requirement to repeat the assessment sooner than this period for a person. Teams involved in this health surveillance programme include: Refuse and Cleansing (drivers), Street Scene, Marine Services, Transport Workshop and other staff who drive Council logo vehicles.