

# **Cabinet and Corporate Management Team**

## **Portfolio Holder Briefing Report**

**November 2019**

**(For performance in August and September 2019)**

# Cabinet Members



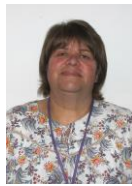
**Councillor  
Chris Boden**

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	6.19	7.24	
Target ARP2 Days taken to process Housing Benefit – new claims and changes	8 days	6.15	6.20	

This month we have once again exceeded all targets.

The time taken to assess Council Tax Support new claims and changes has decreased this month. Target 1 Processing Time has decreased by 0.51 days. Target 2 has also decreased by 0.26 days. This has resulted in the time taken to assess Council Tax Support new claims/changes has decreased for the year as a whole. Target 1 has decreased by 0.2 days. Target 2 has increased very slightly by 0.01 days. The current year to date figures remain very good with both targets having been exceeded.

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 position of Council Tax Billing Officer has been through job evaluation at Fenland Hall and a pay grade agreed.

A proposed change to the Council Tax Support Scheme for 2020/21 is currently out to

public consultation. The aim of the change is to provide customers who are in receipt of Council Tax Support and who receive Universal Credit more clarity as to the amount of Council Tax customers will be required to pay. For these customers the proposal is to introduce a £15.00 income change tolerance so small changes in income will not trigger a re-assessment of Council Tax Support as a result customers will receive fewer bill amendment letters.

Fenland has managed to spend 37.7% 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	46	<b>136</b>	

The Council has undertaken 40 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council had also investigated 96 complaints from tenants occupying privately rented accommodation in the same period. Council Officers intervened to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

	<u>HMOs investigated</u>	<u>Privately Rented Homes investigated</u>
Wisbech	35	38
March	2	21
Chatteris	2	8
Whittlesey	3	9
Villages	0	20

Breakdown for the 20 in the villages:

Fridaybridge =	1
Murrow =	2
Manea =	2
Gorefield =	3
Leverington =	3
WSM =	2
Tydd SG =	2
Turves =	2
Wimblington =	2
Doddington =	1

October marks the first anniversary of the extension to the Mandatory Licensing Scheme within the district. Upon reviewing the number of voluntary applications received by the council it is evident that a large number of landlords remain reluctant to engage and fully commit to the process and continue to avoid their legal responsibilities; resulting in poor fire safety standards and poor housing conditions.

Therefore officers, with the support of the housing portfolio holder, have reviewed the current enforcement processes, that work to deliver the Council's housing enforcement policy, and are, with immediate effect, taking a more robust approach to non-compliance. Where officers identify, and have reason to believe, a property is occupied as a licensable HMO, and is not so licenced, the council will issue a Notice of Intent, with a view to pursuing its powers using the Civil Penalty Notice procedure. Not only does this process serve as a warning to landlords that the authority will not tolerate non-compliance, if successful, fines of up to £30,000 will be issued and will be payable to the council, rather than the existing penalties which are paid to the courts.

The same approach will be taken where landlords fail to respond promptly to requests for repairs made by their tenants and the council has to intervene.

A letter to all known landlords in the district, detailing the amendments to the council's procedures as above, has been sent; a press release also.

As well as the work in Wisbech, the Controlling Migration Fund also funded an officer for the town of March. This member of staff has now been recruited and will begin the process of making house to house enquiries to find any Houses in Multiple Occupancy that are unlicensed and to address hazards within private sector housing.

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

The team has reviewed its priorities in relation to enforcement activity. The officers are focusing on targeting existing cases and assessing which landlords are failing to comply with informal requests with a view to implementing enforcement powers

pursuant of Civil Penalty Notices.

Measure	Cumulative since March 2018
Total Number of Properties Inspected	2104
Interventions Taken (see table below)	876
Information Packs Issued	315
Smoke Detectors brought into use	327
Hazards Removed	583

### Breakdown of interventions since March 2018

Interventions	Cumulative
Smoke Detector defect letters (Private Rented Sector)	152
Smoke Detector advisory letters (Owner Occupied)	158
Formal Inspection Appointment Letters	140
Notice requesting Information	11
Informal Letter requesting remedial repair	355
HMO declaration notices	53
Enforcement Notices issued	14

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.

In light of the impact from the work from the Controlling Migration Fund project and the ongoing need for prevention, intervention and enforcement to improve house conditions the Council is proposing to budget for the work to be continued for a further 12 months in 2020/2021. The posts will be funded through fine income and any other external funding the Council can source.

### Empty Homes

In September the Council supported Empty Homes week through a press release highlighting the support available to empty home owners through our website [www.fenland.gov.uk/emptyhomes](http://www.fenland.gov.uk/emptyhomes). The portfolio holder for Housing has agreed to a pilot project to recruit an Officer for one year to focus proactive engagement with empty homes owners to bring them back into use. If successful the project will produce additional income to the Council over and above the cost of the post through finance received from Central Government.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI Number of households prevented from becoming	200	April 32 May 21 June 39 July 16 August 26	<b>169</b>	

## Breakdown:

Mediation = 9

Debt Advice = 6

Resolve rent arrears = 9

Private rented with deposit support = 28

Private rented without deposit support = 49

Housing Register Offer = 44

Supported Accommodation = 24

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

Description	Monthly	Cumulative for 2019/20	%
Total number of Households approaching the Housing Options Team	155	1056	N/A
Total number household receiving advice only for example not homeless but advice needed	64	420	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.	14	154	N/A
Number of formal Homeless decisions made. This is where the personal housing plan has not resolved the problem leading to the need for a formal decision to be taken under the legislation. In 17/18 we made 159 decisions and experience in Wales and Southwark indicate this should be much lower under the new Act.	0	7	N/A
Successful outcomes in Prevention stage (household had their issue resolved within 56 days)	April = 18 May = 12 June = 23 July = 3 August = 17 September = 17	90 out of 100	90 %
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 August = 9 September = 18	79 out of 134	59%

Statistic for Wales Prevention 62% Relief 42%

## Trailblazer Project Update

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

Since the start of the project in August 2017, there have been over 1000 referrals in to the service. Fenland has consistently had the highest level of referrals, 90 between April and September 2019, from individuals and partner agencies requesting help to prevent families and individuals from becoming homeless.

The Trailblazer team is working with social and private sector landlords to prevent homelessness including the use of mediation, debt advice and financial advice. With the project continuing for another year, the focus will be continued work with partners to identify and assist clients at risk of homelessness before 56 days and to develop partnership protocols for example offenders, mental health patients and 16/17 year olds for the Cambridgeshire and Peterborough area to enable more effective processes to identify and assist those at risk of homelessness early.

## Rough Sleeping Update

The Council currently has 23 rough sleepers that are being supported to attempt to resolve their housing problem. The Council is very keen to capture information and intelligence from the community on rough sleepers so that contact can be made and support plans developed. Please contact 01354 654321 or [www.streetlink.org.uk](http://www.streetlink.org.uk) (there is a direct link on our website) or email [housingadvice@fenland.gov.uk](mailto:housingadvice@fenland.gov.uk) .

### **Rough sleeping (Controlling Migration Fund)**

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

There will be two outreach posts, one of whom will assist those with complex needs. The funding of £136,625 is for one year.

The service links in to a new hub being run by Ferry Project following a successful bid to the Ministry of Housing, Communities & Local Government (MHCLG) for £131k to assist



with support and rehousing options for one year to alleviate rough sleeping. The aim of the hub is to work as a day centre for rough sleepers to understand the barriers for repeat rough sleeping and develop solutions to get the rough sleeper back into temporary / settled accommodation. During September, 15 individuals have been helped into secure accommodation and 21 clients have engaged in the Hub service.

For rough sleeping issues outside of Wisbech and for all non-migrant concerns, the Council's Housing Options team carry out this function.

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

As well as this, the Council is working on an opportunity to develop a Cold Weather Fund bid to government, which will be for across the whole of Fenland.

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	24	<b>79</b>	

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

The Council has assisted 79 households with adaptation works year to date.

The geographical spread is as follows:

Wisbech	23
March	26
Chatteris	8
Whittlesey	2
Other villages	20

Breakdown:

Elm =	3
Eastrea =	2
Manea =	3
WSM =	2
Parson Drove =	2
Coldham =	1
Murrow =	3

Gorefield = 1  
 Thorney Toll = 1  
 Wimblington = 1  
 Tydd SG= 1

Current Budget Spend and commitment breakdown:

Better Care Fund Budget (£)	Spent Year to Date (£)	Committed Year to Date (£)	Indicative pipeline (£)
1,358,000	464,381 (34%)	412,488 (30%)	200,000 (18%)

The pipeline figures can change significantly depending on whether cases proceed to application – factors such as means testing, challenges of the scheme and patients health, etc can determine when and if the proposed adaptations goes ahead.

### Homelessness Review & Homelessness Strategy Action Plan Update (July 19)

The Council is working with partner agencies to commence a homelessness review in the Autumn. The outcome will lead to a refreshed Homeless Strategy and Rough sleeper action plan for 2020/21. The review looks to refresh the evidence data which forms and picture of needs and pressures relating to Homelessness in the district. It then assesses current services and resources available to meet needs to identify gaps in service provision. Following that an action plan is created and consulted upon setting out the actions required to meet those needs.

**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)

Cambridgeshire ACRE organised a drop-in session on the 10<sup>th</sup> September 2019 for organisations likely to submit an Expression of Interest to CLLD and an invitation was

sent out to all those in pipeline of which the following attended:

- Octavia Hill Birthplace Museum Trust
- Cambridge Community Arts
- FACET - booked but then gave apologies
- Recovery College East

One hour time slots were offered throughout the day with the aim of:

- Discussing project ideas in more detail
- Finding out more about the funding available and the application process
- Discussing the support available
- Reviewing relevant documentation including the Expression of Interest

Following this a CLLD meeting was held on 25<sup>th</sup> September 2019 and expressions of interest was received from a few of the above and the meeting was encouraged to see a partnership project between The Recovery College East and Head to Toe Charity which has been outlined below:

Recovery College East sits within Cambridgeshire and Peterborough NHS Foundation Trust (CPFT). Recovery College East (RCE) is part of a national network of providers helping to fill the gap in mental health service provision between in-patient care and outpatients' recovery within the community.

The project will bring the Recovery College ethos to Wisbech by delivering a programme of community-based workshops and training sessions within an educational setting. Delivering specifically to people with mental health and long-term physical health issues.

Participants will access a training programme in a non-stigmatised recovery environment that is very much led by them. It is anticipated that training modules will include but not be confined to:

- Overcoming the barriers of returning to work
- Staying Well at work
- Assertiveness,
- Increasing self-esteem,
- Challenging internal self
- My role and responsibilities in making it happen for me
- Accredited peer worker training course

In turn the above will improve the confidence of individuals, develop a community of support, and empower individuals to take control of their own recovery, become experts in their own self-care and develop the skills for living and working.

Head to Toe is the charity for Cambridgeshire and Peterborough NHS Foundation Trust (CPFT). Head to Toe and the college will work as partners around all the financial reporting elements of this project.

Four types of placement would be available to allow the prospective participants to be matched to the type which is best suited to their employment ambitions and current circumstances. These would include Tea Room and Gardener/Groundskeeper (supported by an external partnership).

Other placement types would depend on the nature of other possible project partners, the museum would be especially well-placed to support roles in the areas of group visits/events, working with our reference library catalogue, event publicity and retail (via our gift shop and off-site bookshop).

**Portfolio Holder:**

**Cllr Susan Wallwork**

### **I Heart Wisbech**

Work is underway to contact residents who expressed an interest in getting further involved when they completed the community conversation survey that took place last winter. Alongside this Supporting Cambridgeshire have commenced work on exploring whether it would be beneficial to set up a new community vehicle for the town of Wisbech that would be able to collaborate with the existing Community and Voluntary Sector in the town and public bodies to bid for funding to meet identified gaps that have arisen through initiatives and consultations that have taken place in the town. National funding bodies are keen to see more funding submissions relating to Wisbech and it is hoped that if feasible such a vehicle would help bring in more resource to the town.

**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**

A number of business events have taken place throughout August and September delivered by the Better Business for All Cambridgeshire and Peterborough Local Authority group. Of particular interest to local businesses was the regulatory update which took place in September. This update was an opportunity to ensure both freight and import/ export requirements were understood with a speaker from the Freight Hauliers Association.

The Council has continued to reinforce messages from the 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.

Fenland representatives have also been involved in Cambridgeshire and Peterborough Local Resilience Forum exercises to test preparedness and communications across the range of organisations involved. This has resulted in different tiers of local authority locally, including Cambridgeshire County and the Combined Authority, meeting to share resources and information on plans.

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

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

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

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

### **Increasing awareness of democracy with young people**

The work on the Youth Advisory board pilots in East Cambs and Fenland has now begun with The Youth Advisory Board in Fenland looking to consult with up to 3000 young people across their communities about the issues important to them. The top 3 issues highlighted as part of these consultations in each area will then become a working focus for social action, education and awareness and will see the YABs commission services that can address the issues.

Alongside this we hope they will be supported by a diverse range of professionals to contribute to the evaluation and creation of local services relevant to them and to engage in democratic processes.

This pilot will also support and inform an application to the Big Lottery (which has been supported by both FDC and East Cambs) for £500,000 to support the delivery of YAB's across Cambridgeshire over 5 years.

**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 next Golden Age event is due to take place at March library on Tuesday 15<sup>th</sup> October 2019 and will be reported in December full council report.

A recent Senior Citizens Advisory Group (SCAG) meeting was held on 11<sup>th</sup> September 2019 to discuss the following:

- Marketing materials to promote the Golden Age brand for future Golden Age Fairs
- Marketing for the Golden Age Fair for the next fair in October including Members of SCAG having a day of delivering flyers in March.
- The support of other partner agencies to help with marketing for example Community Ambassadors, Town Councils and the Libraries.
- Locations for future Golden Age Fairs including Whittlesey in December 2019.

**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**

The new progress trackers which were recently introduced are helping 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

Objectives from the Wisbech 2020 Vision work have also been included in the Growing Fenland Wisbech document which is due to be considered by Wisbech Town Council on 21 October. There are also several projects which feature in an overall strategic report for the Growing Fenland project, including options around the Nene river barrage, dualling the A47, and the Wisbech Garden Town concept.

It is hoped that by bringing these projects into the spotlight of the Combined Authority, we could attract additional funding and support to help with delivery.

Plans for the Wisbech 2020 Vision Summit/Celebration Event being held in December 2019 are in the process of being finalised. The public will be encouraged to attend the event 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		
Performance Measure			
MPI	<b>May 2019</b>	<b>July 2019</b>	<b>Sep 2019</b>
Membership base in leisure centres	<b>5,931</b>	<b>6,103</b> <b>(+172)</b> <b>(+3%)</b>	<b>7,236</b> <b>(+1,133)</b> <b>(+18%)</b>

Freedom operates a scheme of reporting membership data and sales on a daily basis and moves targets accordingly. Modest growth in the early part of the year has been followed by an extremely successful summer period with a growth of over 1,110 memberships. Reasons for this would be based around advanced sales at the Hudson, re-structuring of the swimming lesson programme and attractive seasonal promotions. Manor Leisure Centre has seen the highest individual growth

### Leisure Contract Update

Freedom is now 10 months into the 15 year contract. A full year one performance review will be presented to Members in November but, at this stage, the switch to a new operator has been a resounding success. The vast majority of staff remains in place (only 5/100 contracted staff leaving so far) and satisfaction levels are high throughout the organisation.

Capital investment has been centred on the Hudson as per the specification but maintenance issues at all sites (leaks, potholes, broken down equipment etc.) have been addressed promptly and successfully. This work has included new showers at the George Campbell, a new boiler and calorifier at Hudson. Next steps include the servicing, internally, of pool filters.

New gym equipment for all four sites has been ordered and will be in place by December.

The investment, as well as ongoing servicing of equipment, is ensuring that local customers get a great experience when they attend the leisure centres.

Fenland officers are meeting regularly with the area manager for Freedom, as well as



the local Centre Managers. During these regular meetings, performance and KPI information is discussed, as well as any issues arising alongside positive work that is ongoing. Fenland and Freedom continue to work well together with a solid partnership approach and this is certainly the best way to ensure that the Council has a cooperative and community focussed partner for the length of the contract.

Additionally, a quarterly meeting with the Operations Director has taken place to discuss performance and challenges.

The Freedom Operations Director is attending November's Overview and Scrutiny Panel. At this meeting, Members will receive an update on contract progress to date, some KPI highlight information, as well as information with regards to Freedom's expectations for the short term.

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

Design – March/ April – completed on schedule  
Tender – June / July – completed on schedule  
Building Work – June to Dec – in progress, and on schedule  
Gym open – Oct – in progress, and on schedule  
Reception – opened September, ahead of schedule  
Dance studio open – Dec – in progress and on schedule

The contractors have been highly efficient, respectful of the centre's staff and customers.

The splendid new reception, opened 23<sup>rd</sup> September (well ahead of the planned date), complete with Costa coffee facility - receptionists are now trained as baristas – and the decoration of the main corridor which has brightened up the area. Shower area improvements are also taking place.

The new gym will be opened in late October, featuring state of the art equipment including a training rig that will allow small group classes to take place inside the gym itself.

### **Gym Equipment Replacement Update**

Specification - June - completed on schedule  
Procurement - June / July - completed on schedule. Following received bids, officers visited live sites in the South of England to evaluate the quality of equipment, its usability and its popularity with customers. Selection was based on this criteria and

Technogym duly awarded the contract for all sites.  
Order - August - completed on schedule  
Fit out - October - this will commence at the Hudson from 14<sup>th</sup> October with other sites following later in the year

**BUSINESS PLAN AREA: Communities**

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

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

**Portfolio Holder:** Cllr Susan Wallwork

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

The Fenland and East Cambs Living Well partnership met in September. A number of update presentations were received from partners including the results of the Annual State of the Voluntary Sector survey for 2019.

The presentation informed the group; the majority of voluntary sector groups are very small (fewer than 5 employees), volunteers are very much needed with more than 90% of companies surveyed using volunteers, overall organisations are finding it hard to recruit volunteers and the demand on the voluntary sector is increasing.

**Portfolio Holder:** Cllr Steve Tierney

**Energy Conservation / Fuel Poverty**

As part of Age UKs handyman service, home energy efficiency checks are now being undertaken helping vulnerable residents of Fenland from becoming fuel poor. This service offers older people extra help with small practical jobs around the home, designed to make people's lives easier and safer around the home.

Exact handyman services differ from place to place, the type of jobs they can usually help with include:

- Small repairs - putting up curtain rails, shelves and pictures
- Safety measures - fitting smoke alarms, carbon monoxide detectors and grab rails
- Home security - door and window locks, door chains and door viewers
- And more recently, home energy efficiency checks. As part of a home survey, the property is assessed to determine the level of safety, practicality and energy efficiency of the home. Improvements such as installing draught excluders, radiator heat reflectors and energy efficient lightbulbs are just some examples of work that is carried out to help with improving the heating efficiency of the home and lower fuel bills.

The Stay Well working group met recently to review their Stay Well 'health pack' that are distributed across Fenland and the surrounding Cambridgeshire towns and villages in time before the winter period sets in.

These health information packs have proven to be popular amongst the elderly and other members of the public that have often benefitted from the useful information contained within them. This year, the pack has been redesigned to include new information such as the handyman service, revised and more up to date information and useful contact information on agencies that are all able to offer help and support.

These will be distributed once again by the council's Environmental Health Team and other partners from early October onwards.

Applications awarded over the last period demonstrate that residents of Fenland continue to benefit from this service as the figures show, the amount of funding awarded to people experiencing difficulty in heating their homes, is covering the cost of supplying fuel namely, gas, electricity and oil.

In November the Cambridgeshire Community Foundation will be launching their Winter Crisis Appeal to help more people who are likely to struggle in heating their homes this coming winter. Residents who currently benefit from the Winter Fuel Allowance can apply so that the money awarded can help pay for heating or other energy related costs.

**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



Active Fenland continues to offer many activities to the local community. The sessions are affordable, community focussed and available locally. An example of the impact the sessions are having, from a customer perspective is as follows:

*I would just like to take the opportunity to thank Fenland District Council for organising the free ten week Tai Chi Lessons. I have since continued with the Tai Chi as has my Husband albeit on an intermittent basis, and cannot express enough how this has positively impacted on our lives, not just physically but also mentally. To the point that having been on anti depressants for most my adult life I am now no longer taking them. Obviously this has been under supervision.*

*I have always been aware of the benefits of physical exercise, but have failed to find any exercise that I have enjoyed. Being given the opportunity to try Tai Chi has quite literally changed my life for the better. This has been augmented by the coaching by the wonderful instructor Jason, who is so obviously passionate about Tai Chi you cannot help but be infected by his enthusiasm and knowledge and above all patience.*

*I did write this in our feedback form but as my written is usually illegible I wanted to reiterate how much of an impact this has made to our lives and thank Fenland District Council for doing something so positive for the community.*

Although the initial sessions are free, to ensure that the classes are sustainable a £2.50 fee has since been introduced and now the session in question is self-funding. This is the approach taken with many classes.

### **Fenland Active Communities**

In addition to managing the leisure centres, Freedom Leisure also has one officer working on community initiatives to increase physical activity levels in the area. This work is complimentary to the Active Fenland team. A recent success is detailed in the case study below:

# active communities

Contract Area: Fenland

Date Completed:

Case Study Code: DDMM/YY  
Office Use only

## Case Study: FACET Gym & Fitness Programme – George Campbell LC

### Overview:

The Active Communities Manager for Fenland has worked in conjunction with FACET, a charity based in March with a focus on providing training and day care to adults with disabilities to develop a gym and fitness programme for its students at The George Campbell Leisure Centre in March.

Initially, the Active Communities Manager met with Kris Harrold (General Manager) at FACET in May 2019 to introduce the AC role that Freedom hold within Fenland and how it could be of benefit to FACET students. Following on from this meeting, the AC Manager introduced Kris to Andy Cornwell, Centre Manager at The George Campbell to discuss specific details relating to costings, timings and how any such programme could be implemented at the centre. As a direct result of this meeting, a start date of Wednesday 7<sup>th</sup> August was agreed, with staff from The George Campbell Leisure Centre visiting FACET prior to the start of the programme to meet the students who they would be working with in person. The programme currently operates on a Wednesday afternoon on a fortnightly basis between 1.30pm and 3pm, with FACET students paying £3 to take part on a pay as you go basis.

Since the inception of the programme in August, a total of 12 unique students have taken part, with a throughput figure of 29 across the 3 sessions to date. To further enhance the lead instructor's knowledge of delivering and supporting individuals with disabilities in a sport and physical activity environment, the Active Communities Manager has worked alongside Sense to secure spaces on the upcoming 'Connecting Differently Through Sport' workshop in Peterborough on Tuesday 24<sup>th</sup> September. The programme has also led to the development of a close working relationship between Freedom Leisure and FACET, who are looking to implement further sport and physical activity opportunities in the near future.

### Feedback:

"Since our initial meeting in May, we have been blown away by the levels of support and professionalism from Freedom Leisure.

From clear and precise planning, coupled with a can-do attitude from all the staff at the George Campbell, the gym and fitness is truly up and running and being enjoyed by my students that attend. The feedback from the students and their families thus far has been so positive and everyone involved in this project has really helped to put smiles on the faces of so many adults with learning disabilities. The programme not only enables our students our students to keep fit but does so in a community based environment rather than working within social isolation as is so often the case in the world of Learning Disabilities"

**Kris Harrold, General Manager, FACET**

### Outcomes:

- **Enhanced opportunity for an under-represented target audience to access an affordable local sport and physical activity opportunity**
- **A new addition to the current programme offered at The George Campbell Leisure Centre, increasing access and encouraging inclusivity**





**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

**Whittlesey Development**

Details were approved for a 220 home development in Whittlesey that will provide higher than policy required levels of open space and in doing so will provide particularly good access to areas within which to walk , exercise and play to the benefit of health and wellbeing.

Please see the 'Affordable Housing' section for an update on the Whittlesey Extra Care Facility.

**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**

The group met at the beginning of September 2019, this meeting was focussed around a de-brief session with the event organiser of the March Steam Show.

The benefits of having a debrief following an event is to identify any positive or negative aspects of an event so these changes can be factored in for future years. The Christmas Event Management Plans are still coming in but the majority of them have been received and circulated to the SAG members.

**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%	28.2%	<b>28%</b>	

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

	Q1	July	August	Overall
Dry Recycling (Blue Bin)	2,141	757	736	3,633
Residual Waste (Green Bin)	5,631	1,883	1,917	9,431
<b>Dry Recycling % of waste</b>	<b>27.5%</b>	<b>28.7%</b>	<b>27.7%</b>	<b>27.8%</b>

Recycling rates remain at expected levels and positively, the overall tonnage of waste collected has reduced when compared to the same period last year.

It is great that customers are reducing the waste that they produce, although dry recycling presented by customers has also reduced compared to last year and the amount of contamination within the blue bin has increased.

The educational, and linked volunteer activities, across the area continue and form the basis of the Council's approach to improving the quality 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 **12,534 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 6,040 blue bins** with obvious contamination so far this year; less than 1% 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 **406 tonnes** so far this year were materials not acceptable in the bin. This is a 10% increase on the same period last year (366 tonnes).

A range of actions are in place to help to reduce the incorrect materials in the blue bins, including information to all customers, bespoke blue bin stickers (of which 50% have been delivered), local work by Getting It Sorted volunteers and a continued focus from the waste team through their positive campaign.

### Fenland Selected for Large Scale Trial of Recycling Education Campaign

With support from the Recap partnership we have sourced funding from WRAP, a recycling charity, for a broad based trial to schools using homework based education across all the primary schools in Fenland. Members will be kept up to date on the progress of this joint work through portfolio holder updates.

### Overall Fenland Recycling

	FDC Collected Waste	HWRCs in Fenland	Total
<b>April 2019 – August 2019</b>			
<b>Recycling and Composting</b>	7,921	6,781	14,702
<b>Residual Waste*</b>	9,431	1,927	11,358
<b>Recycling % of waste</b>	46%	78%	<b>56%</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 **56%** and contributes to the overall recycling rate for Cambridgeshire. This is usual for the time of year with the garden waste increasing across the summer months and increasing the figures.

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

### Missed Collections August - September (Blue and Green Bins)

	Aug 19	Sept 19	Overall 19/20
Missed Collections Reported	328	316	1363
Collected next working day	303	286	1241
<b>Percentage</b>	<b>92%</b>	<b>91%</b>	<b>91%</b>

The total number of missed brown bin collections reported so far this year is 384, of which 352 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	£57,330	<b>£135,000</b>	

The net recycling income remains on target, although any increase in the quality or quantity of recycling materials collected will increase this income.

### Recycling Improvement Plan Update

The educational work to reduce incorrect materials in the blue bin continues and the results so far this year are.....

#### 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.

Up to the end of August, **3,935 tonnes** of dry recycling (blue bin materials) had come

from collections made in Fenland. This is a slight reduction on the same period the previous year when 3,956 tonnes were collected, but is against this 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 above our usual, and contractual acceptance, levels and needs to remain our focus.

## Getting it Sorted Volunteers Update

### Getting it Sorted Volunteers have been busy across Fenland

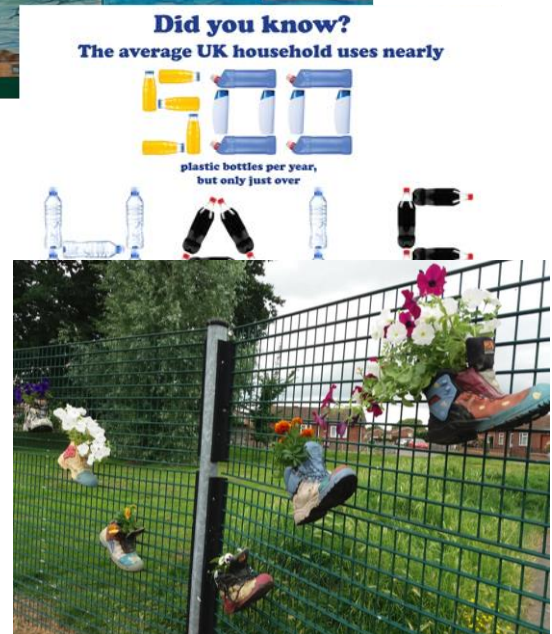
Active recyclers at Wisbech Adventure Playpark have been promoting recycling by developing a mural made of recycled plastic bottles - 'Our butterflies and bees' and planters from old wellington boots and plastic bottles.

They were inspired to run a Save the Planet poster competition. The children all made a conscious effort to recycle as a result. Volunteers have had 2 visits to Camsight meetings to help with recycling questions in Chatteris and March.

An active volunteer continues to promote recycling at the children's football matches in Whittlesey. They are sorting recycling after the matches and looking at ways to improve their reuse and recycling.

The Royal Naval Association in March invited volunteers to talk about recycling and reuse and local magazines have contained articles written by Getting It Sorted volunteers.

Across the FDC recycling webpages there have been 1,400 hits and 668 additional recycling sack orders placed as a result.



**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

The garden waste service has run smoothly through the summer months with more than **21,000 subscriptions** sold to date. The levels of subscription, with around 70% choosing to pay by direct debit, mean that the service is forecast to remain cost neutral for the third year in succession. Plans are now in place for the coming season and communications start in November in relation to the 2020/21 subscriptions.

**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%	96%	95%	

### Cleansing Rapid and Village Response August and September 2019

Area	Requests	Requests Met	Performance
Chatteris	18	18	<b>100%</b>
March	30	29	<b>97%</b>
Villages	51	47	<b>92%</b>
Whittlesey	19	17	<b>89%</b>
Wisbech	71	70	<b>99%</b>
<b>Totals</b>	<b>189</b>	<b>181</b>	<b>96%</b>

The cleansing team have performed well this month with 96% of requests this month and 95% of requests this year (579 from 608) 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%	99%	<b>99%</b>	

### Cleansing Inspections for September

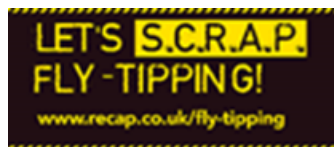
Area	Inspections carried out	Standards met	Performance
Chatteris	30	30	100%
March	30	30	100%
Whittlesey	14	14	100%
Wisbech	30	29	96%
<b>Totals</b>	<b>104</b>	<b>104</b>	<b>99%</b>

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.

<b>BUSINESS PLAN AREA:</b>	<b>Environment</b>
<b>Business Plan Priority:</b>	<b>Deliver a high performing refuse, recycling and street cleansing service</b>
<b>Business Plan Action:</b>	<b>Work with key stakeholders to deliver an effective waste partnership and to update the Cambridgeshire and Peterborough Waste Strategy</b>
<b>Portfolio Holder:</b>	<b>Cllr Peter Murphy and Cllr Steve Tierney</b>

### Cambridgeshire & Peterborough Waste Partnership (RECAP)

The Recap authorities are working with a partnership of stakeholders to raise awareness of flytipping and share enforcement experience. The work was launched recently in Gorefield with the National Farmers Union, Environment Agency, Internal Drainage Board, FDC and others. The launch video can be viewed here - <https://www.youtube.com/watch?v=DdUKd6v9GK4>



Importantly this campaign focusses on the duty of care that householders have to ensure that their waste is being disposed legally and how to check the credentials of waste carriers. There is a £400 fixed penalty notice for householders disposing of their waste via non licensed waste carriers which creates flytipping. Further information can be viewed here <https://www.recap.co.uk/fly-tipping/>

### Waste Strategy Update

The Cambridgeshire and Peterborough Waste Partnership (Recap) has been selected by Defra to develop models of the impact of the government's selected changes in the Waste and Resources Strategy. This Defra funded work will evaluate the impact for local authorities on collection, treatment and disposal with a range of potential waste systems to inform future waste strategy nationally and locally.

<b>BUSINESS PLAN AREA:</b>	<b>Environment</b>
<b>Business Plan Priority:</b>	<b>Work with partners and the community on projects to improve the environment and streetscene</b>
<b>Business Plan Action:</b>	<b>Support improvements to Fenland's streetscene and heritage</b>
<b>Portfolio Holder:</b>	<b>Cllr Chris Seaton</b>

### Wisbech High Street Project

#### **The Gap – 24 High Street**

All feral pigeons and guano has been removed from the building at the rear of 24 High Street and sensors are being installed this week (11<sup>th</sup> Oct) which will monitor for the presence of bats. Assuming bats are not found to be living within the structure asbestos removal and demolition can commence, which will lead to the next stage in the redevelopment of the site.

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

The creation of a build lease to permit the redevelopment of 11-12 High Street is nearing completion. Taking the site forward, progress continues to be made with planning permission granted for the site on 10 October.

During September it was necessary to undertake further urgent demolition works, following the further deterioration of the remaining structure. Works were actioned quickly and disruption was kept to a minimum. The photograph below illustrates an un-supported area of the structure; works to rectify this have now been completed.





**Area Requiring Urgent Works, 11-12 High Street, September 2019**

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

We have now received 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). We are awaiting a start date on site from the applicants agent.

### **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.

Officers continue to actively encourage and remind occupiers and owners of other buildings of the availability of funds.

### **Activity Plan**

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

As part of our series of talks on historic interiors, we welcomed Patrick Baty (The Paint Detective) to the Wisbech and Fenland Museum on Saturday 7<sup>th</sup> September. Patrick gave two talks on the subject of the uses of paint in 18<sup>th</sup> and 19<sup>th</sup> century houses and explained about the fascinating detective work he undertakes when researching and studying historic paint schemes for restoration and repair work. Feedback was really positive; some commenting it was the best talk they've heard in ages!





**Patrick Baty “The Paint Detective” – September 2019**

On Sunday 15th September the project pop-up event tent was outside William H Browns on the High St/York Row from 10am-3pm. We welcomed lots of visitors to look at and discuss the plans for 11-12 High Street and around 15 people attended the lunchtime tour of High Street. Copies of the updated Wisbech Merchants Trail were also available as well as other useful guidance and information for owners of historic properties.



**Heritage Open Day – 15th September 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 booklet is proving very popular with more copies going to print to meet demand. The mobile app can be downloaded from the Apple and Google Play stores. The response and feedback on both formats has been really positive.

There are more events and activities currently in the planning – the next is the Museums at Night which the project being delivered by the Wisbech and Fenland Museum and funded entirely by the Wisbech High Street Project.



**Museums at Night – October 24<sup>th</sup> 2019**

## High Street Bid to Government Update

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

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 changes. The Government recognises the challenges and is keen to support local stakeholders by investing capital to encourage vibrant town centres where people live, shop, use services, and spend their leisure time.

Work has started on developing a full business case, which is the next phase of the assessment. Due to the MHCLG announcing a second wave of a further 50 successful bids, and a bigger pot of funding, the very tight deadlines have now fortunately been extended. We are working to meet the early business case deadline of 15 January 2020, and final business case deadline of 30 April 2020. Results are expected in the Summer.

A session for Cabinet and March Members has been arranged for Thursday 17<sup>th</sup> October, where further details will be given.

## Conservation Area / Management Plan Review Update

Consultation on Draft Coates Conservation Area & Management Plan currently under way. The results will be presented back to members in due course for approval of the final document.

**Portfolio Holder:**

**Cllr Mrs Jan French & Cllr Peter Murphy**

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

During the months of 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 inspections are due to be undertaken in October which will inform a programme of repairs

The Church Terrace Car Park refurbishment works scheme is being undertaken in three phases. The first phase focussing on drainage, kerb and footpath improvement works is scheduled to be completed week ending 11th October. The street lighting improvement and upgrade works are scheduled to commence on 7<sup>th</sup> October and will be ongoing for 2-3 weeks. The surfacing and lining contract is scheduled to commence early November.

The car park will remain in operation with isolated areas closed off throughout the first two phases of the works, with the disruption kept to a minimum. The surfacing works will require larger areas of the car park to be closed off with only half or two thirds of the car park remaining in operation whilst surfacing works are carried out, which balances the needs of our car parking users with the optimal works areas available during the working window.

**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 August and September the following street furniture repair or replacement works were undertaken, or have been scheduled:

#### Undertaken

1. Road repair works undertaken to the FDC bus shelter on High Street, Chatteris
2. Installation of two replacement FDC bus shelters at Mount Pleasant Road and Norwich Road, Wisbech

#### Scheduled

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

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

During the months of August and September the following street light repair works were undertaken:

In August 19 street lighting faults were reported to the EG&A Team. One emergency attendance was required and one major fault attended. 15 of the 19 faults attended were rectified, with 2 requiring further action.

September figures were not available at time of report.

The new street light inventory data has been used to source an alternative 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 from the end of September. Whilst a significant amount of work has been undertaken over the last few months to ensure a smooth and timely transition, some inventory information is still awaited by UKPN from a number of the Parish Councils that have taken back responsibility for their street lighting assets. Therefore the Councils new energy agreement date has been deferred and is now scheduled to commence on 1<sup>st</sup> November 2019. FDC officers will continue to work with all parties during this transition period to conclude this matter.

Energy will be recharged for the interim period from 1<sup>st</sup> August for the six Parish Councils that have taken back responsibility for their street lighting assets. Those Parish Councils that have already contracted with FDC for management and maintenance services will be recharged for energy usage from 1<sup>st</sup> August 2019 at the end of the financial year.

## **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**

The Green Dog Walkers campaign is continuing and after successful launches in Whittlesey and Chatteris, March joined in the fun. On the 27<sup>th</sup> August at West End open space. 35 dog walkers and over 43 dogs joined us for our launch and have signed up to be ambassadors for the campaign.

The social media coverage before the launch prompted several visits from people wanting to sign the pledge. This was then followed up with a press release. The day went well and the feedback was that walkers were looking forward to promoting the message and felt confident they could talk with other dog owners about the issues. Part of the campaign was to install a dog bag dispenser near the bridge as a central point for walkers. The dispensers were funded by government grant. This is to promote the message of picking up after your pets and to take one of the bags if you have forgotten one. The dog bag dispenser will be monitored to see how effective this is. Everyone we spoke to thought it was a good idea. We have installed a dispenser at the Manor field in Whittlesey and at Furrowfields open space in Chatteris and so far they are working well.

Dog fouling patrols will continue across the districts with our environmental enforcement partners, Kingdom / Local Authority Support, providing free time to the campaign and we will be updating the pledgers on how we are getting on. We are now planning to launch in Wisbech and are in the process of deciding on a date with the Town Council who are supporting the campaign by providing dog tags and bags for pledgers who sign up. We already have a small group of volunteers interested in being champions who have approached us following seeing the press coverage for the other towns.



Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI	3,500	944	<b>2545</b>	
Streetscene Officer hours spent on active town patrol				
Kingdom Officer hours spent on active patrol		164		

**Street Scene** - When out and about, are responding to customer enquiries as well as finding and resolving issues. Broken down officer's time across the district throughout August and September:

Town	Wisbech	Whittlesey	March	Chatteris	Rural
<b>Hours</b>	263	120	164	71	50

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

- 62 Reports of abandoned vehicles. All were removed by persons unknown after receiving notices apart from 1 which was removed by our contractor.
- 54 nuisance vehicle enquiries were actioned and responded to.
- 61 dog related enquiries.
- 45 matters relating to our open spaces, mainly regarding our grounds maintenance contract.
- Marked 39 graves.
- 132 General street scene actions, including requests for service and general enquiries.
- 71 matters relating to cleansing and refuse across the district. Including additional requests for service, domestic waste issues and customer queries.
- 19 site visits for other service areas.
- 42 trade waste matters resolved
- 11 report to Highways regarding issues on their land.
- 2 reports to Clarion regarding issues on their land.
- 46 Fly posters have been removed. (excess from fair)

The team has responded to 100% of their service requests within the agreed timescale. Fixed penalty notices served by Streetscene Officers:

Location	Enforcement Action
March	17 Parking FPNs issued (March Market Place) 2 Littering FPNs 1 S.108 Notices (EPA offences)

Wisbech	1 S.34 Trade Waste Notice
<b>Total</b>	21 actions

**Kingdom / LA Support** – Officers have delegated powers to enforce on behalf of the Council Littering and Public Space Protection Orders. Two new officers started with the shared Peterborough and Fenland team this month, Maria and Sophie, and will mainly be based in Fenland.

Broken down as an approximate, Kingdom patrol hours are broken down into locations from August and September:

Town	Wisbech	Whittlesey	March	Chatteris
<b>Hours</b>	85	23	36	20

Fixed penalty notices served August and September:

Location	Fixed Penalty Notices served
March	13 for littering 1 for spitting
Wisbech	16 for littering 6 for Spitting
Whittlesey	7 for littering
Chatteris	6 for littering
<b>Total</b>	<b>49</b>

The payment rate for the fixed penalty notices is 62% across the period of the contract so far. This is just below the desired 64% for a cost neutral service however other income streams from court hearings and fly tipping fixed penalties ensures the service runs at cost neutral.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI Memorial inspections completed	5,000	0	579	

For August and September there were no inspections carried out due to changes in



administration. Soon officers will be recording all inspections on a new app which is linked directly to our contractors, Tivoli. This will ensure that there is a smoother process which captures all aspects of the process in one location. Whilst this is being developed and tested the inspection have not been carried out.

The app should be fully functional by October and will allow officers to inspect in a more simplified way and be able to catch up thereby achieving the target by the end of the financial year

## **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**

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

In August the hearing of a fly tipping case took place at Peterborough Magistrate's Court. The prosecution followed a lengthy investigation into five separate large incidents of fly tipping in Long Drove, Whittlesey. The offences took place between December 2016 and October 2017.

On 19 August 2019 Peterborough Magistrate's Court heard how Asif Hasham, Sole Director of Cosy Properties (based in Peterborough), was found responsible for fly tipped 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 Cosy 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 Cosy 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 Cosy Properties ordered to pay the Prosecution's full costs (£15,446.23), and £1,000 compensation for the clean-up costs. This was an excellent result and shows the Councils commitment to pursue those responsible for fly tipping and hold them accountable.

## 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	45	127	

In August, 21 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 September, 24 events were held. 3 events to highlight here include:

- Whittlesey Street Pride had a stall at the Whittlesey Festival to promote the work they do. Whilst here the group received donations from the public and conducted a litter pick.
- The Friends of March Railway Station saw approx. 1-2 hundred people attend their 10th anniversary event and successfully raised £236.
- Wimblington Street Pride were joined by members of staff from Smurfit Kappa at their World Clean Up day litter pick.

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

On 24<sup>th</sup> August, Lattersey Nature Reserve in Whittlesey held an Open Day to

encourage the community to visit the reserve to experience the nature on their doorstep. Whittlesey Green Dog Walkers attended the event to promote responsible dog ownership, in particularly encouraging owners to clean up after their dog as the site occasionally suffers from dog fouling. Whittlesey Street Pride were also present, completing a litter pick around the vicinity of the reserve and encouraging children to join in by playing a litter clearance game.

A massive congratulations to Benwick, Chatteris, Wisbech and Waterlees who all achieved Gold at this year's Anglia in Bloom competition. The results were announced at a celebration event in St Ives on 10<sup>th</sup> September. Wisbech have now won Gold for the 12<sup>th</sup> consecutive year running.

All of the volunteers and partners involved should be very proud of themselves as it was another very successful year for in Bloom.

On 27<sup>th</sup> September, March 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 West End Park, over 30 dog owners registered more than 40 dogs to the scheme.

### **Street Pride Celebration Evening**

On 3<sup>rd</sup> October, a record number of 135 volunteers and local partners attended the annual Celebration Evening. The Council appreciates and values the ongoing work of all its volunteers and this event is our way of saying 'thanks' and celebrating groups' achievements. Representatives from Street Pride, In Bloom, friends groups and 'getting it sorted' recycling champions all attended which reflects the increasing co-operation between them.

At the ceremony, Wisbech Street Pride and Friends of March Railway Station were congratulated on celebrating their tenth anniversary this year as well as those groups who entered In Bloom who all achieved Gold.

Wisbech St Mary Street Pride, a new group formed this year bringing the total number to 17 was presented with their £500 start-up grant from Cllr Murphy.

The evening saw certificates presented for key projects under seven different award categories and for the first time groups submitted their projects for consideration.

The winners were:

#### **Best Nature Project**

- Winners: Wisbech In Bloom for their A-Mazing apple orchard to celebrate the town's fruit growing heritage

- Highly commended: Whittlesey In Bloom & Friends of Whittlesey Cemetery for their maintenance of the two flower beds at the entrance to the Manor Leisure Centre

### **Best Partnership Project**

- Winners: Benwick in Bloom / Street Pride for their beautiful village displays, history information boards and receipt of funding from Metalcraft's Community Fund.
- Highly commended: Friends of Station Road Cemetery for clearing bramble and large growth from memorials, uncovering headstones that had been hidden from view for a long time and working in partnership with March Museum to research further those buried here.

### **Best Street Scene Project**

- Winners: Elm Street Pride who created two large raised sleeper beds near to the village sign following a successful grant bid.
- Highly commended: Wimblington Street Pride who planted a beautiful display of crocus and tulip bulbs care of Chapel Cottage Plants.

### **Best Promotional Project**

- Winners: Murrow Street Pride who have had a busy first year with regular litter picks. They raised £125 from their coffee morning which they are putting towards a planter project.
- Highly commended: Friends of Ring's End Nature Reserve who have held a number of events to encourage the community to experience nature on their doorstep.

### **Best Youth Project**

- Winners: Chatteris In Bloom / Street Pride. The Scouts created a planter made from eco-bricks, which are plastic drinks bottles filled with non-recyclable rubbish such as crisp packets and chocolate wrappers.
- Highly commended: Manea Street Pride who installed 10 flower plants around the village following a successful grant bid. Schoolchildren from Manea Primary School helped fill and pot the planters.

### **Best Clean Up**

- Winners: Wisbech St Mary Street Pride, who are the most recent group to join the ranks of volunteers across Fenland. They are already organising monthly litter picks, tackling dog fouling and have begun identifying areas for improvement within the village.
- Highly commended: March Street Pride/In Bloom. In January, the group worked in partnership with volunteers from Greenvale AP to collect 15 bags of waste from various locations in March town centre.

### **Best Reduce, Reuse, Recycling Project**

- Winners: Friends of March Railway Station celebrated their tenth anniversary this year. This year the group replaced their original barrel planters at March station with homemade planters made from recycled donated pallets, painted with

- recycled paint from CCORRN. The whole project cost £10, which was for fixings!
- Highly commended: Orchards C of E Academy School Council who visited Waterbeach Waste Management Park to improve their knowledge of recycling and then delivered a whole school assembly.



The evening also included a hog roast supper and some fantastic live music from four piece band, 'The 59ers'.

## Grounds Maintenance Contract Update

The best news of the past period came with the announcement of the Anglia in Bloom awards in September. Our two town entries, Chatteris and Wisbech, had both won a Gold Award in 2018 and the change in planting arrangements – replacing bulbs with more sustainable plants – was a key change we were awaiting judges feedback on.

Notwithstanding the savings in labour and cost to the Council, the move proved a resounding success and both scooped the Gold awards once more. The heroic volunteer efforts of the two groups, the contribution of the Council's horticultural officer and the on-going work of the contractor, Tivoli, all played a pivotal role in the well-deserved success.

Elsewhere, variable seasonal weather did not interrupt the effective delivery of the cutting service with all large areas, the cemeteries and the play areas rigorously maintained throughout. By reducing the labour involved in planting and re-planting bulbs an additional hedge cut for some areas was introduced. Customer issues have all been tackled promptly with good feedback received in many cases for courteous, efficient remedy of an individual problem.

The new contract manager has settled in well and has his team operating effectively with amended rounds across the district contributing to less site-to-site travel and resulting in some spare capacity which has been well used to tackle the multitude of smaller, personal requests for help and action.

A new sub-contract team has been engaged, via Tivoli, to undertake a growing list of tree-related issues. Emergency work to remove a tree overhanging the road at Mount Pleasant, Wisbech was followed by a bramble and vegetation clearance in Station Road Cemetery, March. In both instances, the work is of high standard. Coming substantial works include Meeks and New Road cemeteries, Chatteris and Robingoodfellows field, alongside the railway line, in March

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

Contractor commenced on site on 23/09 and, despite atrocious weather, has made good progress removing the existing structures, the fencing and the old surface. At the time of writing, new hard core is being laid and bunds being formed in readiness for the arrival of the pre-fabricated ramps and benches. Further equipment will be created on site with wet-pour concrete. Regrettably, vandalism on evenings has hampered progress. The Police have been informed.

### **Wenny Rec Play Area, Chatteris**

Commencement on site for the transformation of Wenny Rec Toddler and Junior play area took place on 30<sup>th</sup> September with completion expected early November. Some existing equipment will be retained but most of it, over 20 years old, will be replaced with new play kit including a 5-way swing and a double tower multi play area with steel slide for the infants.

## Whitemill Coldham / Glassmoor and Ransonmoor updates

When the Whitemill Committee met on 22<sup>nd</sup> August to judge bids, all five applications received were deemed to be compliant.

Projects approved included energy advice sessions, solar panels for Christchurch Community Centre, accessibility improvements to Rings End Nature Reserve, solar powered mobile vehicle activated signs for speedwatch and trip for Christchurch Women's Institute to Amey's Waste Management Park Education Centre so residents can learn about recycling. These bids mean that the community will benefit from just over £38,000 of funding support.

On 4<sup>th</sup> September, three bids were judged at the recent bidding round of the Ransonmoor Environment Fund, with two bids being deemed as compliant. The projects included replacement heating system for Benwick Village Hall and Benwick Parish Council receiving funding to provide benches made from recycled materials for the river bank.

Over £58K has now been awarded to community projects from the Ransonmoor fund.

## 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

September was an incredible month for events. After much planning and organising Whittlesey Festival took place and was a resounding success. Around 5,000 people visited the town centre to enjoy a spectacular array of live entertainment, food and attractions. Highlights included an acrobatic display from the UK's leading Cossack group and over £7,000 of sponsorship from local organisations and businesses to offer so many activities free of charge, including climbing walls, miniature golf, inflatables and bumper cars to name just a few. Volunteers added the cherry on top by organising the wonderful opening parade, art exhibition and the largest classic vehicle display to date.



## Markets Action Plan Update

March Market Place was hired out to the Steam and vintage show on Saturday 3<sup>rd</sup> August. This was all part of the main event which was held at Knights End Road. The organiser's feedback that the display was well supported by the public who enjoyed seeing the different types of vehicles. They were able to get up close and talk to the owners about the history and mechanics.

March Market also hosted a 'Play with Pride Festival' on the 14<sup>th</sup> August. This was for young people and in partnership with 20Twenty productions. Themed activities took place in the town hall as well as out on the market place including activities such as clubbercise, boxercise yoga and plastic bottle skittles. There were also stalls from Active Fenland and The Kite Trust.

The Macmillan Cancer Support outreach bus was at March Market on Wednesday 18<sup>th</sup> September. They fed back they had a great day and were able to offer support and advice to the public. They hope to come back again in December.

Unfortunately due to staffing issues Dan's Fruit and Veg has had to give notice for Saturday Market. We are now in the process of looking to see if we can find another grocer to fill this vacancy.

### 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 (Quarterly – May, July, October, January)	100%	90%	130	126	97	

Feedback from the event has been overwhelmingly positive:

*"A real sense of community spirit - loved it"*

*"My 2 kids (7 and 5) loved trying new things...Its was lovely seeing so many stalls and old cars on display, thoroughly enjoyed our time"*

*"It was so well arranged so pushing a pram around was very easy. Well done to all"*



those who organised this year's event. We look forward to next year's festival."

"A Brilliant day, very well put together."

"We showed two classic cars this year. Thank you and well done to all involved for a really great show."

"I thoroughly enjoyed it, everyone so happy, lovely atmosphere - well done everyone involved".

"The organisation and commitment by many parties must be applauded for such a wonderful festival. Bigger and better than last years. The free rides for children through sponsors made a big difference to many families. The events in the square were brilliant. I think the whole day had something special included and of interest to everyone who attended."

**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 (August & September)	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI Number of incidents recorded by CCTV	1,200	261	<b>660</b>	

During August and September 2019 the Council was able to respond and detect 261 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 decrease as compared to August and September 2018 in which 315 incidents were reported.

A breakdown of incidents by town for August and September 2019:

Chatteris	12
March	31
Whittlesey	2
Wisbech	165

Description	Target 19/20	Achieved (August & September)	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI Number of incidents resulting in positive action	80	22	<b>60</b>	

During August and September 2019 the Council was able to achieve 22 positive enforcement outcomes from incidents responded to or detected by the use of CCTV. This is a decrease as compared to August and September 2018 in which 69 positive outcomes were achieved.

These included arrests for violence, theft and criminal damage.

Positive outcomes achieved for August and September 2019:

Arrests (CCTV led)	11
Assisted arrests	10
Fixed Penalty Notice	1

### 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 staffing process to deliver the shared control room has seen the consultation process concluded and the restructure model has been recently approved by staffing committee. The selection process is now being commenced to confirm the team of operators for the shared service control room.

- 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 being relocated in Peterborough, due to the current location at the Northminster car park reaching its end of life. The move to new premises will take place by late November 2019.
- The Fenland CCTV service has recently placed a camera replacement order, as agreed through the capital programme, with the CCTV contractors Quadrant Security Group. This will see the Council's 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.

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%	99% 34/35 Absence of correct contact details for 1 case in Aug/Sept	<b>99%</b> <b>85/88</b>	

During the months of August and September there were 35 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.

ASB reports for each area are as follows:

- Chatteris – 4
- March – 7
- Whittlesey – 0
- Wisbech – 16

July ASB reports for each area are as follows:

- Chatteris – 2
- March – 1
- Whittlesey – 1
- Wisbech – 4

## Community Safety Partnership Update

### Safety Zones

The 2019 Safety Zone sessions were completed during the last week of June 2019. During the 3 events held at Fire Stations in March, Whittlesey and Wisbech over 1000 pupils from 30 Primary Schools across Fenland took part in activities delivered by staff from Fire, FDC, Police, County Council and volunteers helping deliver the environmental safety activity.

New for this year were booklets given to children before and after their attendance. The purpose of the booklets was to help determine the learning outcomes of the children. The booklet was divided into sections aligned with the exercise subjects namely, fire safety, water safety, community safety, product safety and environmental safety.

Each child also received a certificate of attendance. Copies of the booklets and certificate are available from Sharon Dove in Community Support.

There were 3 disclosures from children relating to knife crime and these were followed up immediately by the police.

Pupil feedback included:

- *"I enjoyed all of it but Road Safety has to be my absolute favourite"*
- *"I learned how to save someone out of the water"*
- *"Learning about shoplifting was interesting as we were told how much you will be fined and that is scary and made me not want to do it"*
- *"I learnt which bin to put the rubbish in which I didn't know"*
- *"I am going to convince my mum to stop smoking immediately"*
- *"Do not talk to people online"*
- *"Fire safety 10/10 😊"*

Feedback from teaching staff included - The children from Coates had an amazing morning with you, thank you so much for organizing such great activities. Your organisation was seamless and the activities pitched perfectly for my Y5 children. The events were promoted through by the Community Safety Partnership with an article being printed within the local newspaper and published on their website. [Article](#)

### Fenland CSP Community Engagement

An engagement event was held at Aldi in Chatteris on the 9<sup>th</sup> September at which there was partnership representation from the local police team. The main subject being promoted on this occasion was Hate Crime with information available about recognising and understanding what hate crime is, the community impact and how to report incidents of hate crime.

Engagement events planned for the remainder of 2019 are

<b>Date</b>	<b>Time</b>	<b>Location</b>	<b>Topics</b>	<b>Partners</b>
14/10/2019	10:00 – 12:00	Whittlesey Library	Road Safety & Speedwatch	Police, Speedwatch coordinator & Neighbourhood Watch
17/10/2019	14:00 - 16:00	Wisbech Library	Road Safety & Speedwatch	Police, Speedwatch coordinator & Neighbourhood Watch
21/10/2019	10:30 – 12:00	March Library	Personal Safety	Police, Fire & Neighbourhood Watch
21/10/2019	14:00 – 15:30	ALDI Chatteris	Personal Safety	Police, Fire & Neighbourhood Watch
22/10/2019	10:30 – 12:00	Whittlesey Library	Personal Safety	Police, Fire & Neighbourhood Watch
24/10/2019	10:30 – 12:00	Wisbech Library	Personal Safety	Police, Fire & Neighbourhood Watch
10/12/2019	10:00 – 12:00	March Library	Road Safety & Speedwatch	Police, Speedwatch coordinator & Neighbourhood Watch

### **Street Drinking Update**

Partnership meetings have been held and a new process for education, diversion and enforcement were agreed in principle. There is further work to be completed to ensure the proposals are 'fit for purpose' and lawful.

The portfolio holder for communities also convened a meeting with the Police to explore how the resource available in the town can be utilised in the most efficient way to make an impact.

A further meeting is scheduled for 4<sup>th</sup> November 2019 where it is intended to formalise agreed joint working.

### **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**

On the 18<sup>th</sup> and 23<sup>rd</sup> September 2019 a community door knock was completed by Community Safety with 25 residents who live in close proximity to Furrowfields car park. The roads visited were Mallard Close, Plover Close, Furrowfields Road and Linsells Walk. To summarise of those spoken to 21 felt there had been an improvement in the situation and 3 said there had been a continuation of the problems. In addition 4 people felt there was an issue with speeding on Furrowfield Road itself.

Some of the feedback included:

#### Mallard Close

- The noise from the carpark is much better, not so many cars are gathering there now and there is less noise, less people there at night
- Got better thank you no real issue to report this time.

#### Plover Close

- Its brilliant it has been so much better, thank you for working on this and getting something done, it has made a real difference in the noise I've been putting up with.
- The cars are now meeting in smaller groups since the tyre stops and the speed bump have been put in and there is less noise.

#### Furrowfields Road

- It has got better since the speed humps were put in but we do still get the cars meeting up and revving their engines and being inconsiderate to everyone else living here.
- Its improved since before the works to the carpark as not so many cars meet up there now, there is still the odd night but it not as loud as before.
- It's been much quieter all summer, not like last year, it's much better thank you

#### Linsells Walk

- We hear some noise and occasionally smell cannabis but it's not to a point that troubles us much, it's a carpark and young people are going to use it to meet up in where else are they going to go? Overall it's not as loud or for as long as last year.
- Has got better since the works have been done, still get the odd night when they roll up and create a bit of noise late at night for 15-30 minutes, it's not as frequent and has been quiet for a while now.

Community Safety are intending to close their case on this problem as the feedback indicates there has been a significant reduction in the problems being experienced

and it has to be accepted that we will not be able to prevent all noise disturbance in a public open place.

The lighting improvements works are likely to be completed by the end of October.

**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**

The latest figures for Hate Crime (25<sup>th</sup> June – 13<sup>th</sup> August) showed there have been twenty two hate crimes reported to police. Compared data to the same time period last year where only eight hate crimes were reported to Fenland police. In context hate crime during this time period represents 1.4% of all crime reported to Fenland. Caution should be given to these statistics though due to the narrow time frame.

When widening search parameters to the past twelve months hate crime sits at 0.9% of all crime recorded. Accurately comparing the 12 month data to 2017 – 2018 is difficult due to a change in police crime recording systems.

As a comparison hate crimes in Peterborough over the same period equate to 2.69% of all hate crime reported.

FDC support tackling hate crime in a number of ways for example through acting as a reporting centre and helping to train community centres who also act as a reporting centre.



**Portfolio Holder:**

**Cllr Sam Clark**

### **Cohesion & Travellers**

#### **FDC managed Travellers' sites**

In conjunction with Peterborough Environment City Trust (PECT), The Community Support Team approached residents on Newbridge Lane and Fenland Way Travellers' sites to apply/register for warm home discounts and assisted in switching electric accounts to cheaper suppliers. This has helped a significant number of our residents and a potential saving for our residents was calculated to be over £5,000.

The Community Support Team are now arranging to switch residents on Sandbank, Seadyke and Turf Fen to increase that figure by the end of the year which will go a long way to helping those with financial difficulties.

As part of this work PECT have been awarded the National Energy Actions Celebrating Inclusivity Award which is fantastic news and their work was showcased at the national conference in Sheffield on the 16-18<sup>th</sup> September.

**Portfolio Holder:**

**Cllr Chris Seaton**

### **Controlling Migration Fund (CMF) Update**

#### **Controlling Migration Fund Reporting/ Monitoring**

Every CMF project has been asked to produce an Impact Summary within six months of the end of the project. All partners have this in mind as they implement both monitoring and evaluation plans.

The MHCLG have previously circulated a questionnaire toolkit developed by Ipsos Mori that has been circulated as this may be useful when partners are developing questionnaires as part of their monitoring and evaluation plans. These forms were developed in partnership with the Council as we have had regular visits from them to discuss the progress out our projects.

The MHCLG would have also asked an officer of this council to convene a meeting with the academics and organisations that are undertaking independent evaluations of individual CMF projects. This will help to build up examples of early success and share best practice.

We are currently discussing the best way to share the learning outcomes that we have achieved.

There are updates elsewhere in the performance report relating to CMF projects.

**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 <i>Month 6 target</i> 6	0	8	

Officers continue to manage two existing smaller format supermarket enquiries, assisting with site identification and supporting information. Given the early stage of these enquires the direct benefits, if suitable sites are found, will take 12-18 months to materialise.

Officers are working with Opportunity Peterborough on small project, commissioned by the CPCA, to support increased inward investment activity in the north Cambridgeshire area. The project will improve resources on the ground over the next 12 months and seeks to stimulate additional activity beyond the existing available resources.

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI BE6 Number of inward investment related jobs created or safeguarded	48 <i>Month 6 target</i> 24	2	5	

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.

Two exciting inward investment projects have the potential to create a significant number of jobs. One of these projects is likely to provide a number of new jobs in this financial year, the other is expected to land in the next financial year.

**NOTE**

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

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

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
MPI BE7 Number of businesses referred to Economic Development from Business Ambassadors network	12 <i>Month 6 target</i> 6	0	6	

This month there have been no internal referrals to the Economic Growth Team.

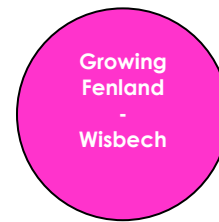
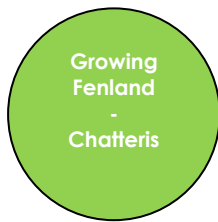
**Growing Fenland Update**

Following extensive work carried out by officers, consultants Metro Dynamics and the Growing Fenland Town Teams, the final reports are nearing completion. A report has been produced for each of the four market towns which have been shaped by research into current statistics, input from the Town Teams and public consultation.

In addition, an overarching Strategic Report considers the issues which are common to more than one town, focussing on the following themes:

- Infrastructure, transport and housing
- People; education and health
- Jobs and enterprise

# Overarching Strategic Report



Reports

will now

be considered by each of our 4 town councils before consideration by:

- FDC Cabinet Members
- CCC Communities & Partnership Committee
- CPCA Board

Once approved, the reports will be used to bid for funding from the Combined Authority and other funding streams.

## **BUSINESS PLAN AREA:**

**Economy**

## **Business Plan Priority:**

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

## **Business Plan Action:**

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

## **Portfolio Holder:**

**Cllr Ian Benney and Cllr Chris Seaton**

## **Business Engagement, Support & Growth**

Updates related to business engagements, support and growth are included in the accompanying text to MPI BE5, MPI BE6 & MPI BE7 above.

## **Workforce Development, Employment, Skills and Apprenticeships**

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)
- 1 x Business Administration Apprentice (GDPR);

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

### Partnership Engagement & Funding Activity

The Cambridgeshire & Peterborough Combined Authority have announced the release of the Growth Deal funding 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.

So far 3 Fenland-based businesses have discussed potential submissions with the CPCA for Growth Deal funding. The call will remain open until the available funding has been allocated. Officers understand that this entire allocation may be exhausted following a November CPCA Board meeting.

On the 23 September an inaugural relaunch of the Fenland Chamber of Commerce meeting was held at Fenland Hall. The event welcomed 17 members & invited guests and coincided with the refresh of the Cambridgeshire Chamber of Commerce website. A new chairman was appointed and future meetings are to be held monthly, with the next meeting at Fenland Hall on 28 October.

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 6 target</i> 12	3	9	

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.

Following the recent restructure of the Economic Growth & Assets Team, it is

anticipated recruitment to the Business Account Manager post will help to accelerate activity and significantly increase the number of business engagements and grant referrals.

**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.

### **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 with lease renewal discussions continuing. One tenant has served notice effective end of November 2019.

**Longhill Road, March** - Fully Let

**New Drove, Wisbech** - The Council recovered possession of one unit, which will be offered to the market shortly.

**Venture Court Wisbech** -

- o Venture House offices remain vacant and are being marketed via Rightmove Commercial. There have been no enquiries since the premises were vacated in June 2019. Officers have undertaken some soft marketing with prospective occupiers and decoration works are being arranged to make sure it is in good condition internally.



- o Unfortunately the vacancy of Venture House represents 5% of the overall industrial estate floorspace.
- o A small industrial unit at Venture Court is under offer to an existing tenant who requires move on space. The outgoing tenant is retiring.

**Bolness Road, Wisbech -**

- o One unit is being marketed.
- o Another single unit will be coming onto the market in November 2019.

**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.
- o A planned occupation for 1<sup>st</sup> August 2019 has been put on hold and is likely to complete during October, this has been a complicated process and the Tenant is part of a large organisation based in the USA.
- o Four viewings have taken place in during September and to date in occupation which have resulted in Heads of Terms being issued. One tenant is looking to take occupation during October. The second was introduced via our commercial agent Barker Storey Mathews and is looking to take occupation from 1 February 2020.

**Boathouse Business Centre –**

- o The centre is now 100% occupied as one tenant did not move out as planned in September.

**Meeting & conference facilities**

**Summary**

Current floor space occupied 74,75m<sup>2</sup> out of a total available 8,654 m<sup>2</sup>.

South Fens Business Centre            58%  
 South Fens Enterprise Park            100%  
 Boathouse Business Centre            100%  
 Light Industrial Units                    88%  
 Overall Business Premises Estate occupancy = 86%

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 6 target 24</i>	5	<b>18</b>	

A new business has taken over 2 units at our site in Bolness Road employing two

people at this location.

An existing tenant at South Fens Business Centre has taken on a new employee to support their growing business.

A new company joined South Fens at the end of August employing two members of staff at this location.

**What do 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%	9	9	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

Positive feedback in September and to date in October included the following comments:

- "I had an IT problem and staff went the extra mile to solve things for me."
- "Staff do a fantastic job with some quite awkward people visiting. All credit to them"
- "Customer Services (reception) are professional and nice. Always willing to help and support us".
- "(Staff name) was really helpful today!".

**BUSINESS PLAN AREA:** Economy

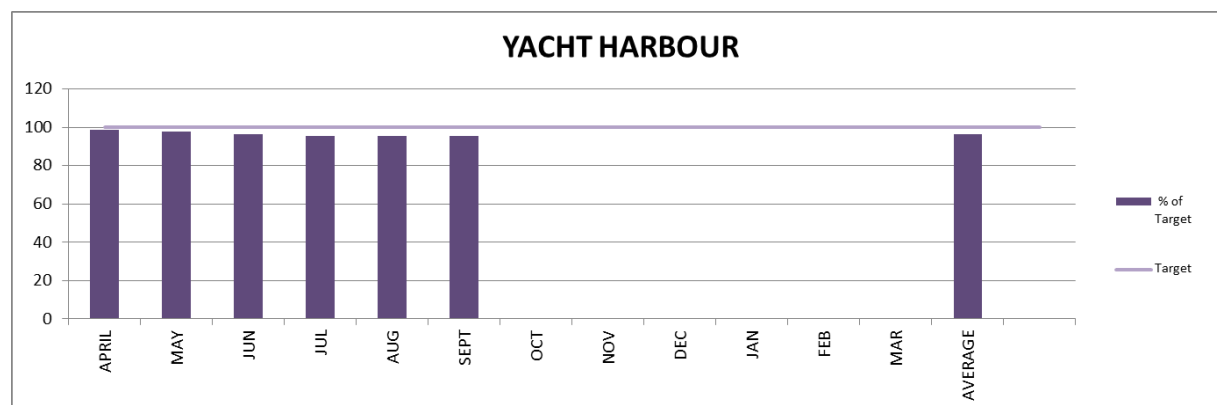
**Business Plan Priority:** Attract new businesses and jobs and support existing businesses in Fenland

**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

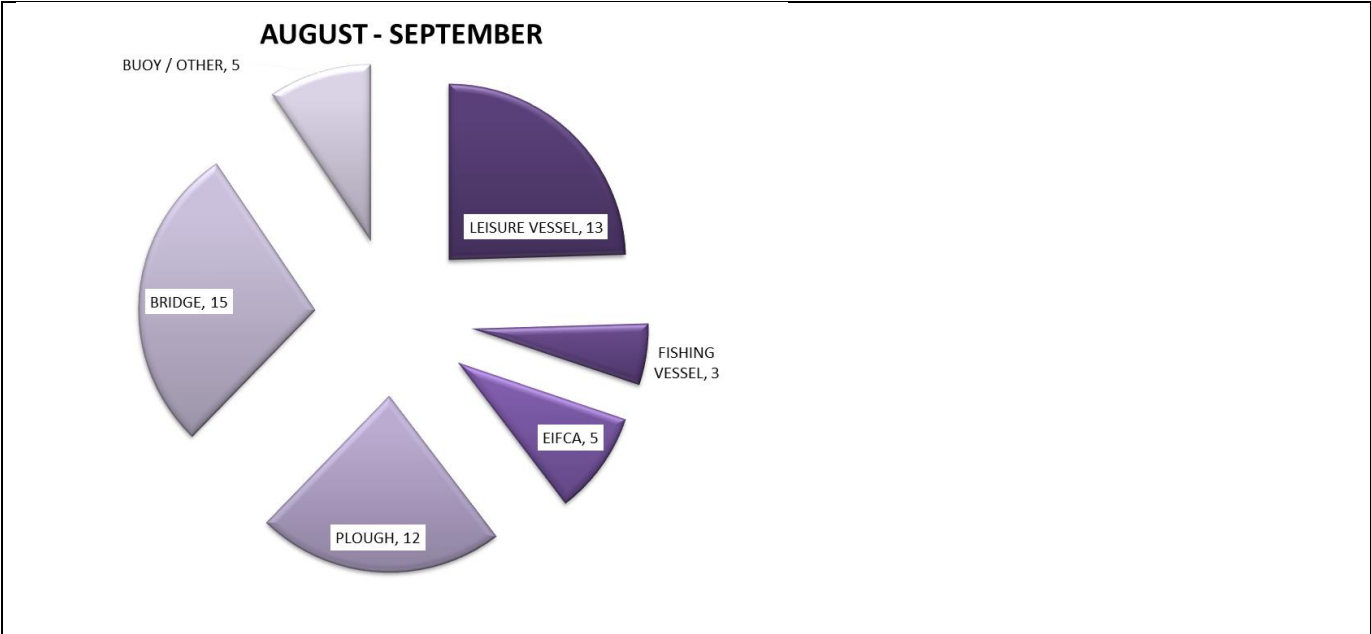
Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	95% (of 85 berths)	August 82 September 82	<b>97%</b>	

9 visiting boats called at Wisbech throughout August - September, Full time berth numbers remained on target with 0 vessels leaving and 0 new full time berth holders joining the Yacht Harbour,



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	Aug 9 Sep 12	<b>116</b>	

The boatyard had a quieter period throughout August - September, The Kings Lynn Fishing Fleet sent 2 of the fleet to the yard whilst fishing activity in the wash is quiet The below graph gives an August - September 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	August 39,455GT  September 24,593GT	<b>164,939 GT</b> <b>against a</b> <b>projection of</b> <b>212,261 GT</b> <b>78%</b>	

**Port Sutton Bridge**

Imports to Sutton bridge have picked up on the previous months reported however remain below on target for August - September with a total of 37,817 GT of cargo of Steel, Salt, and Soya-Meal. The total number of vessels to call at Sutton Bridge was 17. the cumulative is currently 41

**Port of Wisbech**

Imports to Port of Wisbech were above target for August - September with imports at 26,231 GT of cargo handled by the port that consisted of Timber & Bricks. The total number of vessels to call at Wisbech was 16. The cumulative for cargo is 52.

**Sail the Wash Partnership Update**

The sail the wash project group has been created with officers representing on behalf of FDC. A work plan is now being created to deliver each stage of the CCF with FDC taking on hydrographic survey works in the Wash and approaches. FDC engineers will now develop a work plan to project manage the engineering elements of the scheme.

An independent website is now being created via external consultants, this will be managed by a marine marketing manager- to be appointed.

### 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 October. The completion of the agreement, which has been in development for some considerable time, will create the basis to grow activity in the river and provide important new destinations for local, national and international sailing.

**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%	

4 major applications were decided in September and all of the decisions were made within target timescales.

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	80%	85%	94%	

time)				
<p>27 minor applications were decided in the month and of those 23 were determined within target timescales. The 4 applications decided outside of target time were all refused planning permission.</p>				

Description	Target 19/20	Achieved	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI EC4 % of other planning applications determined in 8 weeks or within extension of time)	90%	96%	<b>97%</b>	
<p>26 applications were decided and 25 of those were determined within target timescales. The application that was not decided within timescale was refused planning permission.</p>				

<b>Local Plan Review</b>
<p>The consultation draft Issues and Options document was approved by members in September and the consultation will take place over 6 weeks starting on 11 October. This also includes the call for sites processes whereby landowners can submit sites for inclusion in the future Local Plan. A town and parish workshop was held in September to help engage with these organisations and a viability workshop was held with a group of developers and agents. The viability methodology is also being consulted on: <a href="https://www.fenland.gov.uk/newlocalplan">https://www.fenland.gov.uk/newlocalplan</a></p>

<b>Planning Committee Training</b>
<p>Last month Planning Committee received training on planning enforcement.</p> <p>A further round of externally provided planning training for FDC Members and Town &amp; Parish Councils is taking place on 21<sup>st</sup> November.</p>

## Town & Parish Council Training / Engagement Events

A local plan training / information event was held in September.  
4 drop in events are being held during the consultation on the local plan that town and parish councils have been invited to.

Decision making training is taking place on 21<sup>st</sup> November

## Affordable Homes

92 affordable homes are expected to be completed in this financial year. This includes a new 60 home extra care scheme for frail older residents in Whittlesey. Willow Court is a state-of-the-art older person's housing scheme in Whittlesey, Peterborough.

At Willow Court, we aim to help residents live well and prosper in somewhere that they choose to call home.

This Extra Care scheme is available for those who are aged 55 and over and are looking to live in an active and vibrant community.

Extra Care means that you have access to the appropriate level of support as and when you need it. If your needs change over time, your care can easily be tailored to help you to maintain your independence.

### Creating a home from home

Everyone should be able to make their apartment feel like home. Every apartment is bright, welcoming and finished with high-quality fixtures and fittings. With neutral decoration throughout, tenants will be able to bring their own personal belongings to make it their own.

Residents at Willow Court will benefit from being part of a warm and welcoming community, with use of a range of communal facilities, including:

- Residents' lounge.
- Restaurant.
- Hairdressers.
- Therapy room.
- Shop.
- Communal landscaped gardens.



## **Caring for you**

Extra Care means providing each resident with the appropriate amount of support so that they can continue to live well within their home.

This means:

- 24 hour care, delivered 365 days a year by an on-site team.
- The provision of a quality, nutritionally-balanced midday meal all-year round.
- Bespoke care packages.
- A full-time scheme manager.
- Pull cord alarm service throughout the building.

If residents are interested in the scheme their interest can be registered in the link below.

<https://www.longhurst-group.org.uk/care-and-support/willow-court-register-your-interest/>

### **BUSINESS PLAN AREA:**

**Economy**

### **Business Plan Priority:**

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

### **Business Plan Action:**

***Work with partners to further develop and help deliver a viable holistic regeneration and growth proposition of Wisbech Garden Town***

### **Portfolio Holder:**

**Cllr Chris Boden**

## **Wisbech Garden Town Update**

General work continues and conversations are taking place with the Combined Authority on the next stage of feasibility work, including member and public consultation.

**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

The Council's Estates Team have been engaged with working up the 15 surplus sites approved for disposal by Cabinet. On the 10 October, 6 sites were offered for sale by property auction and officers are pleased to report that 5 sites sold, exceeding the reserve prices by 55%.

Other preparation works have included the submission of Planning applications on a number of sites, together with the completion of pre sales enquiries and other legal matters required to ensure the sites can be sold free of encumbrances.

**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

Following the recent adoption of Cambridgeshire & Peterborough Local Industrial Strategy, FDC Officers have been working with CPCA colleagues to shape the interventions which will enable the LIS to achieve its objectives. The interventions include:

Further information is being provided to the CPCA to support the targeting and tailoring of actions and interventions which will have the greatest impact in Fenland.

**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 September 2019 the Hereward CRP had a promotional stand at Ipswich Station. Around 800 Line guide leaflets were distributed. There were some good discussions with members of the public and a number of people stated that they would like to visit Manea, March and Whittlesea now they have been made aware that they can travel to us directly from Ipswich.

#### 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. The latest Project Board meetings were held in September 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	1,256	<b>7,865</b>	

## **Concessionary Travel Update**

The level of use of the concessionary travel scheme is on target for 2019/20 up to 30 September 2019. 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, July and September 2019 meetings where the latest updates in respect of the Action Plan were considered.

[May 2019 Meeting](#)

[July 2019 Meeting](#)

[September 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 Economic Corridor

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. This work is still ongoing. 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. A meeting with Members and Officers took place in September 2019. Ground investigation work is due to take place between September and November 2019. Highways England and their consultants have been working with the community to fully engage with them about the ground investigation work. The delivery of this scheme is ahead of the other A47 schemes that Highways England is currently delivering.

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

There is no specific update on the Wisbech Access Strategy this month.

In November 2018, a paper was taken to the CPCA Business Board and the CPCA

Board. Approval was given for the Wisbech Access Strategy phase 1. This unlocks £10.5million funding for the following schemes:

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

The schemes 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

The previous Performance Report set out information following the announcements about increases in cost, and concerns about the delivery of the Kings Dyke Project. There have also been some public meetings.

The County Council has now gone out to tender to find a different supplier to deliver the project. The County Council website includes all the latest information along with all the study information and technical details relating to the [Kings Dyke Crossing](#).

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.

#### March Area Transport Study

There is no specific update on this project this month.

## **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

### **Annual Statement of Accounts Update**

Auditors are currently on site and it is envisaged that final accounts will be signed off by the Corporate Governance Committee on 5<sup>th</sup> November 2019.

## **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**

A new 'Dragons' Den' style panel including Mayor of Cambridgeshire and Peterborough James Palmer has been set up to hear **itches from local organisations for funding to help continued local economic growth**. Click [here](#) for further information.

**Unlocking more affordable housing** and **giving a boost to the 'revolutionary' £100k home** are among the six projects Mayor James Palmer has added to the Combined Authority's list of urgent priorities during the mid-year tweak to the business plan. Click [here](#) for further information.

#### **Meeting Agendas & Reports**

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

[Overview & Scrutiny Committee – 23<sup>rd</sup> September 2019](#)



[Business Board – 23<sup>rd</sup> September 2019](#)  
[Combined Authority Board – 25<sup>th</sup> September 2019](#)  
[Audit & Governance Committee – 27<sup>th</sup> September 2019](#)  
[Housing & Communities Committee – 9<sup>th</sup> October 2019](#)  
[Overview & Scrutiny Committee – 28<sup>th</sup> October 2019](#)  
[Combined Authority Board – 30<sup>th</sup> October 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 “Council for the Future” project is progressing well and proposals are currently being finalised. It is planned that this will be shared with All members in November. Members will be asked to decide on which proposals are taken forward to develop a full business case before implementation.

In parallel with this we are also reviewing how we can “work smarter” through better use of technology and service delivery redesign.

## 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:

- Parson Drove Neighbourhood Plan – deadline 17 October 2019
- Council Tax Reduction Scheme – deadline 10 November 2019
- Local Plan – Issues and Options document – 11 October to 21 November 2019

### 3Cs Update

3Cs category	Measure	Dates Current year (Apr- Sept 19)	Dates Last year (Apr – Sept 18)	% Change + / -
Compliments	Total number received (over given period)	143	80	<b>78%</b>
Comments	Total number received (over given period)	2	8	<b>-75%</b>
Correspondence	Total number received (over given period)	45	81	<b>-55%</b>
Complaints	Total number received (over given period)	164	239	<b>-68%</b>
<b>Total contact (over given period)</b>		<b>354</b>	<b>405</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	Cumulative Target	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI ARP3 % of Council Tax collected	96.92%	56.89%	56.74%	
LPI ARP5 Net Council Tax receipts payable to the Collection Fund	£56,185,753	29,948,933	32,276,826.68	

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 1,191 with a value of £158,391.44  
Final Notices 532 with a value of £368,372.43  
Summons 333 with a value of £234,587.37

Currently there are 1747 (last month 2167) processes outstanding for Fenland. There are currently 12,366 processes outstanding across the partnership (prev month 14,869) of which 8158 are older than 6 weeks (1211 Fenland processes). This includes items in pending (154) plus new properties where we are awaiting information from 3<sup>rd</sup> parties before it can be processed. There has been a significant increase in incoming work in July and August which explains why the outstanding figure has increased. However the number of processes completed in August was 19,245 compared to an average of 14,863.

We have been able to direct experienced resources to processing moves/discount and exemptions. In addition to this the Mitel call tree has been amended so that 2/3 of the incoming call are directed towards the Council Tax Billing Officers and a 1/3 to the Revenues Officers who process moves. Prior to this change the 2/3 of the calls were

directed at the Revenues Officers.

We have recruited a further 8 Council Tax Billing Officers who will start training on 7 October 2019 in Council Tax. Four of the current Billing Officers are also going to be trained in moves week commencing 30 September.

### **CT RECOVERY**

The recovery team are currently recruiting to fill vacancies. Work has commenced on identifying differences and where possible aligning processes and procedures. A complete review of all processes will be necessary, this will take some time to complete. We have prioritised areas so as to gain maximum benefit as soon as possible.

The team now take phone calls for all partner authorities from Final Notice stage.

Description	Target 19/20	Cumulative Target	Cumulative for 19/20	RAG
<b>Performance Measure</b>				
LPI ARP4 % of NNDR collected	97.88%%	53.96%	55.73%	
LPI ARP6 Net business rates receipts payable to the Collection Fund	£24,663,273	13,405,561	13,789,980	

### **BUSINESS RATES**

Collection continues to be on track for Business Rates

During August 2019 the following recovery documents have been issued;

Reminders 64 with a value of 46,250.74

Final Notices 66 with a value of 850156.03

Summons 21 with a value of 99,101.93

There are currently 131 (242 last month) processes outstanding for Fenland (1313 APR total prev 2780). The team has continued to work hard to reduce the amount of outstanding processes which shows in the reduction in work outstanding.

Now we have the work under control we have produced a skills audit which is informing both our training plan going forward and the setup of drip feed from the EDMS system.

Our assistant team manager will be leaving the team at the end of September. We are currently reviewing the makeup of the team to best resource the service 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	32.5% Year to date target	57.02%	<b>55.67%</b>	
Target CS2 % of contact centre calls handled	62.5% Year to date target	92.64%	<b>89.41</b>	

The ongoing trend in relation to positive performance in the contact centre continues. 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. In addition the volume of customers accessing our Customer Service centres across the district has also seen an ongoing downward trend which enables more staff to be available to answer calls via the contact centre.

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%	92.3%	<b>94.45%</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	51,873 (Sept)	336,453	

### News Survey

The number of news stories added to the FDC website and distributed as press releases to local media in August = 8

Main articles included;

- Ely House Closure Order
- Rail project boards
- Macmillan coffee morning
- Hate Crime reporting
- Licensing Policy in Wisbech town centre

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

Main articles included:

- Empty homes week 2019
- Businessman fined £24k for fly-tipping

### 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 **August**;

Facebook = 50

Twitter = 55

We currently have 2,431 likes on Facebook and 8,364 followers on twitter.

FDC Twitter	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
	50	61.7K	652	96	5	8,364

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	55	19,403	3,739	30	2,431

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

Facebook = 45

Twitter = 40

We currently have 2,468 likes on Facebook and 8,369 followers on twitter.

FDC Twitter	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
	50	61.7K	652	96	5	8,369

FDC Facebook	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
	40	15,294	5,735	37	2,468

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



**BUSINESS PLAN AREA:** Quality Organisation

**Business Plan Priority:** Equalities

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

**Portfolio Holder:** Cllr Steve Tierney

### Meet Equality Act Requirements

All Council Strategies, Policies, Practices and Procedures have had an Customer (Equality) Impact Assessment conducted on them, this involves analysing the effect, or potential effect, of the way these relate to groups that share protected characteristics, as defined in Equality Act 2010. We annually review these assessments to ensure that they reflect the current community and the way we deliver services, conduct employment practices. This refresh process commences this October.

Whilst Equality Analysis is a requirement for public bodies, it can be a highly effective tool in any sector to identify unfair or unlawful barriers to staff and customers and identify practical steps to remove these, and implement best practice best suited to the Council.

This work is carried out in each service by an appointed/ trained Equality Service Champion.

**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 to support property & estates management functions; which, when implemented would provide up to date and instantly accessible access to asset records. At this stage the work is being scoped to understand the size of the task and to help develop a specification for the software to ensure it meets the needs of the Council.

**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 recently established Capital Delivery Group continues meet on a bi-monthly basis to discuss the progress of the existing Capital Programme and to identify any programme variations. As part of the usual financial planning cycle, the identification and assessment of projects which might form part of the future capital programme has commenced.

**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 circulated to all members and an All Member Seminar was held in July. This strategy will go to Full Council on 4<sup>th</sup> November for formal approval and an update on delivery of this will be taken to Full Council in December.

Another All Member Seminar will be scheduled for November to discuss delivery of this Strategy.

### **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).

1 x Business Administration Apprentice (GDPR – Member Services)

In addition to this, we are actively seeking apprenticeship opportunities in a number of teams, such as Project Management, 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.

## **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**

30 reports of unauthorised development were received in the month and 51 cases were closed. In relation to the cases closed:

- In 18 cases the investigation found that there had been no breach of planning control
- In 15 cases the breach was remedied through either voluntary action or action following the serving of a formal notice by the council
- In 10 cases retrospective planning permission was granted

**Portfolio Holder:** Cllr Miss Sam Hoy

### **Business Support and Compliance**

#### **Food safety and hygiene**

During August and September both Fenland officers and our partners from Breckland South Holland inspected 37 businesses to support with food hygiene and safety compliance.

Of those inspected the following food hygiene rating scores were awarded:

Rating achieved	Number of businesses
5	27
4	7
3	0
2	2
1	1
0	0

The business rated a 1 will be revisited within a matter of weeks to ensure standards are improving.

### Health and Safety

A health and safety course funded by a local company was held in September. The course provided basic health and safety awareness skills including risk assessment and management responsibilities. The company were pleased to get their small workforce trained and to receive the accredited training from the Council.

**Portfolio Holder:** Cllr Sam Clark

### Licensing

#### Policy Update

Following the consultation of the Cumulative Impact Policy and Gambling Policy, these were presented to the Licensing Committee on 02 October 2019 for determination which were approved and now has been prepared for this meeting of Full Council for consideration to be adopted.

Looking ahead the Council is looking to take forward a draft Taxi Policy to the Licensing Committee in February 2020.

#### Hearings Held and determination reached

**Haran's, Wisbech** – After the initial hearing was adjourned, it was re-scheduled and the outcome was a warning was issued to the premises.

**Licensing Driver** – Driver Licence was revoked due to the totting up of Penalty Points issued by compliance officers.

**Angel, Wisbech** – Licence application received numerous objections and a date was set for a hearing and therefore the applicant decided to withdraw the application. Following this, they have re-looked at what they wish to apply for and resubmitted the application. The consultation period ends on 22 October 2019.

**Sportsman, Elm** – Variation application, this has received numerous objections and a hearing date will be set to determination this application.

**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	100%	90%	6	6	100	

(quarterly)

6 customers were surveyed during this period and all responses were positive. This survey helps officers to focus the information provided during the inspection appropriately and to ensure business customers feel helped, supported and fairly treated.

**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.

Codes of practice currently being reviewed/updated are 'Contractor Management' and 'Manual Handling'. These are two areas of higher risk within the Council and therefore require suitable control measures in place to manage the risks satisfactory.

Corporate Fire Warden training has recently been provided with 39 staff trained across the Council. These staff are trained in fire safety, the use of various types of extinguishers and the fire evacuation / sweep process.

Planned in the near future is training to be delivered for first aid and the management of health and safety.

Conducting audits of services/teams is an ongoing part of the assessment of health and safety compliance. Recently, the Transport Workshop has been audited, with Environmental Health being next to be assessed. Where improvements have been identified these are included as recommendations with timescales for implementation.



**Portfolio Holder:**

**Cllr Steve Tierney**

### **Emergency Planning Update**

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.

Community resilience is a key area of work, this is about increasing individual, family and community resilience against all threats and hazards. This is through supporting and enabling existing community resilience, and expanding and growing these successful models of community resilience in other areas.

This raises awareness and understanding of risk and the local emergency response capability in order to motivate and sustain self-resilience.

As part of this programme Fenland has been developing community plan templates and guidance to allow communities to articulate the benefits of emergency preparedness to the wider community.

Training of staff for various emergency planning roles is also a key requirement, and currently resources are being used to being used to develop 'emergency rest centre' and support staff 'Emergency Loggist.

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