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| Agenda Item No: | 8   |  |
| Committee:      | Overview & Scrutiny   |  |
| Date:           | 10 February 2020  |  |
| Report Title:   | Progress in Delivering the Environment Corporate Objectives 2019-2020 |  |

## Cover sheet:

### 1 Purpose / Summary

This report sets out the Council's progress in delivering the corporate objectives from April 2019 to December 2019. This is to ensure that members have the most up to date information possible.

### 2 Key issues

Particular successes are:

- 54% of our household waste is being diverted from landfill by recycling and composting.
- 31 Recycling Champions and volunteers have organised 84 events and volunteered a total of 1,438 hours
- Over 21,000 households signed up to the Garden Waste Service in its third year
- 95% of all rapid response or village response requests are being actioned either the same or next day
- 99% of inspected streets are meeting our cleansing standards
- St George's Fayre, Chatteris Midsummer Festival, Whittlesey Festival and March and Wisbech Christmas Fairs were all successfully delivered
- The Community Safety Partnership is working with county-wide delivery boards on a variety of workstreams, including mental health, domestic abuse and sexual violence, substance misuse, child criminal exploitation, modern day slavery, organised crime and road safety
- The partnership between FDC and the grounds maintenance contractor is strong and working well

### 3 Key Areas of Focus for 2020

- Progressing the continued commercialisation of the CCTV shared service with Peterborough City Council
- Wisbech High Street scheme project delivery
- Submission of the final business case for March to the Government's Future High Streets Fund
- Government's proposed changes to domestic and business recycling collection over the coming years through the Waste and Resources Strategy
- Environmental enforcement

#### 4 Recommendations

It is recommended that the Panel considers the progress made by the Council in delivering the corporate objectives in the Business Plan.

|   |   |
|---|---|
| <b>Wards Affected</b>                                       | All   |
| <b>Forward Plan Reference</b>                               |   |
| <b>Portfolio Holder(s)</b>                                  | Councillor Peter Murphy, Portfolio Holder for Environment<br>Councillor Steve Tierney, Portfolio Holder for Transformation & Communication<br>Councillor Ian Benney, Portfolio Holder for Economic Growth<br>Councillor Susan Wallwork, Portfolio Holder for Communities<br>Councillor Jan French, Deputy Leader of the Council<br>Councillor Chris Seaton, Portfolio Holder for Social Mobility & Heritage |
| <b>Report Originator(s)<br/>And<br/>Contact Officer (s)</b> | Carol Pilson - Corporate Director<br>Mark Mathews - Head of Environmental Services<br>Dan Horn - Head of Housing and Community Support<br>Annabel Tighe - Head of Environmental Health and Compliance<br>Phil Hughes - Head of Leisure and Open Spaces  |
| <b>Background Paper(s)</b>                                  | Business Plan 2019-2022   |

# **Overview & Scrutiny Panel**

## **Progress Against the Environment Priorities**

**For performance from  
1<sup>st</sup> April to 31<sup>st</sup> December 2019**

# Portfolio Holders



**Councillor  
Ian Benney**  
Portfolio Holder for  
Economic Growth



**Councillor  
Susan Wallwork**  
Portfolio Holder for  
Communities



**Councillor  
Mrs Jan French**  
Deputy Leader of the  
Council



**Councillor  
Peter Murphy**  
Portfolio Holder for  
Environment



**Councillor  
Chris Seaton**  
Portfolio Holder for  
Social Mobility &  
Heritage



**Councillor Steve  
Tierney**  
Portfolio Holder for  
Transformation &  
Communication

## Projects from Business Plan:

### Four Seasons Events (Cllr Peter Murphy)

April saw the 11th annual St George's Fayre, which despite the weather was attended by around 5,000 visitors. Volunteers chose a theme of 'Vikings and Dragons' which did not disappoint. Feedback showed that people were particularly impressed with the introduction of more street performers and the atmosphere that this created; including stilt walking warriors and juggling jesters, all of which was made possible due to increased financial backing of £5,000 from March Town Council and increased stall takings, which grow year on year.

We were particularly pleased to work in partnership with the arts council to offer interactive arts to a new audience, and also to be supported by March Library who opened for the Fayre. The committee went to great lengths to curate an event that not only benefited the economy but also supported Fenland's cultural offering, we were therefore delighted to hear that March Museum had the highest footfall on a single day ever.

June was a particularly busy month both with the Council's support of Chatteris Festival that took place over 4 days and included a huge variety of food, entertainment and amusements for over 3,000 visitors; and wider event support ranging from safety advice, to waste collection, to closing roads to land use. We supported organisers of Wisbech Rose Fair, Parson Drove Car Show, Wisbech Rock Festival, Whittlesey Music in the Square, March Summer Bands, March Steam and Vintage Show and Wisbech Bandstand Concerts to name a few.

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. Volunteers added the cherry on top by organising the wonderful opening parade, art exhibition and the largest classic vehicle display to date.

The events team wrapped up the year with two large Christmas events. Starting with March Christmas Market at the beginning of December and followed shortly after by Wisbech Christmas Fayre. A record number of stalls booked to attend March this year which attracted 5,000 shoppers into the town centre. Wisbech committee also expanded their event with a number of new attractions, including a Ferris wheel and £1,000 sponsorship from Vodafone.

We are looking forward to supporting the committees and growing the events even further in 2020. Objectives include attracting external funding and securing headline acts to develop the Council's cultural offering.

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

The 2019 / 20 season has been the most successful grounds maintenance season in the past 7 years. We have had weather with no extremes to support this, but the partnership between FDC and our contractor is strong and working well.

The bulk of work on the contract during the busy spring and summer months was completed on time and to a good standard. A handful of issues arose, but Tivoli, our grounds maintenance contractor, has responded swiftly to issues that are raised.

This year saw a significant change for the Council in terms of spring and summer bedding. The Council took the decision to move to a more sustainable approach to bedding with shrubs being put in place instead of the usual spring bedding and summer bedding. The advantage of this is that FDC does not have to prepare the beds twice, purchase and dispose of bedding plants twice, does not have to put significant effort into watering the bedding throughout the summer and the whole process is far less labour intensive. This has meant that Tivoli have been able to maintain the sustainable bedding to a high level, whilst also giving us excellent service with other aspects of the contract. This approach was a significant change and it is fair to say that our community In Bloom groups were nervous, but understood the rationale and that sustainability is a key focus of In Bloom judging nowadays. The results have been excellent, with the displays being vibrant for a longer period of time than the standard bedding approach – we anticipate more of the same in the 2020 season.

The relationship between the Tivoli manager and FDC officers is working very well. Complaints are very low, and those that do come through are being handled very promptly. Tivoli have been responsive to FDC's requests, with extra works, particularly those regarding tree works have been completed in a timely manner, to a high standard.

Tivoli's contract ends in October 2020 after 5 years. There is a potential 5 year extension period available and officers are currently evaluating this option with the Portfolio Holders for Environment.

## **Shared CCTV Service Update** (Cllr Susan Wallwork)

The CCTV shared service project between FDC and Peterborough City Council (PCC) is now, in the main complete, with some final small works being required on some service connections and processes.

During 2019/20 the following headlines have been achieved including the creation of a new state of the art CCTV control room facility.

- The shared management structure was completed in April 2019 with Fenland District Council's previous Community Safety Manager fulfilling this new role across both organisations. The appointment allowed for the shared service restructure and control room relocation works to commence whilst providing both FDC & PCC with a management cost saving.
- The technical works for the FDC area control room to move to PCC area control room was commissioned (meeting the needs of the CCTV business case approved by Full Council). This created a joint shared service control room.
- The previous Peterborough CCTV Control room, which was located on the Northminster multi-storey car park was identified as condemned in July 2019 from a structural report. This led to new premises being identified and a new control room being developed which was specifically designed to meet both the current and future needs of both FDC & PCC CCTV services. This was at no extra cost to FDC.
- The staffing process to deliver the shared control room was completed on 31<sup>st</sup> December 2019. This saw two members of the FDC CCTV team moving across to PCC under the new shared service team. They have settled well within the team and have adjusted to the new surroundings.
- 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 has seen the Councils existing analogue and beyond end of life cameras being replaced with new digital cameras that will enable full integration with PCC. This has seen a vast improvement in the camera images being displayed and recorded.

The new control room video wall and control stations (pictured below).



During the transition, from closing FDC CCTV area control room and transferring services to PCC, there has been the following achievements:

- No loss in delivery to service commitments based on existing Service Level Agreements with our stakeholders and customers (Town Councils etc). More detail on this is contained in the Community Safety Partnership agenda item.
- Improved the quality of our camera images.

- Updated and improved our recording servers.
- No loss in service for CCTV related services.
- A Peterborough burglar was arrested in late December in Whittlesey after being observed by the new CCTV team forcing entry in to business premises. Clearly highlighting the benefits of shared knowledge across a wider geographical landscape.

The next steps for the CCTV shared service is to complete an official joint launch event between FDC & PCC which will see FDC's Council Leader, Community Safety Portfolio Holder and Chief Executive, join PCC counterparts. This will be held in February 2020 and will include a full media release to promote the new shared service between FDC & PCC.

The service over the next quarter will be to focus on development and normalising of the CCTV team under the new shared service approach and to then focus on commercialisation of services to help reduce costs for CCTV further.

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

The draft business case has been submitted to MHCLG.

A Cabinet and March Member workshop was held on 5<sup>th</sup> December to ensure that member views and comments were included in the bid and that they are kept up to date with progress. A further Member workshop will be arranged for March 2020.

A report was also be tabled at the Cabinet meeting on 9<sup>th</sup> 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 30<sup>th</sup> April 2020. Results are expected in the summer.

### **Wisbech High Street Project** (Cllr Chris Seaton)

#### **“High and Medium” Priority Properties**

##### 11-12 High St

Since acquiring the property from the previous owner early last year, FDC Officers and the Wisbech High Street Project TH Officer have been working closely with a developer to ensure that this site is addressed as a priority and to ensure the maximum grant available from the National Lottery Heritage Fund is drawn down. The developer has obtained planning consent for the demolition of the existing façade and remaining structure which should commence in



February. Consent has been granted for 14 new flats and new retail unit/s on the ground floor. Under the project's guidance, together with advice from planning and conservation colleagues, the scheme will see the reinstatement of a sympathetic façade to compliment the historic streetscape. A significant amount of work has been undertaken by FDC Officers and legal advisors to negotiate the terms of a Build Lease which will see the transfer of the ownership of property to the developer on completion.



**Conservation Officer looking at proposed development and Urgent repair works**

In order to allow the scheme to progress we negotiated an agreement with the National Lottery Heritage Fund to allow for the demolition works to commence prior to the formal funding agreement.

Urgent works were required following concerns raised at routine inspections of the site which resulted in some internal demolition works and reduction of the façade. These works were undertaken during July and September 2019 to ensure public safety and that of contractors working for us on the site.

#### 24 High Street (aka Cooks Butchers/The Gap)

Planning consent was granted to remove the derelict structure at the rear of the site which will allow for better access and redevelopment of No 24 which we hope will commence during 2020 once a contractor has been appointed. Due to the way the derelict building is tied into existing structures on two sides (including a listed building) this demolition work needs to be undertaken carefully and is expected to be completed during February 2020.

Incredibly complex legal issues have led to a delay in timescales for the delivery of a scheme on this site. Regardless of this we will look to commence with construction works during 2020.

#### 13-17 High Street (Red brick building, known locally as old Purdys cafe)

A grant has been agreed and we are awaiting a start date from the owners. Delays have been caused by access issues which we hope will be resolved within the next couple of months. With the aid of a significant grant from the NLHF Wisbech High Street Project the work

will see 4 x new residential units created in the empty first floor space and improvements to the shopfronts to be more in keeping with the historic High Street.



13-17 High Street, Wisbech

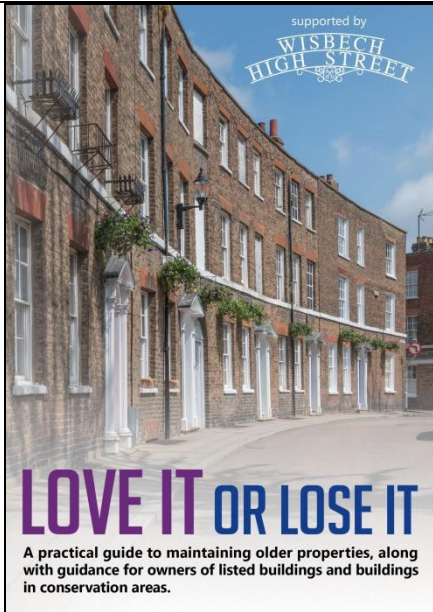
### Other Properties

The project is currently working with owners and tenants of several other properties who are in the process of applying for a grant for building improvements. All of these are historic properties and two are listed buildings. The owners/tenants are in the process of gathering quotes, applying for statutory consents where applicable and completing their applications.

### **Activities**

The project delivered a range of talks, events, activities and training programmes to encourage local residents to gain a better understanding and appreciation of their local built heritage.

Workshops which are targeted at the owners/occupiers of Listed buildings provide sources of information and assistance to help with issues such as property maintenance and damp. The project also offers some guidance notes in the "Love it or Lose It" booklet to help owners identify issues and how to seek advice.



**Guidance Booklet produced for by the project and a workshop on “Living with old Houses” (Sept 2019)**

For our series of talks on the history of interiors and buildings we have welcomed some of the country's leading experts to the Wisbech and Fenland Museum to speak on their topics. During 2019 talks were delivered on wallpaper, tiles and most paint. These talks are incredibly popular and the next one lined up for February 2020 will explore the history of shops and shopping, focussing on the town's retail heritage.



**Popular talks on wallpaper, paint and tiles delivered at the Wisbech & Fenland Museum**

After a great deal of support from a small group of volunteers, the updated Wisbech Merchants Trail was launched in August. The previous version which had not been available for several years was refreshed with updated text, a new booklet and also made available as a mobile App. The project will continue to promote the use of the trail which encourages local residents as well as visitors to the town an opportunity to learn more about its heritage.





The new year will see the commencement of a very exciting activity involving students from the College of West Anglia. Using the disused chapel at Mount Pleasant Road Cemetery, students from the College will be able to work on a listed building genuinely in need of repair and maintenance, starting with the repair of an entrance door damaged during 2019. This is the largest activity to be funded by the Wisbech High Street Project with a budget in excess of £40k. Throughout 2020 students on construction courses will have the opportunity to learn about traditional repairs including stonework, roof repairs and plastering.



**Mount Pleasant Cemetery Chapel and inspection by a stonemason**

The project delivered a number of other projects through 2019 and will continue to deliver more throughout 2020. These include:

- Wisbech Underground – In October a group of students from Thomas Clarkson Academy enjoyed a visit to the vaults at Wisbech Castle followed by session at the museum to learn all about the underground spaces. The next phase will be the 3D survey of the tunnels and cellars around High Street and presentation through talks and exhibition
- Museums at Night – As part of the national event we held a fantastic and popular event around Halloween at the Wisbech and Fenland Museum, welcoming over 300 visitors to enjoy free crafts and activities.



- Heritage Open Day – The project participated in the Heritage Open Days event in September. As with previous years the project had a pop up marquee located on the High Street where visitors could learn about the High Street project, the plans for 11-12 High Street and the Activities and events they could attend. There was also an opportunity to pick up copies of the recently updated Merchants Trail. A tour of the High Street to learn about the history of some of the buildings attracted a number of visitors.
- Historic Building Recording – Led by professional archaeologists from Heritage Lincolnshire, these free workshops gave participants the opportunity to learn the ways in which archaeologists “read” old buildings and how to record, date and analyse them.



- Gutter Cleaning – in November each year the project organises and funds a Gutter Clean of all High Street properties to encourage owners to consider the importance of this essential act of maintenance to avoid issues of damp, especially in older properties





The "Gutter Clean Day" 2019 with Turners Contracting

Coming in to the last year of the funding, the Council has an increased focus, looking at a wide range of powers, on strongly encouraging property owners to engage with the project so additional outcomes in addition to what is demonstrated above can be seen.

### Street Lighting (Cllr Jan French)

This update relates to street lights in FDC ownership. The Council have now entered the second half of the 3 year contract with the chosen street light repairs and maintenance works service provider (Cable Test Ltd). The contract is scheduled to expire in July 2021 but there is an option to extend for a further 2 years subject to party agreement.

So far the contract which now provides street lighting services to Fenland DC, South Cambridgeshire DC, Clarion Housing Association and a number of Parish Councils has worked exceptionally well.

The contract provides emergency out of hour attendance, replacement of columns, pole brackets and luminaires along with bulb replacement, photocells, fuses and such like electrical components. In addition the competitive tendered rates also provide for column painting, tree trimming and street light upgrade and replacement works.

During the period April to December 2019, 218 reported street light faults were attended to in a timely manner on behalf of Fenland District Council, Clarion Housing Association and six of the Parish Councils.

Following completion of the Category One defective street light replacement works in 2018/19 associated with FDC, Clarion Housing and various Parish Councils, the focus is now very much on replacement of the Districts Category Two defective street lights.

275 of the district's 1188 street lighting assets are scheduled for replacement over a 4 month period with works programmed to commence in February. The replacement works shall be carried out in accordance with the FDC street lighting specification utilising some of the latest energy efficient LED luminaires, lamps and component technology.

The replacement works will remove the risk of structural/electrical failure whilst reducing both the future maintenance and energy costs, providing better whole life costing. This will enable better proactive management of the annual revenue maintenance budget to realise future energy and maintenance efficiencies.

### **FDC Car Park Maintenance** (Cllr Jan French)

Throughout 2019 a number of routine repairs and maintenance works were undertaken within several FDC owned Car Parks throughout the District. Works included bollard replacement, tree maintenance, gully cleaning, patching and relining.

Further repairs, maintenance and minor improvement works are scheduled for 2020 to Brewin Chase and Darthill Road Car Park in March, Chapel Road Car Park in Wisbech and Church Lane and Furrowfield Road Car Parks in Chatteris.

Refurbishment and Improvement works were undertaken during September through to December within Church Terrace Car Park in Wisbech. The tendered works were undertaken in three stages and incorporated resurfacing and relining along with drainage and signage improvements in addition to car park lighting upgrade works.

The refurbishment works were delivered within the capital budget allocation and will help reduce FDC's maintenance liability on the annual revenue budget over the coming years. The completed works provides users with a safer and more aesthetically pleasing facility whilst the new LED lighting benefits CCTV camera operators with night time surveillance.

The new LED lighting incorporates the very latest LED blue light filter technology and is the first installation of its type to be installed in the UK. This is likely to generate a great deal of interest within the lighting industry and will help to put Fenland on the map as a forward thinking innovative authority.

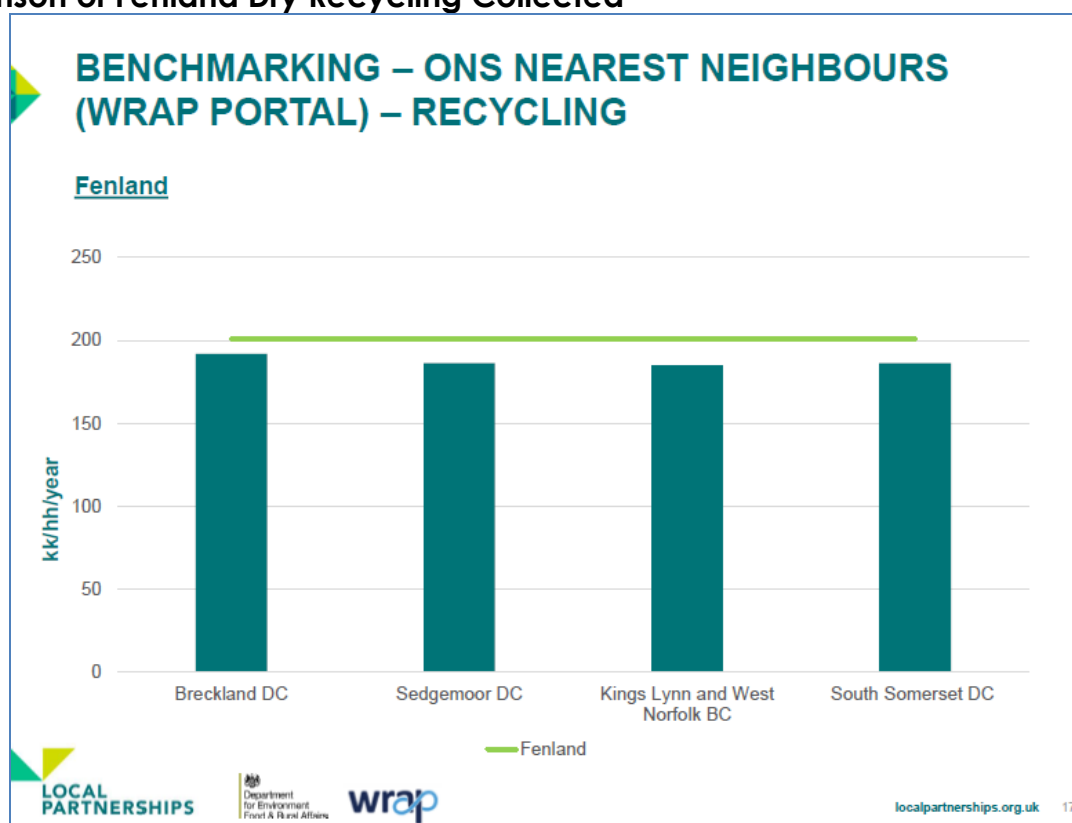
All of the essential improvements ensure that FDC's public parking facilities remain safe and operational for users and visitors alike whilst continually improving the Councils assets.

## Other Projects:

### Recycling Improvement Plan Update (Cllr Peter Murphy)

Overall, Fenland customers have a good track record for recycling and we know that the performance of this service is above that of other similar authorities.

#### Comparison of Fenland Dry Recycling Collected



Using the Office of National Statistic (ONS) information, WRAP ([www.wrap.org.uk](http://www.wrap.org.uk)) has compared Fenland collected dry recycling in kilogrammes per household per year and we exceed that of comparable authorities. Even so, there still remains more that can be done to improve recycling across Fenland.

This year's plan has focussed on reducing contamination; developing community champions through the Getting It Sorted volunteers; delivering a positive education campaign to more than 20,000 households; regular communications to all properties; social media campaigns; links to Recap partnership education work and primary schools education work with WRAP.

Recycling generates income for the Council, and good quality recycling improves this income. The continued improvement of the quality and quantity of recycling across Fenland has been a sustained priority over recent years.



## Collected Household Waste Blue Bin Recycling to December 2019

|  | April – Dec 2019 |
|--|------------------|
| Dry Recycling (Blue bin and bring banks) | 6,437            |
| Residual Waste (Green bin)               | 16,958           |
| Dry Recycling % of waste                 | 28%              |

From initial figures, within the first 3 quarters of the 2019/20 financial year we have had 6,437 tonnes of suitable recycling generated from the materials collected (including 173 tonnes of materials from local bring bank collections).

There have been improvements in the levels of incorrect materials. Since 2017 this has seen some clear improvements; in 2017 (April – December) 6160 tonnes of materials were suitable for recycling from the 6,904 collected (**89.3%**), and in 2019 this has improved to 6,264 tonnes suitable from the 6,947 tonnes collected (**90.2%**).

There remains a focus on food waste which makes up more than half of the incorrect materials. This issue forms a continued focus for the 2020 communications within the developing action plan.

### Waste Analysis

This year, for the first time in many years, a countywide analysis of customer's residual waste bins (as performed by the Recap waste partnership across the Cambridgeshire and Peterborough area) shows that whilst customers are recycling well, there are specific areas where opportunities still exist for all the authorities to increase the amount of recycling.

This information from a sample of Fenland customers allowed us to generate some indicative capture rate information based on what we know is collected through blue bins.

### Summer 2019 Waste Analysis Capture Rate Results for Fenland

| Material Type                      | Yearly Blue Bin (Tonnes) | Yearly Green Bin (Tonnes) | Capture Rate (%) |
|------------------------------------|--------------------------|---------------------------|------------------|
| Paper                              | 3,335                    | 695                       | 83%              |
| Glass bottles and jars             | 2,188                    | 459                       | 83%              |
| Multi-layer containers (Tetra-pak) | 45                       | 14                        | 76%              |
| Cardboard packaging                | 785                      | 405                       | 66%              |
| Plastic bottles, tubs and trays    | 1,172                    | 679                       | 63%              |
| Metal cans                         | 591                      | 357                       | 62%              |
| <b>Total</b>                       | <b>8,115</b>             | <b>2,610</b>              | <b>76%</b>       |

Overall, the waste analysis shows that customers are recycling more than three quarters of the materials available.

These results, based on a sample of 150 properties, show that the capture rate for glass and paper are above 80%, although customers could do more to recycle their

cans, cardboard and plastics because the results show customers are presenting around two thirds of these materials for recycling.

This evidence supports plans for work in 2020 with a focus on cans and plastics, and encouraging customers to rinse and recycle them; along with recycling cardboard.

### Overall Fenland Recycling

| April – November 2019    | Collected Waste | HWRCs in Fenland | Total  |
|--------------------------|-----------------|------------------|--------|
| Recycling and Composting | 11,799          | 9,410            | 21,209 |
| Residual Waste           | 15,057          | 2,916            | 17,973 |
| Recycling % of waste     | 44%             | 76%              | 54%    |

The overall recycling rate for household waste in Fenland from collected waste and household waste recycling sites, from confirmed data to the end of November, was 54% and supports the business plan target to deliver more than 50% for Cambridgeshire.

Fenland customers using their blue bins, along with the materials recycled at Fenland household waste recycling sites (HWRCs) and through the Fenland Garden Waste Service all contribute towards this total.

The developing Fenland Recycling Action Plan for 2020 will include a range of targeted communications focussed on reducing incorrect materials, such as food waste, and recycling more materials such as cans, plastics and cardboard. Members will be kept up to date with details of the developing plan through regular portfolio holder updates.

### Getting it Sorted Volunteers Update (Cllr Peter Murphy)

It's been a good year for the Getting it Sorted Volunteers and since April they have developed **11** new trained recycling champions, created their own Facebook page and website, they have attended events, provided support and training along with promoting recycling and the local environment.

There are currently **31** trained Recycling Champions ready to run their own events and education opportunities with new volunteers coming forward to join in. As a result of finding employment or moving away, 10 Volunteers have left the team during the year. Volunteers have attended and supported **84** events for all ages, including nursery schools, WI meetings, Scouts and Guides, and volunteered a total of **1,438** hours so far this year.

The volunteers have developed a Facebook page and share what they have been up to including recycling tips and information [www.facebook.com/gettingitsortedvolunteers](http://www.facebook.com/gettingitsortedvolunteers). So far posts has a reach of **42,753**

views between April and December. Following the promotion of recycling sacks by the volunteers, **1,206** customers have ordered extra for their recycling so far this year.

Through wind turbine Section 106 funding the volunteers have developed a website ([www.gettingitsorted.org](http://www.gettingitsorted.org)) where customers can see what can be recycled in Fenland. This multi-lingual website shows how to recycle a range of materials and, what to put in your blue bin, what to take to the tip or recycle back at the shop. Launched as a trial site earlier this month, it has already received enthusiastic reviews from customers.

The volunteers also developed their own comprehensive leaflet based on the questions they were being asked at events.

[https://www.fenland.gov.uk/media/9073/What-goes-in-my-blue-bin/pdf/Waste\\_and\\_Recycling\\_Leaflet.pdf](https://www.fenland.gov.uk/media/9073/What-goes-in-my-blue-bin/pdf/Waste_and_Recycling_Leaflet.pdf). This is now in regular use by the volunteers along with the Environmental Services and other teams.

As a result of all their promotions, the team have developed a network of almost **1,000** customers registered as part of the Getting it Sorted Volunteer network who commit to encouraging others to recycle more and receive the Getting it Sorted Volunteers e-newsletter written by the volunteers on a regular basis. Take the pledge online here <https://www.surveymonkey.co.uk/r/GettingitsortedPledge> to receive a pack and the e-newsletter.

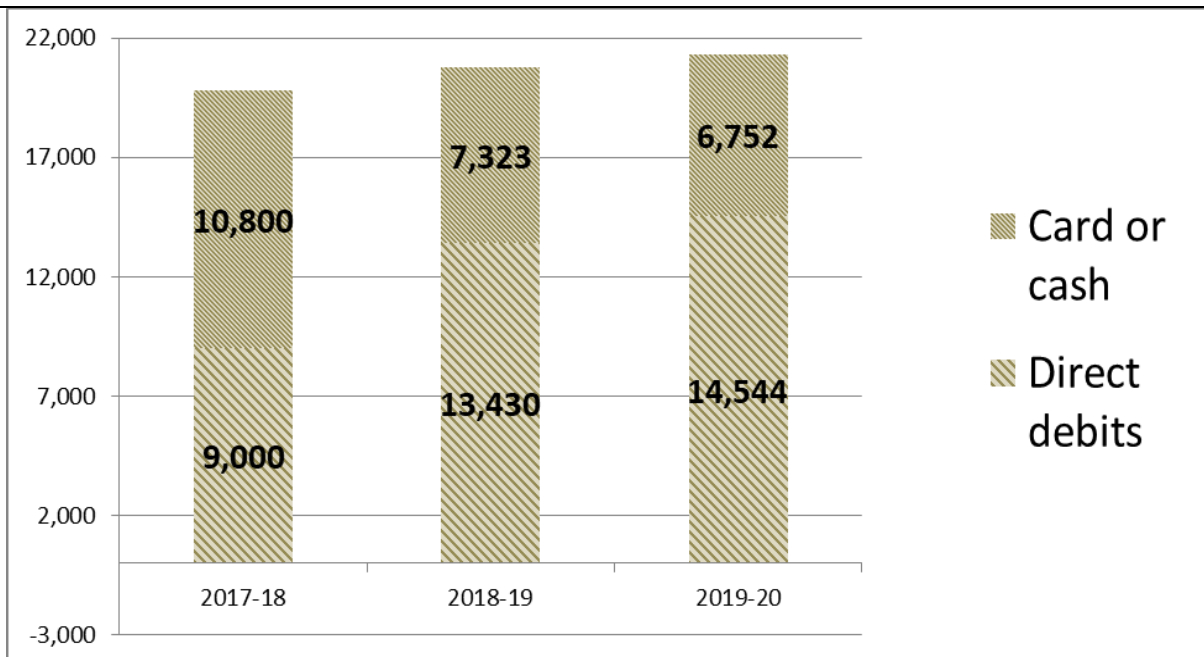
The Fenland recycling webpages including the volunteers page ([www.fenland.gov.uk/volunteers](http://www.fenland.gov.uk/volunteers)) have attracted a lot of attention and has been visited **5,994** times since April and posts on the Fenland District Council Social Media pages have a reach of **104,557** views.

The further development of the Getting it Sorted Volunteers, and this type of community resilience, forms a key element of the Council's business plan and the recycling action plan for 2020.

### **Garden Waste Service Update** (Cllr Peter Murphy)

The Fenland Garden Waste service is about to enter a fourth year from April 2020. Subscription levels continue to increase each year with almost 21,300 subscriptions in this current year.

### **Garden Waste Subscription Levels 2017-2019**



The increasing levels of subscriptions year on year have meant the service remains self-funding and has allowed Cllrs Boden and Murphy to freeze the fee for a further year at £36 for direct debit (in advance) and £40 for cash or card.

Ready for the fourth year, the communications for the 2020 season are in place and progressing well.

The communications follow the successful format of previous years; with bin tags, bespoke webpages, shop leaflets, parish news adverts along with letters directly to existing cash/card subscribers.

New subscriptions will start being dispatched early in 2020 and, if they wish, customers can put their sticker straight on their brown bin.



During March, the Summer Collection Calendar is delivered to all properties across Fenland with details of the Easter and summer collection arrangements, along with a reminder to those that have yet to subscribe.

Whilst our communication are aimed at encouraging customers to sign up early, as in previous years there will be tags placed on any unsubscribed garden waste bins presented from April. The new subscription year starts on Wednesday, 1 April 2020.

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

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 the results will be used to set the communication priorities for the partnership as well as inform future strategy.

The winners of the Recap summer children's competition in cooperation with local libraries were announced and the winner supported to create their own video with their classmates to promote recycling. This engaging video, created by the winning children, can be seen here - <https://www.youtube.com/watch?v=-dZvhZhUN7w>

### **Waste Strategy Update** (Cllrs Peter Murphy & Steve Tierney)

The Government's information on the Resources and Waste Strategy for England proposes changes to domestic and business recycling collections over coming years. We anticipate the second round of consultation from Defra very soon to help to define the nature of future domestic and business waste and recycling collections.

In line with this, the Cambridgeshire and Peterborough waste authorities (Recap) have in place a contract for the sorting, transport and onward sale of blue bin recycling materials until at least November 2022, with 2 further years as options. This will allow time for the required decision making within the Recap partnership, and for implementing any resultant changes required by changes in legislation and government guidance.

### **Environmental Enforcement Update** (Cllr Peter Murphy)

Between 1 April and 31 December 2019, 21 Fixed Penalty Notices (FPNs) were issued by Streetscene officers and all have been paid.

Broken down by town these are:

**Wisbech:** 6 for littering, 2 Section 34 notices (request for evidence of waste agreements) and 1 for trade waste offences

**March:** 6 for littering and 2 for dog fouling

**Whittlesey:** 3 for littering

During this period 84 FPNs have been issued for parking offences at March Market

Place.

The Council has also investigated 291 reported abandoned vehicles across the district. This has resulted in us removing 16 cars via our contractor.

As part of our commitment to tackle fly tipping across Fenland officers have been very proactive in visiting fly tipped sites to look for evidence as to who may be responsible. We have been out to 587 fly tipped sites during this period. Where possible, evidence is removed and followed up via an audit trail. We have carried out 11 Interviews Under Caution to those we believe may have been responsible for dumped waste.

Our investigations have been very successful and have resulted in us issuing 2 £400 Fixed Penalty Notices for small scale fly tipping offences (1 in March and 1 Wisbech). Both of these have been paid.

The Council has also had successes in prosecuting those responsible for fly tipping through the courts.

- In June 2019 a man was found guilty for fly tipping in Coldham and ordered to pay a total fine of £800.
- Also in June a man pleaded guilty to fly tipping in Whittlesey and ordered to pay a total fine of £1342.
- In September a Peterborough business and its sole director was found guilty of 5 offences of fly tipping in Whittlesey. The director was personally fined £7500 & ordered to pay a Victim Surcharge of £120. There was no separate penalty for the company, although it was ordered to pay the Council's costs of £15,446.23 & £1,000 compensation towards clean-up costs. These costs have been paid in full.

Streetscene officers have taken part in 3 multi agency action days in partnership with the Police, DVLA, Trading Standards, HMRC and the Environment Agency. 2 events took place just outside Chatteris and focussed on tackling waste crime and vehicle offences. The other event took place in Wisbech and focused on trade waste offences and illicit tobacco. At both events Streetscene Officers issued formal Notices for waste producer documents, with 1 leading to a trade waste Penalty Notice of £300.

Enforcement Support work carried out by Kingdom (Local Authority Support) has seen approximately 752 additional patrol hours carried out and 265 FPNs served; 217 were smoking related, 10 food related, 26 for spitting and 10 for other types of litter such as food wrappings and containers. 2 FPNs were issued for dog offences (PSPO).

The payment rate of these fines remains at 62% and the service is cost neutral.

Broken down into towns:

| Town | April | May | June | July | Aug | Sept | Oct | Nov | Dec | total |
|------|-------|-----|------|------|-----|------|-----|-----|-----|-------|
|------|-------|-----|------|------|-----|------|-----|-----|-----|-------|

|                   |    |    |    |    |    |   |    |    |   |            |
|-------------------|----|----|----|----|----|---|----|----|---|------------|
| <b>Wisbech</b>    | 29 | 14 | 24 | 31 | 14 | 8 | 13 | 20 | 2 | <b>155</b> |
| <b>March</b>      | 1  | 2  | 4  | 16 | 6  | 8 | 12 | 8  | 1 | <b>58</b>  |
| <b>Whittlesey</b> | 6  | 5  | 6  | 4  | 0  | 7 | 5  | 1  | 1 | <b>35</b>  |
| <b>Chatteris</b>  | 0  | 1  | 1  | 1  | 3  | 3 | 5  | 1  | 2 | <b>17</b>  |

Where a fine has not been paid the Council looks to prosecute for the original offence. During this time the Council has successfully prosecuted 50 individuals through Peterborough Magistrates court. All have been found guilty and been ordered to pay an average of £220 fine plus £226.50 costs.

## Community Safety Partnership Update (Cllr Susan Wallwork)

**\*\*This is subject to a separate agenda item at today's meeting.**

Fenland Community Safety Partnership (CSP) is a statutory body that is responsible for understanding and reducing crime & ASB within their area and reducing the fear of crime & ASB. Statutory members of the CSP are police, local authority, fire, probation, county council and clinical commissioning groups. These are commonly referred to as responsible authorities. Fenland CSP also has non-statutory members which include Clarion Housing Group and Change Grow Live who are commissioned for drug, alcohol and rough sleeper support work in the district.

The CSP meets every quarter usually in the months of January, April, July and October. The priority themes adopted by the CSP are Reducing Offending, Stronger Communities and Supporting Victims. All of which align the CSP work to the priorities of the Police & Crime Commissioner (PCC).

2019/20 has seen the development of linking the work of the CSP to that of 9 Countywide Delivery Boards. Currently the 9 County Delivery Boards lead on a variety of work streams including Mental Health, Domestic Abuse & Sexual Violence, Substance Misuse, Child Criminal Exploitation, Modern Day Slavery, Organised Crime and Road Safety.

In consultation with the respective delivery board the CSP will deliver evidence based preventative work which is specific to Fenland and links with the 3 priorities of the PCC. This work continues to be monitored through the CSP action plan.

### **Workforce Development**

It is recognised that front line professionals from our partnership members and those from voluntary community networks have a key role in the prevention of crime and ASB. Many have frequent contact with the most vulnerable of our society and who are also those more likely to become victims, a target for criminals or exploited.

Some of the findings from reviews and analysis work by the CSP have identified the need to raise awareness about key areas of crime and ASB. Two such areas have been Cybercrime & Scams and Domestic Abuse.



## Cybercrime & Scams

On the 14<sup>th</sup> May 2019 Fenland Community Safety Partnership hosted a Cyber Crime Training Event at the Boathouse in Wisbech.

The Cybercrime training was delivered by Nigel Sutton the Fraud and Cyber Security Advisor from Cambridgeshire Constabulary to over 30 frontline staff from across Fenland including those from housing providers, Fenland District & Cambridgeshire County Councils, Alzheimer's UK and Mental Health practitioners.

There was also a presentation by Charlotte Homent from Cambridgeshire & Peterborough Partnership Against Scams (CAPASP).

The training improved the awareness of those present on how to prevent cybercrime and scams but also providing them with knowledge on how to signpost potential victims they encounter to appropriate support networks or helplines.

Those who attended also became Friends Against Scams by completing some online learning and we'd encourage everyone to complete the same course which can be found here - <https://www.friendsagainstscams.org.uk/elearning/Cambridgeshire>



## Useful Internet Links

[Cambridgeshire Insight – Cambridgeshire and Peterborough Against Scams Partnership](#)

Internet safety advice from Cambridgeshire Constabulary can be found here - [Internet safety](#)

## Domestic Abuse

A domestic abuse awareness event was held on 28<sup>th</sup> November 2019 at March YPM. This was attended by 48 front line professionals and volunteers who have direct contact with community members. This included housing teams, traveller teams, young people workers, health and children centres, food banks, district elected



members and street pride.

Guest speakers were from Cambridgeshire & Peterborough Domestic Abuse & Sexual Violence Partnership (DASV), Cambridgeshire Independent Domestic Violence Advisor and Refuge. Subjects included recognising different kinds of DA, victim impact, coercive control, risk assessments, referrals processes and Sarah's Law. Positive feedback was received from attendees and another similar event is being planned for late 2020 or early 2021.

All those attending were asked to complete some online training that is available through the DASV website [Welcome to Cambridgeshire DASV Partnership](#)



### **Community Engagement**

The partnership commits to holding at least 4 community engagement sessions each quarter. One at each market town usually located at supermarkets or libraries due their high footfall and also to catch the views of residents who live in villages. Each session will have a community safety theme or themes and over the reporting period these have included Cybercrime & Scams, Hate Crime, Road Safety, Personal Safety and Speedwatch.

Partners from the local policing teams are in attendance at the vast majority of these sessions as on occasions operational commitments may take priority. Other partners that have supported the events include Cambridgeshire Fire & Rescue, Cambridgeshire Constabulary Road Safety Officer, Change Grow Live, Bobbie Scheme and volunteers from Speedwatch and Neighbourhood Watch.

### **Safety Zones**

The 2019 Safety Zone sessions were completed during the months of April, May and 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.

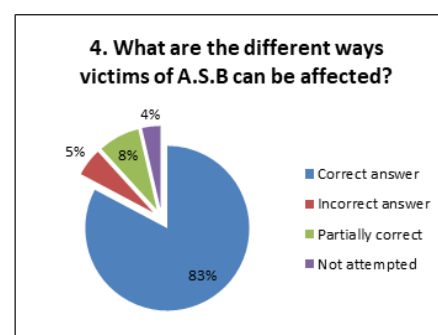
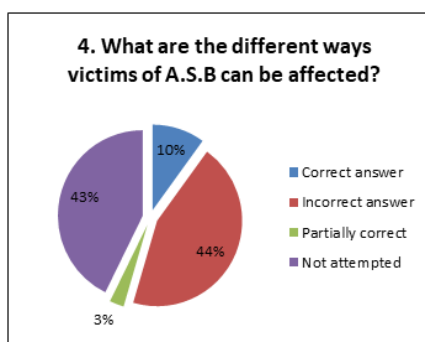
Each child also received a certificate of attendance. Copies of the booklets and certificate are available from Sharon Dove in Community Support.

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

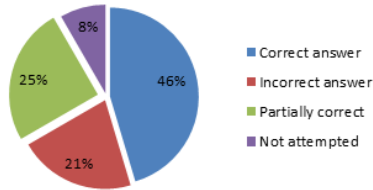
Pupil feedback included:

- o "I enjoyed all of it but Road Safety has to be my absolute favourite"
- o "I learned how to save someone out of the water"
- o "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"
- o "I learnt which bin to put the rubbish in which I didn't know"
- o "I am going to convince my mum to stop smoking immediately"
- o "Do not talk to people online"
- o "Fire safety 10/10 ☺ "

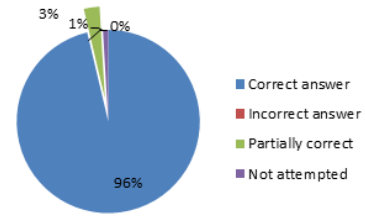
Feedback from teaching staff included - The children from Coates had an amazing morning with you, thank you so much for organizing such great activities. Your organisation was seamless and the activities pitched perfectly for my Year 5 children. The events were promoted through by the Community Safety Partnership with an article being printed within the local newspaper and published on their website. [Article](#) This year also saw the introduction of performance monitoring to ensure the aims and objectives of the Safety Zone have been achieved. The following charts are examples of the learning outcomes.



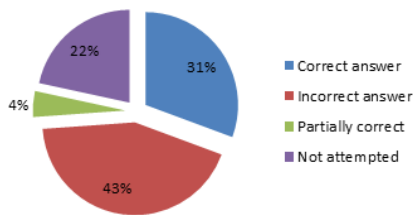
**4. What information should you give the 999 operator if there is a fire?**



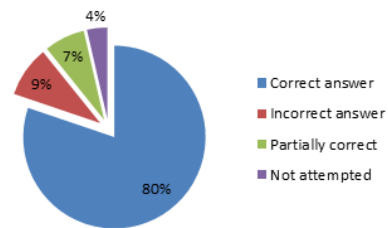
**4. What information should you give the 999 operator if there is a fire?**



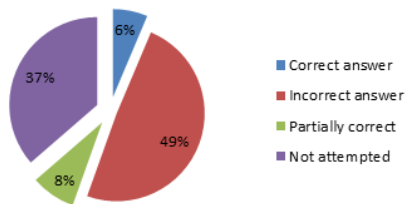
**2. What information is it safe to give out online?**



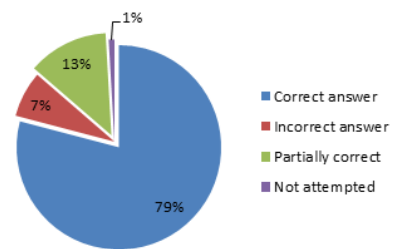
**2. What information is it safe to give out online?**



**4. What quick test can you do to see if something can be recycled?**



**4. What quick test can you do to see if something can be recycled?**



## Essentials By Sue

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

The project was first introduced by Cambridgeshire Constabularies Crime Reduction Officer Sue Locker in East Cambs and has been launched in Fenland by Fenland CSP. Donation boxes and information posters and leaflets are now in place at:

- March police station Burrowmoor Road, March PE15 9RB
- March Library City Road, March PE15 9LT
- Fenland Hall, Customer Service Centre County Road, March PE15 8NQ
- Chatteris Community Hub Furrowfields, Chatteris, PE16 6DY
- Whittlesey Community Hub 31 - 35 Market Street, Whittlesey, PE7 1BA
- Wisbech Police station Nene Parade, Wisbech PE13 3BT

- Wisbech Library 5 Ely Place, Wisbech PE13 1EU
- Radiology Dept, North Cambs Hospital The Park, Wisbech PE13 3AB
- Wisbech Customer Service Centre The Boathouse, Harbour Square, Wisbech PE13 3BH

Distribution locations are in place at the four senior Academies in the District. These locations also act as donation points and it is hoped in time they will become self-sufficient.

There is work ongoing with a partner agency to use other public accessible locations as distribution points during the school holiday times.

There has been a full range of promotional activity including student briefings, staff briefings, social media promotion and corporate media release.



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

### **Domestic Homicide Reviews**

The partnership is statutorily responsible for the delivery of Domestic Homicide Reviews. (DHR).

The purpose of a DHR is to:

- establish what lessons are to be learned from the domestic homicide regarding the way in which local professionals and organisations work individually and together to safeguard victims;
- identify clearly what those lessons are both within and between agencies, how

and within what timescales they will be acted on, and what is expected to change as a result;

- apply these lessons to service responses including changes to inform national and local policies and procedures as appropriate;
- prevent domestic violence and homicide and improve service responses for all domestic violence and abuse victims and their children by developing a co-ordinated multi-agency approach to ensure that domestic abuse is identified and responded to effectively at the earliest opportunity;
- contribute to a better understanding of the nature of domestic violence and abuse; and
- highlight good practice

A DHR is not a criminal or disciplinary investigation.

During this reporting period the 2 action plans generated following the 2016 and 2017 DHR's have been satisfactorily completed and closed.

Following an incident in December 2018 the CSP has been overseeing the completion of a DHR during 2019. This particular review is very complex and is unlikely to be completed until the spring of 2020. The Home Office, who quality assures the DHRs, has been consulted all through the process due to the unprecedented time it is taking to complete an effective review whilst maintaining the integrity of the process.

The full action plan for the CSP is attached to the separate agenda item on the CSP.



## Street Drinking Update (Cllr Susan Wallwork)

The Local Alcohol Action Area (LAAA) programme for Wisbech was concluded in January 2019 after successful two year participation. The Wisbech Alcohol Partnership which was delivering the work streams linked to the LAAA highlighted the good work delivered during the two year programme through case study submissions to the Home Office.

It was felt appropriate to rejuvenate the partnership approach and this led to a partnership workshop being held in May 2019. Partners attending the workshop included representatives from FDC teams including Licensing, Street Scene and Housing. Externally, from health, police and support networks.

Following the initial workshop a draft action plan was devised, shared amongst partners and updated following feedback. The focus being street drinking and associated anti-social behaviour.

The main strands of the action plan are Education, Prevention and Enforcement. There was also opportunity to consider what other areas had been doing and information was obtained from Boston and West Midlands.

Education and prevention would be supported through outreach work which will be conducted by non-enforcement partners namely Change Grow Live (CGL) drug and alcohol outreach and CGL Central East European Housing Project (Rough sleeper Outreach) staff.

Enforcement will adopt a tiered approach where first intervention is aimed at education and prevention before increasing the level of intervention for repeat offenders.

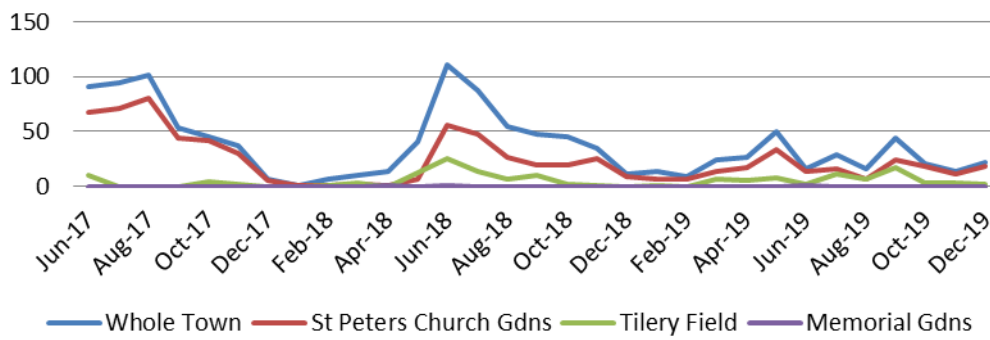
Since the workshop in May there have been 3 further partnership meetings which have provided opportunity to understand the available performance data, seek appropriate legal advice, sign off information sharing agreements, develop education/prevention leaflets and determine hotspot locations.

Some of the design and development work continues with the objective of being completed in time for the onset of lighter days and improved weather.

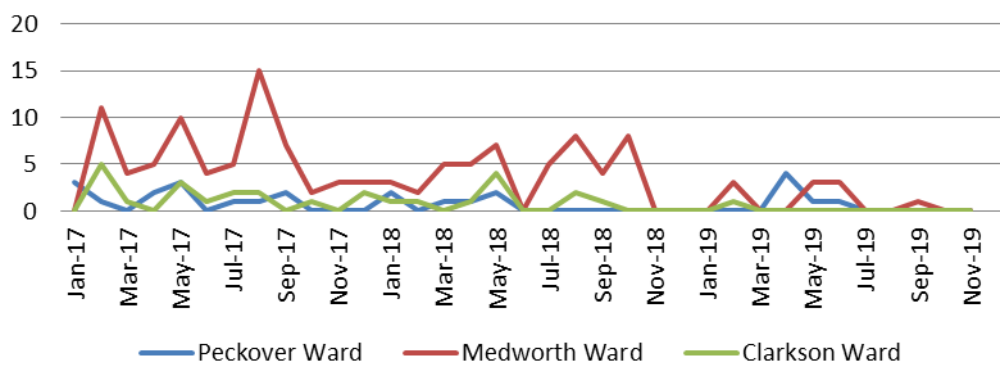
The previous Wisbech Alcohol Partnership, the introduction of the Public Spaces Protection Order and control measures relating to new Off Licenses being opened has led to a continued decrease in instances of street drinking measured by police and CCTV as well as a decline in the numbers engaged with by outreach workers.

See following charts:

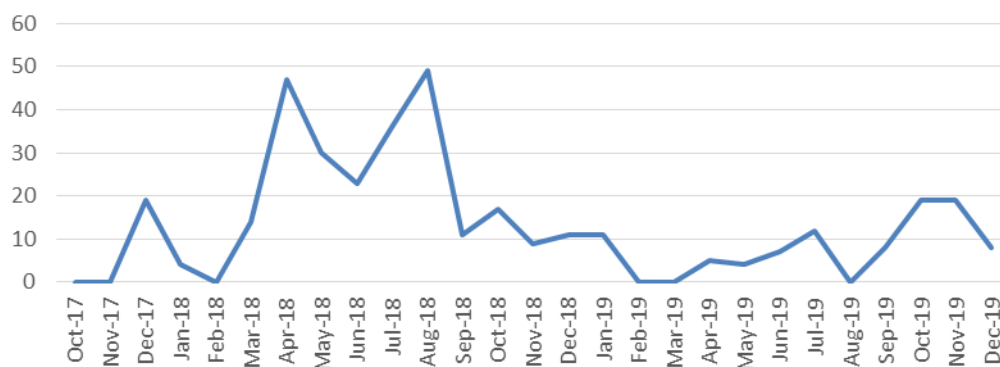
### CCTV Data - Street Drinking



### Police Incident Reports - Street Drinking



### Total client contacts on walks



Using information from street cleansing staff which includes details about alcohol litter deposits and ASB activities the group are identifying potential hot spot locations for patrol activity which is shared with all partners involved.

Despite all evidence corroborating a drop in Street Drinking it is recognised there remains a public perception that it is not. Therefore through the Community Safety Partnership and work of the Responsible Authority Officer group which is a multi-agency team looking at hot spot Licensing issues of concern there will remain a focus on tackling the issue and communicating the progress to all stakeholders and residents.





**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%          | 99%                                   |                |
| CELP9  | % of collected household waste – blue bin recycling (1 month in arrears)                   | 28.3%    | 28%          | 28%                                   |                |
| CELP10 | Customer satisfaction with refuse and recycling services (quarterly)                       | 99%      | 90%          | Surveys to be carried out in February | N/A            |
| CELP11 | Customer satisfaction with our garden waste service (quarterly)                            | 99%      | 85%          | Surveys to be carried out in February | N/A            |
| CELP12 | Number of Street Pride and Friends Of community environmental events supported             | 249      | 204          | 195                                   |                |
| CELP13 | % of those asked who are satisfied with FDC's events (May, July, October, January)         | 100%     | 90%          | 97%                                   |                |