

# Presentation by Leader and Chief Executive of Fenland District Council

## FDC Overview & Scrutiny Committee Meeting

### 14 October 2019



# Sources of further information

## Annual Report 2018/19:

[https://www.fenland.gov.uk/media/10262/Annual-Report-2018-19/pdf/Annual Report - web version.pdf](https://www.fenland.gov.uk/media/10262/Annual-Report-2018-19/pdf/Annual%20Report%20-%20web%20version.pdf)

## Corporate priority reports already tabled at O&S Committee meetings:

<https://www.fenland.gov.uk/localgov/ieListMeetings.aspx?CId=135&Year=0>

## Joint Portfolio Report tabled at Council meetings

<https://www.fenland.gov.uk/localgov/ieListMeetings.aspx?CId=156&Year=0>

## Brexit pages on our website:

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



# Key Achievements & Performance

## - Communities -

### Supporting vulnerable members of our community

#### Year 2018/19:

- 152 complaints from tenants investigated in **private rented accommodation** and 216 from HMO tenants which resulted in serious health and safety failings being put right. In just one year, officers inspected 1,746 properties and made 719 interventions.
- Supported by £196k from the government's **Controlling Migration Fund (CMF)**, we have been able to build upon our existing enforcement work. By undertaking street-by-street inspections in Wisbech, we have gathered valuable property intelligence and uncovered hidden issues.
- Supported by new housing legislation, we prevented 315 households from becoming **homeless** in 2018/19; a 174% increase since 2017/18.

#### April to July 2019:

- 65 complaints from tenants in **private rented accommodation** and 31 from HMO tenants
- **Housing enforcement** work now commenced in March through CMF funding
- 108 households prevented from becoming **homeless**
- The **Homeless Hub** opened in June 2019:
  - £131k funding for hub at the Ferry Project
  - 44 rough sleepers / homeless customers engaged
  - 30 now in accommodation, 5 people into work, 9 registered for training courses, 11 through a counselling service
- Successful work continues through the Cambridgeshire & Peterborough 'Trailblazer' project to pilot early approaches to **homeless prevention**.



# Key Achievements & Performance

## - Communities -

### Supporting vulnerable members of our community

#### Year 2018/19:

- Financed through the '**Better Care Fund**', we adapted 145 homes to help elderly and disabled people remain safe, secure and protected at home.
- 310 people attended our **Golden Age** events during 2018/19.
- The twelfth annual **Pride in Fenland** awards were held during 2018/19 to honour the district's unsung heroes.
- Information telling residents how they could reduce their energy spend was circulated with annual council tax bids. Over 200 free home visits have been carried out saving householders in the region of £35k through incentives such as
  - warm homes discount
  - grants for first time central heating, loft insulation and cavity wall insulation

#### April to July 2019:

- An **Empty Homes** strategy is being produced to look at bringing a number of the empty homes in the district back into use.
- 61 homes adapted through the '**Better Care Fund**' to provide assistance to the elderly and disabled.
- 87 people have attended **Golden Age** events.
- 2 **Syrian refugee families** have been welcomed to Fenland during September 2019.



# Key Achievements & Performance

## - Communities -

### Promoting health and wellbeing

#### Year 2018/19:

- In December 2018, Freedom Leisure took over the operation and management of Fenland's 4 **leisure centres**, saving the Council £351k per year against our current budget and enabling our facilities to remain high quality, affordable and accessible to all. It will also bring investment of £1.1million to extend and refurbish gym and studio facilities, purchase state-of-the-art fitness kit, improve catering offerings and develop a community outreach programme.
- During 2018/19 the '**Active Fenland**' project attracted over £256k of external funding to encourage local people of all ages to get moving and try new sports where they live.
- The **Controlling Migration Fund** has enabled people from a variety of cultures have joined together to enjoy activities such as floorball, basketball and yoga.

#### April to July 2019:

- The **leisure centres** continue to perform well with high customer satisfaction and an increase in the number of membership from 5,931 to 6,103 in the first quarter of 2019/20.
- The **Controlling Migration Fund** team have already secured £9k this year, resulting in over 40 sessions being available every week, and 4,376 people attending.



# Key Achievements & Performance

## - Environment -

### Refuse, recycling & street cleansing

#### Year 2018/19:

- In 2018/19 we made nearly 2.9million bin collections across the district, in all weathers.
- 18,000 customers signed up for the garden waste service in 2018/19.
- Our cleansing and rapid response teams continue to provide an excellent, 7 day service. Last year they responded to over 1,200 requests and out of 1,355 inspections, 98% of areas met cleansing standards first time.

#### April to July 2019:

- From April to June 2019, residents have recycled 54% of their waste (over 10,000 tonnes), which has generated over £100k of income so far.
- Over 20,000 have signed up for the garden waste service for 2019/20 so far. This ensures that the service is self-funded and saves over £700k per year.
- In July 2019 the Arts Council approved a grant of £15k to support the development of a 'Creativity & Culture Strategy' for Fenland. The procurement process for the provision of this work is underway with the aim of completing the strategy by the end of the financial year.



# Key Achievements & Performance

## - Environment -

### Improving the environment and our streetscene

#### Year 2018/19:

- Our Streetscene team spent over 4,800 hours on patrol in Fenland and, in partnership with Kingdom, served 384 Fixed Penalty Notices (FPNs) on people who committed environmental offences.

#### April to July 2019:

- The Streetscene team have so far spent over 1,600 hours on patrol, and served 198 FPNs.
- The team continues to work closely with the community to tackle a variety of environmental and anti-social behaviour problems, with a particular focus on preventing flytipping, littering and dog fouling.
- In August 2019, we were successful in a prosecution for 5 separate large incidents of flytipping in Whittlesey, resulting in the person responsible being fined £1,500 for each charge, having to pay the Council's full costs and £1,000 compensation for the clean-up costs.
- The Green Dog Walkers campaign was launched in July 2019, encouraging responsible dog ownership. Over 50 dog walkers have signed up so far.



# Key Achievements & Performance

## - Environment -

### Improving the environment and our streetscene

#### Year 2018/19:

- We worked with over 300 volunteers across 24 dedicated local volunteering groups and supported 249 environmental events.
- We continue to support local communities to stage the Four Seasons events. Last year 25,00 people enjoyed the range of entertainment and attractions on offer, with 97% of those asked being satisfied with the events.

#### April to July 2019:

- We have supported 82 volunteer events so far this year.
- The annual Street Pride celebration evening was held on 3<sup>rd</sup> October, and was attended by representatives from a variety of community groups, including Friends Of, In Bloom, Street Pride and the Getting it Sorted volunteers.
- In Bloom results include Gold awards for Chatteris and Wisbech.
- Work has started on the West End Park Skate Facility. Weather dependent (due to the concrete nature of the new park), this should take around 12 weeks to complete.





# Key Achievements & Performance

## - Environment -

### Keeping people safe and promoting social cohesion

#### Year 2018/19:

- Our CCTV service recorded over 1,600 incidents of crime and disorder. This has helped partners to tackle violence, street drinking and anti-social behaviour.
- We investigated 163 cases of anti-social behaviour with our partners. The Fenland Community Safety Partnership continues its work to reduce crime, anti-social behaviour and fear of crime.
- The Diverse Communities Forum (DCF) continues to improve integration and cohesion between local communities. The DCF has received over £1,456,000 in government funding for 11 cross-cutting projects.

#### April to July 2019:

- Our CCTV service have recorded over 399 incidents of crime and disorder.
- To reduce CCTV service costs, whilst improving operator presence, we will be sharing staff and the control room with Peterborough City Council from later this year.
- We investigated 55 cases of anti-social behaviour with our partners already this year.
- The 'Essentials by Sue' project has been launched to protect the dignity and comfort of young people in Fenland. Donation boxes for sanitary items, toiletries and underwear and information posters and leaflets have initially been placed in 6 locations. Donations will then be distributed to the participating academies and colleges, who will discreetly give these out to the young people who need them most.



# Key Achievements & Performance

## - Economy -

### Attracting & supporting businesses

#### Year 2018/19:

- Local businesses are supported through free 'Fenland for Business' events, working with partners NWES and the Chamber of Commerce.
- Our business premises continued to provide popular 'start up' and conference sites, with 92% occupancy.
- Our Planning team processed 759 applications from across the district.

#### April to July 2019:

- 317 planning applications have been processed to date.
- The Boathouse has become the new location for our Wisbech One Stop Shop.
- Our Wisbech Yacht Harbour remains busy, with 97% of our full-time berths occupied at July 2019.
- Alongside Lincolnshire County Council and West Norfolk and Kings Lynn Borough Council, we are developing a 'Sail the Wash' marketing plan for the leisure ports in the area.
- We continue to work with skills services and local education providers to support young people get ready for work. As well as welcoming students for work experience, we have created 10 new apprenticeship roles across the Council.



# Key Achievements & Performance

## - Economy -

### Promoting & lobbying for infrastructure improvements

#### Year 2018/19:

- The Hereward Community Rail Partnership (CRP) carried out extensive consultation to understand local transport issues.
- £4.5m of works ordered from Greater Anglia to improve provision at Manea, March and Whittlesea stations
- Supported by CPCA funding, work continues to improve infrastructure and transport connectivity in Fenland and beyond, including
  - £25m to improve A47 Guyhirn roundabout
  - £16.4m to improve A605 Kings Dyke Crossing
  - £10.5m for Phase 1 of the Wisbech Access Study
  - £9m to improve March, Manea and Whittlesea stations
  - £1.5m for the next stage of feasibility work for a March-Wisbech railway line
  - £1m for March Area Transport Study

#### April to July 2019:

- 3 new project boards established for Manea, March and Whittlesea station masterplans.



# Key Achievements & Performance

## - Quality Organisation -

### Year 2018/19:

- A record number of people are choosing to access our services online through our website. We received 607,000 visits and 10,000 forms were submitted online.
- We have been reaccredited for **Customer Service Excellence (CSE)**. The assessor was highly complimentary of the Council's emphasis on delivering excellent customer-focused services.
- The results of a Staff Survey showed that 83% of staff are proud to work for FDC.
- Our social media following continues to grow with 8,300 Twitter followers and 2,200 Facebook 'likes'.

### April to July 2019:

- Wisbech One Stop Shop moved to The Boathouse which, along with the March One Stop Shop move to Fenland Hall, will save taxpayers around £130,000 per year without compromising on the quality of service.
- This years Staff Awards ceremony will take place in December following nominations by staff.

