

# **Presentation by Leader and Chief Executive of Fenland District Council**

FDC Overview & Scrutiny  
Meeting

11 October 2021

# Sources of further information

**Please click on the links below to access further information:**

**[Annual report 2020/21](#)**

**[Corporate Priority Reports already tabled at O&S Committee meetings](#)**

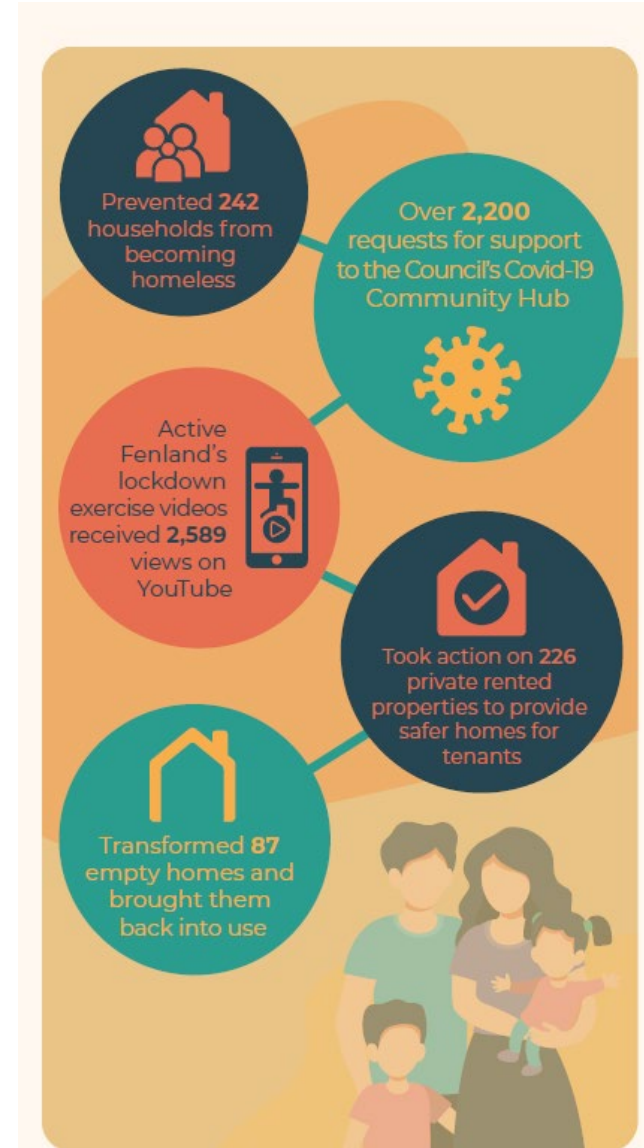
**[Joint Portfolio Holder Reports tabled at Council Meetings](#)**

# Key Achievements & Performance 2020/21

## Our Communities

Supporting vulnerable members of our community

- In March 2020 we launched our **Covid-19 Community Hub** to provide a lifeline to those most at risk during the outbreak. Since the Hub's launch, more than **2,200** requests for support have been received.
- We continue to work with the Ferry Project and Change Grow Live (CGL) outreach to tackle rough sleeping. During the early stages of the pandemic, we provided **emergency accommodation for 57 rough sleepers** as part of the Government's 'Everyone In' initiative,
- £1.4million of funding was levered in for a joint project with Clarion Housing, the Ferry Project and Amicus Trust to provide long-term places and support for 40 rough sleepers.
- Our Housing Options team also **prevented 242 households from becoming homeless**.
- The online **Pride in Fenland awards** ceremony received over **700 views on YouTube**.

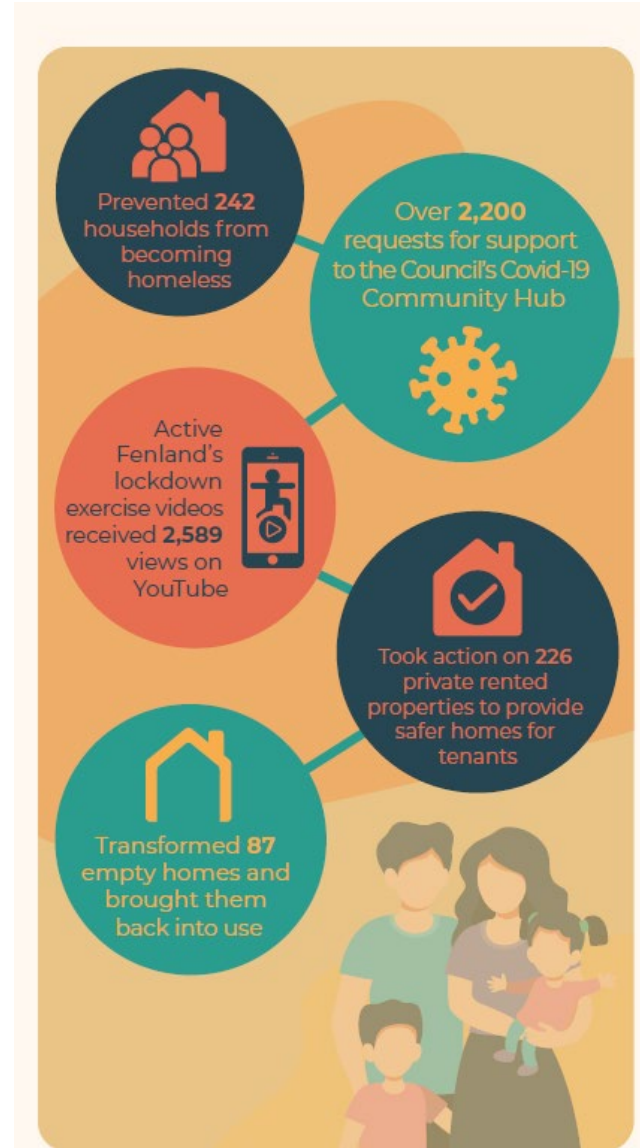


# Key Achievements & Performance 2020/21

## Our Communities

Promote Health and Wellbeing for all

- Together with other district councils and partners in Cambridgeshire, we helped to develop a **Local Outbreak Management Plan**, as required by Government, to set out how we will collectively **prevent and reduce transmission of Covid-19**. To help support our plan, we secured just over **£690,000 in Test and Trace and Contain Outbreak Management Funding** for resources and community support projects.
- We expanded our work with community groups to support those most at risk from Covid-19. Supported by £97,000 of Government funding, our **Community Champions scheme** continues to deliver a range of measures to help support at-risk groups
- We agreed an emergency financial package to support **Freedom Leisure** through the lockdowns and secured **£224,500 from Sport England's National Leisure Recovery Fund**.
- Online exercise videos from **Active Fenland** received over **2,500 views on YouTube** and there were **67 live exercise sessions on Zoom**.
- **Rainbow Activity Packs** were sent to families during the summer holidays, as part of our Fit and Fed programme to help **fight holiday hunger**.
- Our parks and open spaces provided **places to be active and socialise** while under lockdown restrictions.



# Key Achievements & Performance 2020/21

## Our Communities

### Performance

	Target 2020/21	Performance	Variance on target
Days taken to process new claims and changes for Council Tax support	8 days	7.06 days	+11.62%
Days taken to process new claims and changes for Council Tax benefit	8 days	4.28 days	+41.88%
Total number of private rented homes where positive action has been taken to address safety issues	400	226	-43.50%*
Number of people prevented from becoming homeless	300	242	-19.30%*
Number of empty properties brought back into use	New PI	87	N/A
Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	New PI	£79,217	N/A
% of attendees satisfied with Golden Age events	96%	N/A	N/A*
Number of active health sessions per year that improve community health	400	N/A	N/A*
% of those asked satisfied with our leisure centres (Net Promoter Score)	39	N/A	N/A*

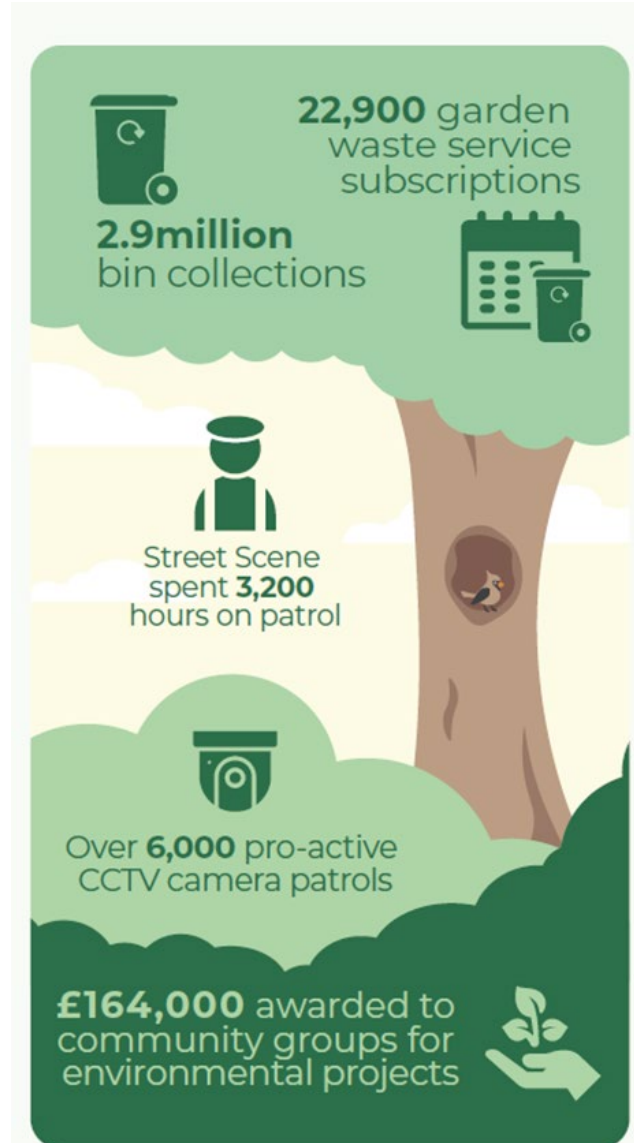
\* Performance/service impacted by COVID-19 restrictions

# Key Achievements & Performance 2020/21

## Our Environment

### Deliver a high performing refuse, recycling & street cleansing service

- Core services continued throughout the pandemic with more than **2.9million bin collections** made across the district. Waste tonnages collected increased significantly due to people staying at home, and **customers continued to recycle their waste well**, generating £490,000 of recycling credits to support services as a result. Customer satisfaction with our Refuse and Recycling, and Garden Waste (Brown Bin) services remains high at 96% and 99% respectively. The Garden Waste service was also maintained throughout the pandemic and proved popular as a result, with subscriptions at an all-time high of more than 22,900 in 2020/21.
- Our trained 'Getting It Sorted' volunteers adapted how they volunteered this year, producing **home schooling packs and teacher packs** for schools to use, videos and online tutorials.
- Our Cleansing and Rapid Response team continued to provide the usual seven-day street sweeping, litter picking and fly-tipping removal service in our towns and villages. Last year they responded to over **1,400 service requests**; 96% on the same or next day. Over **1,000 quality inspections** were made in areas of footfall and more than 99% met cleansing standards first time.



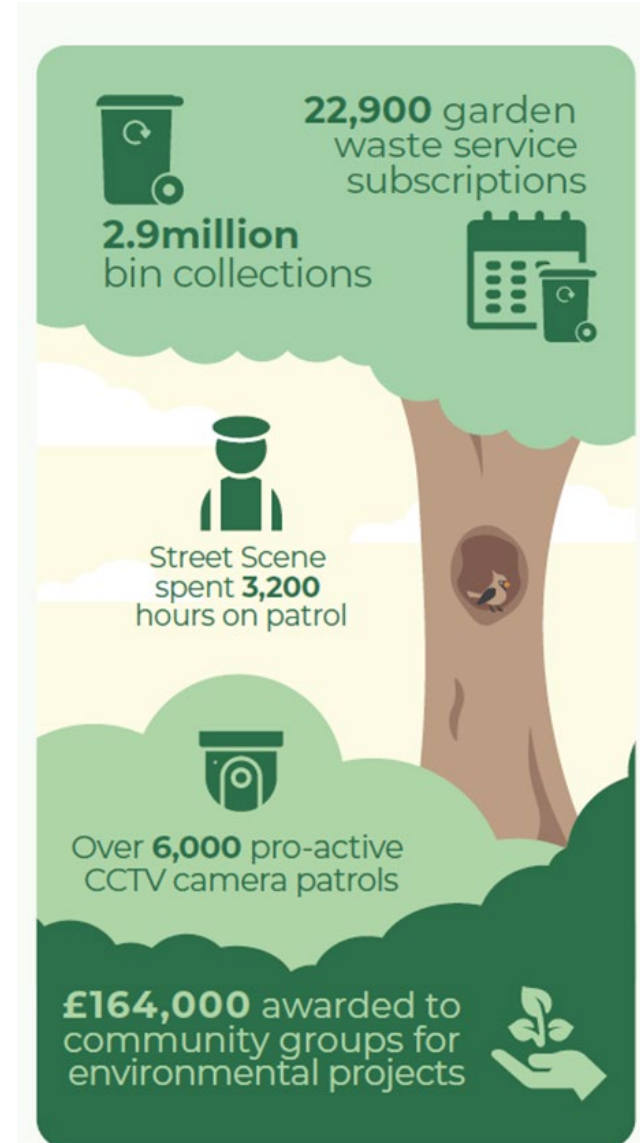


# Key Achievements & Performance 2020/21

## Our Environment

**Work with partners & the community on projects to improve the environment & streetscene**

- We supported local community groups in securing **£943,000 from Cambridgeshire County Council's Communities Capital Fund** for eight community facility improvements across March, Wisbech, Gorefield, Christchurch and Friday Bridge. The funding included £240,000 for the Wisbech Pavilion project in Wisbech Park and £75,000 for improvements to West End Park, March, including an enhanced junior play area, a skate park fence and improved Park Run surface.
- Our Street Scene team spent over **3,200 hours on patrol**. They work closely with the community to help **protect our environment**, with a focus on preventing fly-tipping, littering and dog fouling. Four people were issued with a £400 Fixed Penalty Notice for fly-tipping, and one business received a £300 fine for failing to dispose of trade waste properly.
- Over **£164,000 was awarded to community groups** living within the vicinity of wind turbines to improve their local environment. Projects included electric vehicle charging points, solar panels and air source heat pumps for community buildings, environmental education in schools, switching to LED lighting and enhancements to green spaces.

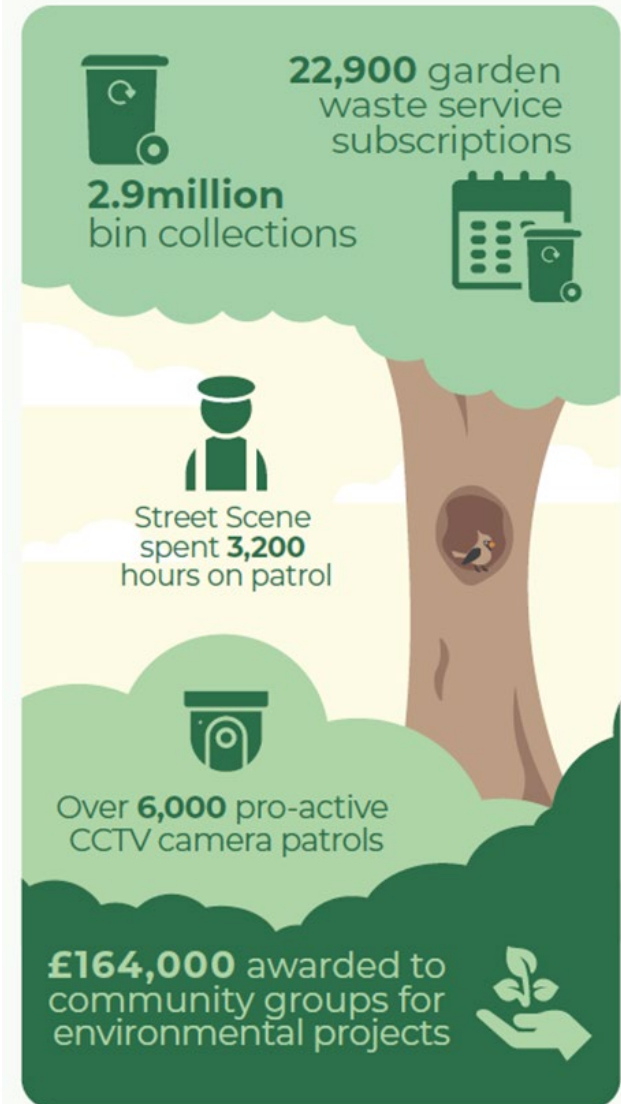


# Key Achievements & Performance 2020/21

## Our Environment

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

- Our **shared CCTV service** with Peterborough City Council maintained its 100% service function, 24 hours a day, 365 a year, despite the pressures of Covid-19. The service conducted **over 6,000 pro-active camera patrols**, **detected over 1,000 incidents of crime and disorder** across the district and supported our policing partners to make **86 arrests** for offences, helping to make our towns and public spaces safer.
- Working alongside both internal and external partners, our **Community Safety** team was involved in 196 reports of anti-social behaviour or other quality of life concerns. Examples of the partnership work include the **successful introduction of 3 Closure Orders**, 2 in Wisbech and 1 in Chatteris, to mitigate the impact of criminal and anti-social behaviour in the local communities.
- The team is also part of the **Fenland Community Safety Partnership**, which, due to the pandemic, adopted online methods to maintain its public engagement and workforce development activities. Using the Council's YouTube channel and Microsoft Teams, the partnership delivered **community engagement sessions** on topics including Domestic Abuse, Home Security, Scams and Cybercrime, and **workforce development sessions** on Domestic Abuse, Scams and Cybercrime and Substance Abuse.





# Key Achievements & Performance 2020/21

## Our Environment

### Performance

	Target 2020/21	Performance	Variance on target
Rapid or Village response requests actioned the same or next day	90%	96%	+6.67%
% of Inspected streets meeting our cleansing standards	93%	99.9%	+7.42%
% of collected household waste – Blue Bin recycling	28%	28%	0%
Customer satisfaction with Refuse and Recycling services	90%	96%	+6.67%
Customer satisfaction with Garden Waste service	80%	98.75%	+23.44%
Number of Street Pride and Friends of Community environmental events supported	204	44	-78.43%*
% of local businesses who thought they were supported and treated fairly	90%	100%	+11.11%
% of those asked who are satisfied with events	90%	N/A	N/A*

\* Performance/service impacted by COVID-19 restrictions

# Key Achievements & Performance 2020/21

## Our Economy

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

- Our Finance and Business teams worked together to distribute **£29.84million in Government coronavirus business grants** in 2020/21. Grants ranging from £1,000 to £25,000 from 9 different schemes have been paid to help businesses impacted by lockdown and restrictions. During this period over **6,800 grants** have been given.
- We worked closely with businesses and partners to help enable the **safe and successful reopening of the district's high streets** following lockdown. Supported by £90,000 from the European Regional Development Fund, we introduced Covid signage throughout our town centres and open spaces, installed hand sanitiser points and increased town centre cleaning. Officers also **supported businesses ahead of reopening** with advice on being Covid compliant and carried out monitoring and compliance checks to ensure measures were in place to keep staff and the public safe.
- We secured a £997,000 grant from the Cambridgeshire and Peterborough Combined Authority to further **extend our South Fens Business Enterprise Park** in Chatteris with the construction of a new, light industrial 'move on' space.



# Key Achievements & Performance 2020/21

## Our Economy

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

- Our Planning **team processed over 700 planning applications**. Our performance against Government targets remains excellent (between 92% and 100% depending on application type), making us one of the top performing Councils in the country. Our success rate at appeal also remains excellent, with between 0 and 1.2% of appeals (depending on development type) allowed (as a percentage of applications determined). We have also **investigated and dealt with over 300 cases of unauthorised development**.
- We secured **£8.4million of funding** (£6.4m from Government, £2m from the CPCA) to deliver the **March Future High Street Fund** project. The scheme will see March town centre transformed through pedestrian, public realm and traffic flow changes to Broad Street, the Market Place and Acre Road area.
- Following approval of our **'Growing Fenland'** masterplans, £1million was earmarked for each of our market towns from the CPCA. Funding will help to deliver **a range of regeneration projects across all four towns**, and a district-wide Civil Parking Enforcement scheme to **clamp down on poor parking**.



# Key Achievements & Performance 2020/21

## Our Economy

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

- Our **Wisbech High Street Project**, funded by the National Lottery Heritage Fund, continues to make good progress. Highlights from 2020/21 include:
  - ✓ Plans for a **permanent retail and residential development at No 24** are progressing after legal barriers previously preventing a permanent building were successfully resolved by officers and Members.
  - ✓ **Structural demolition works at No 11-12 completed**, allowing work on a new retail and residential complex to commence.
  - ✓ **Grants agreed** for extensive repairs at No 18-19 and significant repairs and residential conversion works at No 13-17.
  - ✓ Although Covid-19 restrictions put paid to most of the project's planned activities for 2020, a number of successful events took place including **Wisbech Underground**, the annual **Gutter Clean** and an online **Heritage Open Days photography exhibition**.
  - ✓ Worked with Planning Enforcement to **issue Section 215 and Enforcement Notices** on properties in need of repair which were causing an adverse visual impact on the High Street or where unauthorised works have taken place.



# Key Achievements & Performance 2020/21

## Our Economy

### Promote & lobby for infrastructure improvements across Fenland

- Supported by CPCA funding, **work continues to improve transport connectivity** in Fenland:
  - ✓ Construction began on the £25million **A47 Guyhirn roundabout** scheme.
  - ✓ Construction began on the £32million **Kings Dyke Level Crossing** project.
  - ✓ Three highway schemes identified in Phase 1 of the **Wisbech Access Strategy** are now fully funded. Construction due to begin in 2021.
  - ✓ Work on the Fenland Railway Station Masterplans project, to improve stations at March, Manea and Whittlesey and provide **better railways for Fenland**.
  - ✓ Full business case for a **March-Wisbech Railway line** approved and next-stage technical studies completed. Options for future funding being explored.
  - ✓ Programme of Quick Wins in the **March Area Transport Study** agreed, with many of the improvement schemes either completed or under construction.





# Key Achievements & Performance 2020/21

## Our Economy

### Performance

	Target 2020/21	Performance	Variance on target
% of major planning applications determined in 13 weeks	75%	100%	+33.33%
% of minor applications determined in 8 weeks	80%	92%	+15%
% of other applications determined in 8 weeks	90%	97%	+7.77%
% occupancy of our Business Estates	87%	88%	+1.15%
% of customers satisfied with our Business Estates	92%	N/A	N/A*
% occupancy Wisbech Yacht Harbour	85%	95%	+11.76%

\* Performance/service impacted by COVID-19 restrictions



# Key Achievements & Performance 2020/21

## Quality Organisation

- Following approval of the **Council's Commercial and Investment Strategy**, we established a new LATCo (Local Authority Trading Company), Fenland Future Limited, to help **deliver our growth and regeneration aspirations** and **generate income to reinvest** back into local public services. We bought our first commercial investment property in Wisbech in March 2021, which is already providing a financial return.
- We began to implement our **My Fenland** project, is **transforming and significantly improving services**. Key achievements to date include the creation of a new My Fenland team, with new Technical Champion roles answering more detailed enquiries to free up the capacity of specialist officers; implementing PayPoint as a more convenient way for residents to pay Council bills and the launch of a new Council website.
- We **launched a new website ([www.fenland.gov.uk](http://www.fenland.gov.uk))** to provide residents and businesses with even **better online access**. The design, quality of content and search facility were improved, with more electronic forms to help more customers to self-serve. We received **969,000 visits** in 2020/21 and **14,578 online form submissions** (excluding Garden Waste subscriptions) across 50 different topics. Our coronavirus webpages to signpost to government support, business grant information, self-isolation support and rapid testing received over **103,000 hits**.



Answered **78,000** telephone enquiries



Over **£1 million** in payments made via PayPoint since launch



Received **969,000** visits to the website



Issued **373** licences for a variety of services, including taxis, premises and alcohol licences



**97%** of customer queries resolved at first point of contact



# Key Achievements & Performance 2020/21

## Quality Organisation

- Following the outbreak of coronavirus in March 2020, more than **60% of the Council's workforce were enabled to work remotely**. Many members of staff were also redeployed or retrained to meet essential or emerging needs.
- Our **Social Media following continues to grow**, with 8,655 Twitter followers and 5,246 Facebook followers, with the latter having increased by 55% in a year. Our Social Media channels have proved particularly effective in engaging with residents and businesses during the Covid-19 pandemic, offering us the ability to quickly publicise and signpost emerging information.
- The Licensing team **issued 373 licences** for a variety of services, including Taxi, Premises, Alcohol, Scrap Metal and Animal Licensing, to help ensure such businesses are well managed and operating in a safe and legal way. The Licensing team also played a key role in the Council's Covid response, including introducing **temporary emergency procedures** for the taxi trade in line with Government safer travel guidance and providing advice and support to licensed hospitality venues.
- We continue to consult with residents, stakeholders and partners about Council proposals to help us understand residents' priorities and shape our services. We **consulted online on a variety of topics** including our Business Plan, our Council Tax Support Scheme, and the Fenland Cycling, Walking and Mobility Improvement Strategy.



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# Key Achievements & Performance 2020/21

## Quality Organisation

- We collected over **£57million in Council Tax** and **£16million in Business Rates**.
- We were **reaccredited with the Customer Service Excellence (CSE) award** last year. This is a Government standard that recognises the high quality, customer focused services we provide. The independent assessor said the Council had continued to meet the **'gold standard' for customer service delivery** and gone "over and above" in its efforts to maintain services during the coronavirus pandemic.
- In addition to their new public health role in managing workplace coronavirus outbreaks, supporting local businesses with Covid measures, and providing local contract tracing, our Environmental Health team continues to provide a range of **regulatory services to support businesses and protect the public**. This included undertaking a variety of **nuisance investigations** which involved monitoring noise, assessing odours, and resolving drainage issues. Many regulatory business inspections were put on hold due to lockdown closures but a recovery plan is in place following Government guidelines.



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# Council for the Future

**Transforming  
Empty homes**

**My Fenland**

**Better online access**

**Commercial and  
Investment Strategy**

**Fighting Holiday Hunger**

**CCTV service**

**Safer homes  
for tenants**

**Clamping down on poor parking -  
Civil Parking Enforcement**

**Protecting our environment**

**Competitive trade waste service**

**Better railways  
for Fenland**



Cabinet members have selected a number of projects to contribute towards our 'Council for the Future' agenda.

These projects have a variety of aims; from tackling areas of particular need within the district, to transforming services and the wider organisation sustainably to be fit for the future.

The aim is to have a programme of projects completed by the end of the current Council leadership term.

# Year to date (2021/22)

## Our Communities

### Highlights

- **Green social prescribing** is being trialled in several areas across the UK. It is anticipated that this work will roll out in Fenland as part of a CCG / Public Health initiative in coming years. In the meantime, the Cambridgeshire and Peterborough Parks project will run some trail sessions across the County in coming months.
- In Wisbech Park, **a living wall** project developed by a local artist is using the wall of the public toilets to involve local people in a project where a framework of plants is attached to the building. This will enhance the park, whilst also involving people in a creative activity.
- Current performance in our **Leisure Centres** exceeds expectations. Whilst Fenland's contract performance is particularly positive when compared with other Freedom facilities, it appears that across the leisure sector recovery is taking place in a similar manner. Current membership levels are around 85% of pre-covid levels. FDC expects to receive a partial management fee from Freedom in January 2022, with a full payment unlikely before summer.



# Year to date (2021/22)

## Our Communities

### Performance

#### Key PIs:

Key PI	Description	Baseline	Target 21/22	Cumulative Performance	Variance (RAG)
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	226	250	59	
CELP2	NEW INDICATOR The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work (%)	N/A	Baseline	60%	
CELP3	Number of empty properties brought back into use	87	70	27	
CELP4	Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	£79,217	£50,000	N/A (December 21)	N/A
CELP6	Number of Active Health local sessions per year that improve community health	NEW	225	46	
CELP7	Customer feedback across Freedom Leisure facilities in Fenland	NEW	80%	TBC	

#### Key:

	Within 5% of target
	5-10% below target
	10% or more below target

#### Comments

CELP 1 – still on target as the profile has more reactive complaints during winter period



# Year to date (2021/22)

## Our Environment

### Highlights

- **Public events** are being planned throughout the district including the March Christmas Market (Sunday 5<sup>th</sup> December) and Wisbech Christmas Fayre (Sunday 12<sup>th</sup> December). Plans have also been agreed to stage some pre- events to encourage visitors back into the high street under the Welcome Back banner. The Council will support these groups to rebuild the Fenland Four Seasons events whilst ensuring events are carried out safely and within government guidelines.
- The County Councils Highways and Transport committee met on 7th September and it was agreed that Fenland District Council could further progress plans for the introduction of **Civil Parking Enforcement** (CPE) for the District.
- Customer satisfaction with our **Garden Waste** services has remained high at 99%. Subscriptions were at an all-time high of more than 22,900 in 2020/21, ensuring that the service remained cost neutral for a further year.

# Year to date (2021/22)

## Our Environment

### Performance

#### Key PIs:

Key PI	Description	Baseline	Target 20/21	Cumulative Performance	Variance (RAG)
CELP8	Rapid or Village Response requests actioned the same or next day	95%	90%	96%	
CELP9	% of inspected streets meeting our cleansing standards (including graffiti and flyposting)	99%	93%	100%	
CELP10	% of household waste recycled through the blue bin service (1 month in arrears)	28%	28%	27%	
CELP11	Customer satisfaction with refuse and recycling services (quarterly)	99%	90%	TBC	
CELP12	Customer satisfaction with our garden waste service (quarterly)	94%	85%	TBC	
CELP13	Number of Street Pride, Green Dog Walkers, and Friends Of community environmental events supported	204	204	43	
CELP14	% of those asked who are satisfied with FDC's events (May, July, October, January)	96%	96%	N/A	N/A

#### Key:

	Within 5% of target
	5-10% below target
	10% or more below target

#### Comments

CELP10: Using draft figures for August.

CELP13 due to covid restrictions events have been paused throughout most of the year.

# Year to date (2021/22)

## Our Economy

### Highlights

- Work has started on the **A47 improvements at Guyhirn** with the scheme being open to traffic in late 2022/early 2023.
- Successful bids for the full £4m of CPCA capital funding for the **Growing Fenland** project have now been approved and will be used for a range of projects across all 4 market towns.
- The draft **Local Plan** is being finalised before being presented to members in time for its publication and public consultation in December 2021.
- Improvements are planned for all 3 **Fenland railway stations**:
  - ✓ Work has commenced at Manea to provide a new car park, extend the platform and provide a new waiting shelter
  - ✓ March will also receive a new car park and many of the existing buildings will be refurbished
  - ✓ Works planned for Whittlesea includes a platform extension, new waiting shelters and a new car park
- The **Wisbech High Street Project** continues to focus on the sites at 11-12 and 24 High Street. Development of 11-12 should commence shortly and planning permission to redevelop the site at no. 24 has been approved.

# Year to date (2021/22)

## Our Economy

### Highlights

- The new Project Officer for the **March Future High Street Fund** project is developing a comprehensive communications plan to ensure members are fully informed of project progress. The project will include:
  - ✓ Transformation of Broad Street, with more pedestrian space and less traffic and a focus on improving the public realm and shopper experience
  - ✓ Integrating the riverside areas into Broad Street, to improve visibility and access
  - ✓ Transforming the Market Place into more of a community space for markets, events, and performances
  - ✓ Regenerating the Acre Road area into an attractive, multi-use development
  - ✓ Retail interventions to bring vacant units back into use, improve the façade of shops and attract more shoppers into town
- An application has been made to the **Kickstart Scheme** which is a new government scheme aiming to help and encourage the employment of young people (specifically those aged between 16 to 24) currently on Universal Credit. We are hoping to offer 8 placements.

# Year to date (2021/22)

## Our Economy

### Performance

#### Key PIs:

Key PI	Description	Baseline	Target 20/21	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 8 weeks (or within extension of time)	94%	80%	75%	
CELP17	% of other planning applications determined in 8 weeks (or within extension of time)	99%	90%	91%	
EGA1	% occupancy of the business premises estate	87.8%	89%	86.4%	
EGA2	% of customers satisfied with our business premises estates (annual)	100%	95%	Annual	
MS1	Number of berth holders / occupancy of berths at Wisbech Yacht Harbour (85 berths)	85	85	78	
CELP18	Number of local businesses supported and treated fairly (quarterly)	96%	96%	100%	

#### Key:

	Within 5% of target
	5-10% below target
	10% or more below target

#### Comments

**CELP 16** - The change in the constitution and the increase in the number of applications going to committee and the number of committee meetings has impacted on workloads. Also, the impact of Covid and staff capacity (carer responsibilities/home schooling/apprenticeships etc) have contributed to performance

**EGA1** – Occupancy is expected to increase during September and October 2021 due to completion of new leases.

**MS1** - Feedback suggests that boaters last year were restricted with their boating movement and are now using their boats more this year to travel around the UK. This is having a negative impact on the volume of boats at moorings in Wisbech.

# Year to date (2021/22)

## Quality Organisation

### Highlights

- The **Commercial & Investment Strategy** is operational and we purchased our first investment under this heading in March 2021.
- **My Fenland** is the first major corporate transformation programme under the Council for Future priority focussing on the way we deliver all aspects of our services to our customers. Including: updating and streamlining our processes to improve consistency and efficiency across the organisation, investing in IT solutions and technology with a customer focus. Achievements to date include:
  - ✓ Launch of the new My Fenland Team – 10 May 2021
  - ✓ Implementation of Paypoint – over 11,250 transactions equating to £1.4m
  - ✓ Develop a suite of online customer journeys to enable residents to self serve
  - ✓ The upgrade to the Telephony switch to enable web chat, enhanced call routing and use of CRM
- **Elections** were held on 06 May 2021 for the Police and Crime Commissioner, County Council and the Cambridgeshire and Peterborough Combined Authority Mayoral elections (plus a number of town council elections). In spite of the complexities (including COVID compliance) the elections were successfully administered.



# Year to date (2021/22)

## Quality Organisation

### Performance

#### Key PIs:

Key PI	Description	Target 21/22	Cumulative Target	Cumulative Performance	Variance (RAG)
PRC1	% of customer queries resolved at first point of contact	Rolling monthly target of 85% per month	85%	99.4%	
PRC2	% of customers satisfied with our service (March 2021)	90%	90%	75%	
PRC3	% of contact centre calls answered within 20 seconds	Rolling monthly target rising to 46.5% by March 2021	22.5%	24%	
PRC4	% of contact centre calls handled	Rolling monthly target rising to 80% by March 2021	52.5%	73%	
ARP1	Days taken to process Council Tax Support new claims and changes	8.0		7.21	-0.79
ARP 2	Days taken to process Housing Benefit new claims and changes	8.0		7.32	-0.68
ARP3	% of council tax collected	96.8%	38.33%	38.62%	0.29%
ARP4	Council Tax net collection fund receipts	£61,172,317.00	£ 23,351,957.30	£23,454,913.03	£102,955.73
ARP5	% of NNDR collected	97.51%	32.73%	34.43%	1.7%
ARP6	NNDR net collection fund receipts	£21,998,313	£7,349,233	£7,885,927	£536,694
PRC5	Number of visits to our website	969,000	825,000	67,275 (July)	
				278,550	

#### Key:

	Within 5% of target
	5-10% below target
	10% or more below target

# Year to date (2021/22)

## Quality Organisation

### Additional comments re Performance



#### Comments

The customer satisfaction survey undertaken during February 2021, took place during the COVID 19 pandemic and therefore was undertaken during unprecedented times and on this occasion during a second national lockdown period. The satisfaction survey ordinarily tends to reflect customers experience and level of satisfaction with the overall service delivered by the District Council rather than as a direct result of their experience with Customer Services. Customer feedback, whilst an optional element of the satisfaction survey and therefore was not completed by all participants, reflected customer frustration with national Covid restrictions. This factor may have impacted overall satisfaction scores.

The time taken to assess Council Tax Support new claims/changes Target 1 has been achieved this month and exceeded. The target for year to date has also been exceeded.  
The time to taken to assess Housing Benefit new/claims Target 2 has been achieved this month and target has been exceeded. The target for year to date has also been exceeded.

The team have continued to develop on the good start made to this financial year. Fenland has managed to spend 19.80 % of Discretionary Housing Payment (DHP)funds. Most staff continue to work from home and maintain high performance and productivity levels.

**COUNCIL TAX** - The time taken to assess Council Tax Support new claims/changes Target 1 has been achieved this month and slightly exceeded. The target for year to date has also been exceeded.

The time to taken to assess Housing Benefit new/claims Target 2 has been achieved this month and target has been also been exceeded. The target for year to date has also been exceeded.

Across the partnership at the start of the month there were 7,454 outstanding processes, and this has increased to 8,409. We continue to see a large volume of moves being received each week; we have received 5,768 moves in July. Year to date we have received 22,991 moves compared to 14,380 for the same period last year, an increase of 59.88%.

Council Tax Collection Fund remains above target as does the % collected. Total reminders issued in July was 1,351 with a value of £718,611.67. Total Finals issued in July was 683 value of £572,658.43.

Fenland has managed to spend 30.4% of Discretionary Housing Payment (DHP)funds. However, the funding method has changed this year. DWP may pay another amount after quarter two. An estimated value as to this second payment has been provided by the DWP. Based on the estimate Fenland has spent 21.6% of the actual and potential funding combined.

# Year to date (2021/22)

## Quality Organisation

### Additional comments re Performance

**BUSINESS RATES** - At end of July there are 201 items of post outstanding for Fenland (2278 across ARP). NDR Collection continues to meet targets.

During July the following recovery documents were issued:

Reminder notices issued 1: 189 with a value of £174,215.77

Final notices issued: 56 with a value of 163,846.75

There were no summonses issued as there is no court date for August. Next summons run due on 23rd August for 22 September court

The team continue to achieve call answer rates in excess of 95%

While the number of processes outstanding remains similar the age of work is reducing. Further steps to reduce this are planned which will include a focus day for processing early in August.

We still await guidance for the Material Changes of Circumstance (MCC) grants that Government proposed that will require a local scheme. It is unlikely that this will be received prior to the legislation preventing the MCC claims which, due to the summer recess is unlikely to happen until September 2021.

# Year to date (2021/22)

## Live Grant Funded Projects



PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
Fenland Cycling, Walking & Mobility Improvement Strategy	Strategy development stage to include schemes to be delivered. The strategy is to be used to bid for funds for scheme delivery. At present this is mostly FDC funded - £21,335	£7,500	Hereward Community Rail Partnership		
Fenland Rail Development Strategy	Strategy approved by FDC Cabinet April 2012. The Strategy runs 2011 – 2031 in line with the existing Local Plan. There are a number of components to this strategy. See below for funded capital projects.	The Hereward Community Rail Partnership receives approx. £50,000 per annum core funding. There are also opportunities to bid for project funding. This is expected to be ongoing.	<u>CrossCountry</u> , East Midlands Railway, Greater Anglia, LNER.	FDC provide in-kind support with some staff time.	
Fenland Station Regeneration (March, <u>Manea</u> , Whittlesea)	Various projects for each station. Smaller schemes complete, medium term schemes mostly in delivery. Development work for longer term projects. Overall expected full cost approx. £20million	Up to £9.5million allocated in total with around £4 million drawn down and currently in progress.	CPCA	<u>Approx to date</u> £250,000	S106 funding. Various applications for <u>Manea</u> , March and Whittlesea
Creativity and Cultural Strategy	Creativity and Culture Strategy developed.  Appointment of joint funded Creativity and Culture officer role completed	£15,000  £35,000	Arts Council, England	£20,000	FDC

# Year to date (2021/22)

## Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
South Fens Enterprise Park, Chatteris	Pick Everard project managing Draft design stage at present	£2m	CPCA		
March Future High Street Fund	Member Steering Group established FDC project manager appointed Draft design stage for public realm works through CCC Highways team Acre Road workstream at early discussion with <u>land owner</u> stage Vacant <u>units</u> scheme likely to go live for year 1 within 2 months	£6.447m	MHCLG (Future High Streets Fund)	£900,000 Growing Fenland March £1,100,000 from the CPCA = £2m total	CPCA
March Area Transport Study (MATS)	This is a CPCA funded project being delivered by CCC.  Total funding allocated £6.4million of which £2.6million has been approved to spend. The spend is to complete feasibility and preliminary design on all schemes and to complete the Outline Business Case work. It also includes delivery of a quick win schemes programme and work to develop some walking and cycling schemes.	£2.6million	CPCA		

# Year to date (2021/22)

## Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
Wisbech High Street Project	<p>This is a National Lottery Heritage Funded (NLHF) project, funded from their Townscape Heritage programme with additional partner funding from CCC, FDC, Wisbech Town Council and Wisbech Society.</p> <p>The project continues to address the three high priority sites, including two derelict sites currently under the ownership of FDC.</p> <p>Site works are underway on a large conversion scheme bringing an empty first floor space back into use and two significant schemes due to commence in coming months,</p> <p>The project continues to work with other private owners who have schemes agreed or who still wish to apply for funding.</p>	£1.9million including partnership contributions. Overall project value greater with property owner contributions	NLHF	n/a Property owner contributions increase project value	Private investment
Wisbech Access Strategy (WAS)	<p>This is a CPCA funded project being delivered by CCC.</p> <p>Original Local Growth Fund (LGF) Bid allocated £10.5million in 2018 for 5 schemes. In July 2020 the 5 schemes were reduced to 3 and the funding allocation from LGF reduced to £6Million. CPCA approved the £4.5million gap.</p> <p>In July 2021 CPCA Board approved a reduced scope of the scheme to complete the 3 projects to detailed design and procure all land needed. It is now expected that alternative funding will be sourced for scheme delivery.</p> <p>It is expected that approximately £9.5million will be needed to complete the 3 schemes</p>	<p>£3.97million See status column comments</p> <p>£2.09million spend to date leaving £1.88 million approved.</p>	LGF		



# Year to date (2021/22)

## Live Grant Funded Projects

- Members have already received briefings on the **Fenland Place Shaping** work. Stage 1 of the work has been funded by Steve Barclay MP and is being carried out by an organisation called [thinkingplace](#).
- This work will build on the outcomes of the Growing Fenland project. It will also help to inform a detailed Round 2 Levelling Up Fund (LUF) bid for Wisbech (including a town centre spatial plan).
- Phase 1 of the Place Shaping Work will develop a narrative for the district and includes:
  - Research in Fenland to appreciate the assets, detailed profiles of Fenland businesses, brands and significant attractions
  - Desk research and strategy review
  - 50 individual 'place conversations' with key stakeholders
  - 5 focus group discussions with groups representing the local business sector, visitor economy, elected members
  - 4 'place workshops' with a wide range of businesses and organisations to understand the Fenland area in depth
  - Online survey for community input
  - Benchmarking with other areas of similar characteristics
  - Development of a comprehensive place narrative for Fenland as a district with a narrative for each of the market towns
- Please see Cabinet report '[Future Project Funding Opportunities](#)' tabled on 24.08.21 for further information.