



**FENLAND DISTRICT COUNCIL
ANNUAL REPORT
2016/17**

CONTENTS

INTRODUCTION: by the Leader of the Council and Chief Executive	Page 1
FENLAND'S COUNCILLORS	Page 2-3
MONEY MATTERS	Page 4-5
ACHIEVEMENTS - COMMUNITIES	Page 6-7
ACHIEVEMENTS - ENVIRONMENT	Page 8-9
ACHIEVEMENTS - ECONOMY	Page 10-11
ACHIEVEMENTS - QUALITY ORGANISATION	Page 12-13



INTRODUCTION: by the Leader of the Council and Chief Executive

Welcome to Fenland District Council's Annual Report for 2016/17.

This report explains how we've worked with residents, partners and community groups over the past year to achieve the priorities in our Business Plan. Our priorities focus on our communities, our environment and our economy.

Efficiencies

The Council continues to be challenged by significant budget cuts, which we have managed through our proactive Comprehensive Spending Review (CSR) programme. This programme has enabled members to determine which savings projects to pursue and has enabled us to deliver a balanced budget for 2016/17. Since 2010, we have saved £9million and from now until 2021 we are required to identify an additional £1.54 million of savings. This has led to difficult decisions, which included introducing our Garden Waste subscription service and agreeing to procure a management partner for our four leisure centres.

We continue to challenge ourselves to meet quality standards, which include Customer Service Excellence (CSE) and Investors in People (IiP) reaccreditations to ensure we continue to prioritise our people centred approach. We have also been recognised at the Local Government Chronicle (LGC) Awards through being shortlisted in the Efficiency category.

We continue to make public sector resources go further. We work in partnership with other authorities to deliver our Revenues and Benefits (ARP), Planning (Peterborough City Council), Building Control (CNC), Internal Audit (Kings Lynn and West Norfolk) and Payroll (Bedford Borough Council) services. This has enabled us to deliver savings and maintain quality services. This will also support the Council to be self-sufficient in the future.

A changing landscape

We must plan for our growing future population and tackle the pockets of deprivation that still exist in our district.

Becoming part of the Cambridgeshire and Peterborough Combined Authority will create new and exciting opportunities, with over £270million of investment devolved to the local level. This will give local people greater control over important issues such as housing, infrastructure, transport and employment. We have also been successful at securing external funding including;

- £224,000 from Homes and Community Agency to progress the Wisbech Garden Town proposal to deliver up to 12,000 additional homes.
- £736,000 Homelessness funding across Cambridgeshire and Peterborough.

This is in addition to £2.1 million funding secured for Wisbech High Street.

Looking to the future

Despite the challenges we face, our Annual Report shows just some of the work we do to make the district a happy, safe and prosperous place to live. We will continue to use our resources to the best of our ability to improve the quality of life for local people.



Cllr John Clark
Leader of the Council



Paul Medd
Chief Executive

FENLAND COUNCILLORS

Fenland District Council is made up of 39 Councillors, representing 24 wards.

Councillors are elected every four years by local residents to represent their area, make decisions and set priorities for the district.

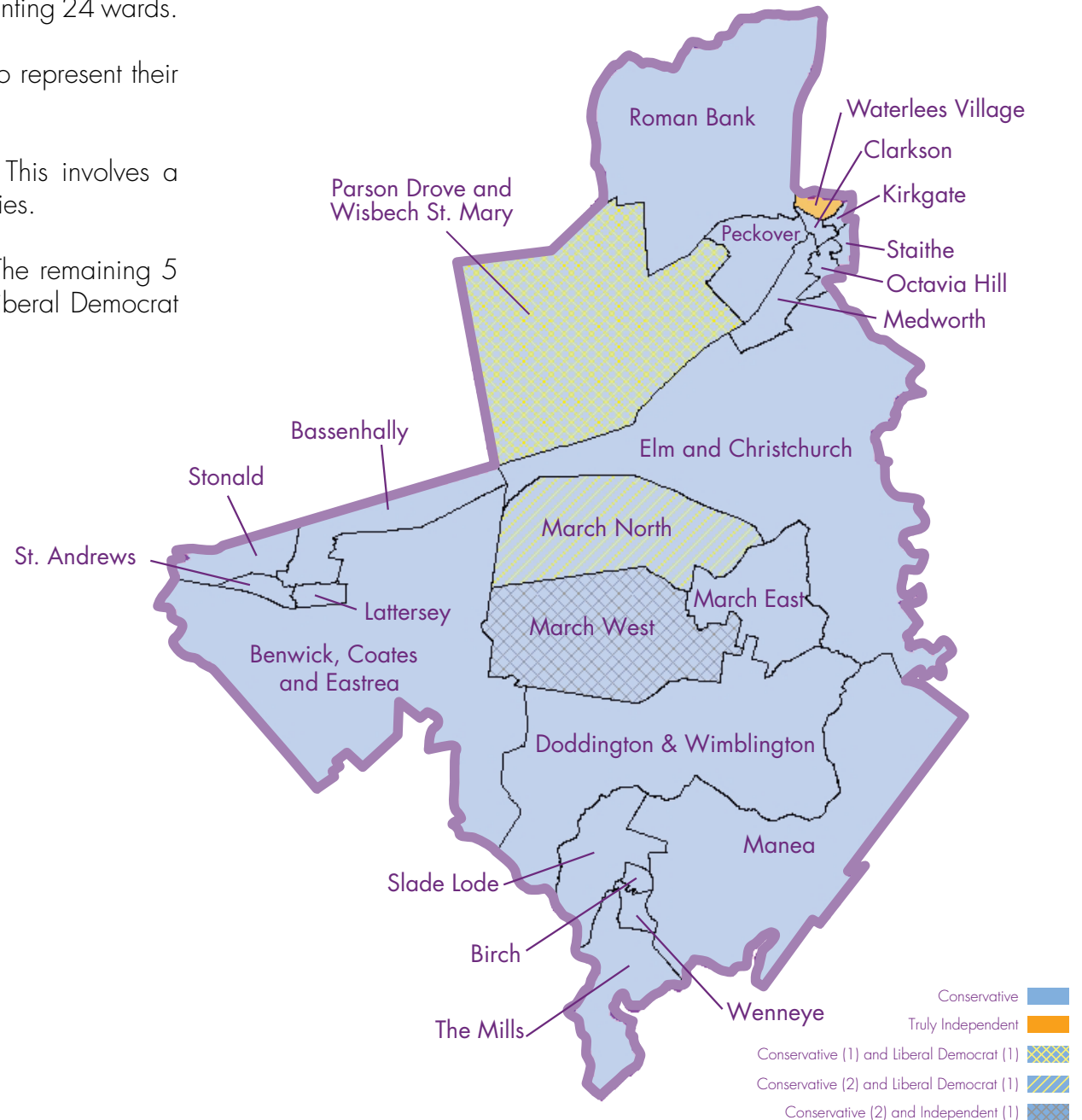
We operate a Leader and Cabinet style of governance. This involves a Cabinet of 9 Councillors, each holding specific responsibilities.

The Conservative group holds the majority with 34 seats. The remaining 5 seats are made up of 2 Truly Independent Councillors, 2 Liberal Democrat Councillors and 1 Independent Councillor.

The Leader of the Council is



John Clark
Conservative
March East

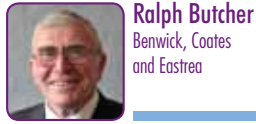


FENLAND COUNCILLORS

Cabinet



John Clark
March East



Ralph Butcher
Benwick, Coates
and Eastrea



Mike Cornwell
March North



Simon King
Octavia Hill (Wisbech)



Peter Murphy
Wenneye (Chatteris)



Michelle Tanfield
Elm and Christchurch



David Oliver
Peckover (Wisbech)



Chris Seaton
Roman Bank
(Wisbech)



Will Sutton
Elm and Christchurch

Other Councillors



Alex Miscandlon
Benwick, Coates
and Eastrea



David Green
Birch
(Chatteris)



Anne Hay
The Mills
(Chatteris)



Florence Newell
Slade Lode
(Chatteris)



David Connor
Doddington and
Wimblington



Maureen Davis
Doddington and
Wimblington



Mark Buckton
Manea



Steve Count
March North



Stephen Court
March North



Andrew Pugh
March East



Fred Yeulett
March East



Jan French
March West



Kit Owen
March West



Rob Skoulding
March West



Sarah Bligh
Parson Drive and
Wisbech St Mary



Gavin Booth
Parson Drive and
Wisbech St Mary



Chris Boden
Bassenhally
(Whittlesey)



Kay Mayor
Bassenhally
(Whittlesey)



Steve Garratt
Lattersey
(Whittlesey)



David Mason
St Andrews
(Whittlesey)



Dee Laws
Stonald
(Whittlesey)



Carol Cox
Clarkson
(Wisbech)



Samantha Hoy
Octavia Hill
(Wisbech)



Gary Tibbs
Kirkgate
(Wisbech)



Steve Tierney
Medworth
(Wisbech)



Sam Clark
Roman Bank
(Wisbech)



Michael Humphrey
Roman Bank
(Wisbech)



David Hodgson
Staithe
(Wisbech)



Virginia Bucknor
Waterlees Village
(Wisbech)



Michael Bucknor
Waterlees Village
(Wisbech)

- Conservative
- Liberal Democrat
- Truly Independent
- Independent

MONEY MATTERS

This section provides information about Council finances over the past year and about our financial plans for 2017/18.

Where your Council Tax goes

In 2016/17, a typical Band D Council Tax bill was £1,708.98 (including Parish amounts). In 2017/18, this increased to £1,743.75.

The Council Tax bills paid by Fenland residents are made up of amounts of each of the following authorities:

Council Tax	2016/17	2017/18
Fenland District Council	£250.47	£255.42
Cambridgeshire County Council	£1,167.12	£1,190.43
Cambridgeshire Police and Crime Commissioner	£181.35	£186.75
Cambridgeshire & Peterborough Fire Authority	£65.52	£66.78
Parishes (average)	£42.72	£44.37

The above figures relate to a Band D property. However, the average property band in Fenland is a Band B. This means that the average Council Tax paid per property in Fenland was £1,100.54 in 2016/17 and will be £1,133.23 in 2017/18.

Our income

Our share of the Council Tax was £7.2 million in 2016/17, and is estimated to be £7.4 million in 2017/18. This is supplemented by income from other sources.

Income Source	Actual 2016/17	Estimate 2017/18
Council Tax	£7.2m	£7.4m
Government Revenue Support Grant	£1.7m	£0.9m
Share of Business Rates	£4.7m	£4.4m
Specific Government Grant	£33m	£32.4m
Other Grants	£1.1m	£0.5m
Fees, Charges and Rents	£8.1m	£8.6m
Investment Interest	£0.1m	£0.1m
Total Income	£55.9m	£54.3m

In 2016/17 our gross expenditure was £55.9 million. After taking into account income from specific government grants, other grants, fees and charges and investment interest, our net expenditure was £13.6 million. This amount is funded by council tax, revenue support grants and business rates.

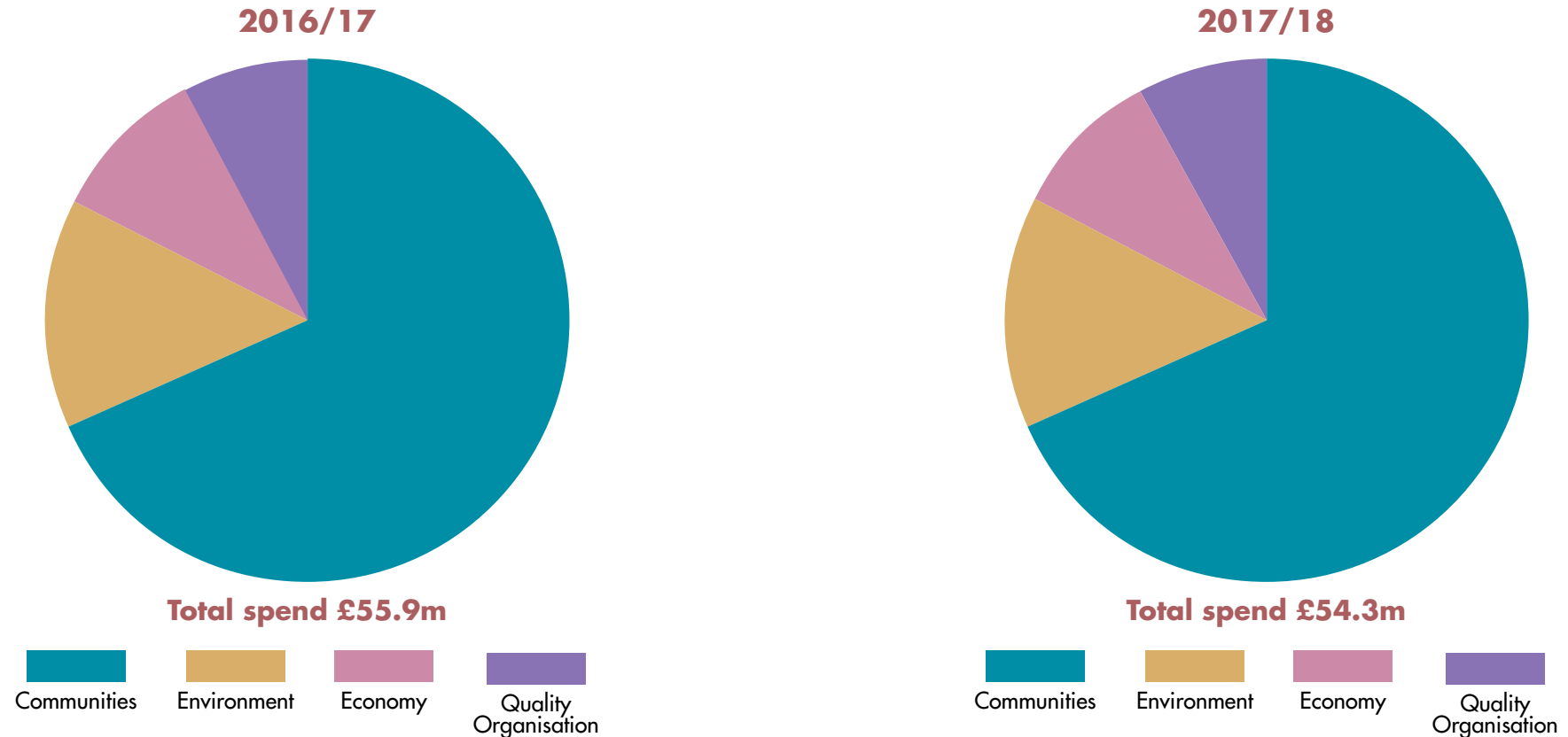
The corresponding figures for 2017/18 are estimated as gross expenditure of £54.3 million and net expenditure of 12.7 million.

MONEY MATTERS

How we allocate money

In 2016/17 our gross expenditure was £55.9 million and our net expenditure was £13.6 million. For 2017/18 it is estimated our gross expenditure will be £54.3 million and our net expenditure £12.7 million.

The pie charts below show how we allocate our budget on our services. More information can be found in our Business Plan.



Making savings

Like other local authorities, we continue to face significant financial challenges. Since 2010, we have delivered £9 million of savings.

We will continue to try and protect the services that are valued the most by our residents. Our services are regularly reviewed to ensure they are operating as effectively as possible.

ACHIEVEMENTS - COMMUNITIES

Support vulnerable members of our community

- Customers were supported to stay in their homes with Housing Benefit and Council Tax support. The national 'benefit cap' (where housing benefit is deducted if benefit income exceeds limits) came into force, impacting 170 Fenland households. Residents were helped with this transition, with advice given to support them to manage their finances, and signposted to the Discretionary Housing Fund.
- We continue to tackle unacceptable living conditions. 80 Houses in Multiple Occupation (HMOs) were inspected and 125 complaints investigated from tenants in private rented homes. This resulted in serious health and safety failings being put right including lack of smoke alarms, unsafe electrics and gas safety.
- Our Housing Options team also offered valuable advice to 1,580 other households, with a 100% satisfaction rate of those asked. Last year our Housing team prevented 106 families from becoming homeless. Funding from Government will support the Homelessness 'Trailblazer' project across Cambridgeshire and Peterborough. This aims to prevent homelessness, support landlords to maintain tenancies, increase the supply of private rented accommodation for homeless households and to improve online debt advice.
- Over 90 people were supported to get back into work at Community House. Through funding from the Department of Work and Pensions, a referral service has supported residents to improve employability skills, access training, voluntary work and move from welfare into employment. The scheme will be continued over the next year with funding support from Clarion Housing.

Support our ageing population and young people

- A record 450 people attended our Golden Age events. Designed for residents over 60, attendees benefitted from practical advice from a range

of partner organisations. This included benefit advice from our 'Fenland Ferret', electric blanket checks and chair-based exercise sessions. There was a 100% satisfaction rate with the events.

- The East Cambridgeshire and Fenland Children and Young People Partnership aims to identify and meet local needs for children's services. Their areas of focus include mental health, preventing young people from becoming 'NEET' (Not in Education, Employment or Training) and supporting migrant communities. The partnership has used intelligence from research and trial projects to develop and commission effective support services.
- Over 220 people packed the Wisbech St Mary community centre for the Pride in Fenland Awards. Run in partnership with the Fenland Citizen, the awards recognise the selfless volunteers that help local people. Over 35 people were nominated, with the judges selecting overall winners of five categories. These included Good Neighbour, Community Volunteer, Young Person of the Year, Group/Club/Organisation and the Judges' special award.

Promote Health and Wellbeing

- There were over 904,000 visits to our New Vision Fitness Centres, with an 86% satisfaction rate with the service. Exercise classes attracted 63,140 attendees and our soft play areas have been visited 18,897 times by children. The introduction of a new mobile phone app, alongside the redesign of the New Vision Fitness website, has contributed to the increased popularity of the centres. Customers can now easily set up a membership and book or cancel classes at the click of a button. The RE:FIT scheme is also making facilities more energy efficient.

Find out about our fantastic fitness facilities at www.newvisionfitness.co.uk

ACHIEVEMENTS - COMMUNITIES

- The Active Fenland project had a successful first year. Designed to get people active, regardless of age or ability, 3,500 people attended sessions delivered by the scheme, including walking football, badminton, table tennis and indoor bowls. Funded by Sport England, the project will continue over the next year to encourage more people to get involved.
- We adapted 149 homes, helping vulnerable and disabled residents to stay living independently by reducing the risk of slips and falls. 125 households were supported by the Healthy Homes and Cambridgeshire Handy Person scheme. By undertaking small home improvements (such as installing grab rails and moving furniture), residents were helped to leave hospital earlier and stay in their own home.
- The Action on Energy project supported poorly-insulated and low income properties to keep warm. Over two years, 220 energy saving measures have been installed in Fenland homes, equating to £670,000 of financial benefit. Fenland also joined a new 'collective switching' energy scheme. This gives local households the opportunity to save up to £300 by switching energy providers.



Children had great fun on the inflatable equipment as part of the 'Big Splash' events that took place in the Hudson, Manor and George Campbell leisure centre.

Could you heat your home for less? Find out by visiting:
www.fenland.gov.uk/energyswitch

- Wisbech was one of 33 areas accepted nationally to participate in the Phase 2 Home Office Local Alcohol Action Area programme. This aims to tackle street drinking, reduce inappropriate alcohol sales and prevent related anti-social behaviour. Working closely with existing community forums such as PubWatch and ShopWatch, progress has been made in identifying street drinkers and making referrals to support services. There has also been an alcohol abuse awareness campaign in the wider community.

Description	Target 2016/17	Performance	Variance
Days taken to process Council Tax Support – new claims and changes	8 days	7.1 days	12%
Days taken to process Housing Benefit – new claims and changes	8 days	5.8 days	27%
Number of private rented properties where positive interventions are taken to address safety and cohesion issues	200	205	3%
% of attendees satisfied with Golden Age Events	96%	100%	4%
Number of paid customer visits to our leisure centres	837,588	904,252	8%
% of those asked who are satisfied with FDC leisure centres	82%	87%	5%

Key:

On or above target (<-4%)
 Nearly on target (-5% to -9%)
 Below target (>-10%)

ACHIEVEMENTS - ENVIRONMENT

Deliver a high performing refuse, recycling and street cleansing service

- We made over 3.4million bin collections across the district, in all weathers. Our customers recycled just over half of their household waste, with 8,800 tonnes of dry recycling collected (including paper, plastic, glass and cans) from blue bins.
- Over 18,000 households have signed up to our new Garden Waste (Brown Bin) subscription service, which launched in April 2017. Although initially funded by a one-off government grant, our old service was costing £700,000 a year to provide. Introducing a charge is making the service self-funding in times of austerity, with the residents who want to use the service funding it.

Find out more information about our new service at
www.fenland.gov.uk/gardenwaste

- Our Cleansing and Rapid Response team continue to provide an excellent seven day street sweeping and litter picking service across Fenland, responding to over 1,600 requests. Last year they cleaned over 11,290 miles of streets and 210 million square metres of town centres and open spaces. 98% of inspected areas met our cleansing standards first time.

Work with partners and the community on projects to improve the environment and our streetscene

- Our Street Scene team spent 4,110 hours on patrol. Working closely with the public, community groups, businesses, town and parish councils and the police, the team tackled a variety of environmental and anti-social behaviour problems, including dog-fouling, littering and illegal parking. Introducing new Dog Control orders, supported by public consultation, will allow the Council to continue to tackle dog fouling by issuing Fixed Penalty Notices.

- ISS World continues to deliver our Grounds Maintenance contract; keeping our open spaces tidy whilst delivering savings of over £140,000 a year. The dedication of local volunteers and partners in our parks was recognised by the Anglia in Bloom competition. Chatteris, Parson Drove, Benwick, Whittlesey, March and Wisbech General Cemeteries all won awards, with Wisbech winning Gold again for the ninth year running.
- We worked with 20 groups of volunteers including Street Pride, Friends of groups and In Bloom to make Fenland a cleaner, greener and safer place to live; supporting 212 events. Many groups took part in the Keep Britain Tidy Campaign (Clean for the Queen) by holding litter picks, also supported by a number of schools. Chatteris In Bloom made a train planter in memory of a member who sadly passed away in 2014. This received high praise, with over 70 people attending the unveiling of the planter.
- Working with community groups, we continue to support popular local events including the Chatteris Mid-Summer Festival, March St. George's Fayre, Whittlesey Festival and Wisbech Christmas Market. A record number of stall bookings were received for the Christmas Markets, with 96% of surveyed attendees planning on returning in future years. The development of the 'Supporting Communities to Celebrate' guide has also provided valuable information to local event organisers.

Local traders can book a pitch online by visiting:
www.fenland.gov.uk/eventbooking

- We were successful in our second-stage Townscape bid which saw the Heritage Lottery Fund award £2.1million to the Wisbech High Street Project. This will restore the buildings and facades on the street, raise the profile of the town's heritage and educate local people about its history. Detailed plans are underway to restore Number 24 (which is currently derelict and known as "the gap"). A website is being developed to keep local people informed about the project's progress.

ACHIEVEMENTS - ENVIRONMENT

Work with partners to keep people safe in their neighbourhoods by reducing crime and anti-social behaviour, and promoting social cohesion

- Our CCTV service recorded over 2,300 incidents of crime and disorder, providing valuable evidence to help the police to tackle violence, theft and anti-social behaviour. The business community also made a valuable contribution to crime reduction by sharing intelligence through forums such as PubWatch and the online SIRCS (Secure Incident Reporting and Community Engagement) System, with over 520 reports made.
- The Fenland Community Safety Partnership aims to reduce crime, anti-social behaviour and the fear of crime. Working with Cambridgeshire County Council, Cambridgeshire Constabulary, the Fire Service, NHS and the Probation Service, a variety of projects are being undertaken to tackle emerging issues. These have included 'Safety Zone' events, with nearly 1,000 primary school students being advised on how to stay safe in dangerous situations. A multi-lingual campaign was launched to raise



Thousands of people enjoyed this year's St George's Fayre, with attractions including a Spitfire flypast and Water Zorbing

awareness of the signs and encourage the reporting of Modern Day Slavery and exploitation. A Community Contact Point was also trialled in 27 locations including supermarkets, village halls and libraries. This enabled the police and Council to engage with over 1,000 members of the public. A survey was undertaken in which 96% of respondents said they either felt safe or very safe where they lived.

- The Diverse Communities Forum helps us to ensure that strategies, policies and practices are designed with the varied needs of the community in mind. A key focus on celebrating Black History, Faith, Lesbian Gay Bisexual Transgender and Traveller History months highlighted not only the value of partnership work being undertaken to build a cohesive society, but also its positive impact on reducing local tensions within the community.

Description	Target 2016/17	Performance	Variance
Rapid or Village response requests actioned same or next day	90%	94%	4%
% of inspected streets meeting our cleansing standards (including graffiti and flyposting)	90%	98%	8%
% of collected household waste diverted from landfill	51%	52%	1%
Customer satisfaction with Refuse and Recycling services	90%	100%	10%
Street Pride and Friends Of community environmental events supported	204	208	2%
Local Businesses supported and treated fairly	90%	100%	10%
% of those asked who are satisfied with events	90%	96%	6%
% of those asked who are satisfied with horticultural/gardening services in FDC's open spaces	82%	87%	5%

Key:



On or above target (<=4%)



Nearly on target (-5% to -9%)



Below target (>10%)

ACHIEVEMENTS - ECONOMY

Attract new businesses and jobs, and support existing businesses in Fenland

- Last year we helped nearly 1,350 businesses pay lower rates (and in some cases no rates at all) by awarding Small Business Rate relief.
- Our business premises (including the South Fens Business Centre in Chatteris and the Boathouse in Wisbech) continue to provide popular 'start up' facilities and excellent conference facilities, with total occupancy at 88% across the business premises estate. South Fens Enterprise Park reached 100% occupation in September 2016, the first time since completion. 92% of customers surveyed were very satisfied with our business centres and conference facilities.
- We are working with Opportunity Peterborough to deliver an Economic Development Action Plan in Fenland. This aims to attract funding and investment, improve links between schools and businesses, support the roll out of superfast broadband and advise local businesses. The new 'Fenland for Business' website launched in January 2017, with useful information also provided through its associated social media accounts (with over 500 followers) and monthly newsletter (sent to 650+ businesses). Business networking events in Wisbech and Chatteris have also proven popular, with guest speakers offering tailored support.

See what support is available for your organisation at:
www.fenlandforbusiness.co.uk

- The £50million Nene Waterfront development in Wisbech continues to bring land back into use. 24 social houses on Lot 3 (the former gas works site) have welcomed new tenants, with development advancing on the remaining 46 dwellings. Development options are now being considered for the remaining 2 Lots.

Promote Fenland as a tourism and visitor destination

- The Fenland Tourism Partnership continues to build a tourism brand and encourage visitors to holiday in the Cambridgeshire Fens. The Partnership joined forces with 'The Fens' magazine, using a monthly page to promote seasonal activities. Followers are also increasing on social media channels, with 1,100 on Twitter and 585 on Facebook. A new website has been launched to generate more interest in visiting Fenland.

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

- The fourth Wisbech 2020 Summit took place, providing an update on the projects that are taking place to make the town a better place to live, work and visit. Following consultation workshops, feedback was used to refresh the four key themes of the project: skills and education, health wellbeing and cohesion, business and economy and infrastructure, growth and the built environment. Residents also gave feedback as to what they would like to see as part of a Wisbech Garden Town.
- In March, Sajid Javid (Secretary of State for Communities and Local Government) visited Wisbech to sign the official Devolution agreement for Cambridgeshire and Peterborough. A 'Combined Authority' has been set up to manage the £270million investment that has been devolved to a local level. Part of the investment will be used to tackle important housing, infrastructure, transport and employment issues in Fenland and could help develop a Wisbech Garden Town.

Find out about the new Cambridgeshire and Peterborough
Combined Authority at www.cambspboroca.org

- Our planning service received more planning applications in 2016/17 than in the previous two years, demonstrating improved economic confidence in the district. Nearly 550 homes have been given planning permission to be built on the larger sites in the district, which will deliver much needed homes to both existing residents and people wanting to move to the area.

ACHIEVEMENTS - ECONOMY

- We have established a self and custom build register which will be used to help ensure that there are enough plots available to meet demand from individuals and groups wanting to build their own homes. In addition, planning permission for major commercial developments has been given including; 23 industrial units in Whittlesey, expansion of a warehousing and storage facility near Thorney and a retail park in March.
- We received more than 400 reports of unauthorised development during the year (a big increase compared to previous years) and investigated and closed some 360 of them.
- An exciting year ahead looks likely with the potential availability of funds to unlock stalled development sites including affordable housing sites, the production of registers of brownfield sites aimed at bringing more land into development and funding for transportation infrastructure improvements.
- The Hereward Community Rail Partnership awarded £395,000 of funding for a detailed engineering study surrounding proposed improvements to Whittlesea and Manea railway stations. This would see a lengthening of platforms and a footbridge installed at Manea. The announcement of the continued Greater Anglia franchise will also bring station facility improvements, along with an hourly Ipswich to Peterborough service stopping at Manea, March and Whittlesea from December 2019.
- Nearly 17,000 journeys were taken through our Dial-A-Ride scheme. This offers residents who have a Cambridgeshire Bus Pass and a membership to the scheme, free travel with a local community transport organisation. A new pilot bus service in Wisbech has also been set up, providing access to Tesco and businesses on Cromwell Road. This replaces the Tesco 66 service that was withdrawn by Stagecoach last year. The route was developed using consultation feedback and will be delivered by local community transport provider FACT.



Local businesses networking at the Boathouse in Wisbech as part of the 'link4business' event

Description	Target 2016/17	Performance	Variance
Economy			
Number of new affordable homes	75	169	125%
% of major planning applications determined in 13 weeks	75%	90%	15%
% of minor applications determined in 8 weeks	80%	90%	10%
% of other applications determined in 8 weeks	90%	97%	7%
% occupancy of Business Premises Estate	82%	88%	6%
% of customers satisfied with our Business Estates	90%	92%	2%
% occupancy of Wisbech Yacht Harbour	85%	95%	10%

Key:



On or above target (<4%)



Nearly on target (-5% to -9%)



Below target (>10%)

ACHIEVEMENTS - QUALITY ORGANISATION

- We collected over £48.6million of Council Tax and £25.3million in Business Rates income. This plays a major part in funding key services we provide to the community, as well as the share we pass on to the Police, Fire Service, County and Parish Councils. (See the 'Money Matters' section for more information)
- Residents are increasingly choosing to access Council services through our website, which had over 500,000 hits last year. The 40% of customers who access it via their smartphone or tablet have particularly benefitted from its new 'responsive' layout, ensuring it displays clearly on all devices. This, alongside improved content, has resulted in an improved 2* SOCITM website rating. Customers also have more options to self-serve with over 50 online forms available.

Do it online at www.fenland.gov.uk

- We continue to promote Council news and services on our social media channels. They are significantly increasing in popularity, with a 48% increase of followers on Facebook (to 1,070) and 10% on Twitter (to 7,600) in a year. Our accounts are proving to be a useful platform to signpost residents to partner services and local community events.
- We were reaccredited with Customer Service Excellence (CSE) and Investors in People (IiP) awards last year. CSE is a Government standard that recognises the high quality, customer focused services we provide. IiP evaluates how well we support our workforce and give them the skills they need. Both our accreditations have been held for a number of years.

"The organisation has risen to the [efficiency] challenge and is becoming more streamlined and efficient in many areas, with improved cross-team working and better joined up thinking." IiP assessor, 2016

- We helped 71,000 customers with queries regarding our services at our two Community Hubs and two Fenland @ your service shops. As well as taking payments for Council services, we helped customers with their questions about waste collection, housing, Council Tax and Benefits. 95% of customers were satisfied with the service they received.
- We submitted our Efficiency Plan to the Department of Communities and Local Government (DCLG). This explains how we will sustainably deliver the required savings and a balanced budget until 2019/20. Projects delivered as part of our Comprehensive Spending Review (CSR) aim to release capacity, share resources with partners and maximise commercial income. Projects this year include the introduction of our self-funding Garden Waste service, entering a shared payroll function with Bedford Borough Council and investigating the management of our Leisure Centres by a third party provider.
- We continue to consult with residents and partners about Council proposals. This year, topics have included the Wisbech 2020 Vision, our Business Plan, our Council Tax support scheme, Garden Waste Service and the Wisbech Bus Service project. Feedback has been valuable in shaping services and understanding the priorities of local people.

Have your say on Council proposals at www.fenland.gov.uk/consultations

- Well managed businesses make Fenland a safer place to live, work and socialise. Around 800 licensing applications were processed last year to permit activities such as taxi driving, selling alcohol and processing scrap metal. Other teams within the Council, such as Environmental Health, are now trained to undertake licensing activities, which supports continuity of service during particularly busy times, improving customer service.

ACHIEVEMENTS - QUALITY ORGANISATION

- Our Environmental Health team visited more than 400 businesses to provide guidance, support and assessment for regulatory compliance. The outcome of the work has seen more than 450, 5 star food hygiene rated businesses in the district, and over 400 food business inspections have taken place.
- The team have also consulted on over 700 planning consultations with a 10% increase on the previous year and responded to over 1,300 requests of service from residents, a 16% increase from the previous year.
- Our elections team work hard to allow everyone to exercise their right to vote. They ran 2 by-elections last year, the Police and Crime Commissioner Election and the EU Referendum. We continue to support electors to be added to the register with just over 7000 registration applications processed last year. 10,700 properties were also visited as part of the Annual Canvass process to make sure their details were up to date.

- Our independent external auditors concluded that the Council 'gives good value for money' in our Annual Audit Letter. They highlighted we have good arrangements in place to secure value for money in our use of resources and have a robust plan to address our medium term financial strategy. This puts us in a good position going forward.

"Fenland District Council provides good value for money and has a "robust plan" in place for managing its finances over the next four years"



Consulting on Wisbech Market Place about how to make the town better as part of the 2020 Vision

Description	Target 2016/17	Performance	Variance
Customers - % queries resolved at first point of contact	85%	94%	9%
% of customers satisfied with service at the Shops/Hubs	95%	97%	2%
% of customers satisfied with service from the Contact Centre	95%	97%	2%
% of contact centre calls answered within 20 seconds	70%	66%	-4%
% of contact centre calls handled	90%	87%	-3%
% of Council Tax collected	97%	97%	0%
% of NNDR collected	98%	98.5%	0%
Number of visits to the FDC website	424,996	501,625	18%
% of staff that feel proud to work for FDC	80%	82%	2%

Key:



On or above target (<-4%)



Nearly on target (-5% to -9%)



Below target (>-10%)



Fenland District Council

Fenland District Council, Fenland Hall, County Road, March, Cambridgeshire, PE15 8NQ

Tel: 01354 654321 Email: info@fenland.gov.uk Web: www.fenland.gov.uk