

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

January 2020
(For performance up to November 2019)

Cabinet Members



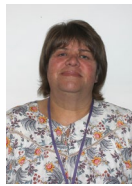
**Councillor
Chris Boden**

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

Communities

Projects from Business Plan:

Leisure Update (Cllr Sam Clark)

Almost one full year in (of 15) and the Freedom contract continues to perform well. The main headline of the last quarter was the successful completion of the new development at the Hudson Leisure Centre. The project was completed ahead of schedule and on budget. Highlights included new reception, completely new gym, dance studio and spinning rooms, new state of the art gym equipment, new Costa coffee operation, refurbished changing rooms (gym), new coffee lounge and revised office accommodation.

Elsewhere, new gym equipment was installed at all three other sites (Chatteris, George Campbell and Manor) in a one-week period in November. The Freedom team's commitment to getting the centres prepared in time was admirable with staff supporting the switch and helping refurbish gyms with painting and deep cleaning carried out.

The results at all 4 sites have fired the public and staff enthusiasm and all venues have seen exceptional membership sales for both new and returning members since the alterations.

Figures below show new memberships sold to November and in the Black Friday week.

Black Friday	Target	Sold
Hudson	26	91
Chatteris	17	55
Manor	12	38
George Campbell	34	86
Total	89	270

Live Members	30/09	31/10	30/11
Hudson	1998	2105	2254
Chatteris	840	820	842
Manor	2159	2182	2171
George Campbell	2240	2207	2231
Total	7237	7314	7498

Active Fenland Update (Cllr Sam Clark)

The Active Fenland team continues to deliver activities across Fenland that are affordable and located so that they are very accessible. See the Active Fenland Facebook page (<https://www.facebook.com/ActiveFenland/>) for details of the many activities that are ongoing. A particular favourite in December is supporting the Santa Run in Wisbech park, alongside the local running club that the team has supported since it was formed.

The Controlling Migration Fund project will end after Q1 2020, with future funding undecided due to the general election. The project will hit funder targets and is in a good position to be funded again, should the opportunity arise. Other funding sources are being examined.

The Active Fenland team has been successful with a funding bid of £8,000 to provide activities for clients of the women's refuge. This work will commence early in the new year.

With the Active Community manager for Freedom now firmly in post, Active Fenland and Freedom will be working more closely together to ensure no duplication of effort and that both teams complement each other with encouraging more people across the District to be active.

Health & Wellbeing Strategy / Working in Partnership (Cllr Susan Wallwork)

The Cambridgeshire and Peterborough Tobacco Alliance met in October to discuss and agree priorities for their 2020 delivery plan.

The delivery plan has 4 themes:

1. Prevention first – to reduce the uptake of smoking; work with schools, young people and in maternity settings
2. Supporting smokers to quit – smoke-free places and commissioned services such as everyone health
3. Eliminating variations in smoking rates – support for business
4. Illicit tobacco and regulatory services – partnership working across the relevant authority group and targeted interventions

Reporting of progress against the plan will commence in 2020. The partnership group is benefits from a wide range of colleagues; public health project delivery leads (smoking cessation, business health support), environmental health, everyone health,

NHS, community nursing and maternity nursing teams, trading standards, police and fire service.

Other Projects:

Trailblazer Project Update (Cllr Sam Hoy)

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 1200 referrals in to the service. Fenland has consistently had the highest level of referrals, over 100 between April and November 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 until September 2020, 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 (Cllr Sam Hoy)

The Council currently has 26 rough sleepers that are being supported to attempt to resolve their housing problem. The Council is very keen to capture information and intelligence from the community on rough sleepers so that contact can be made and support plans developed. Please contact 01354 654321 or www.streetlink.org.uk (there is a direct link on our website) or email housingadvice@fenland.gov.uk.

The annual independently verified rough sleeper count took place on 22 November 2019. The count is a snapshot of how many 'bedded down' rough sleepers are found on a single night. The count was 11 compared to 23 last year.

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 are two outreach posts, one of whom will assist those with complex needs. 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.

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.

£50k has been secured to offer Additional Cold Weather Provision for rough sleepers on a nightly basis until the end of January. This offers the opportunity for engagement via the Hub.

Homelessness Review & Homelessness Strategy Action Plan Update (Cllr Sam Hoy)

The Council is currently undertaking the analysis required in accordance with legislative guidance from which the action plan for homelessness including rough sleeping will be developed. As part of the process a workshop has been arranged for January to outline the results of the analysis to capture feedback from partners which will then be used to shape the action plan development. The action plan will then be drafted in January before being sent out for consultation with the key partners prior to being finalised for the April 2020/21 financial year.

Empty Homes Update (Cllr Sam Hoy)

The Empty Homes Officer commenced work on the 25th November. The focus initially is to capture known intelligence from various data sources from which a targeted process will be commenced. The focus initially will be to understand from every home owner who has a property empty for more than 6 months as to why that is the case to then work with that home owner to bring the property back into use.

Private Sector Housing Enforcement (Cllr Sam Hoy)

The Council has undertaken 60 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council had also investigated 126 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:

Town	HMOs investigated	Privately Rented Homes investigated
Wisbech	48	53
March	5	28
Chatteris	6	9
Whittlesey	1	14
Villages	0	22

We have a new focus on enforcement to improve housing standards from 11 September 2019:

Private Sector Housing enforcement 11 September 2019 – 26 November 2019

	Numbers since 11 September	Raised charge total £	Income received £
Notice/prosecution	0	0	0
Improvement Notice	12	2,880	480
Prohibition	0	0	0
CPN (Intent)	7	24,390	n/a
CPN (Final)	0	0	0
Other	0	0	0
HMO applications	12 (49) since the start	9,000 (36,750)	9,000 (36,750)

Points to note:

In the pipeline - 6 properties for improvement/hazard awareness notices
1 prohibition order for undersized HMO room, 5 properties for HMO CPN (Intent)

Pride In Fenland Awards (Cllr Susan Wallwork)

The Fenland Citizen working with the Council is now promoting the call for nominations

for this year's Pride In Fenland event which takes place on 18th March 2020.
The categories this year are as follows:

- Sports in the Community
- Volunteer in the Community
- Young Person in the Community
- Group, Club, Organisation or charity in the Community
- Special Judges award

Members are encouraged to get the word out in your communities to encourage nominations to be sent in.

Wisbech 2020 Update (Cllr Chris Boden)

Unfortunately the Wisbech 2020 Vision Summit/Celebration event planned for 7 December had to be postponed due to the period of Purdah running from 11 November to 12 December 2019. A meeting is planned with the Wisbech 2020 Core Vision group in the new year when arrangements for an alternative celebration event will be discussed.

I Heart Wisbech

Engagement has taken place with the 300 + residents who took part in the community conversation in Wisbech, who gave their details to be kept updated and were interested in becoming more involved. An event was held on 27th November 2019 at the Oasis Community Centre with three of the six Priority Area Leaders. The topics included were Safe and Clean Town, What's on in Wisbech, People in Crisis and Youth. Ten people from the community attended the session that are keen to move the 'I Love Wisbech' brand forward, get involved in the future and/or getting others involved. One of the highlights of the meeting was an attendee who is a financial advisor wanted to volunteer more using his skills and therefore subsequently signposted to Rainbow Saver (Credit Union) to get involved in work carried out in Wisbech particularly through the Oasis Centre.

Key PIs:

Key PI	Description	Baseline	Target 19/20	Cumulative Performance	Variance (RAG)
ARP1	Council tax support – days to process new claims and changes	6.3 days	8 days	6.93	
ARP2	Housing benefit – days to process new claims and changes	5 days	8 days	6.25	
CELP1	Total number of private rented homes where positive action has been taken to address safety and cohesion issues	N/A	200	186	
CELP2	Number of households prevented from becoming homeless	315	200	231	
CELP3	Number of homes adapted to assist vulnerable disabled residents to remain in their home	145	130	89	
CELP4	Number of people who attend the Golden Age events (as per event)	310	200	211	
CELP5	Customer satisfaction with Golden Age events (as per event)	100%	90%	100%	
CELP7	Grant income achieved by the Active Fenland Team	N/A	N/A	£93,946	
CELP8	Number of attendees at Active Fenland events	N/A	2,254	8,515	

Key:

	Over 10% below target
	5-10% below target
	Within 5% of target

Environment

Projects from Business Plan:

Four Seasons Events (Cllr Peter Murphy)

This period has been particularly busy with 2 Christmas events being organised. March Christmas Market will take place on the 1st December and Wisbech Christmas Fayre on 8th December. Each has been carefully planned in partnership with the respective Town Councils and community organisations throughout the year, culminating with two truly spectacular one day events. Highlights this year includes a record number of stalls (140+) at March and for Wisbech £3,000 in sponsorship, which has enabled attractions including a snow globe and Ferris wheel to be offered to visitors.

Open Spaces and Grounds Maintenance Contract Update (Cllr Peter Murphy)

October saw the completion of year 4 of Tivoli's 5 year contract and attention now focusses on ensuring that Fenland has a value for money, efficient contract in place for grounds maintenance services for the next 5 years from 1 November 2020.

2019 has been a good year for the grounds maintenance contract with all grass cuts for main areas and cemeteries completed, hedge maintenance commenced on time, and shrub work to the required standard continuing into the winter months. This has allowed substantial amounts of tree work to take place in Chatteris (New Road and Meeks) with further clearance work at Station Road, March. The new sustainable bedding proved very popular and ensured a longer-lasting floral presence in key areas. Preparations to improve further for 2020 are under way.

The new skate park (£120k) in West End Park, March completed in November. A brief video completed during the official opening can be found here:

https://drive.google.com/file/d/1281cKfdK-RrVr4CZu_D7wBHTOw3S69ub/view?usp=sharing

Lighting costing £18k will be added to the skate park in January.

The new play area at Wenny Recreation ground, Chatteris (£48k) also opened in November with much positive feedback – despite the very soggy conditions underfoot.

Shared CCTV Service Update (Cllr Susan Wallwork)

The new state of the art CCTV control room has recently been completed and will provide the perfect environment and accommodation for the new shared CCTV service between FDC & Peterborough City Council. The costs for the new premises were paid for by PCC.

The new CCTV control room:



The upcoming focus for the project team will be upgrading 71 existing public space CCTV cameras across the district with new digital cameras as well as replacing the recording system with new digital network servers.

The works are underway. An upgrade schedule has been developed with contractors to ensure all priority and partner contributed cameras are completed at the earliest opportunity and to maintain service delivery commitments.

The new shared service goes live from 1st January 2020, and the Fens shared control room will be closed from 6th January 2020.

Further upgrade works will continue after this time to ensure the Fens system is fully updated and modernised. The shared service delivers a circa £55k saving, with then a commitment to drive new income streams via a more commercial approach to CCTV delivery. An opening is being planned for February 2019.

Future High Streets Fund (Cllrs Ian Benney and Chris Seaton)

Work continues on developing the draft business case, which will be submitted to MHCLG by 15th January 2020.

A Cabinet and March Member workshop was held on 5th December to ensure that member views and comments are included in the bid and that they are kept up to date with progress.

A report will also be tabled at the Cabinet meeting on 9th January 2020.

Feedback on the draft business case is expected from MHCLG during February/ March 2020, and the full business case will be submitted by the deadline of 30th April 2020. Results are expected in the summer.

Wisbech High Street Project (Cllr Chris Seaton)

The Gap – 24 High Street

Rear building: Following a bat survey undertaken by ecologists it was confirmed that bats were not present within or within close proximity to the building. As a result a formal application to discharge certain conditions was made and approval received on 6th December. Demolition works are currently underway and are hoped to be completed by the end of December/early January.

11-12 High Street

The project is awaiting the return of tenders by the developer before being in a position to formally request funding from the National Lottery Heritage Fund. This is expected early next year as is the signing of the build lease. The developer would like to commence demolition works in January 2020 and we are working with the NLHF to seek agreement for this.

13-17 High Street

We are experiencing delays to the start of this project due to access issues with a tenant. The applicants are seeking to resolve this so works can commence.

Other Properties

The project continues to engage with property owners and tenants regarding application for grants. Since the last update two of the “reserve” properties have made enquiries regarding funding and are in the process of acquiring quotations for the work.

Although grant uptake remains a challenge as there are many still not engaging in

discussions and some still considering the long term future of their buildings and leases. We continue to actively encourage and remind occupiers and the owners of the availability funds. The TH officer is working closely with Conservation Officers to make contact with owners who could be at risk of enforcement action in the future. This may encourage discussions about grant applications while the funding is still available.

Activity Plan:

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

On 24th October we funded a “Museums at Night” event at the Wisbech and Fenland Museum. With a “spooky theme and an Egyptian twist” we welcomed over 300 visitors of all ages who enjoyed free crafts, activities, trails, competitions and story-telling.



Museums at Night – October 24th 2019

In early November we delivered another FREE workshop for owners of listed buildings. Held at the renovated chapel at Wisbech General Cemetery, owners of listed buildings around the town were invited to join Kathryn Moore, Heritage at Risk Solutions Officer from Heritage Lincolnshire to learn how to spot potential problems in older properties, how best to avoid them, treat them or how seek the right professional help.

As part of the projects commitment to encouraging good property maintenance practices, in particular with owners of older and listed properties we undertook the 3rd annual Gutter Clean Day on Wisbech High Street in late November. Yet again we were surprised to see how much vegetation and rubbish can collect in gutters, drainage pipes and parapets in just 12 months. This tied in with SPABs building maintenance week and we were able to take advantage of their social media coverage too.



3rd Annual Gutter Clean 28th November 2019

As part of our series of talks on historic interiors, we welcomed Hans van, one of the world's leading expert of tiles and architectural ceramics to the Wisbech and Fenland Museum on Saturday 30th November. Hans gave a talk on the history and development of 18th and 19th century tiles and following a short break there was an opportunity to handle historic tiles he brought along. All places were booked up and feedback was really positive.

The College of West Anglia continues to plan an exciting programme of training events for students to be delivered over 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 which belongs to FDC, students will be able to work on a listed building genuinely in need of some repair and maintenance.

Working with the Wisbech and Fenland Museum as well as other historic venues around Wisbech we are now planning next year's events which include a talk and exhibition on shops in February, a workshop on joinery and windows in June, and an Apple Day event in October.

Street Lighting (Cllr Jan French)

The FDC Capital Cat 2 street light replacement works have now been awarded and an order placed with a contractor for the replacement of 272 lighting assets. Officers will work with the contractor over the coming weeks to agree site specific requirements. It is anticipated that works will commence in February following the delivery of associated materials and be completed in May 2020.

Car Parking (Cllrs Jan French and Peter Murphy)

The Capital improvement and refurbishment works to Church Terrace Car Park, Wisbech is now principally complete following some unfortunate delays associated with both abandoned and long term parked vehicles. Whilst a further return visit is programmed to complete some isolated patching and painting works, the car park remains open to users.

The works were completed in phases to minimise disruption and as a result no complaints were raised. The new ornate LED street lighting is the first of its kind to be installed within the UK and will be used by others within the lighting industry as both a case study and something to benchmark against.

Other Projects:

Recycling Improvement Plan Update (Cllr Peter Murphy)

The first 7 months of the year have resulted in customers presenting more than 5,000 tonnes of dry recycling in their blue bins. The level of incorrect materials remains an issue with 9% of the materials collected not suitable for recycling in the blue bin. This includes nappies, textiles, food and general waste. These types of materials can further contaminate good quality recycling.

A range of work continues to help customers get the materials in their bin correct including the Blue Bin guide on the Christmas and New Year collection calendar delivered to all properties during November. As part of this work, and in cooperation with WRAP (<http://www.wrap.org.uk/>), a government funded recycling charity; all of the primary schools in Fenland are currently being invited to be involved in a homework project early in the New Year.

Getting it Sorted Volunteers Update (Cllr Peter Murphy)

The total number of active volunteers remains at 30, with 10 new volunteers trained over recent months and 10 either moving out of the area or onward to full-time employment.

The number of customers registered for the regular Getting it Sorted newsletter is now more than 2,000. These customers have taken the pledge to recycle more and help others to do so too.

The volunteers have developed a Getting It Sorted website in cooperation with Resources Futures using a bid for S106 wind turbine funding. The website helps customers to check what does and doesn't go in their blue bin and what can be recycled elsewhere. A link to a demonstration of the new page can be found here <http://abdul72.dev.wcukdev.co.uk/team1/future/>.

The volunteers have been active attending events and organising activities in their communities, including the Orchards School group who won the Getting it Sorted award in the recent Street Pride community awards for improving recycling in their school.

The volunteers also have a Facebook page:
<https://www.facebook.com/GettingItSortedVolunteers/>

Garden Waste Service Update (Cllr Peter Murphy)

The levels of subscriptions have reached a new high with 21,270 this current year, making the service self-funding for a third year in succession. Almost 70% of these customers chose to pay in advance by direct debit.

Given this high levels of subscription, the portfolio holders for finance and environment have been able to support fixing the subscription price for a fourth year at £36 for direct debits and £40 for cash/card payments.

These new subscriptions went on sale on the 1 December 2019 for direct debit and 6 January 2020 for cash or card. A revised set of communications is in place with customers being advised of the £36 direct debit option if they have previously chosen to pay by cash or card.



Cambridgeshire & Peterborough Waste Partnership (RECAP) (Cllrs Peter Murphy & Steve Tierney)

A large piece of work funded by Defra and the Recap partnership is evaluating the potential benefits and impacts of the changes proposed by government in the Waste and Resources Strategy. This work will produce reports for the partnership authorities to allow comparison of existing and proposed collection systems. The first stage report is to be presented by the contractor, Local Partnerships, and Defra at the Recap Board meeting in February 2020.

A Recap commissioned waste analysis across Cambridgeshire and Peterborough was reported to the most recent Recap Board meeting, and amongst other things demonstrated that customers actively recycle, however we still only capture around 60% of cans, paper and cardboard.

The winners of the Recap summer children's competition in cooperation with local libraries were announced and the winner supported to create a video to promote recycling. This engaging video, created by the winning children, can be viewed here <http://www.recap.co.uk/spaceforchange>.

Environmental Enforcement Update (Cllr Peter Murphy)

Street Scene enforcement

Location	Enforcement Action
March	19 Parking FPNs issued (March Market Place) 1 Fly Tipping £400 FPN * 4 S.108 Notices (formal request for information)
Wisbech	2 S.34 Trade Waste Notice 1 Trade waste £300 FPN *
Rural (Wisbech St Mary)	1 Fly tipping £400 FPN *
Total	28 actions

*All FPNs issued have been paid.

Prosecutions

During this time frame there has been 1 individual found guilty for littering out of his vehicle and fined a total of £330 at Peterborough Magistrates Court.

Kingdom (LA Support) enforcement. Fixed Penalty Notices served in October & November

Location	Fixed Penalty Notices served
March	18 for littering
Wisbech	25 for littering 5 for Spitting
Whittlesey	6 for littering
Chatteris	5 for littering 1 for Spitting
Total	60

Prosecutions

During this time frame there have been 6 individuals found guilty for littering. All were fined an average total of £310 at Peterborough Magistrates Court.

A further 2 individuals paid their original FPN prior to their court date so were not prosecuted.

Options work is underway to consider how environmental enforcement may be delivered in future.

Community Safety Partnership Update (Cllr Susan Wallwork)

The most recent meeting Fenland Community Safety Partnership (FCSP) was held on Thursday 31st October 2019. At this meeting Cambridgeshire Constabulary updated the partners about their work developing and supporting 3rd party reporting centres for those who have been subject to hate related incidents.

The partnership also heard from representatives of 2 Countywide Delivery Boards. The Drug & Alcohol Misuse Delivery Board and the Organised Crime & Modern Slavery Delivery Board. This provided the respective board representative to provide an update relating to their work and to explain how the FCSP could help deliver preventative measures in Fenland to support their objectives. All activity undertaken by the FCSP on behalf of the County Delivery Boards will be recorded within the 2019/20 FCSP Action Plan.

The FCSP have also closed two Domestic Homicide Review (DHR) action plans which were developed following reviews into the domestic abuse related deaths of 2 people in 2016 and 2017. There is a statutory requirement for a CSP to deliver a DHR when such a sad occurrence occurs. The process looks at the knowledge and interaction of all agencies of the family and understands whether there is any learning that can be developed to improve collaborative work in this area in the future. There is currently one live DHR which is unlikely to be published until the Spring of 2020.

In November the Council supported a Modern Day Slavery conference organised by the Rosmini Centre in London. The event was attended by Princess Eugenie and the MP Stephen Barclay and highlighted the work that takes place in the Fenland area to tackle modern day slavery. Following the national workshop further events are planned to improve awareness of what communities can do to spot and report possible intelligence relating to modern day slavery.

Key PIs:

Key PI	Description	Baseline	Target 19/20	Cumulative Performance	Variance (RAG)
CELP7	Rapid or Village Response requests actioned the same or next day	97%	90%	95%	
CELP8	% of inspected streets meeting our cleansing standards (including graffiti and flyposting)	99%	93%	98%	
CELP9	% of collected household waste – blue bin recycling (1 month in arrears)	28.3%	28%	27.6%	
CELP12	Number of Street Pride and Friends Of community environmental events supported	249	204	175	
CELP13	% of those asked who are satisfied with FDC's events (May, July, October, January)	100%	90%	97	

Key:

	Over 10% below target
	5-10% below target
	Within 5% of target

Economy

Projects from Business Plan:

Growing Fenland Update (Cllr Ian Benney)

The final Growing Fenland reports have now been approved by each of the relevant Town Councils. The reports were due to be considered by FDC's Cabinet on 13 December but, due to Purdah restrictions, this meeting has been postponed until 9 January. The full list of committee at which the reports are due to be tabled are as follows:

Thursday 9 January 2020 – FDC Cabinet meeting

Thursday 23 January 2020 – CCC Communities & Partnership Committee

Wednesday 29 January 2020 – CPCA Board meeting

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

Local Plan Review (Cllr Dee Laws)

The consultation on the Issues & Options stage of the plan has recently finished (the consultation programme included four community events) and the team are in the process of logging all the responses and will then start to assess them, along with the sites that have been put forward for development.

We had over 100 people / organisations make comments and some 300 potential development sites suggested.

The Member Working Group continues to meet every 4-6 weeks to review progress and provide input to the emerging plan.

The Water Cycle Study and Strategic Housing Market Assessment study have recently been commissioned and we are at tender stage for the Gypsy & Traveller Needs Assessment work.

All of these will form part of the evidence base for the local plan and will inform the policy content of the plan.

Other Projects:

Economic Growth Team Update (Cllr Ian Benney)

The recruitment of the two recently created Economic Growth positions is ongoing and interviews are due to be held in January.

Once the posts have been successfully recruited to, the development of a new Economic Growth Strategy will begin, setting the future direction of Economic Growth in the District.

Skills Update (Cllr Chris Seaton)

Internally, the Council offers a range of apprenticeship qualifications out to our workforce, and are currently developing a wider apprenticeship offer to maximise 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);
- 1x ICT Apprentice;
- 1 x GDPR Apprentice (Member Services);
- 1 x Planning Apprentice

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

Sail the Wash Partnership Update (Cllr Ian Benney)

The MoU between FDC, WNBC & LCC is just about to be signed. FDC officers will start on the agreed work program in early December. FDC officer work will consist of the management of the construction phases of the fund.

Affordable Homes (Cllr Sam Hoy)

Phase/Year Proposed	Estimated Total	Estimated Tenure Split
2019/20 (current year)	98	16 Shared Ownership & 82 Affordable Rent
Future Delivery 2020+ (expected)	271	156 Shared Ownership, 22 Rent To Buy & 93 Affordable Rent
Future Pipeline (potential)	1050	TBC

The Council recently supported a bid from Funding Affordable Homes to secure £4.6 million of Combined Authority grant to deliver 118 homes in March. The Council is now working with the organisation to secure practical delivery of the scheme. This includes management & lettings arrangements.

Broad Concept Plans Update (Cllr Dee Laws)

Persimmon Homes are expected to submit a BCP for the land at West March within the next 6 months and a planning application will follow thereafter.

FDC's Strategic Landholdings & Surplus Asset Disposal Programme (Cllr Ian Benney)

As part of the Council's ongoing surplus asset disposals, 5 lots were sold at auction in October, producing a capital receipt of over £120,000. These lower value sites comprised predominately former garage sites or parking areas with limited development potential.

Going forward, the surplus asset disposal programme will be reviewed in line with the emerging Commercial & Investment Strategy. Whereupon sites with development potential will be evaluated against a set of criteria which will assess whether such sites are likely to produce greater returns if they are developed by the Council.

Transport Update (Cllr Chris Seaton)

Hereward Community Rail Partnership (CRP)

In November 2018 the Department for Transport launched their new Community Rail Strategy title Connecting Communities. This strategy replaces the national designation status with a new accreditation process that is being phased in until March 2020. The Hereward CRP had its formal meeting for the accreditation process in November 2019. We expect to know the outcome in early 2020.

Environmental Health inspection and business support programme (Cllr Sam Hoy)

During October and November 50 food hygiene inspections have been completed by officers from both Fenland and South Holland Councils. (South Holland are our current LA partner supporting with the inspection programme).

The ratings given to those businesses who are part of the Food Hygiene Rating programme (caterers and retailers) were:

5 Rated	4 Rated	3 Rated	2 Rated	1 Rated	0 Rated
18	19	6	5	1	1

During November one premises was closed voluntarily for hygiene reasons and one summons was served for prosecution of hygiene offences which took place in early 2019.

Key PIs:

Key PI	Description	Baseline	Target 19/20	Cumulative Performance	Variance (RAG)
CELP15	% of major planning applications determined in 13 weeks (or within extension of time)	100%	75%	100%	
CELP16	% of minor planning applications determined in 13 weeks (or within extension of time)	94%	80%	96%	
CELP17	% of other planning applications determined in 8 weeks (or within extension of time)	99%	90%	96%	
EGA1	% occupancy of the business premises estate	92%	90%	86.2%	
EGA2	% tenant satisfaction with business premises (quarterly)	100%	95%	100%	
MS1	Number of berth holders / occupancy of berths at Wisbech Yacht Harbour (85 berths)	100%	81	82	
CELP18	Number of local businesses supported and treated fairly (quarterly)	100%	90%	100%	

Comments
CELP 15-17 - In the month only 1 planning application (out of 46) was not determined within target timescale

Key:

	Over 10% below target
	5-10% below target
	Within 5% of target

Quality Organisation

Projects from Business Plan:

Digital Transformation Plan (including develop and launch a new website design to improve content and navigation) (Cllr Steve Tierney)

A Web Officer secondment will commence at the start of December to work on content and enhancement of the website.

PAS Review Action Plan Update (Cllr Dee Laws)

- Training - Two rounds of external training have taken place to the benefit of FDC members and also Town & Parish Councils.
- Increasing Delegation to Officers – discussions with planning committee members concluded that members did not support this and so this work stream has now closed.
- Staff Training Project Management – This has been undertaken by relevant staff now so this action is now closed.
- Validation Training – Following cancellation (due to poor take up), this has been rearranged for next year and invitations have been issued.
- Council has an adopted investment strategy so this action is now closed (though naturally we are at implementation stage now which will require some planning input).

Communications Update (Cllr Steve Tierney)

News update:

The number of news stories added to the FDC website and distributed as press releases to local media in November = 6 (News story opportunities were restricted from Monday 11 November due to the pre-election period).

Monthly update on FDC social media sites:

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

Twitter = 119

Facebook = 61

We currently have 2,557 likes on Facebook and 8,402 followers on twitter.

Consultation Summary

Current/recent Consultations:

- Local Plan – Issues & Options – 11 October to 21 November 2019

Capital Programme Update (Cllrs Chris Boden and Ian Benney)

The Council is currently involved with the delivery of over 50 Capital Schemes, which range from small repair projects to community assets up to significant asset refurbishment or replacement schemes.

In November each year new schemes are assessed for the forthcoming financial year and a prioritisation exercise is undertaken to ensure that such schemes meet with the stringent assessment criteria, before being recommended to Cabinet & Council early in 2020.

Corporate Accommodation Review (Cllrs Ian Benney and Steve Tierney)

As part of the Council's ongoing commitment to generating operational efficiencies and cost savings, work is ongoing to align a number of initiatives and projects which will create the opportunity for additional income streams and lead to better utilisation of Fenland Hall & The Base.

Projects include a review of the current physical storage areas and rationalisation, together with the release of surplus office capacity to public or private sector occupiers.

Commercial Investment Strategy (Cllrs Chris Boden & Ian Benney)

The Commercial and Investment Strategy approach was presented at an All Member Seminar on 28th November 2019 and the draft papers have been circulated to All Members for their feedback. A final paper will be presented to Full Council at their meeting on 9th January 2020 recommending the actions required to bring this into operation.

Key PIs:

Key PI	Description	Baseline	Target 19/20	Cumulative Performance	Variance (RAG)
PRC1	% of customer queries resolved at first point of contact	95%	85%	94.29%	
PRC3	% of contact centre calls answered within 20 seconds	38%	20%	59.82%	
PRC4	% of contact centre calls handled	78%	50%	90.92%	
ARP3	% of council tax collected	96.84%	97.3%	74.88%	
ARP4	Net council tax receipts payable to the Collection Fund	£53,286,255	£53,608,303	£42,899,989	
ARP5	% of NNDR collected	97.7%	98.3%	72.36%	
ARP6	Net business rates receipts payable to the Collection Fund	£23,969,262	£24,663,273	£17,978,498	
PRC5	Number of visits to our website	607,378	620,000	448,734	
PRC6	% of staff who feel proud to work for FDC (every 2 years)	84%	82%	84%	

Key:

	Over 10% below target
	5-10% below target
	Within 5% of target