

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

November 2021
(For performance in August & September 2021)

Cabinet Members



**Councillor
Chris Boden**

Leader of the Council
& Portfolio Holder for
Finance



**Councillor
Ian Benney**

Portfolio Holder for
Economic Growth



**Councillor
Sam Clark**

Portfolio Holder for
Health



**Councillor
Mrs Jan French**

Deputy Leader of the
Council



**Councillor
Miss Sam Hoy**

Portfolio Holder for
Housing



**Councillor
Mrs Dee Laws**

Portfolio Holder for
Planning



**Councillor
Andrew Lynn**

Portfolio Holder for
Licensing &
Community Safety



**Councillor
Peter Murphy**

Portfolio Holder for
Open Spaces, Street
Scene & Waste
Management



**Councillor
Chris Seaton**

Portfolio Holder for
Social Mobility &
Heritage



**Councillor Steve
Tierney**

Portfolio Holder for
Transformation,
Communication &
Environment

Communities

Projects from Business Plan:

Work with landlords to improve housing conditions and management standards in the district's private sector, including using the Council's enforcement powers (Cllr Sam Hoy)

April 1st 2021 to October 31st 2021

The Council has undertaken 34 positive interventions in response to new requests for service for Houses in Multiple Occupation (HMOs) across the district.

The Council has also investigated 61 complaints from tenants occupying privately rented accommodation in the same period. Council officers intervened to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

Town	HMOs investigated	Privately Rented Homes investigated
Wisbech	32	40
March	1	6
Chatteris	0	1
Whittlesey	0	7
Villages	1 Leverington - 1	7 Benwick = 1 Doddington = 1 Eastrea = 1 Elm = 1 Leverington - 1 Manea = 1 Parson Drove - 1

Private Sector Housing enforcement 01 April 2021 - 31st Oct 2021

	Numbers served	Raised charge total £	Income received £
Improvement Notice	2	480	3200
Prohibition	2	480	160
CPN (Intent)	14	87,083	N/A
CPN (Final)	15	49,832	10,300

Other	1	144	144
HMO applications	9	6,750	6,750

In order to recover the outstanding Civil Penalty Notice debts, a new process has been finalised with the High Court Bailiffs, who are now in the process of transferring the oldest court order into a writ to be executed in order for the debt to be recovered.

Support property owners to bring long-term empty homes back into use, helping to address the district's housing needs (Cllr Sam Hoy)

Case Study Wisbech:

Empty from February 2019. Purchased September 2020 by a local builder. In December 2020 we applied to the VOA (Valuation Office Agency) to request removal of the property from Council Tax due to its uninhabitable state and this was refused. Through the enabling work of the Empty Homes officer (EHO) making the new owner aware of potential increase Council Tax premium charges the work was quickened during Covid restrictions and they installed a roof, rewired, plastered, replaced staircase, installed central heating, new doors and windows and new kitchen and bathroom. The EHO could evidence to Council Tax the property was furnished when purchased and the empty date was changed, if not they would have paid a premium Council Tax charge from February 2021.





**Property Occupied
April 2021**

The target for 2021/22 was to bring 70 properties back into use. This was achieved between 6 October 2020 and 4 October 2021, with 80 properties back into use.

Properties brought back into use between 1 April 2021 and 31 October 2021

LTEP - Long term empty with premium charge (2yrs+)	LTE- Long term empty (6-23mths)
21	20

Prevent homelessness and reduce rough sleeping through working with individuals, families, landlords, housing associations and providers to meet the housing needs of residents in crisis (Cllr Sam Hoy)

The Housing Options team has prevented 210 households from becoming homeless since April 2021.

The service is anticipating a significant uplift in approaches once current financial support relating to Covid ceases along with the easing of the extended notice periods and court action resuming. We have started to notice an increase in B&B use for both June and July.

The team continues to work closely with households, landlords and other partners to resolve issues before notices are served. We are also encouraging early engagement with a variety of partners as a commitment to refer alongside the statutory duty to refer mechanism.

Number of enquiries Year To Date (YTD) – 1081 (Q1 – 429 / Q2 – 467)

Advice only given YTD– 652 (Q1 – 271 / Q2 – 328)

Preventions achieved YTD – 210 (Q1 – 109 / Q2 – 83)

The proportion of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work:

(calculated as total preventions / prevention and relief duties owed) - 58% YTD = 210 out of 364. KPI is 60% (Q1 – 63% [109/174] Q2 – 58% [83/142])

[*YTD 31/10/21]

Case study

Mr X was living in a private rented property with his wife but she passed away early last year. In November 2020 he had an accident which resulted in life changing injuries. He was in hospital until January 2021. He gave notice on this property as it was no longer suitable for his needs. He was placed in a rehabilitation facility and then when the funding for him ran out he was moved on into a care home which he had to fund himself. It was at this point his daughter submitted a homeless application and we subsequently accepted a relief duty.

Through partnership working with Clarion Housing, we were able to source supported accommodation and undertake a suitability assessment with the support of Mr X's daughter. This was supplemented by an Occupational Therapy report which enabled the applicant to swiftly move into settled accommodation. The turnaround time from accepting the relief duty to sign up was 2 weeks.

Rough Sleeping update

The Council continues to tackle rough sleeping and through strong partnership working with Change Grow Live (CGL) Outreach and the Ferry Project, the Council have successfully moved on 66 rough sleeper clients in the period from March 2020 (start of the pandemic) to end of October 2021 to secure accommodation with support. The Council continues to work closely with housing providers such as Clarion Housing, Amicus Trust and other housing providers to support our remaining rough sleeper clients in to move on accommodation.

Despite the 'Everyone In' Scheme ending in June, the Council continues to support our remaining eligible rough sleeper clients into a successful outcome. Alongside that, the Council is supporting through outreach those rough sleepers who have no recourse to public funds to find solutions wherever possible. At the last count there were 12 rough sleepers.

The Council, through funding achieved from both the Next Steps Accommodation Programme and the Rough Sleeper Accommodation programme, have secured 39 homes that are ring fenced for rough sleepers as a long-term asset. The Council has

also secured a further 13 homes to come on stream in the next 12 months. The homes have been enabled with the support of the Ferry project / Places for People, Amicus Trust and Clarion Housing. All the properties have a support package for the residents to reduce the risk of losing accommodation in the future.

The Council also secured circa £350k for continued support for tackling rough sleeping for the period 2021/22 through a multi-agency hub, outreach and tenancy support work.

Rough Sleeping Case Study:

In May 2021, one of our entrenched long term rough sleepers was successfully housed through Housing First programme. This client was known to many services and unfortunately due to their non-engagement, drug addiction and lifestyle choices accommodation options were extremely limited. At one point this client had overdosed and was found by a member of public on the street almost blue in colour.

However, by working in joint partnership through the Housing First programme funded through Cambs County Council from a Rough Sleeper Initiative bid, the Council were able to successfully introduce the client to the Housing First service and after a few months of in-depth pre-tenancy work with the individual they were able to move into a brand-new property. The client is managing their own tenancy extremely well and becoming more independent. They have built positive relationships with neighbours, their drug use is under control and they are, with the continued support of Housing First starting to plan future goals.

Deliver four Golden Age Fairs across the district (Cllr Sam Clark)

The Golden Age Team met during April and May to plan for the year ahead following announcements of restrictions being eased. In between meetings, we consulted with external Golden Age Partners to gain their views on how they would like to be involved in the future. Over 30 partners responded positively, and we subsequently held Virtual Partner meeting on Zoom on 13th July to plan for the year ahead and what Golden Age may look like.

Partners included Alzheimer's UK, Living sport, NHS, Cam Sight, Citizen's Advice, Versus Arthritis, Breathe Easy, Care Network, Age UK, U3A, CPFT, Healthy You, Cambridgeshire County Council and the Bobby Scheme.

During the meeting, partners were split into 5 groups via breakout rooms and given opportunity to feedback about their experiences over the last 18 months during the

pandemic, the lessons they have learned, how Golden Age can promote their organisation and feedback on the existing format of Golden Age Fairs.

The Whittlesey Big Bash took place on Sunday 12 September between 2-4 pm at Whittlesey Manor Leisure Centre. The Golden Age Team and 17 partners took part in the event within the conference centre with a great turn out of over 200 people visiting the stalls in the space of 2 hours. As the event was not just a Golden Age fair, many partners commented on the great opportunities they had to speak with family members of older relatives that were going to pass vital information on. Partners included Neighbourhood Watch, Whittlesey Museum, Women's Institute, St Andrew's church, Age UK, March Breathe Easy, Versus Arthritis, Care Network, CamSight, Healthwatch, Healthy You, Active Fenland, PECT, East of England Ambulance Service, Royal British Legion, Cambridgeshire Libraries and the Think Communities team from CCC.

Increase the use of local open spaces and collaborate with local activity providers and other partners to address health inequalities (Cllr Sam Clark)

FDC is part of the cross County and Peterborough Future Parks group. The group is expected to establish an Active Parks team in the future that will focus on getting more people more active in open spaces settings. This would include ramping up the potential of social prescribing in green spaces that is good for both physical and mental health. More about social prescribing can be found here;

<https://www.england.nhs.uk/personalisedcare/social-prescribing/green-social-prescribing/>

Other Projects:

Leisure Update (Cllr Sam Clark)

Freedom Leisure recently attended the Overview and Scrutiny Panel and their presentation to the Panel is attached to this report.

Love Wisbech Update (Cllr Andrew Lynn)

The collaboration of statutory organisations, Voluntary Community Sector and business in Wisbech continues to explore opportunities to consider issues that need additional support and then what opportunities exist to secure new funding and inward investment into the town to address it.

Word of the group is getting to partners who are proactively asking to present information to the group and the group then agree what can be done to support.

Example projects have included:

- A mental health support project to work with residents suffering mental health issues whilst waiting for an appointment to secure a service to help them.
- Received some communication advice to help increase the awareness and impact of the work which includes changing the name from I love Wisbech to Love Wisbech.
- Exploring how the collaboration can assist in reducing the number of smokers during a pregnancy.

The partnership supported the 'Walk a Mile in Their Shoes' event. Both women and men can suffer from Domestic Abuse. The event took place in Wisbech park on the 8th August with the Wisbech Mayor leading the walk.

Pride In Fenland Awards (Cllr Sam Clark)

The Pride in Fenland Awards will be held online again this year in November 2021 and volunteers have been judged in the following categories;

- Young person in the community,
- Community group,
- Good friend
- Community COVID Award
- Special Judges Award.

In total, 63 nominations have been received and the event is due to air via YouTube week commencing 8th November.

Health & Wellbeing Update (including Covid-19 Outbreak Plan implementation) (Cllr Sam Clark)

The Countywide Health and Wellbeing Board have suspended their usual meeting diary since early 2020 to focus on the Covid pandemic.

The Local Outbreak Management Plan (LOMP) can be viewed here:

[Cambridgeshire and Peterborough Local Outbreak Management Plan. Version 4](#)

The District Council is a key partner to this plan and, as a provider of statutory environmental health and wider services such as private sector housing, have a role to play in delivery of the LOMP. Priority areas are prevention activity (including support with accessing testing and to self-isolate), vaccination uptake and access to ensure an equitable service for residents and businesses.

As part of the Council's implementation of these responsibilities, an officer response group has been meeting to ensure appropriate actions are set in place. During August and September, the group undertook a review of high street signage to ensure relevant messages including those to support testing and vaccination were in place and social distancing advice was removed. The group has also worked closely to ensure partners were able to access locations for the distribution of lateral flow test devices and that the visiting mobile testing units could continue during the visits to our towns of the Fairs in September.

The Local Outbreak Engagement Board is a key part of the governed pandemic response and meets to support the outbreak management plan. The last meeting of this group was in October where agenda items included updated epidemiology, vaccination uptake, communications and economic factors.

The meeting papers can be found on the County Council website here:

[Council and committee meetings - Cambridgeshire County Council > Meetings \(cmis.uk.com\)](#)

Vaccination levels in Fenland are good with increased levels of vaccination across all age groups. Council staff are actively supporting colleagues from the clinical commissioning group to ensure efficient uptake of the third vaccine and vaccines in schools as they are available. In addition, a second vaccination bus has been commissioned by health partners and is being made available more widely.

Further information can be viewed here: <https://coronavirus.data.gov.uk/>


Enduring Transmission Project

The Enduring Transmission pilot project launched in May and this is a key part of the Local Outbreak Management Plan. The pilot is a joint project between Peterborough, South Holland and Fenland and is funded directly by the Treasury to the value of £2.6 million.

The project was due to close at the end of September, however recently the Treasury had confirmed it may continue until late December 2021.

The project has successfully engaged with more 400 residents across the 3 local authority areas and more than 30 local businesses in Fenland have referred their staff to the scheme in order to access support to isolate. This has been mainly possible due to the close working relationship with the Rosmini Centre as a trusted third sector partner.

The project group have developed a wide range of materials in 10 different languages. The materials include advice on how to access the service, car sharing, vaccination information, financial support and self-isolation support for families.



We can help you to self-isolate

Extra support is on offer to people in certain sectors

Your council is taking part in a project this summer to offer extra support to employees in certain sectors to reduce the spread of Covid-19.

We know that many people find it hard to self-isolate because of the loss of money – we can make sure you don't lose money if you work in certain sectors.

You might not lose any money if you:


- Have to isolate because you or a close contact tests positive for Covid-19.
- Have to stay off work to look after someone such as a young child who has to self-isolate.
- Are unable to work whilst you wait for test results.

Support we might be able to offer includes:

- An instant £150 for any lost days of work whilst you wait for test results.
- Help with benefit applications if applicable.
- An additional top up to match your wages if you do test positive and must be off work.

Support and advice is available in English or your own language.

You can call **Anita** on 07724 352627 or **Mika** on 07724 353119 at the Rosmini Centre or email covid19.rcw@gmail.com for more information



When should you self-isolate?

There are new rules from 16 August. Here's what to do if:

You've had a positive PCR test:	You have symptoms of Covid-19:
 You need to self-isolate , even if you've been vaccinated	 You should self-isolate and take a PCR test even if you've been double-jabbed

You've been in contact with someone who's tested positive for Covid-19:

 If you're 18 or over and not double-jabbed you'll need to self-isolate	 If you're double-jabbed , or if you're under 18 , take a PCR test, but only self-isolate if it's positive
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gov.uk/guidance/nhs-test-and-trace-how-it-works

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	95	
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	58%	
CELP3	Number of empty properties brought back into use	87	70	41	
CELP4	Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	£79,217	£50,000	Expected December 2021	N/A
CELP5	Customer satisfaction with Golden Age events (as per event)	298	200		
CELP6	Number of Active Health local sessions per year that improve community health	NEW	600		
CELP7	Customer feedback across Freedom Leisure facilities in Fenland	NEW	80%		

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

Comments
CELP1 = Profile on track to meet target with increase in reactive enquiries to the team over the winter period.

Environment

Projects from Business Plan:

Continue to deliver environmental enforcement using fixed penalty notices and the court process for serious offences (Cllr Peter Murphy)

Officers continue to attend as many fly-tipped sites across the district as possible to look through the waste to try and find out who may be responsible.

3 fixed penalty notices have been issued during August and September for duty of care offences whereby non-licensed waste carriers have been used to dispose of waste, which has later been discovered in fly tipping.

A further 3 sites are being investigated and are in the early stages with interview requests having been posted. This is the first stage in an investigation to ascertain any information about those involved.

In March, a partnership investigation with Middle Level has resulted in a river eviction notice being served for a boat which has been moored for more than the permitted time.

54 vehicles have been reported as abandoned in August and September. All have been removed either by registered keepers (51) or the Council's contractor (3) following the use of formal powers.

As part of a new Tidy Fenland Campaign, we will be contacting our local businesses for support to control litter outside of their premises, to provide advice in relation to duty of care requirements and to check compliance. This will begin in November.

Deliver the Four Seasons events programme in partnership with our four market towns (Cllr Peter Murphy)

Planning for local events is well underway with a focus on Christmas 2021. A total of 120 pitches have been snapped up by traders for the first market, which will be held on Sunday 5th December in March Town Centre from 10-3pm. A huge range of quality gifts and produce will be on offer for the festive season.

Wisbech Christmas Fayre follows on Sunday 12th December from 10am-3pm. Shoppers can meander from the Horsefair through the Market Place looping round Market Street, York Row and the High Street, experiencing the sights, smells and sounds of Christmas, not to mention a Christmas Escape Room too!

We are delighted to thank Twenty20 productions and Nine Lives Theatre who have lined up incredible programmes of live entertainment for March and Wisbech events respectively.

There has been no escaping that many businesses have been significantly affected by the pandemic. Therefore, this year has seen extra work being put into boosting the events and the economic benefit they bring to Fenland Market towns. On Saturday 20th November, place-based marketing will take place in March Town Centre including stilt walkers and live entertainment to promote the upcoming Market and also to entice footfall into town centre businesses. Wisbech Christmas Market Committee will also be working with companies to offer a selection of 'one day only' deals from local shops to tempt customers into their premises.

Deliver the Recycling Action Plan (Cllr Peter Murphy)

Blue bin tonnages in 2021 are very similar to the peaks achieved in 2020, **with a total of 5,014 tonnes** of waste collected for recycling since April.

Customers are increasing what they choose to recycle, with increases in; Glass; Cardboard; office type paper; HDPE bottles (such as milk containers); PET clear bottles (water, cola bottles etc.); and Plastic tubs, pots and trays. Since April, the team have collected **4,742 tonnes of materials suitable for recycling** presented by customers in blue bins.

The value of paper and other materials continues to improve and reduces the net costs of sorting and treating the blue bin materials through the profit share in place with the contractor, based in Waterbeach, who transport, separate and sell the materials collected.

Deliver a competitive trade waste service (Cllr Peter Murphy & Cllr Tierney)

The commercial waste team have commenced trials of commercial food waste collections, initially from a small number of local schools and businesses. Learning from these will be used to develop the service and improve the range of waste collection options available to small and medium size enterprises in the district.

Food waste collected is delivered to a local anaerobic digestion plant where it generates electricity and soil improver for local agriculture.

Monitor and respond to the DEFRA Waste & Resources Strategy consultation with RECAP partners (Cllrs Peter Murphy & Steve Tierney)

DEFRA has delayed the response to the consultations completed in the summer and these are now anticipated early in 2022.

The response to these consultations is expected to form the basis upon which Extended Producer Responsibility, Deposit Return Scheme and Collection Consistency elements of the Resources and Waste Strategy are to be delivered, along with timelines. Until then, members are keenly watching the progress of the Environment Bill, soon to be the Environment Act.

Review the current arrangements for parking enforcement in Fenland (Cllr Jan French)

Following the approval of Civil Parking Enforcement (CPE) at the County Councils Highways and Transport committee meeting on 7th September, a CPE update paper was produced for FDC Cabinet on 21st October.

In addition to FDC, both South Cambridgeshire and Huntingdonshire District Councils have resolved to implement CPE and a joint working group has been set up with all three Districts and Cambridgeshire County Council to collectively move the project forward.

FDC progress to date and current focus:

- 1) A contractor has been appointed to carry out a full Traffic Regulation Order (TRO) survey of all On and Off-Street parking and waiting restrictions within Fenland's administrative area. There are approximately 210 existing TRO's within Fenland and site survey works are scheduled to commence on Friday 5th November. Following completion of the survey works, a list of all queries and anomalies will be produced for resolution by Cambridgeshire County Council and FDC prior to the TRO information being digitised. This is a very important part of the CPE implementation process and the works are likely to take 9-12 months to complete.
- 2) Existing Off Street Parking Place Order (OSSPO) and layout information is currently being compiled for review and site surveys are scheduled for all FDC off street parking areas in November. Once the survey works have been completed and enforcement boundaries agreed, new preliminary CPE OSPPO's will be drafted in preparation for CPE implementation.
- 3) FDC officers will be working with County Council officers over the coming weeks on drafting a preliminary FDC/CCC agency agreement for consideration by the CPE project team. The agreement will set out delegated authority to FDC and define responsibility for things such as sign and line maintenance, CPE surplus income and

deficits along with resolution of contractual issues associated with CPE enforcement and administration.

- 4) FDC officers are liaising with the CPCA to enable the funding agreement delivery timeline to be aligned with the CPE project implementation date.

Whilst the timeline required to implement CPE in Fenland is estimated to be approximately 2 years, there are several factors which could inadvertently result in project slippage. However, currently the project is on track for the CPE designation order to be brought into effect in October 2023.

Deliver the CCTV shared service with Peterborough City Council (Cllr Andrew Lynn)

The CCTV shared service has maintained its 100% service function across a 24/7 period – the CCTV service is the only council service that is delivered across 24 hours a day, 365 days a year.

From 1st April to 31st October 2021, the CCTV service has been able to respond to 881 incidents across our four market towns including incidents relating to anti-social behaviour, criminal damage, violent crime, illegal drug use, possession of weapons and theft.

There has been a significant uplift in youth related anti-social behaviour, especially in Wisbech, in which the CCTV service is supporting both local partners and internal council teams to identify those responsible to ensure robust enforcement action is taken. This continues to be a priority for the CCTV service over the coming weeks / months.

CCTV intervention since April 2021 has led to 61 arrests being made by Cambridgeshire Police. This highlights the work CCTV services do to support the Council and partners in responding to crime and disorder and helping to make our communities safer and reduce the fear of crime.

The CCTV service also continues to be pro-active in delivering services that helps reduce crime & disorder and anti-social behaviour by delivering regular camera patrols of our four market towns and other key locations. Since April 2021, the CCTV team have delivered 2,916 patrols. All patrols are conducted across the 24/7 period ensuring that no matter what time of day and night our local communities are being protected and that any issues or concerns are being identified as early as possible.

The CCTV service also provides the Councils 'out of hours' telephone contact services for example, homelessness, stray and lost dogs, cleansing incidents, dangerous buildings and structures, environmental complaints, to name but a few areas. From April to October 2021, the CCTV service has responded to over 271 service requests from our out of hours telephone contact service.

Other Projects:

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

The summer season has finished, with grass cutting successfully completed at the end of October. Tivoli have carried out their work to a good standard, on time and on budget throughout the year.

Open space highlights in the past few weeks include the opening of the refurbished play area in Parson Drove and the expansion of the play area in West End Park in March (see [Two Fenland play parks in full swing following makeovers - Fenland District Council](#)).

Future play area improvement projects include Doddington and Chatteris.

Additionally, Fenland has been successful in securing £48,500 for tree planting in the District as part of a consortium bid through the County Council. Planting will be discussed with town and parish Councils, with the work itself co-ordinated by Tivoli, FDC's grounds maintenance provider, alongside community volunteers. (see [Fenland set to get leafy facelift with £48,500 grant for new trees - Fenland District Council](#))

Street Lighting (Cllr Jan French)

Street Light Repairs & Maintenance

During the months of August and September, 25 streetlight faults were reported to the Economic Growth & Assets (Engineering Team) and forwarded onto FDC's streetlight contractor for rectification. The low number of fault reports is likely to be associated with both the longer daylight hours over the summer months and the benefit now being realised from the recent investment made in the Councils street lighting stock.

Elm Parish Council recently joined the FDC streetlight repairs and maintenance contract, and the first repair works were undertaken to Elm Parish Councils lighting stock in September. In addition, new streetlight ID plates have been procured and are currently being installed on Elm PC streetlights displaying updated contact information to aid future fault reporting.

Capital Street Light Replacement Works

The streetlight replacement works continues to make progress and to date approximately 575 FDC streetlights have now either been replaced or had the existing lanterns upgraded to LED since commencing the replacement works in March 2020. A

further 50 units are currently on order and are scheduled to be installed over the coming weeks/months and it is estimated that 30 more units will be able to be afforded from the remaining capital works funding. Following completion of the capital works LED streetlights will account for approximately 70% of the Councils own lighting stock.

The Engineering Team also continue to co-ordinate streetlight replacement works on behalf of Gorefield, Christchurch, Tydd St Giles, Parson Drove and Newton Parish Councils.

Seven of the Parish Councils and Clarion Housing Association who previously entered into a 3 year service level agreement 2018-2021 with FDC have been contacted in respect of extending the SLA for a further two years to coincide with the end of the current streetlight repairs and maintenance works contract in 2023. Responses from some of the organisations are still outstanding, however all those received to date have elected to remain with FDC for this service provision.

Street light replacement and upgrade works to the Town Quay Berth at Wisbech Commercial Port have commenced and are expected to be completed in early November.

Getting it Sorted Volunteers Update (Cllr Peter Murphy)

In cooperation with Cambridgeshire Skills, the volunteers have launched their online training package for would be recycling champions.

Cllr Murphy recently launched the new online training, available to all Cambridgeshire residents, with Thomas Heffer from Cambs Skills.



The training videos and information were all developed by the Fenland Getting It Sorted volunteers for the benefit of customers across Cambridgeshire.

Volunteers have returned to attending events, charities and organising activities across the area.

Often in cooperation with other volunteers from Streetpride, In Bloom and similar, the volunteers have been litter picking riverbanks and separating recycling, educating Beaver troops, attending fetes and training people how to best use their waste.



Garden Waste Service Update (Cllr Peter Murphy)

As we come towards the end of the growing season for 2021, preparations are in place for the coming season with the new subscriptions on sale from December 2021 for direct debit payments and January 2022 for cash and card, with a range of communications in place to support customers in this choice.

The levels of subscription this season were again an improvement on the previous year, with **23,600 subscriptions** delivered to 22,750 properties so far. As a result, the service is forecast to be self-funding for a further year.

The direct debit option continues to be a popular choice with **85% of customers** making use of it this year and having the advantage of automatically enrolling for the coming season without further action.

Throughout the past 12 months, the garden waste team have collected a total of **7,892 tonnes of garden waste** from customers' brown bins, a very similar figure to the previous 12 months. All this organic waste is composted in the open air by the County Council's contractors in Lincolnshire to create soil improver for local agriculture.

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

The Cambridgeshire and Peterborough Waste Partnership have recently performed a

waste analysis across the region to inform future waste decision making and communications. This will build upon analyses performed in 2019 to create a picture of behavioural change across Cambridgeshire and Peterborough.

The partnership is developing plans in readiness for the Environment Bill receiving Royal Assent, which is anticipated early in 2022 and, along with resulting guidance, will shape the nature of waste collection for domestic and commercial premises for England.

The partnership is developing plans to allow for collaborative working on the implementation of these statutory changes, along with reporting and any necessary resource, infrastructure and communications required. These plans include support from Defra for the partnership to review existing contractual arrangements in light of anticipated legislative changes.

Community Safety Partnership Update (Cllr Andrew Lynn)

Child Criminal Exploitation CCE Engagement Session



An online engagement event was held to raise awareness of child criminal exploitation in August. This was delivered in partnership with the Cambridgeshire & Peterborough Safeguarding Partnership Board.

This is available to view via the CSP webpage. [\(CSP\) – Fenland District Council](#)

Dave Sargent, Strategic Child Exploitation Lead at the Cambridgeshire & Peterborough Safeguarding Partnership Board and Rosie Cooke Community Safety Projects Officer, discussed child exploitation including what it is, what signs to look out for and what can be done to prevent it.

Road Safety Engagement Event



On 13/10/2021 the partnership held a Road Safety online engagement event with Cambridgeshire Constabulary, Speedwatch and the Vision Zero Partnership. Questions relating to road safety, the laws surrounding it and what can be done to make the community safer.

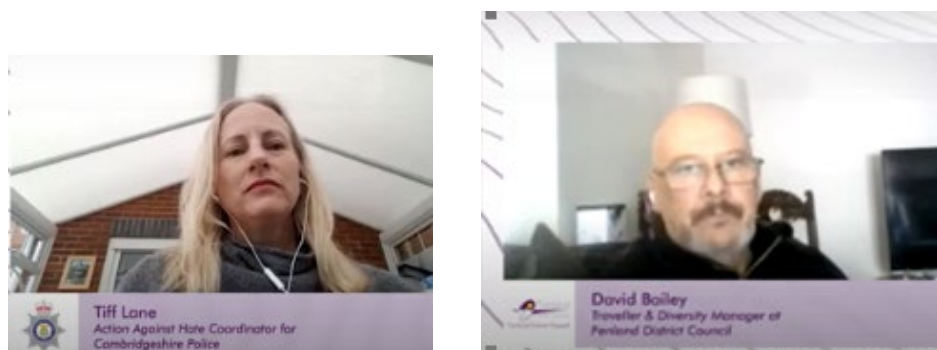
You can access this via the website link – [\(CSP\) – Fenland District Council](#)

CSP Workforce Development

Training themes for partnership Workforce Development sessions are linked to the priorities of the partnership. Frontline staff from statutory and the voluntary sectors who work across Fenland are invited to attend these free training sessions delivered by subject matter experts.

Those attending include staff from housing providers, FDC teams, police, probation, traveller teams, young people workers, family workers, children centres, food banks, volunteers, schools, healthcare workers, faith groups, community organisations and citizens advice.

CSP Workforce Development – Hate Crime Awareness



During Hate Crime week in October, the partnership organised a Hate Crime session which was delivered using MS Teams. The session was delivered by David Bailey FDC Traveller and Diversity manager and delivered by Tiff Lane the Action Against Hate Crime Coordinator from Cambridgeshire Constabulary.

The awareness session was attended by 48 front line professionals including staff from third sector organisations. The training provided information and advice on what is Hate Crime and information on reporting and further support.

Further information is available at.....

- <https://www.cambs.police.uk/information-and-services/Hate-crime/Hate-crime>
- <https://www.met.police.uk/true-vision-report-hate-crime/>

The training was complemented with an awareness campaign on social media during Hate Crime week which was shared with partnership members.

Workforce Development – Stop Suicide Awareness Sessions

On 28th & 30th September the partnership hosted Stop Suicide Awareness sessions via MS Teams. These sessions were crafted to be delivered in smaller groups so this sensitive subject could be explored, and attendees supported. The awareness sessions were delivered in partnership with Kate Bead, Head of Training and Consultancy and Kerry Bryant a mental health trainer from MIND.

The two sessions were attended by 23 front line professionals including staff from third sector organisations. The training provided information and advice to equip attendees with the knowledge to spot the warning signs, ask directly about suicide, support someone to stay safe and look after their own wellbeing.



Loan Shark Community Banners



Look out for the Loan Shark banners, designed by Yr 6 students from Burrowmoor, Orchards and Ramnoth Road, schools. During October the winners of the Loans Shark art competition will have their artwork made into banners and displayed in Wisbech and March. There will be media coverage promoting the displays in the community.

Community Safety Newsletter

The 9th edition CSP Newsletter is soon to be published, reporting back on the activity of the CSP. This will be available on the CSP webpage and be distributed to partners in the statutory and voluntary sectors. Hard copies will be available in local libraires.

Fenland Domestic Abuse Campaign

The partnership along with partners from health, housing, DASV, Refuge, migrant support teams and CGL are planning to deliver a Fenland Domestic Abuse Campaign, that will affect a positive outcome within the indicators below:

- Training to empower professionals in domestic abuse and the referral process
- Increase Community Awareness of Domestic Abuse as well as Confidence to Report and Options to Report
- Increase awareness& Signposting – Substance Abuse and links to DA
- Engagement with the migrant population to improve their understanding of DA and confidence to report.

The Domestic abuse campaign is scheduled to run between December 2021 – March 2022.

Street Drinking Update (Cllr Andrew Lynn)

As the social distancing restrictions have been eased there hasn't been the significant

increase in reported street drinking incidents we were concerned may occur.

CCTV reporting had remained stable in July and August with a fall in September with October on par with September. None of the observed incidents in July, August, September or October involved poor behaviour sufficient to justify reporting to the police.

During the period July to September the police have recorded 4 incidents relating to street drinking across Medworth, Clarkson and Peckover wards.

Feedback from street cleansing operatives indicates there has been a reduction in alcohol related litter and especially so during October.

The situation continues to be monitored by the wider partnership and information shared through regular meetings.

St Peters Church Gardens remains the hot spot location for observed occurrences of street drinking, and whilst Carlisle Gardens does see daily gatherings of people there hasn't been a high number of reports of alcohol related anti-social behaviour. However, this is being monitored very closely.

Key PIs:

Key PI	Description	Baseline	Target 21/22	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%	99%	
CELP10	% of household waste recycled through the blue bin service (1 month in arrears)	28%	28%	28%	
CELP11	Customer satisfaction with refuse and recycling services (quarterly)	99%	90%		
CELP12	Customer satisfaction with our garden waste service (quarterly)	94%	85%		
CELP13	Number of Street Pride, Green Dog Walkers, and Friends Of community environmental events supported	204	204	77	
CELP14	% of those asked who are satisfied with FDC's events (May, July, October, January)	96%	96%	N/A	

Key:

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

Comments

CELP 10 – Figures confirmed to September 2021

CELP13 - Due to Covid19 pandemic the number of events has been reduced in line with government guidance.

Economy

Projects from Business Plan:

Continue to review council land and property assets to ensure they are fit for purpose and optimised to deliver better public services, improve efficiency and release surplus land for residential and commercial development as outlined in our Commercial Investment Strategy (Cllr Ian Benney)

An Asset Challenge workshop took place on 12th October in which Officers collectively pooled ideas for alternative and more financially beneficial uses for the Council's assets. The results of the workshop have been fed back to senior officers in order that the work can be allocated to our new Head of Property when he takes up post in January.

Continue to lobby for improvements to our transport infrastructure, including the A47 economic corridor (Cllr Chris Seaton)

Wisbech Access Strategy

This is a CPCA funded project being delivered by Cambridgeshire County Council. The latest information about the project can be found on the County Council website from the following link:

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/transport-funding-bids-and-studies/wisbech-access-strategy>

A Wisbech Access Strategy report was presented to CPCA Business Board in July 2021 and CPCA Board in September 2021. The report required a strategic decision on the way forward linked to timescales and budgets. It was agreed that funding would be made available to complete the detailed design and the land acquisition for the 3 schemes by December 2021 with the full business case being completed by Spring 2022. A copy of the main accompanying paper for the meetings can be found from the following link:

<https://cambridgeshire.cmis.uk.com/ccclive/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1529/Committee/62/Default.aspx>

Kings Dyke Level Crossing

This is primarily a CPCA funded project being delivered by Cambridgeshire County Council. The Project is currently in its construction phase. The new road will be open to the public by the end of 2022.

The last update information paper went to the CPCA Transport and infrastructure Committee in early January 2021. This can be found at the website link below.
<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1972/Committee/67/SelectedTab/Documents/Default.aspx>

The above-mentioned paper included a latest update on the construction process in the form of a drone video. Here is a link to the video on You Tube.
<https://www.youtube.com/watch?v=JpfZkEtIYRk&feature=youtu.be>

The County Council website includes significant detail about this project including technical reports and questions and answers. This webpage can be accessed from the following link. [Kings Dyke Crossing](#).

March Area Transport Strategy

This is a CPCA funded project being delivered by Cambridgeshire County Council.

The Outline Business Case (OBC) work for the larger schemes is due for completion in October 2021 including its assessment by the CPCA independent evaluators. Papers confirming the outcome of the OBC work including recommendations to draw down funding for detailed design and the final business case, are expected to form part of CCC, CPCA and FDC meetings in November and December 2021.

A copy of the OBC report can be found on the County Council website from the following link:

[Council and committee meetings - Cambridgeshire County Council > Meetings \(cmis.uk.com\)](#)

Technical details and feasibility study work associated with this project can be found on the County Council website from the link below

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/transport-funding-bids-and-studies/march-transport-study>

March to Wisbech Railway Line

There is no specific update in respect of this project for this report. We are waiting for the outcome of the latest study work.

This is a CPCA funded project being delivered by Cambridgeshire County Council.

The full business case was submitted to CPCA Transport and Infrastructure Committee for its 1 July 2020 meeting. The papers relating to the business case can be found from the following website link. Item 2.7

<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1969/Committee/67/SelectedTab/Documents/Default.aspx>

In March 2021 CPCA gave an update to the Transport and Infrastructure Committee on the Wisbech railway project. This included a recommendation to draw down an additional £300,000 for further study work. The work will look to align the Wisbech Railway work with the Ely Area Capacity Enhancement project and in the short term a Wisbech to March service. The report will be completed by November 2021. A copy of the March 2021 CPCA report can be found in the link below.

<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1973/Committee/67/SelectedTab/Documents/Default.aspx>

A47 Dualling (CPCA Project)

It was reported in late 2020 that the Highways England Road Investment Strategy (RIS2) announcement did not include the A47 dualling project. Discussions between CPCA, Highways England and Government in early 2021 have since continued and negotiations are ongoing. In February 2021 Highways England agreed to undertake a review of the stage 0 work completed by CPCA. This review is to determine if there is any further work needed with a view to Highways England adopting the development work into their own programme. It was also agreed that the work will also consider proposals from East Tilney to A47/A17 junction in Norfolk. This represents an important commitment from Highways England and a Project Manager has now been appointed. The work is expected to complete in October 2021 with formal review and launch by the end of 2021.

The above information was reported to the CPCA Transport and Infrastructure Committee in March 2021. A link to the paper from that meeting is below.

<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1973/Committee/67/SelectedTab/Documents/Default.aspx>

A47 Guyhirn (National Highways Project)

Please note that Highways England have recently been rebranded and are now known as National Highways.

The Guyhirn roundabout project is currently in its delivery phase. Work started on site in February 2021 with the scheme due to be open to traffic in Spring 2022. Work to improve drainage, remove vegetation and trim planting is currently ongoing.

Full details about this scheme and the latest updates can be found on the [Highways England website](#). Highways England are due to hold an update meeting for the public

Support the delivery of interventions listed within the four market town 'Growing Fenland' socio-economic masterplans (Cllr Ian Benney)

All £4m of CPCA funding has now been allocated to Growing Fenland projects. Updates on the projects are shown below:

Chatteris

Chatteris Town Renaissance Fund (£92k)

The Chatteris Town Renaissance Fund project is progressing well with all of the streetlights having been repainted and 95% of the other works complete. The bandstand on Market Hill Gardens is much improved and the remaining budget has been allocated for additional work in the Furrowfields car park area, dependant on quotes due to be received shortly.

Almost £13,500 has been paid out in grants from the Business Premises Refurbishment Fund. Further grants have been approved totalling £13,500 leaving a remaining budget of almost £23,000. The scheme continues to be promoted by Chatteris Town Council and FDC.

Chatteris Skills Development (£36,179)

A meeting with the training provider and Cambridgeshire Skills is due to be held shortly and will help to further define the equipment requirement. Orders for the ICT equipment are likely to be placed in early 2022.

Chatteris Museum & Community Space (£771,821)

Chatteris Town Council are working towards purchasing the freehold and leasehold of 2 Park Street (the former Barclays Bank) and the existing tenants. The process has been complicated but, after a series of negotiations, Chatteris Town Council are hopeful that the process will soon be completed.

Planning applications have been submitted for the conversion of the ground floor of 2 Park Street to a museum and the conversion and extension of 14 Church Lane to form larger Council Chambers and offices, community space and two flats above.

March

Match funding for March Future High Street Project (£900k)

Please see update for March Future High Street Project on page 36.

Whittlesey

Whittlesey Interactive Highway Signs (£57,500)

Three new variable highways message signs (VHMS) have been installed along East Delph and the A605, and east and west of the B1040 roundabout. The signs will alert drivers when flooding closes the B1040 and/or North Bank alongside the River Nene.

The signs will also be able to warn motorists when the nearby A47 is closed due to accidents and when there are other emergencies or roadworks affecting traffic in the area.

As well as helping to reduce the impact of seasonal flooding at the Whittlesey Washes, the signs will help to mitigate delays caused by the current major improvement works at the Kings Dyke Level Crossing and A605 improvements at Milk Water Drove.

Longer-term, they will complement the completed Kings Dyke and Milk Water Drove projects and also support the prospect of a new southern relief road.



Whittlesey Heritage Walk (£218,169)

Work is progressing well with the Whittlesey Heritage Walk project, overseen by the steering group with completion expected by end of March 2022. Updates include:

- The tendering process has commenced for the mobile phone application. It is expected that a contractor will be appointed by 3 December 2021.
- Site visits have been undertaken to confirm planned route improvements. Large sections of path will need to be resurfaced and dropped kerbs added. Replacement railings and fencing is also planned in some areas. Estimated costs are due shortly.
- Utility searches and highway boundary information have been mapped for infrastructure locations
- Meetings are underway with St Mary's Church and Jenner Health Centre with regards to installing infrastructure on or near to their land. Approval in principle has been agreed.
- Engineering support for infrastructure installation is being resourced (CAD designs, site investigation and installation target costs).

Whittlesey Heritage Visitor Centre (£500k)

Whittlesey Town Council have considered 6 tenders to deliver the Whittlesey Heritage Visitor Centre scheme. An architect and a project manager have now been appointed. Consultants have also been appointed to undertake a full topographical and utilities survey of the site area with the report expected by 29 November 2021.

The Whittlesey Town Council Property Working Group has met with Forterra PLC to firm

up the site/land lease agreement and discussions around the Whittlesey Heritage Visitor Centre planning application are due to take place imminently.

Whittlesey Business Capital Grants Scheme (£124,331)

Most of the grant payments have now been made to businesses. A small number of grant offers have been extended to January 2022 due to delays in supply and delivery of the items the businesses are purchasing. Case studies demonstrating how some of the businesses have invested the grant funding will be created in early 2022 and publicity for the scheme generated.

Wisbech

Wisbech Market Place Enhancement Scheme (£200k)

Tenders have been accepted and discussions are underway with the contractor regarding building materials. The proposed start date for works is currently February 2022.

Wisbech Footfall Counters (£19,500)

New footfall counters have been ordered and the supplier is currently in discussions with the Council's CCTV service regarding the sharing of an electrical supply with 2 of the town's CCTV cameras.

Wisbech Replacement Shopwatch Radio Scheme (£33,800)

The scheme is likely to be replaced early in 2022.

Wisbech Water Park (£147,500) & Wisbech Park Community Hub (£299,200)

Recent public consultation regarding the Community Hub in Wisbech park has been collated and is generally supportive of what is planned. The Council is now in the process of appointing a project management lead and initial draft concept drawings will then be developed in the coming 6 weeks.

Proposals will be discussed with local elected Members and the Love Wisbech group prior to further, more significant, design work being carried out. A final Hub design is anticipated early in the new year, at which point contractor procurement will start to take shape. The contractor delivering the Hub will also deliver the water play area as one overall project to ensure maximum financial and time efficiency.

Wisbech Business Capital Grants Scheme (£200k)

Most of the grant payments have now been made to businesses. A small number of grant offers have been extended to January 2022 due to delays in supply and delivery of the items the businesses are purchasing. Case studies demonstrating how some of the businesses have invested the grant funding will be created in early 2022 and publicity for the scheme generated.

District Wide

Civil Parking Enforcement (£400k)

Please see update on Civil Parking Enforcement on page 16.

Continue to prepare a new Local Plan document, which will determine how the district will grow in the future (Cllr Dee Laws)

The presentation to members of the draft plan (for approval prior to public consultation) has been put back and will take place in December 2021 with the public consultation starting in January 2022. The delay is due to the further round of 'call for sites' being instigated by members which then moved the following round of member engagement into the election period. This then delayed the site assessment work.

An updated timetable can be seen here:

https://www.fenland.gov.uk/media/17153/-Live-timetable-for-the-production-of-the-Local-Plan/pdf/Live_Timetable_for_Production_of_the_Fenland_Local_Plan_-_November_2021.pdf?m=637715331733370000

Deliver railway projects with CPCA support through the Manea, March and Whittlesea Stations Project Boards (Cllr Chris Seaton)

Manea Station

Work commenced on site in late Summer 2021. Planning approval for the scheme was given in September 2020 and all but one of the planning conditions were discharged in June 2021. The final condition relating to the maintenance and operational plan for the car park is being assessed by FDC Planning Team. Lead times for items such as the security gates are taking longer than expected due to COVID19. The project is expected to complete in late by the end of 2021/early 2022.

March Station

Work commenced on site in July 2021. The ticket office at the station has been temporary moved to a portacabin in the car park area to allow work on the platform building to come forward.

The platform 1 building has now been stripped back with some internal walls removed and repair work to windows, doors, and floor timbers. The car park extension area has been cleared with vegetation removed.

The work is still expected to be complete in late 2021/early 2022. Greater Anglia and their contractors are overseeing the delivery of this project

Whittlesea Station

Significant technical and study work has been undertaken to develop an approach to provide a car park, bus and taxi facilities and create an improved access to the station. This work has highlighted technical matters which are challenging to resolve e.g drainage and the presence of protected species on the site. The Project Board response after some minor additional work being inconclusive has requested a new Strategic Outline Business Case (SOBC) for the site and a new Options Appraisal report. This will allow a full assessment of the work today and will demonstrate the value of existing and new options to develop the station. A scoping phase to ensure key stakeholders have early input was completed in September 2021. The SOBC and Options Appraisal are expected to be finalised in May 2022.

Work with partners to deliver property improvements and the activity plan as part of the National Lottery Heritage Funded (NLHF) Wisbech High Street Project (Cllr Chris Seaton)

Individual Property Updates

No4 High Street: Owner has been re-engaged with but unfortunately he is extremely ill. Although he would like to undertake the works, this is looking increasingly less likely due to ongoing health conditions. FDC have offered to undertake all of the paperwork on his behalf to bring forward the property, however we are still waiting for an update call back from the owner.

No 11-12: Works are continuing to develop a project. NLHF have signed off a grant agreement for this property to the value of £1m of funding. FDC have aligned all administration to complete the transfer of property into Mr Whitfield's ownership and are just awaiting confirmation of the project from Mr Whitfield's project manager.

The project manager is currently having the scheme re-costed with contractors and has expressed an appetite for a 7-10% cost increase given the current economic climate. Returns are expected on the 5th of November at which point we will have a clear steer to begin delivery.

No 13-17: Works are progressing well with on-site completion of new shop frontages due in December 2021. Handover from the contractor to the owner is expected in January 2022 following connection of utilities to the upper floor shops by Anglian Water.

No 18: Works began on site on November 1st with completion set for early in the New Year.

No 19: The owner has applied to register ownership with the land registry and is awaiting confirmation from the NLHF legal team that this constitutes what they would require in terms of governance to go ahead with the grant agreement. Once the agreement is signed works can begin.

No 24 "The Gap": FDC is currently out to tender for a contractor with a tender return date of the 19th of November. If costs are in line with cost estimates, conversations are planned with NLHF regarding the amount of funding allocated from the remaining pot. At present, the grant is capped at £1m however there may be scope to increase this.

Remaining properties:

All remaining properties have been written to with a hard deadline of 30 November to come back to FDC with any projects that may be considered as part of the scheme. Following this date, conversations will be held with the NLHF regarding underspend and where best to invest this within the remaining projects.

Activities:

The activities plan has been revised to be more inclusive for a wider demographic. This is currently under review for signoff with the NLHF.

Communications:

A communications plan has been created and ongoing comms meetings will be held internally at FDC. The communications plan is closely linked to key milestones for capital projects with separate pieces going out related to events. It is planned that there will be at least one piece of press per month relating to the project throughout the remaining year.

Support local businesses to achieve regulatory compliance through a 'better business for all' approach (Cllr Sam Hoy & Cllr Ian Benney)

The Better Business for All group reconvened in September following a break in meetings since early 2020. The group are in the early stages of planning a future priorities document which will include advice and support mapping for new start-up businesses with particular focus on regulatory support.

Priorities reflected by the group include:

1. Gain greater insight into business perceptions/needs with regards to regulation to ensure it supports growth.
2. Refresh our understanding of the support services we each offer to businesses to enable greater signposting between partners
3. Fully utilise existing communication channels to promote advice.
4. A review of resourcing required to ensure success of the group.

Other Projects:

Economic Growth Team Activity (Cllr Ian Benney)

Expansion & Relocation Projects

As part of the ongoing business engagement programme, the Economic Growth Team (EGT) and Portfolio Holder, Cllr Benney met on-site in Chatteris with Aerotron and Bartletts to discuss their plans and how the Team can support them. Increasing numbers of on-site visits are being scheduled with businesses across the district. The Team continue to be actively involved with a number of expansion/relocation projects.

Stakeholders

The EGT continue to build relationships with the various Growth Works teams. Meetings have taken place with Growth Works – Coaching (marketing) and with the Director of Growth Works.

Growing Fenland Wisbech & Whittlesey Capital Grants

Most of the grant payments have now been made to businesses.

Combined Authority Economic & Business Recovery Sub-Group (EBRS)

The Local Economic Recovery Strategy will be reviewed and updated in November 2021 with the Economic Growth Team ensuring that Fenland is well represented in the strategy and receives the required level of resources to support economic growth in the district.

South Fens Business Park Expansion

The project team will be submitting a planning application for the additional light industrial units in w/c 8th November 2021

Combined Authority Employment & Skills Strategy

The Team provided Fenland's contribution to the Combined Authority's Employment & Skills Strategy that will be consulted on later in 2021

Wisbech High Street Project

Following Taleyna Fletcher leaving the Council, the EGT undertook managing the project until the replacement manager Matt Wright was in post.

Cambridgeshire Chamber of Commerce

The EGT met with the new Chief Executive of the Chamber and agreed how best to work together. The Chamber offered free membership for 6 months that the Team could offer to up to 25 local businesses.

Future High Streets Fund (Cllr Ian Benney, Cllr Chris Seaton & Cllr Jan French)

Work has been progressing well with CCC partners to progress to the preliminary design stage (imminently).

The Member Steering Group, led by Cllr Seaton, have been fully engaged in decision making around direction and scope of the project with regular monthly update meetings taking place to provide key decision gateways as well as to review and sign off work to date.

To date key pieces of work that have been completed are as follows:

- Following production of an artist's impression for the Riverside area, outline feasibility designs for all elements were agreed with FDC Members.
- Atkins, the preferred design consultant, submitted their fee proposal for preliminary designs and investigation works.
- CCC reviewed Atkins fee proposal and, following a number of minor changes, considered it to be acceptable and in line with expected scope and cost. It was then received by FDC for review.
- 'Heads of Terms' agreement was sent to Cllr Chris Seaton (Portfolio Holder – FDC) for review.
- FDC met with Stagecoach to discuss removal of Broad Street u-turn movement. Outcome of the meeting was to progress with the current general arrangement, maintaining dual bus capacity in both directions.
- FDC have provided all information requested by CCC to date.
- A fee proposal for the accelerated Market Square investigations, preliminary and detailed design has been received for review by CCC colleagues ahead of being reviewed by FDC.
- Following engagement with designers and engineers, it was agreed not to progress with electric vehicle (EV) ducts due to costs of investigation works and suitability of car park arrangement – alternative EV charging is to be located within the town.

Images of the proposals for Broad Street and the Riverside project can be found below (source documents available upon request):

Broad Street:

Upcoming key workstream milestones include the following:

- FDC to formally appoint Atkins through internal governance processes
- Atkins to provide costings for the detailed design stage (next phase)
- Significant ongoing member involvement through the member steering group to ensure continuous alignment of plans with member priorities
- FDC to continue to liaise with key partners throughout the town such as Stagecoach to ensure full engagement with the design process of the plans.
- Site to be identified for the relocation of town centre toilet facilities
- Alternative site for future EV charging to be located

Vacant Shop Grants:

Grant set up has progressed significantly with two specific vacant space grants proposed as part of the wider future highstreets fund programme; the Living Over The Shops Scheme (LOTS) & the Vacant Unit Activation Scheme (VUAS).

Both grants comprise of funding for private owners of up to £25,000 to convert disused space above retail premises into flats or to reinstate vacant units to a more lettable quality respectively.

The guidance documentation for these grants is currently under review by members and launch of the grants is anticipated in November 2021.

Web Pages:

Initial web pages with information relating to the projects have been set up and can be found here:

[March Future High Streets Fund - Fenland District Council](#)

These pages will be kept up to date with news and project updates to ensure members of the public are kept informed of progress.

Skills Update (Cllr Chris Seaton)

We will be taking part in the Kickstart Scheme, which is a government scheme aiming to help and encourage the employment of young people (specifically those aged between 16 to 24) currently on Universal Credit. This is particularly key for the Fenland area due to unemployment rates and opportunities being lower than the national average.

This scheme is a pathway for some young people to build the skills and confidence to apply for apprenticeships, particularly beneficial for this group of young people following the impact of the pandemic.

The scheme requires the Council to provide a contract of employment for a minimum of 25 hours per week for a 6-month fixed term contract, which must not replace any existing vacancy or cause any employee or apprentice contract to end.

The placement must help a young person become more employable and develop in the workplace enabling them to apply for longer term work.

The posts are fully funded at 100% of the National Minimum Wage for 25 hours per week for a total of 6 months, and any associated employer National Insurance contributions, any relevant workplace pension contributions plus £1,500 funding per job (This should be spent on setup costs and supporting the young person to develop their employability skills).

We have agreed to host 8 such placement, which are currently being advertised.

We continue to support a range of apprenticeships within the Council in Planning, My Fenland, HR, ICT, Business Administration and GDPR, Leading a Team and Accountancy. We are hoping to begin offering apprenticeships within Environmental Health and Marine Service within the next few months.

Combined Authority Employment & Skills Strategy

The Team provided Fenland's contribution to the CA's Employment & Skills Strategy that will be consulted on later in 2021.

Promote and develop our Business Premises at South Fens, The Boathouse and Light Industrial Estates to encourage investment, business and job creation and skills diversification (Cllr Ian Benney)

Apart from South Fens Business Centre, where occupancy levels have been relatively low since the Covid pandemic took hold, all of the Council's investment portfolio is currently showing high occupancy levels. The two double offices at The Boathouse have recently been placed under offer, meaning the Boathouse is now almost completely full.

The planning application for the next phases of the development of light industrial units at South Fens will be submitted w/c 8th November. The first phase of the development is fully funded and the project team are currently estimating the cost of constructing the second phase, the likely cost savings in constructing both phases at the same time and potential additional revenue stream.

Sail the Wash Partnership Update (Cllr Ian Benney)

Consideration is being given to how Sail the Wash project will be sustained and further developed over the remainder of this sailing season and in the build up to 2022. Proposals include establishing company limited by guarantee which would include the sub regions of Lincolnshire, Fenland, NW Norfolk (KLWNBC) and North Norfolk

Underspend from the project will be allocated before the fund expires. Potential projects include an additional hydrographic survey works in 2022 and additional dry side works at Cross Keys marina for picnic benches.

Affordable Homes (Cllr Sam Hoy)

The forecast is for 130 new affordable home completions for this financial year.

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

Following release of the updated Food Standards Agency (FSA) Recovery Plan in August, the Council's food safety inspection plan has been reviewed to ensure all required interventions are programmed within the required timescales.

Usually, the annual inspection programme is required to be completed by March 2022. However, due to the extended timescales within the recovery plan, low risk interventions have been extended to March 2023 with interim dates for other risk categories.

There are two phases to the Recovery Plan:

- Phase 1 - 1 July to 30 September 2021 – for all unrated / new businesses and high-risk businesses
- Phase 2 – 1 October 2021 to 2023/24 – for all other businesses.

The risk category is based on a management assessment and the activity undertaken by the business.

In order to ensure targets are met, additional staff have been recruited on a temporary basis. Additional staff are covering both inspection of low and high risk premises and Breckland Council are operating as our statutory lead food officer, a partnership which is working well.

Good progress is being made against these refreshed targets with 99% of interventions due by end of September having been completed.

Key PIs:

Key PI	Description	Baseline	Target 21/22	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%	72%	
CELP17	% of other planning applications determined in 8 weeks (or within extension of time)	99%	90%	89%	
EGA1	% occupancy of the business premises estate	87.8%	89%	90.1%	
EGA2	% of customers satisfied with our business premises estates (quarterly)	100%	95%		
MS1	Number of berth holders / occupancy of berths at Wisbech Yacht Harbour (85 berths)	85	85	82 (95%)	
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
<p>CELP15, CELP16 and CELP17 - Performance on the speed of decision making on planning applications (for minor and other application types) has dropped over the year due to:</p> <ul style="list-style-type: none"> • an increase in applications & staff turnover causing validation backlogs • high caseloads for planning officers, well above benchmark levels • increase in the number of applications coming to committee and the number of committee meetings • staff turnover

Notwithstanding the performance falling below the local PI, we are exceeding the National PI which is 70% (for minor and other applications combined).

Additional temporary resources have been brought in to improve performance and a longer term proposal is being developed in addition to a review under the banner of My Fenland which seeks to identify work flow and process efficiencies.

Quality Organisation

Projects from Business Plan:

Commercial Investment Strategy (Cllrs Chris Boden & Ian Benney)

The Commercial and Investment Strategy is operational and we purchased our first investment under this heading in March 2021. The commercial property purchased in Wisbech was subject to the full due diligence process and was approved by the Investment Board at their March meeting.

Further work is being carried out on Council owned sites and detailed appraisals are being completed for presentation at a future Investment Board meeting. Regular updates on these sites are provided to the Investment Board.

At its last meeting, the Investment Board approved recommendations to recruit a fixed term resource to drive forward the development of Council owned sites. Although the recruitment process is underway, it is proving to be challenging.

Deliver the 'My Fenland' project to modernise customer service arrangements across the district (Cllr Steve Tierney)

My Fenland is the first major corporate transformation programme under the Council for Future priority that focusses on modernising the way we deliver all aspects of our services to our customers. It has involved updating and streamlining our processes to improve consistency and efficiency across the organisation, investing in new IT solutions and technology to improve the process for both staff and customers.

The key focus has been ensuring we are putting the customer journey first and providing the best possible customer experience.

Why?

There are so many benefits and reasons for going through this transformational programme, such as:

- Improved customer experiences and smarter ways of working
- The opportunity to explore and introduce new technology to streamline the customer journey
- Bringing together a range of discrete/defined services as a single point of contact and delivery, providing a more joined-up approach across the Council

- Reducing the number of staff handling customer data, which reduces error and the potential GDPR risk
- Better resilience in teams, and so a more consistent and effective customer service
- Improving our talent pipeline and succession planning for the My Fenland resource but also the wider Council.
- Improving service, driving down costs

So far....

We have delivered Phase 1, with the creation of the My Fenland team that has been successfully working as one newly formed team since July 2020.

Phase 2 is nearly complete, with a focus on customer interactions, opportunities for our customers to self-serve as a wider range of services and activities are consolidated in to the 'My Fenland' team. This involved process mapping a large number of new activities from the 'legacy' teams.

We have had some Key Successes.....

- Creation of new MF team
- Implementation of Paypoint – over £1.5 million payments made
- Launch of the Council's new website.
- Development and implementation of the Technical Officer role to free up the capacity of specialist officers.
- Recruited from within the team to fill vacant Technical Officer hours.
- Worked closely with teams to forge strong working relationships to support service delivery
- The upgrade to the Telephony switch to enable, enhanced call routing and use of Customer Relationship Management (CRM) software.
- Reviewed and amended options for customers presenting by phone to simplify choices and reduce waiting times
- The development of new forms to enable customers to self-serve via our website (e.g. missed bins; removing the need for back office intervention. These requests will be sent from our website directly into Bartec's in-cab technology
- Reviewed and redesigned key high-volume process to improve the customer experience and reduce intervention to deliver the service, for example the Bulky waste collection process.
- Reviewed and implemented changes for our Trade waste service, removing the need for back-office intervention. These requests will be sent from our website into Bartec's in-cab technology. Enabling real time customer information to be available to support service delivery.
- Implementing a digital journeys package. For example, Customers can supply information, apply for a new or to renew a licence, via our website, removing the need for data entry, improving accuracy whilst also reducing delivery time to our customers.
- Process mapping of tasks and activities identified as a priority and agreed by the project team

- Delivered a comprehensive training plan to all members of the My fenland team, to support the ongoing learning and development of the team each individual has a tailor-made plan in place to support them.
- Recruited two apprentices, who are new to the council, as part of our ongoing commitment to grow our own talent and build resilience within the team.
- Transformation Officer and Business Improvement officer successfully recruited.

Identify and deliver projects that support us to become a 'Council For the Future' (CFF) (Cllr Chris Boden & Cllr Steve Tierney)

The list of projects is identified in the Business Plan and updates are given elsewhere in this report. These include My Fenland, Website, Empty Homes and Private Sector Housing Enforcement.

Other Projects:

3Cs Update (Cllr Steve Tierney)

Service Standards	April to September 21/22	April to September 20/21
To answer 90 % of Correspondence within 10 working days	95%	85%
To answer 90% of Complaints by the agreed deadline	90%	76%
Deal with 90% of Complaints at Stage 1	87%	81%
Progress less than 10% of Complaints to Stage 2	5%	8%
Progress less than 5% of Complaints to Stage 3	7%	11%
Number of Ombudsman Complaints Upheld	1	0

Communications Update (Cllr Steve Tierney)

News update:

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

- August = 8
- September = 9

Monthly update on FDC social media sites:

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

August:

- Twitter = 125
- Facebook = 129

September:

- Twitter = 105
- Facebook = 102

We currently have 4,676 likes on Facebook and 8,641 followers on twitter.

Consultation Summary:

- Whittlesey Heritage Walk – 1 August to 31 August 2021
- Wisbech Park Community Hub – August & September 2021

COVID-19 comms update:

We continue to follow and publicise national Government and Public Health England (PHE) advice and guidance in respect of COVID-19.

The latest information is being shared through our Council's COVID-19 web page at: www.fenland.gov.uk/coronavirus and the Council's social media accounts. In total, we have had over 120,000 Coronavirus web page views since their launch.

Key Cambridgeshire wide messaging includes the vaccination roll out programme, do the right thing campaign, rapid testing information and financial support available for businesses and residents.

We are publicising press releases and social media posts for all key Council news and service information relating to COVID-19.

We also continue to circulate comms to staff via our What's Breaking emails and the intranet.

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%	99.5%	
PRC2	% of customers satisfied with our service (March 2021)	90%			
PRC3	% of contact centre calls answered within 20 seconds	Rolling monthly target rising to 46.5% by March 2021	28%	18%	
PRC4	% of contact centre calls handled	Rolling monthly target rising to 80% by March 2021	62.5%	67.5%	
ARP1	Days taken to process Council Tax Support new claims and changes	8.0		7.44	-0.56
ARP 2	Days taken to process Housing Benefit new claims and changes	8.0		7.79	-0.21
ARP3	% of council tax collected	96.8%	56.35%	56.55%	+0.20%
ARP4	Council Tax net collection fund receipts	£61,172,317	£34,743,756	£ 34,963,410	+£219,654
ARP5	% of NNDR collected	97.51%	51.95%	52.47%	+0.52%
ARP6	NNDR net collection fund receipts	£18,341,776	£11,697,906	£12,027,514	+£329,609
PRC5	Number of visits to our website	825,000		67,041 (Aug) 70,316 (Sept)	

Key:

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

Comments

Council Tax - The time taken to assess Council Tax Support new claims/changes has been achieved this month.
The time to taken to assess Housing Benefit new/claims has been achieved.
Fenland has managed to spend of 31% of Discretionary Housing Payment (DHP) funds.

As part of ARP, we continue to see a large volume of moves being received each week; receiving some 8104 moves in September compared to moves 6076 in July. Year to date we have received 37,171 moves compared to 24,542 for the same period last year, an increase of 51.46%. However, change of circumstances requests are now being processed in under two weeks.

The Council Tax Collection Fund remains above target as does the % collected.

BUSINESS RATES – Business Rates (NDR) collection continues to meet targets.

The team continue to achieve call answer rates in excess of 95%, and work outstanding has reduced significantly in September which puts us in a good position for dealing with the Small Business Rate Relief and Discretionary relief reviews which have been issued.

We still await the Legislation that prevents MCC claims in relation to COVID impact and, guidance for the Government grants proposed that will require a local scheme to facilitate payment.

Fenland District Council

leisure operating contract report
April – September 2021

“improving lives
through leisure”



www.freedom-leisure.co.uk



an introduction to the uk's second largest genuine charitable leisure trust:

It has been an extremely challenging time for the sport and leisure sector as a whole, but Freedom Leisure has worked closely with their local authority partners to provide the best service possible during this unprecedented time. Nationally Freedom Leisure were selected as the preferred operator of 2 new leisure contracts, increasing their portfolio to 104 leisure centres, 24 individual clients and over 3,500 employees.



104

leisure centres, including 2 theatres, on behalf of 24 individual clients across England and Wales.



not for profit

freedom leisure is a not-for-profit leisure trust which manages leisure and cultural facilities on behalf of partners across the UK to realise our vision of “improving lives through leisure”



focus

committed to providing and developing inclusive leisure facilities for everyone. Delivering a service to exceed our customers' expectations

freedomleisure ethos

- Provide affordable and accessible health, leisure and sport facilities for everyone, therefore having a positive impact on the local communities in which we operate and serve – we aim to inspire people to be more active more often
- Reinvest surplus into quality services
- Exceed our partners' desired outcomes for local communities
- Enhance our reputation and status
- Grow and develop as a company in a sustainable way
- Develop our people
- Renew existing contracts and win new ones

freedomleisure corporate vision



reminder of timeline 2020 -2021

20 March

**closed prior to
first national
lockdown**



29th Mar

limited reopening
outdoor activities only resume

3rd Dec
reopened
sites reopen

March 20

April 20

May 20

June 20

July 20

August 20

September 20

October 20

November 20

December 20

January 21

February 21

March 21

April 21

April
community support
FL staff support the local
community



25th July
reopened

leisure centre reopened
with limited services



5th Nov
**closed for
national lockdown**

25th Dec
**closed in tier
based lockdown**

12th Apr
reopening

all sites reopen with relevant
restriction and procedures in
place

finance summary:

Fenland Contract:

	April	May	June*	July*	August*	September*
Income (inc grants / JRS)	£177,057	£199,290	£199,613	£222,512	£236,734	£254,656
Expenditure	£172,122	£217,677	£223,710	£240,624	£261,569	£276,436
net surplus / (deficit)	£4,935	- £18,387	- £24,097	- £18,112	- £24,835	- £21,780
	Q1 draft deficit -£37,549			Q2 draft deficit -£64,727		

N.B. In April 2021 Freedom Leisure received Start Up Grants of £72,000

* Draft

Freedom Leisure would like to thank FDC for their ongoing financial support during 2020-21 and 2021-22 which should put Freedom Leisure in a sustainable situation for the remainder of the current contract.

Throughout the last 18 months FDC and Freedom Leisure held regular financial review meetings to see the impact of COVID-19 through the various lockdown and re-opening phases

The financial impact of covid-19 has carried through the first half of 2021-22 as some social distancing guidelines remain in place, which limits our capacities within the leisure facilities. The demand for the services has also been impacted due to a reduction in customer confidence until all restrictions are lifted.

In January 2021, FDC and Freedom Leisure jointly applied for a grant from the National Leisure Recovery Fund (NLRF) to support the service. This application was successful and FDC was awarded £224,418 to cover some essential costs during the 20-21 lockdown period and to support the reactivation of the facilities and potential deficits from April 2021

In 2020-21, £69,962 of the NLRF grant was required, with the balance being carried over into 2021-22.

finance detail:

Fenland Contract	April Actual	May Actual	June Actual	July Draft	August Draft	September Draft	October Draft	November Draft	December Draft	January Draft	February Draft	March Draft	Total Draft
Income													
Membership	46,067	100,004	96,036	99,245	107,913	112,748	106,348	108,871	100,035	122,454	122,454	124,884	1,247,059
Swimming	36,305	67,913	87,638	96,687	99,233	105,125	103,338	102,925	78,233	98,601	103,425	105,040	1,084,464
Catering	626	2,380	3,049	5,609	7,823	9,618	5,867	5,295	4,958	6,532	6,824	6,806	65,388
Main Hall	2,189	13,825	3,903	6,131	3,924	5,982	4,780	3,208	2,280	4,551	3,811	4,030	58,614
Studio	455	1,220	1,512	2,703	2,263	1,678	2,320	2,382	2,009	2,921	2,681	2,615	24,758
Fitness	970	1,430	2,573	2,904	3,680	3,423	2,212	2,201	2,552	3,484	3,417	2,913	31,758
Children's Activities	(480)	1,281	1,689	3,200	7,148	7,988	5,238	3,424	3,150	9,001	6,728	5,775	54,142
Goods For Resale	872	2,242	2,510	3,576	4,536	4,120	2,378	2,196	1,437	2,472	2,205	2,070	30,613
Room Hire	0	0	-	1,500	200	56	501	501	501	539	539	539	4,875
Other	90,053	8,995	703	958	13	3,918	41	41	43	43	44	45	104,897
Turnover	177,057	199,290	199,613	222,512	236,734	254,656	233,022	231,043	195,198	250,598	252,126	254,716	2,706,566

finance detail:

Fenland Contract	April Actual	May Actual	June Actual	July Draft	August Draft	September Draft	October Draft	November Draft	December Draft	January Draft	February Draft	March Draft	Total Draft
Expenditure													
Staffing Costs	97,729	110,865	138,456	135,899	141,009	137,166	136,612	136,612	122,486	136,612	136,612	136,612	1,566,671
Other Employee Costs	413	696	397	514	725	2,766	-	-	1,250	-	-	-	6,761
Repairs and Maintenance	21,651	24,943	10,978	11,855	25,453	21,577	14,143	14,143	14,143	14,143	14,143	14,143	201,317
Utilities	17,487	19,987	19,061	20,975	21,267	21,267	24,648	26,834	25,071	27,803	26,728	28,118	279,246
Cleaning	3,106	2,925	4,755	3,294	3,649	3,649	4,069	4,069	4,069	4,069	4,069	4,069	45,790
Administration	60	239	2,032	451	1,080	1,080	1,028	1,028	1,028	1,028	1,028	1,028	11,109
Marketing and Advertising	0	7,430	4,111	4,196	3,813	3,813	4,397	5,939	4,397	4,397	4,397	4,397	51,286
ICT	4,629	5,338	4,547	5,222	4,410	4,410	3,057	3,057	3,057	3,057	3,057	3,057	46,897
Goods For Resale	593	(234)	2,345	3,898	1,103	2,472	1,012	1,012	1,012	1,012	1,012	1,012	16,249
Equipment	2,719	3,071	2,883	19,025	19,728	31,240	14,561	14,561	17,762	4,561	4,561	4,561	139,234
Catering	1,526	1,396	2,457	2,520	3,379	5,101	2,467	2,357	2,242	2,866	2,869	2,894	32,075
Rent & Rates	0	0	-	1,282	1,282	1,282	1,282	1,282	1,282	1,282	1,282	1,282	11,539
Insurance	2,515	2,515	2,515	2,515	2,515	2,515	3,190	3,190	3,190	3,190	3,190	3,190	34,230
Finance Charges	7,228	12,058	9,419	11,360	11,533	17,473	11,933	12,584	12,193	12,572	12,379	12,634	143,365
Professional Fees	(5,493)	8,489	1,794	- 340	2,665	2,665	2,776	2,776	2,776	2,776	2,776	2,776	26,438
Central Overhead Recovery	17,960	17,960	17,960	17,960	17,960	17,960	17,959	17,959	17,959	17,959	17,959	17,960	215,513
Total Expenditure	172,122	217,677	223,710	240,624	261,569	276,436	243,134	247,403	233,918	237,328	236,063	237,734	2,827,718
Surplus / (Deficit)	4,935	(18,387)	(24,097)	(18,112)	(24,835)	(21,780)	(10,112)	(16,359)	(38,719)	13,271	16,063	16,982	(121,152)

the road to recovery:

2,716

**Learn To Swim
members**

(151% of pre-covid numbers)



3,367

fitness members

(88% of pre-covid numbers)



101.8%

turnover

(September'21 vs September '19)



**staffing, supplier and energy costs
are on the rise – significantly**

recruitment - incredibly challenging

#1

**for recovery of LTS
memberships**

(England)



#3

**for recovery of
Fitness memberships**

(England)



92.5%

turnover

(September'21 actual vs September
'21 budget)



increased marketing

★ MANORS INSTAGRAM PAGE ★

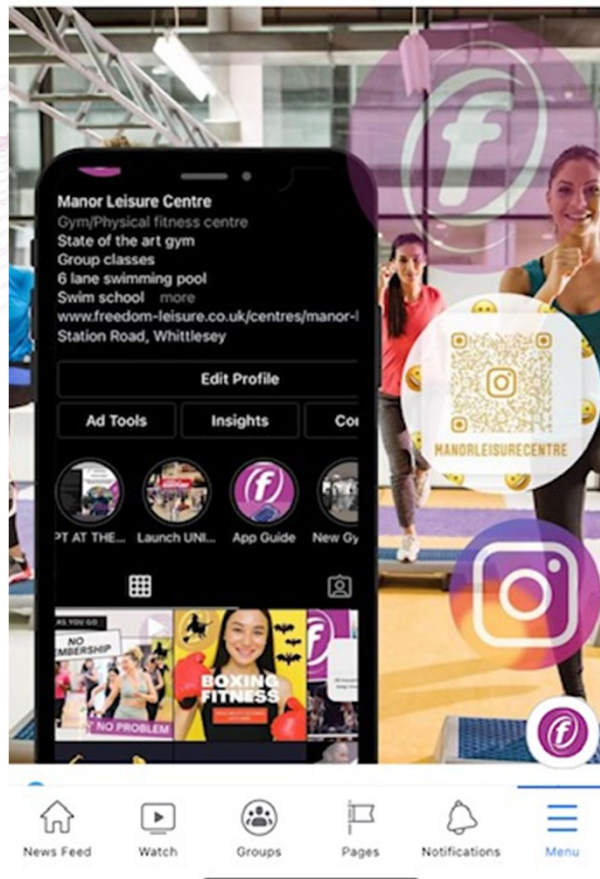
Get involved with us and don't forget to 🙏

❤️ FOLLOW

👍 LIKE

🏷️ TAG YOURSELF

On our Instagram page



STROKE AND STAMINA DEVELOPMENT SESSIONS

20 May

Stroke development and stamina sessions

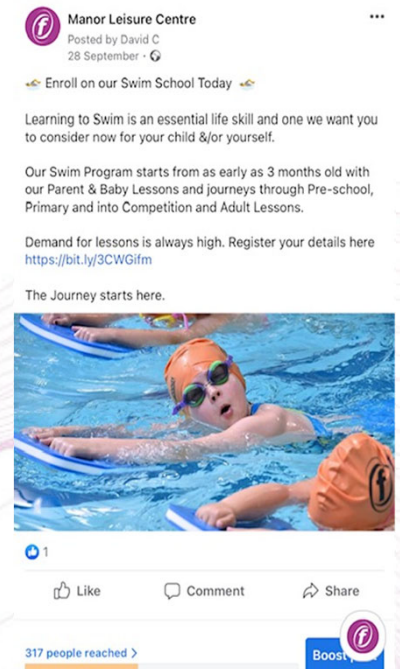
From 9th June we will be running stroke and stamina development sessions every Wednesday at 7pm for 45 minutes.

A guided session of stroke improvement and stamina. An instructor will be on poolside to help with your stroke and stamina.

Equipment can be used under the supervision of the instructor and session plans will be available for the session or tailored made to your specific requirements. Equipment will be available to use or alternatively bring your own to use.

These sessions are pay as you go and will cost £4.15 a session

Book in via our app or give us a call at reception on 01733 942861



wellness within freedomleisure



training and courses

- Resilience training • Stress Awareness
- Mental Health Awareness Training
- Mental Health Awareness Training for Managers
- Managing Anxiety Training • Level 2 Mental Health Training



policies, procedures & HR

- Stress Management Policy
- Equality and Diversity Policy
- Referral to Occupational Health; this includes reviewing work station and environment, completing a health risk assessment



staff shop

- Financial Advice • Online Counselling 247
- Face to face counselling • Legal advice 247
- Family Solutions • Discounts on nutrition and fitness



local healthy living advice

- Discounted Gym Membership
- Expert Physical Activity Advice
- Expert Nutritional Advice



additional advice

- Importance of Exercise • Practice Mindfulness • Improve sleep patterns
- Ask for help • Samaritans - call 116 123 or email jo@samaritans.org

For a list of charity helplines as suggested by NHS for anyone suffering from OCD, Bipolar, Depression and more www.nhs.uk/mental-health/nhs-voluntary-charity-services/charity-and-voluntary-services/get-help-from-mental-health-helplines

resources



freedomleisure
where you matter

post covid recruitment strategies

recruitment continues to be a challenge; we've had to adapt...



recruitment referral bonus scheme

employees can earn between £175 and £500
for referring a lifeguard or swim teacher that is successfully recruited!

Ask at your site for more details on the Recruitment Referral Bonus Scheme and rules

   www.freedom-leisure.co.uk

 **freedomleisure**
where you matter



 **swim school**

Looking for a new career path?

SEQ Level 1 & 2 Swim Teachers

Full training provided!

Speak to a Manager or apply via our website
www.freedom-leisure.co.uk/jobs

Active • Challenging • Fun • Rewarding

 **Swim England**

 **SWIM WALES**
NODD CYMRU

 **freedomleisure**
where you matter

wellness

within freedomleisure
additional information



training and courses

- **resilience training** - This includes discussions around work/life balance, how to make your voice heard and identifying faulty thinking areas that you can fall into.
- **mental health awareness training** - This course identifies mental health illnesses, it provides tools that improve wellbeing, and it encourages staff to talk about mental health and to ask for help if needed.
- **mental health awareness training for managers** - This course helps managers to identify mental health illnesses and how they can support team members.
- **managing anxiety training** - This course provides ideas and practical techniques that can be used straight away to better recognise and manage unease and anxiety.
- **stress awareness** - This course is a guide to identifying, managing and preventing stress inside and outside of the workplace.
- **level 2 mental health training** - this includes identifying poor mental health, providing first aid for those with poor mental health and mindfulness training.

    **freedomleisure**
where you matter

our customers have said

we received some fantastic feedback from our customers.

Friendly, welcoming and thoroughly professional Team at the Chatteris Gym. All have a positive can-do attitude that inspires the members to reach, and even exceed, their goals

There is something for everyone on offer at The Hudson leisure centre, for all ages. From swimming to gym and classes available for people of all ages. Help and support from friendly staff

The Whittlesey Freedom Leisure team are superb. Classes are fun, challenging and well managed. The centre is hub of my fitness regime. Love it..

The swimming instructors for my childrens lessons are all amazing especially Alice. We had been to other places for lessons and they have hated it and not made any progress. It really helps the instructors are in the pool with them to assist.

The staff are fantastic. The customer service is second to none. The classes, pool, equipment and all facilities are excellent. The membership is excellent value for money

This place been life saver for lot of us. To see people socialise . I had covid March 2020 and now have problems with lungs so I swim religiously feel so much better for it the staff are great so friendly it's lovely to see people else would see no one also gym classes great instructors lovely like I say this place been life saver for lot of people of all ages and brought a lot of people together

For myself I lack self and body confidence ...but all the team have and still are helping me over come this .They see always happy to help and advise

We have a boy and girl 11 and 14 the boy had a brain tumour at 6 and few operations since he has been in a wheel chair recently and we are always well looked after by the staff

Professional staff, great facilities and very clean. I joined to rehab after a bad horse riding accident where I broke 3 bones and had to have an operation to fix one of them. James gave me a program and helped me immensely, saving me so much money on physiotherapy bills I had been paying. Thank you James. I still average 3 visits to the gym each week, am back caring for and riding my horse, walking my dogs and am able to 'live life' again. Thank you James and Freedom Leisure

some highlights

Hudson:

kickstart scheme - two members of staff taken on through the scheme. Both now completing the next NPLQ course.

Apprentice schemes - Two members of staff completing level 2 leisure team member apprentice, one completing level 3 duty manager apprentice, and one completing level 3 personal trainer.

Ante and pre-natal training being completed by a member of staff next spring, to introduce something else to the centre, and with Active fenland in the community.

George Campbell:

new pool party slots on weekends that include inflatable session

new and very popular “Movers & Groovers”

introduction of blue light membership (thanks NHS)

Chatteris:

summer boot-camp held – very well attended; future group sessions planned. Plus seminars/nutrition chats

Well attended Enerjetix sessions; we’ve put more on to meet demand

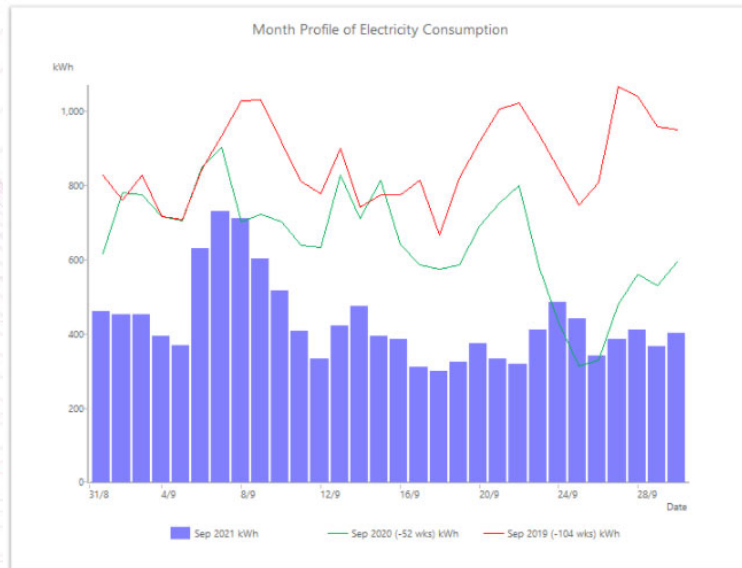
Manor:

restarted rehabilitation phase IV classes, mature mover classes, pilates and new groove it dance class to our studio time table.

reconnected with local GP surgeries to promote exercise referral scheme

worked in partnership with local secondary school to help children to stay active, 50 children booked on first session

energy efficiency:



new role

**Group Sustainability
& Environmental
Manager**

visiting Fenland 18th nov

8,342kWh

saved

enough to power an electric car
around the world 1.2 times



we have news



20th Anniversary

an updated **Business Strategy** that reflects the opportunities we have to make an even greater impact in the future and continue “Improving lives through leisure”

Promotions

Bernadette Gipson: contract manager

Warren Staite: regional aquatics development

Dan Palframan: regional manager