

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

November 2014

Cabinet Members



**Councillor
John Clark**
Leader of the Council



**Councillor
Ralph Butcher**
Cabinet Member



**Councillor
Mike Cornwell**
Cabinet Member



**Councillor
Peter Murphy**
Cabinet Member



**Councillor
David Oliver**
Cabinet Member



**Councillor
Chris Seaton**
Cabinet Member



**Councillor
Will Sutton**
Cabinet Member



**Councillor
Michelle Tanfield**
Cabinet Member



**Councillor
Fred Yeulett**
Cabinet Member

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support vulnerable members of our community

Corporate Plan Action: Support residents to claim the benefits they are entitled to and process applications quickly through our shared service with Anglia Revenues Partnership (ARP)

Corporate Plan Action: Respond to changing government policy regarding the processing of housing benefits applications

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
LPI RACS1 Average number of days taken to process new claims for benefit	20	15.75	14.46	-5.54 (negative here means better than target)
LPI RACS2 Average number of days taken to process benefit changes	10	5.57	5.92	-4.08 (negative here means better than target)
LPI RACS10 Average number of days taken to process benefits new claims and changes overall	15	7.00	7.05	-7.95 (negative here means better than target)
<p>Fenland's new claims and changes in circumstance performance continues to hold up very well. The improvement is illustrated by contrasting with the same point last year when new claims were at 24 days and 9 days for changes.</p> <p>During October, the DWP Right Time Information (RTI) data matching initiative went live. Fenland handled this successfully for all of the authorities in the West of the partnership, thus ensuring Local Authority error caused by delay was minimised. This was Fenland's first experience of assessing benefits on behalf of partners.</p> <p>Fenland's 2013/14 subsidy audit continues and is on track to be completed by the end of November.</p>				

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support vulnerable members of our community

Corporate Plan Action: Deliver the Homelessness Strategy and our statutory housing duties

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of households prevented from being homeless	115	2	39	76
<p>At the end of October 2014 the Council had prevented 39 households from becoming homeless. These households are from all around the Fenland area. The preventions are carried out in various ways which include mediation, rent deposits, home visits with Roddons, CAB court desk which is funded by the Council and also reconnections for those who wish to return to their own countries.</p>				

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of households accepted as homeless (eligible, unintentional and in priority need)	90	8	48	42
<p>At the end of October 2014 the Council had accepted a duty to house 48 families who had becoming homeless unintentionally. 17 families were from Wisbech, 13 from March, 7 from Chatteris, 1 from Whittlesey and 10 from other villages.</p>				

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
Total number of privately rented sector homes where positive action has been taken	350	39	156	-194
<p>By the end of October 2014, The Council has inspected 75 separate Houses in Multiple Occupation (HMOs). All required actions to remedy identified health and safety related faults and failings (eg lack of smoke alarms, unsafe electrics, gas safety checks etc).</p> <p>The Council has also investigated 81 complaints from tenants occupying privately rented accommodation in the same period. Council Officers intervene to remove</p>				

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:

	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>
Wisbech	72	41
March	2	14
Chatteris	1	9
Whittlesey	0	6
Other villages	0	11

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support our ageing population and young people

Corporate Plan Action: *Deliver a programme of Golden Age events, encouraging a range of partners to support the programme and its development*

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of people who attend the Golden Age events	565	30	310	-255

During the last Golden Age "Silver Sunday" event the Golden Age Team carried out activities which included the following; 138 blood pressure checks, gave out 10 electric blankets and made 18 community navigator referrals.

There have been 5 events during this year thus far with another 4 already planned to promote Golden Age Activities.

What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned October 14	No of customers satisfied October 14	% 14/15	Variance
Customer satisfaction with Golden Age events	90%	90%	22	100%	100%	+10%

The Golden Age Team are constantly assessing the attendees to their events to ensure that they meet with the standards and requirements of the people who access their service.

The current combined satisfaction levels are 100%.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support our ageing population and young people

Corporate Plan Action: *Maintain our commitment to engaging with young people and raising their awareness of democratic processes, through the Youth District Council and events such as Democracy Day*

(Description)	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of YDC meetings	6	0	3	3

Democracy Day was held on 23rd October with nearly 50 year 10 students from 3 secondary schools attending. Feedback from students, teachers and other participants was extremely positive with 92% of students indicating that they enjoyed the event and learnt about how they can make a difference through the democratic process. The YDC also received some positive publicity through local media from Estover Ladies Under 18 Football Team who were successful in a grant application which paid for a new kit for season 14/15.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support our ageing population and young people

Corporate Plan Action: *Work in partnership with the Children’s Trust and Fenland & East Cambs Children’s and Young People Partnership to improve life chances for children and young people*

Description	Action	Achieved
Performance Measure		
Number of residents signed up to Free School Meals as a result of this work	To remove barriers to reduce the number of families who should be signed up for Free School Meals but have not done so.	In progress

In April 14 the new list of households who should receive Free School Meals but are not doing so was generated by FDC. Of the 466 households from August 13, 128 households are now not on the list (27%). Despite this significant reduction the number of households who should be receiving Free School Meals but are not has gone up to 503 households and 809 children.

Next steps:

- The new updated list was sent to CCC on the 30th April
- CCC reviewed the feedback from the frontline staff who engaged with the families concerned to understand the best approach and techniques to future focussed 1 to 1 engagement.
- CCC has put additional resource through the Free School Meal team to commence targeted 1 to 1 engagement.
- Alongside this process a data sharing legal agreement is to be researched by CCC to be able to send the details from CCC directly to the Schools.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Promote Health & Wellbeing

Corporate Plan Action: Deliver the key priorities set out in the Leisure Strategy:

- **Continue to provide an efficient service**
- **More people, more active, more often**
- **Supporting community sport**

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
LPI LS1 – Number of paid visits to our leisure centres	625,000	79,063	531,953	+147%

Attendances by site:

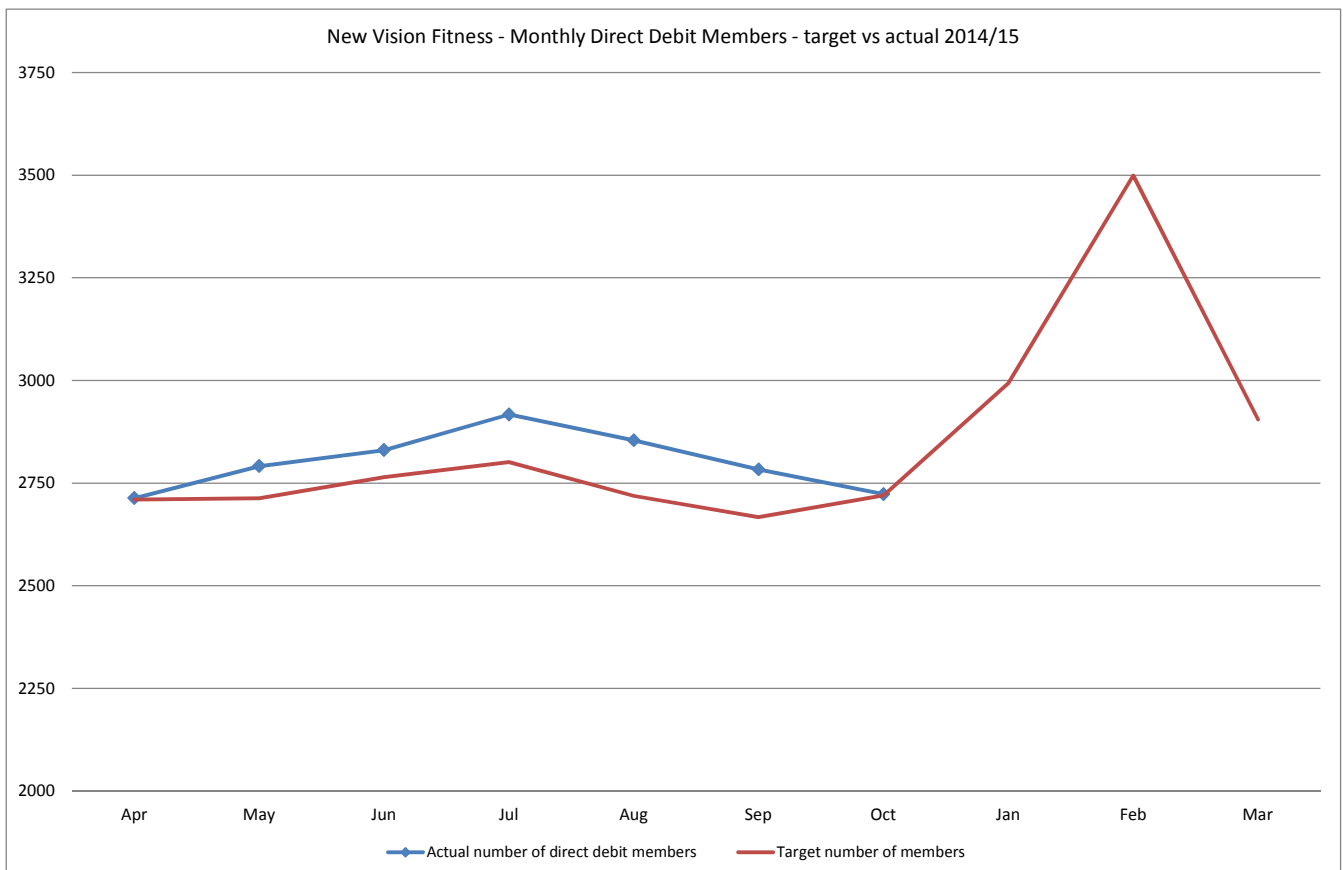
	Apr	May	Jun	Jul	Aug	Sep	Oct
Monthly target	45625	51250	54375	53125	53125	51875	53125
Chatteris	4880	4877	4946	4651	4656	4975	5274
March	14771	15247	16331	16068	16064	14350	17545
Wisbech	29738	29765	31023	26647	26673	35022	29252
Whittlesey	26526	26101	22958	25771	25772	25077	26992
Total all centres	75915	75990	75258	73137	73165	79424	79063
Cumulative %	166%	157%	150%	147%	145%	146%	147%

New Vision Fitness paid attendances continue to exceed targets. Automated turnstiles and improved data collection ensure that the Council is capturing all use in the centres more accurately than previously possible.

Wisbech performance has been hit by the results of the flood and increased local competition. However, the centre is now back to its pre-flood condition and is ready to push attendances and memberships up into the new year.

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
MPI LOS11 – Number of Direct Debit members	2,905	2,723	Net increase of 20 members	N/A

New competition in Wisbech has resulted in a net loss of 147 members at the Hudson over the past three months, however the service as a whole is still 20 members ahead of the April starting point. Additionally the chart below highlights that performance with regards to membership numbers has exceeded targets all year. The revised membership options, including the Daytime membership have helped the service sell the memberships more easily as both customers and staff are better able to understand what is available.



The chart shows that membership levels change throughout the year, with this year's target profiled against last year's performance. Significant sales are made in January and February, and with the Hudson back to full capacity and the expectation that

the refurbishment of the George Campbell will bring, a focus on marketing to generate additional new year sales is planned.

Description	Action	Achieved
Performance Measure		
Delivery of the leisure service marketing plan	<ol style="list-style-type: none"> 1. Refresh leisure web pages to make clearer and less dark. 2. Segmented direct mail campaign in Wisbech and Chatteris. 3. Deliver successful firework night at the Manor 4. Communications plan for the George Campbell refurbishment is complete, with a pool closure taking place over Christmas for the pool liner replacement 	<p>Launch a new look and feel website following feedback.</p> <p>Direct mail literature has been sent out in November to addresses three target groups.</p> <p>Approximately 3,000 people attended a successful fireworks event at the Manor, generating a profit of £1,000.</p> <p>Customer, Town Council and FDC Member information sheets to be available from 24 November.</p>

Work continues to progress against the New Vision Fitness marketing plan, with plans in place for new pool and class timetables based on attendance data. Revisions to pool sessions are being supported by the Amateur Swimming Association (ASA), adding input based on population data regarding the type of swimmers living close to and likely to use each of our pools.

New Vision Chatteris will have an additional two brown direction signs erected in the town shortly.

Description	Action	Achieved
Performance Measure		
Delivery of a Swimming Club Action Plan	Working together with local swimming clubs to further increase swimming attendances in Fenland and strengthen local community swimming clubs.	Initial swimming club workshop completed. Action plan being developed.
<p>The initial swimming club meeting was successful, with the ASA attending, along with the lead coach from COPs (City of Peterborough Swimming Club). Fenland clubs act as feeder clubs to COPs. Wisbech, March and Chatteris clubs were also represented.</p> <p>The workshop was positive, with some changes to swimming timetables required as a first step. A plan is being developed that will lead to improved co-ordination of swimming across Fenland that in turn will improve swimming attendances.</p>		

Description	Action	Achieved
Performance Measure		
Delivery of the George Campbell Leisure Centre refurbishment on time and on budget	Update regarding progress	Site set up completed Piling and ground works completed Works on time against project plan
<p>The refurbishment works at the George Campbell continue on time. Ground works, including piling are now completed, with the floor area of the new buildings now plain to see.</p> <p>The months leading to Christmas will see the steel frame and brick work go up, with the building really beginning to take shape.</p> <p>Over the Christmas period the pool will be drained and a replacement pool liner fitted. This will ensure that the pool is fit for use for many years to come and will also give it a fresh new look, replacing worn out lane lines.</p> <p>FDC and March Town Council Members, as well as customers will be kept informed of progress throughout the scheme.</p>		

What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (April - October 14/15)	No of customers satisfied (April - October 14/15)	% 14/15	Variance
LPI LS2 - % of those asked, satisfied with Fenland's Leisure Centres	82%	82%	876 Direct face to face feedback	737	84%	+2%
<p>Feedback from New Vision Fitness facilities continues to be positive, despite building issues caused by the flooding at the Hudson. Staff are listening and learning from customers, ensuring that customer return to use the facilities on a regular basis.</p> <p>Customer feedback this month includes:</p> <ul style="list-style-type: none"> - excellent feedback regarding the fitness classes and a new instructor - customers satisfied that the Hudson flood problems are now resolved - customer feedback regarding the George Campbell improvements and how much they are looking forward to them 						

CORPORATE PLAN AREA: **Communities**

Corporate Plan Priority: Promote health and wellbeing

Corporate Plan Action: *Work with local commission groups and others to develop effective approaches to improve community health outcomes focusing on alcohol misuse, coronary heart disease and the needs of older people*

Description	Action	Achieved
Performance Measure		
Work Healthy Fenland	Total number of businesses engaged	10
	Number of events this quarter	1
	Total number of health champions in place	13
<p>This health and wellbeing focussed project is being delivered in partnership by Public Health Cambridgeshire; Camquit; NHS Pharmacy Services, My Time health trainer programme and Fenland Leisure Services. The project aims to provide local businesses with access to health and wellbeing support, such as diet advice, health checks, smoking cessation and lifestyle advice, for their employees.</p>		

Employers are also encouraged to work pro-actively within the workforce by training and appointing workplace health champions to encourage and support co-workers aiming to improve their own health prospects.

This not only provides a sustainable outcome but also bring benefits to the employer through improved attendance.

During October work is ongoing to develop a further event and Wincanton Distribution in Wisbech. This site has requested a second event to meet the needs of their various shift workers.

The project target to deliver 4 events in 2014/15 will be achieved with one more event planned for each quarter this year.

Description	Action	Achieved
Performance Measure		
Develop a Fenland Health and Wellbeing Strategy and support Fenland's Health Partnership	Health Strategy implemented	Draft completed
	Aligned to Older People's Strategy Work	Ongoing

A draft version of the Council's health and wellbeing strategy has been completed. Strategic priorities reflect the most recent public health report for Fenland including coronary heart disease, smoking cessation, alcohol misuse and the needs of older people.

The Strategy has been presented to 2 Local Commissioning Groups which generated useful discussions about the services Fenland delivers and the links to health and wellbeing.

A partnership summit took place in October with attendance from 60 partner delegates. A joint action plan is now being developed.

A final version of the strategy will now be circulated to partners for wider consultation.

Description	Action	Achieved
Performance Measure		
Warmer Homes / Action on Energy	Winter Warmth programme – finance committed	£36,000

Winter warmth programmes 2014/15

During October the remaining grant funding for emergency heating repairs has been distributed. This means the total grant of £36,000 has now been distributed and no further applications can be accepted. This fund was a partnership grant which was to

be spent between 2013/14 and 2014/15. No further funding is available currently of this type.

During October it has been announced by the Department of Health that £25,000 is available across Cambridgeshire for winter warmth assistance. This fund will be managed by the Warm Homes Steering committee and offers vulnerable households who are unable to afford fuel up to £300 when referred by a Warm Homes partner, of which Fenland is one.

Action on Energy progress

Following a successful landlord forum which was held in Wisbech momentum to reduce energy bills for Fenland residents has increased. During October 15 landlords have registered an interest to reduce energy bills for their tenants by investing in their properties. These contacts will be followed up and offered free energy advice, property surveys and access to central government grants where possible.

Description	Action	Achieved
Performance Measure		
Better Care Fund	Support the implementation of Cambs County Council's Better Care Fund in Cambridgeshire	Ongoing

The Better Care, which was announced by Government in June 2013, is expected to be in place by April 2015. The fund is a single pooled budget to support health and social care services work more closely together in local areas. The pooled budget is not new money but a re-organisation of existing funds.

Following the recent submission of Cambridgeshire's Better Care Plan a working group has been set up to develop a set of recommendations for implementation of the BCF in 2015. The various subjects that it is considering include:

- financial accountability and governance for implementation of the BCF;
- ongoing monitoring of performance;
- alignment with 15/16 planning, including target setting;
- how the proposed pay for performance mechanism will operate in practice;
- how the fund will be mainstreamed.

These recommendations should be published in the new year.

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance										
Performance Measure														
Number of homes adapted to assist vulnerable and disabled residents to remain in their home	70	6	55	-15										
<p>Through this scheme The Council provides adaptation works for elderly and disabled home owners and tenants to remain safe, secure and protected in their own homes. By the end of October 2014, The Council has assisted 55 vulnerable residents compared to 31 vulnerable residents for the same period the previous year.</p> <p>The geographical spread is as follows:</p> <table> <tr> <td>Wisbech</td> <td>15</td> </tr> <tr> <td>March</td> <td>11</td> </tr> <tr> <td>Chatteris</td> <td>10</td> </tr> <tr> <td>Whittlesey</td> <td>3</td> </tr> <tr> <td>Other villages</td> <td>16</td> </tr> </table>					Wisbech	15	March	11	Chatteris	10	Whittlesey	3	Other villages	16
Wisbech	15													
March	11													
Chatteris	10													
Whittlesey	3													
Other villages	16													

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of households assisted through the Healthy Homes service	100	19	108	8
<p>The Healthy Homes service through Age UK and funded through the Council help vulnerable persons with small scale works to make their home environment more comfortable and safe to reduce the risk of slip, trip and falls. Typical works include improving security measures, plumbing, electrical repairs and minor adaptations. No geographical data of the completed cases is currently available.</p>				

What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (Month - Month 14/15)	No of customers satisfied (Month - Month 14/15)	% 14/15	Variance
Disabled Facilities Grants: % of residents who feel the help that they have been given has helped to	90	90	n/a	n/a		

improve their health or well being (1 year after works completed survey)						
The Home Improvement Agency do not record monthly figures but report quarterly.						
For quarter 1 results (e/o June 14) the percentage is recorded as 75%						

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Deliver a high performing refuse, recycling and street cleansing service

Corporate Plan Action: Recover and recycle at least 50% of household waste

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
LPI ES3 % of FDC's household waste diverted from landfill (recycled and composted)	51%	56%	56%	+ 1.7

Blue bin recycling performance has remained consistent over the past 3 years and for the first 7 months of this financial year there is a small improvement on last year, although this is masked by significant changes in the residual and compostable waste collected.

April - October	2013/14	2014/15	Change
Residual waste (tonnes)	11588	11936	+348
Dry recycling (tonnes)	5095	5281	+186
Compostable (tonnes)	8457	9676	+1219
Total domestic waste	25140	26893	+1753
Recycling rate	53.9%	55.6%	

The warm and wet summer, and mild autumn, have resulted in customers delivering significantly more garden waste than April to October last year. This increases the recycling rate for the period, although does not significantly affect the end of year forecast.

The first of two waste analyses demonstrates that the majority of Fenland residents could put more of their waste in their blue bin. With financial support from WRAP (a Government funded waste advice and support organisation) we are evaluating how best to tackle this and capture more recycling.

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
MPI ES2 - % missed bins collected the next working day	92%	87%	86%	-6%
<p>The average number of missed bins reported remains well below 300 per month, at an average of 264, which is around a dozen each day.</p> <p>Of these, 86% were collected on the following working day.</p>				

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
MPI ES9 Income generated through recycling materials	£372,000	£34,800	£228,000	+5%
<p>Improved quality of blue bin recycling along with increases in tonnages has seen a small increase in income from recycling against that forecast.</p>				

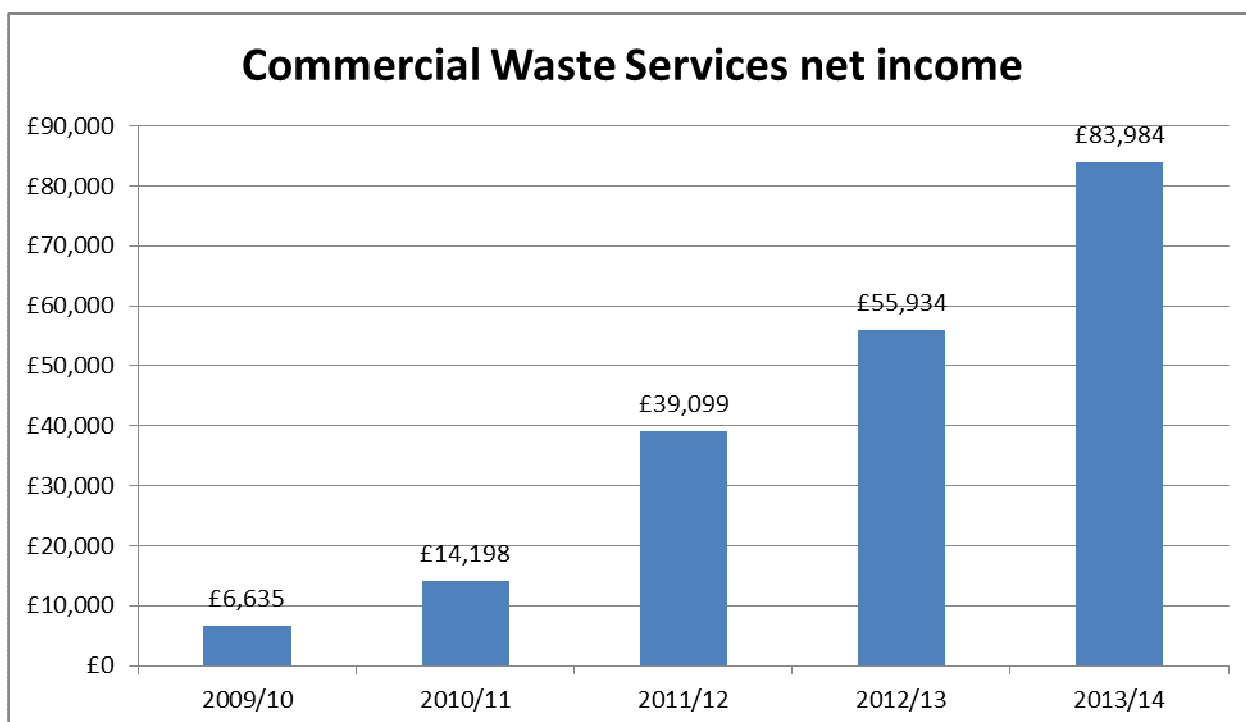
Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
MPI ES40 % of waste collections performed on allotted day	99%	99.5%	99.3%	-0.2%
<p>On average, 99.3% of collections were carried out on their allotted day in the first 7 months of this financial year. Operational issues, such as road closures, breakdowns and staff shortages resulted in 12,585 collections being delayed from the scheduled 2,009,700 collections. Work on round routing within existing collection days has improved this from 28,927 delayed in the same period last year (98.5% complete).</p> <p>Operational issues have affected the ability of the team to complete their work on 20 occasions so far this year. Whilst measures to improve performance have had an impact, there remains more to be done to improve this performance measure.</p> <p>A round-review is in progress to evaluate options for performance improvement.</p>				

Description	Action	Achieved
Performance Measure		
Increase net income to Council baseline from Commercial Waste Services	<p>To re-design the commercial waste and recycling leaflet</p> <p>To develop public promotional opportunity with Portfolio Holder</p>	<p>The re-designed leaflet has been given approval for distributed with relevant environmental services and environmental health communications</p>

In 2013 a 3 year strategic plan was developed for the Council's Commercial Waste and Recycling Service containing a number of aims to support the future of the service.

Targets contained within the 3 year strategic plan include;

- 61 new customers have been recruited from a target of 100 by 2015
- Commercial Waste recycling rate has risen from 8% to 12%, with a target of 16% by 2015
- Customer satisfaction with service was recently measured at 94% (20 of 21 respondents)
- The service continues to improve and the journey from 2009 with regard to net income is in the graph below.



The commercial waste and recycling marketing plan will support the service in achieving its aim to continue to grow its customer base and to increase the percentage recycled.

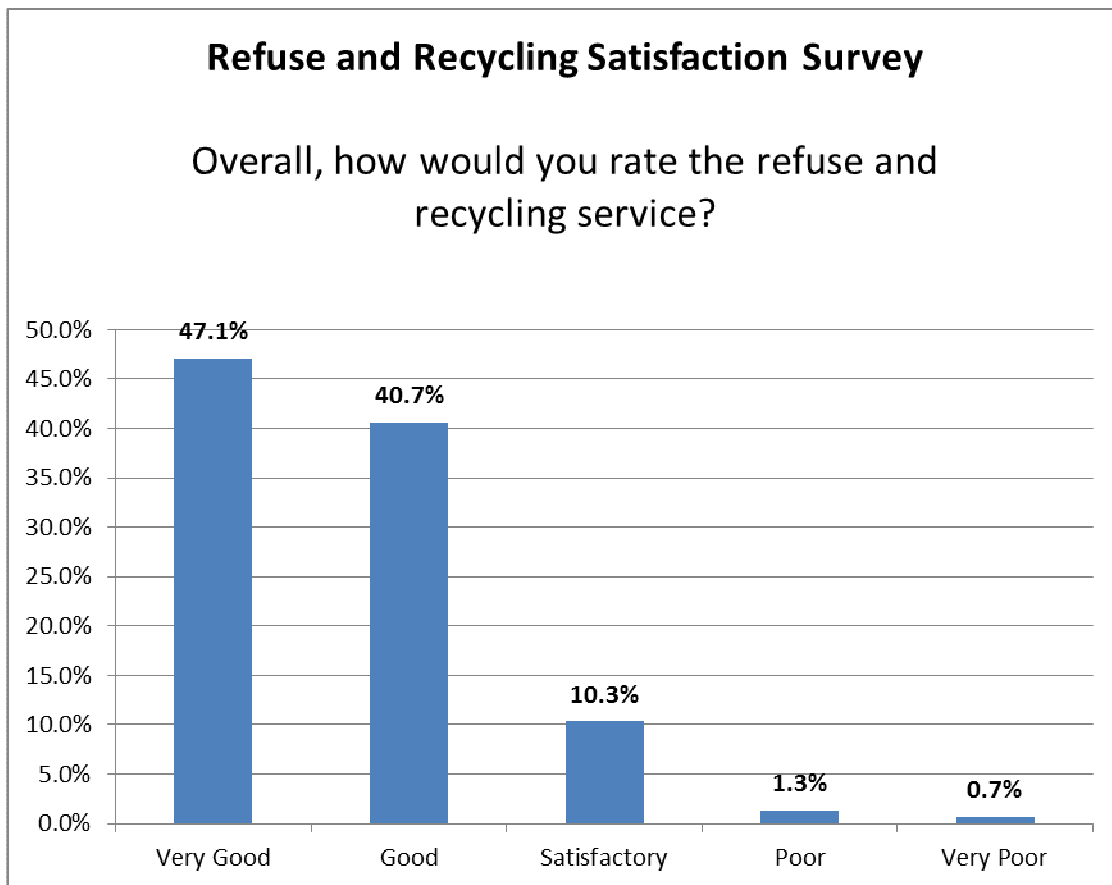
Areas of focus in support of this development will include:

- Working closer with waste agencies
- Explore closer working with partners, e.g. AmeyCespa (contractor collections)
- Conduct a routing review
- Investigate the market for food waste collections
- Promotional activities

What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (April - Sept 14/15)	No of customers satisfied (April - Sept 14/15)	% 14/15	Variance
LPI ES4 – Customer satisfaction with refuse & recycling services	98%	85%	500	153	98%	+13%

A customer satisfaction exercise was undertaken in July to collate public opinion with the service for the first 6 months of the financial year. 500 questionnaires were sent out and 155 were completed and returned, a good return rate of over 30%. Of those returned 98% were satisfied or above, with the service provided.



Some of the service improvement feedback included:

"It would be great if they returned the bins where they found them rather than middle of pavement."

"Fine, apart from the odd bits left lying on the pavement/driveway after the collections."

The team are reminded at team meetings and in other communications about maintaining the quality of service, including replacing bins to the collection point and picking up any spills.

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Deliver a high performing refuse, recycling and street cleansing service

Corporate Plan Action: Deliver clean streets and public spaces, as set out in the local code of practice

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
LPI ES1 – Rapid or Village Response requests actioned same or next day	90%	99%	99%	+9%

The Cleansing and Rapid Response service provides daily programmed sweeping and litter picking over 7 days per week and responds to flytipping and customer requests by the end of the next working day. This performance analysis of the financial year includes all requests for service being removed or responded to.

Between April and October 2014, 678 requests for service were received of which 671 were completed by the end of the next working day, resulting in a performance of 99% over the 7 month period.

Area	Requests Recd	Requests Met	Overall Performance
Chatteris	39	39	100%
March	166	165	99%
Villages	124	124	100%
Whittlesey	84	83	99%
Wisbech	265	260	98%
Totals	678	671	99%

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
MPI ES38 – Public convenience recorded usage	30,000	2,980	21,201	+17%

There is one convenience in each town and they are used on a consistently high

frequency. They are particularly well used during local events when it can be seen in June and July the usage increases to over 3,000 per month.

	April	May	June	July	Aug	Sept	Oct	Total
Chatteris	283	345	309	438	375	364	343	2457
March	1137	921	1181	925	902	839	865	6770
Whittlesey	316	354	267	357	261	278	421	2254
Wisbech	1117	1408	1428	1458	1448	1510	1351	9720
Total	2853	3028	3185	3178	2986	2991	2980	21201

The cleaning regime undertaken by cleansing staff ensures the facilities remain clean and ready for use. They are cleaned on a minimum frequency of twice a day, with additional visits to monitor standards as necessary.

What do our customers say?

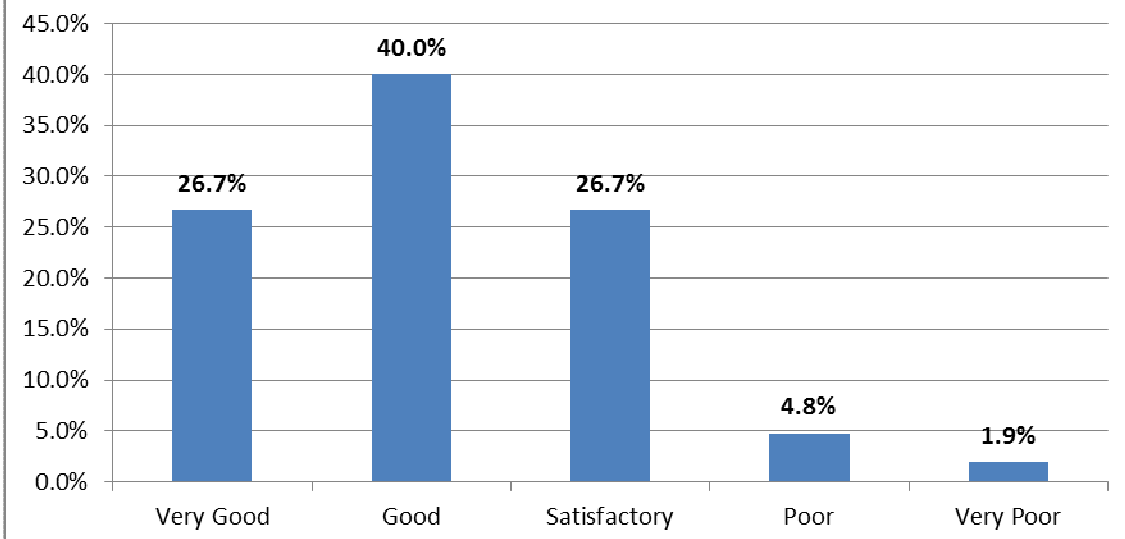
Description	Baseline	Target 14/15	No of customers questioned (April - Sept 14/15)	No of customers satisfied (April - Sept 14/15)	% 14/15	Variance
MPI ES10 – Community satisfaction with cleansing services	93%	80%	500	92%	92% (Apr-Aug)	+12%

A customer satisfaction exercise was undertaken in July to collate public opinion with the service for the first 5 months of the financial year. 500 questionnaires were sent out and 108 were completed and returned, a return rate of over 21%. Of those returned 92% were satisfied or above, with the service provided.

Customers are very happy with our staff:

Community Satisfaction with Cleansing

Overall, how would you rate the professionalism/attitude of the cleansing staff?



Some of the comments included:

'Just thankful for the hard work they do'

'Am generally happy with the emptying of dog waste bins regularly. But have noticed an increase in dog waste left by owners on footpaths and laybys etc. Have previously reported fly tipping which was cleared promptly and in general local roads are swept fairly regularly.'

'The only issue I have about the Cleansing Service is the amount of dog mess there is all over the streets in Coates. Walking to school is a really hard task to dodge the dog poo. Not really the fault of the cleansing team, but could be cleaned up by them. Dog owners at fault I know.'

'Street sweeping needs doing more regularly i.e. lorry that sweeps at the kerbside'

'I really appreciate seeing our town well looked after and clean.'

It is recognised that dog fouling remains of concern to our customers and this year there will continue to be a focus on this issue through the Winter Dog Awareness Campaign which increases publicity and includes partnership working with local community groups to improve awareness followed by enforcement.

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Deliver a high performing refuse, recycling and street cleansing service

Corporate Plan Action: Deliver the Street Scene Officer service

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
MPI ES16 – % of memorial inspections completed	3,600	351	1611	0%
<p>Inspections are routinely carried out based on a planned programme of memorials deemed most at risk. Inspections included in this are Mount Pleasant, General Cem Wisbech. St Mary’s Wisbech, New Rd, Meeks, St Peters & Pauls Chatteris, Doddington, Walsoken, Station Rd, St Wendreda’s March, All Saints Elm, St James Newton, St Nicholas Manea.</p> <p>During October two high risk locations were inspected. This was a total of 351 individual memorials in the following locations:</p> <p>84 in Newton 257 in Walsoken</p> <p>Of these inspections 7 memorials were subsequently made safe in Walsoken by contractors, The landscape Group.</p>				

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance										
Performance Measure														
MPI ES39 – Hours spent on active town patrol	4,000	318	2463	+3%										
<p>Whilst out on active patrol Officers have carried out a total of 111 actions for October. These include being proactive in removing fly posting, reporting cleansing issues, taking feedback from the public, inspecting our open spaces, carrying out site visits for colleagues, liaising with partners, tackling low level ASB, gathering consultation feedback and environmental problem solving.</p> <p>Broken down into locations Officers have patrolled</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tbody> <tr> <td>Whittlesey</td> <td>40 hours</td> </tr> <tr> <td>Wisbech</td> <td>132 hours</td> </tr> <tr> <td>March</td> <td>53 hours</td> </tr> <tr> <td>Chatteris</td> <td>65 hours</td> </tr> <tr> <td>Rural</td> <td>28 hours</td> </tr> </tbody> </table>					Whittlesey	40 hours	Wisbech	132 hours	March	53 hours	Chatteris	65 hours	Rural	28 hours
Whittlesey	40 hours													
Wisbech	132 hours													
March	53 hours													
Chatteris	65 hours													
Rural	28 hours													

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Deliver a high performing refuse, recycling and street cleansing service

Corporate Plan Action: Deliver a fair approach to enforcement of environmental standards across the district through education, guidance and the appropriate use of the Council's powers

Description	Action	Achieved
Performance Measure		
Progress against planned enforcement campaigns targeting dog fouling / litter / fly tipping	Fly Tipping and Responsible Waste Disposal campaign Winter Dog Fouling Awareness Campaign	Actions on target
<p>Fly tipping and Responsible Waste Disposal Campaign: During October 30 Fly tipping Signs have been put up in hotspot areas. 27 Local businesses in Wisbech have been visited and advised about the importance of having licensed waste collection services in place Monitoring has continued at hot spot locations across Fenland. Internal investigatory procedures have been reviewed. Customer information about what to expect when a case is being investigated has been developed, this will help us to achieve more successful formal interviews with those suspected of offences.</p> <p><u>Next steps</u> New powers under the Environmental Protection Act will be delegated to Officers from November. These powers enable officers to serve fixed penalty notices on those businesses operating without licensed waste collection arrangements in place. Initial business visits referred to above will be followed up and these powers used for those who are unable to provide the correct legally required documentation.</p> <p>Winter Dog Fouling awareness Campaign: During the winter streetscene officers focus more closely on tackling dog fouling across Fenland. Darker mornings and evenings caused an increase in dog fouling not picked up by dog walkers.</p> <p>The campaign will launch in November following consultation with Town Council's and community groups. Community groups will be invited to participate in events which will include spraying of dog fouling in hot spot locations, following last year's success.</p>		

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners and the community on projects to improve the environment and our streetscene

Corporate Plan Action: Deliver the 'It's Your Fenland' Action Plan to improve the appearance of Fenland streetscene, including dilapidated buildings

Description	Action	Achieved
Performance Measure		
Street Scene Enforcement Project	Number of identified properties repaired / refurbished / breaches remedied	<p>39. FULLY CLOSED CASES</p> <p>12 PARTIAL COMPLIANCE CASES</p>
<p>Officers have continued active casework over the last month on the 50 determined outstanding priority cases. Of the 101 Cases initially investigated 39 Cases have been fully resolved and partial compliance achieved in a further 12 cases.</p> <p>Partial compliance/tangible progress has been secured in relation to 12 visually prominent cases, including ; (2) 9 South Brink, Wisbech ; (3) 10 South Brink, Wisbech; (12) 6 North Brink, Wisbech (32a) 21 Hill Street, Wisbech ; (32b) 23 Hill Street Wisbech ; (32c) 25 Hill Street Wisbech, (41) Collapsed wall Sugar Tubbs Lane, Wisbech ; (43) 13 Market Place & Nos. 1 & 2 Market Street Wisbech; (65) 8 Nene Parade March (59) Constantine House, Wisbech & (80) Old Bank House, West End March. Officers continue to liaise regularly with the building owners and contractors on these sites in order to ensure momentum is maintained. It is expected repair works should be completed within the next 8 weeks on the majority of the above sites. The combined value of works undertaken in relation to the above cases is estimated to be in the region of £500,000.</p> <p>Notably at Constantine House, Wisbech – significant progress has been made on site. Internally the fabric, including floors and ceilings is being reconstructed and external works including brickwork repairs are ongoing. An order has been placed for the roof trusses and it is estimated that the roof shall be reinstated within the next 6 weeks. Services were recently reinstated at the property and work is progressing according to targets set by the Council.</p> <p>Of the 50 outstanding cases only 4 owners, who have received multiple communications from the council, have failed to engage with officers. All other contacted owners have demonstrated a willingness to engage and work with officers to progress cases. In these cases officers will ensure continued proactive negotiations are maintained in order that cases are progressed and compliance ultimately achieved within reasonable case timeframes. Should progression not be advanced within reasonable timeframes officers will progress cases accordingly in line with policy determined.</p>		

In line with the Enforcement Summary issued in October 2014, it is anticipated that S215 Notices shall be issued in the next two weeks in relation to

- **(63) 8a Acre Road, March** – Site survey and inspection carried out and S215 'untidy site notice' drafted and ready for final consultation with legal services and CMT.
- **(51) Former ATS Euromaster, Wisbech** – Final (Stage 3) letter notifying of Council's intentions to serve an untidy site notice has been sent by letter to owner and site visit/survey conducted in order to draft notice for consultation with legal services.

Description	Action	Achieved
Performance Measure		
Manage the operation and maintain FDC owned Public Car Parks.	Undertake repairs, maintenance and minor improvements to FDC Car Park Assets to ensure public safety and continued use	A number of repairs and minor improvements have been undertaken within Furrowfields, Grosvenor Road and Church Terrace Car Parks. Further repair and improvement works are scheduled for March March Place, Church Terrace and City Road Car Parks
Further repair and maintenance works shall be undertaken at various FDC car parks sites following the completion of the 6 monthly site inspections scheduled in December		

Description	Action	Achieved
Performance Measure		
Car park refurbishment programme	Undertake Capital Programme improvements to Woolpack Lane Whittlesey and Darthill Road March car parks Undertake Grosvenor Road Whittlesey bus station project	Woolpack Lane Whittlesey and Darthill Road March car park projects complete

	incorporating enhancements to adjacent car park and access road	
Bus Station project will be put out to tender in November and due for return 11 th December. CCC funded project being undertaken by A&P team.		

Description	Action	Achieved
Performance Measure		
Manage and maintain highway related assets and infrastructure (street furniture, footway lighting, bus shelters, etc)	Undertake street furniture repairs and maintenance within the District Towns	Street furniture repairs and painting works undertaken within March Town Centre and Church Terrace Car Park

Description	Action	Achieved
Performance Measure		
Street lighting improvements	<p>Arrange replacement of lighting improvements in Doddington Road Chatteris</p> <p>Agree schedule of defective Parish and FDC street lights and arrange replacement</p>	Close liaison with FDC contractor Balfour Beatty to finalise asset data base and condition data
Working closely with Balfour Beatty to finalise data with a priority given to Parish data.		

Next Steps / Looking Forward

- Continue to prioritise work associated with the streetscene enforcement project and associated regeneration work.

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners and the community on projects to improve the environment and our street scene

Corporate Plan Action: Support community Street Pride and 'Friends Of' groups to deliver events within their local areas

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
LPI EH1 – Number of Street Pride and Friends Of community environmental events supported by FDC	150	19	109	+128%
<p>Many of the groups took advantage of the mild October weather and as such 19 events were held this month against a planned 15. Volunteer numbers are still increasing with new interest being generated all of the time by the groups.</p> <p>Wisbech Street Pride held the most events, with a figure of 5. March Street Pride held a Street Collection event in order to raise funds for their floral displays.</p>				

Description	Action	Achieved
Performance Measure		
Progress against Street Pride Plan	<p>Introduce a new programme of pledges</p> <p>Grant programme revised to encourage partnership projects</p> <p>Increase sustainability of groups</p> <p>Develop wider volunteer base</p>	<p>Pledges declared</p> <p>In place from April 2014</p> <p>Training for website design completed</p> <p>Increase drop in sessions in all towns</p>
<p>The new Street Pride plan was officially launched at the 2013 celebration event. The new partnership grant funding continues to be a success with 3 more applications having been received in October. These are for further improvements at Norwood Nature Reserve, Parson Drove and Gorefield who will both be working with their schools.</p> <p>A Changing Views application for March Grays Lane area to put a picture up in the seating area has been received.</p>		

Work to deliver against the group's pledges for October includes:

Wisbech Street Pride / In Bloom volunteers completed phase 1 of planting of the prairie garden at the entrance to Chapel Road Car Park. The group are working under the direction of the National Trust who also supplied the plants. The group are currently sourcing further plants, but additional planting may not occur until Spring now.

Abellio Greater Anglia's 2014 Station Adopters Awards were held in October. Friends of March Railway Station won Best Adopter Group for their refurbishment work of the community rooms. The Judges Special Category was awarded to Manea for the two hourly train service and the work that the new friends group have been involved in.

Description	Action	Achieved
Performance Measure		
Street Pride celebration event	Event planned for October 2014	Complete
<p>On 9th October, a record number of more than 80 volunteers and local partners attended the annual Street Pride Celebration Evening, held this year at The Oliver Cromwell Hotel in March. The work of 10 Street Pride groups and five affiliated Friends Groups continues to go from strength to strength.</p> <p>Each group received a certificate of thanks in appreciation of their continuing efforts over the past year to improve their local street scene and open spaces. Special certificates were also awarded for a number of projects to the following towns / villages: Wisbech, Chatteris, Whittlesey, March Railway Station, Newton and Parson Drove.</p>		

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners and the community on projects to improve the environment and our street scene

Corporate Plan Action: *Ensure properly maintained open spaces in partnership with The Landscape Group and community groups, including maintaining existing Green Flag awards for Fenland parks and participating in the 'In Bloom' awards scheme*

Description	Action	Achieved
Performance Measure		
Grass cutting	See below	See below
<p>Grass cutting operations in Fenland have progressed very well during this growing season. Grass growth has been strong as the weather has remained warm and damp throughout the summer, with the mild weather extending into mid-November.</p> <p>Final cuts of the year took place in early November. The schedule has been on target for most of the year, with the occasional slip to 4 days later than expected when poor weather hampered operations.</p> <p>Customer feedback this year has been limited, with both positive and negative comments received by both FDC and TLG, our grounds maintenance contractor.</p>		

Description	Action	Achieved
Performance Measure		
Green Flag awards	Maintain 2 awards	2 Awards
The Council maintained awards for St. Peter's and St. Paul's Church Gardens in Wisbech and Wisbech Park.		

What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned April - September 14/15	No of customers satisfied April - September 14/15)	% 14/15	Variance
LPI LS2 - % of those asked satisfied with FDC's open spaces	82%	80%	40 Face to face surveys	32	80%	-

Customer satisfaction remains at the targeted level.

An increasing number of returns will be generated from October onwards as the Council's Street Scene team ask a customer a day about FDC's open spaces. This will generate a large number of replies and some useful qualitative information to put into practice in our open spaces.

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners and the community on projects to improve the environment and our street scene

Corporate Plan Action: Work with partners to protect and enhance our natural environment to create more opportunities for residents to enjoy the outdoors and the countryside, compatible with wildlife needs

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
LPI EH3 – Number of community led management action plans for Fenland's key open spaces	14	0	12	0%
<p>During October work continues to support community groups with their action plans.</p> <p>Under development for completion by March 2015 are community led plans for Norwood Road and Rings End nature reserves.</p>				

Description	Action	Achieved
Performance Measure		
Coldham and Glassmoor updates	Facilitate community groups access to local environmental funds	First two quarters meetings held and funds administered.
<p>Both community environmental funds reopen in November 2014 for new bids in quarter 3 of 2014/15.</p> <p>Community organisations within Coldham, Friday Bridge, Elm, Rings End, Whittlesey, Coates, Pondersbridge and Ramsey Mereside are all eligible to apply for grants to realise their environmental projects.</p> <p>Successful bids recently included an energy efficient lighting upgrade project and an environmental educational project in local primary schools. In the last 2 years alone organisations in these areas have received £50,000 in support of their projects</p>		

Both community environmental funds reopen in November 2014 for new bids in quarter 3 of 2014/15.

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners and the community on projects to improve the environment and our street scene

Corporate Plan Action: Work with businesses to inform and promote innovative environmental practices through the Green Business Club

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
MPI Number of Green Business Club Events	2	0	2	0%

The two Green Business Club events were held this year in April and September. The events have focused on saving resources in businesses premises and rented dwellings respectively.

Work is underway to follow up with those who attended the September event to further support them in implementing what they have learnt.

In between events regular contact continues with the green business club members using contacts across the county and region to ensure they are kept informed of current environmental and business opportunities of relevance.

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners and the community on projects to improve the environment and our street scene

Corporate Plan Action: Work with town councils and the community to provide market town events and activities to improve the viability of our town centres through the Four Seasons events

Description	Action	Achieved
Performance Measure		
Community events delivered successfully across Fenland	Deliver the Fenland Four Seasons and support community events 2014/15	Ongoing
<p>Following on from the successful Whittlesey Festival in September this year plans are going well to deliver two Christmas Markets, March and Wisbech and to support a number of smaller community events running up to Christmas.</p> <p>During October a number of groups have requested information and training and planning is underway to offer steward training and health and safety risk assessment training.</p> <p>The Christmas Markets promotional material will soon be available for circulation to businesses and public facilities, such as Libraries and shops across the towns.</p>		

Next Steps / Looking Forward

Streetscene and Markets

- Work continues to build the footfall at our town markets and increase traders who regularly attend. Marketing for the Christmas markets in Wisbech and March will be released in November.

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners and the community on projects to improve the environment and our street scene

Corporate Plan Action: Promote and support local markets

Description	Action	Achieved
Performance Measure		
Progress against Markets Action Plan	Love Your market Campaign Trader Incentives Improved Website Continental market 4 monthly market forum Market Extravaganza	Activity completed 321 Incentive in place Ongoing Complete July / October On track for March 2014
<p>During October markets have been running smoothly and well attended.</p> <p>Market traders now have access to a Streetscene Officer each market day to ensure any problems are resolved early in the day. This has been put in place following feedback from the traders.</p> <p>Promotions are planned throughout November and December in partnership with Twenty20 productions. Schedule of events to be confirmed.</p> <p>Markets forum planned for 19th November</p>		

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners to keep people safe in their neighbourhood by reducing crime and anti social behaviour and promoting social cohesion

Corporate Plan Action: Work with our partner organisations to reduce crime and anti social behaviour in Fenland through the Community Safety Partnership action plan

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of incidents recorded by CCTV	2,000	149	1,326	+159
<p>During October 2014, the CCTV team were able to detect and respond to 149 calls for services (compared to 195 incidents during October 2013). These included incidents involving alcohol related anti-social behaviour and violence, drink driving, theft shoplifting and criminal damage.</p> <p>Here is the data broken down by town; Chatteris = 4 March = 26 Whittlesey = 2 Wisbech = 117</p>				

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of positive outcomes as a result of CCTV intervention	360	27	314	+104
<p>During October 2014 the CCTV team were able to ensure that from the 149 incidents either detected or responded to by CCTV led to 27 positive outcomes as a result of CCTV intervention. The CCTV team has continued its high performing standards in over achieving on a challenging performance area which helps support crime reduction and local community safety.</p> <p>These positive outcomes include arrests, fines, persons being dispersed or formal drug warnings being received. Here is an example of just one of the outcomes achieved by the team during October.</p> <p>The CCTV team observes a male that appears in a highly intoxicated manner getting in to a vehicle. Police Control is immediately informed and provided with live images and continual location updates. Local officers attend and the vehicle is successfully stopped. A roadside breath test is attempted; however, this was not possible due to the male being in such an intoxicated manner. One male was arrested for excess</p>				

alcohol, thereby helping to make Fenlands roads safer.

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of Safety Zone Events	3	0	1	N/A
<p>Wisbech SZ delivered in July 2014 Pupils attending = 304 Yr5 from 12 primary schools in the Wisbech area All schools and students fed back positive comments March and Whittlesey planned for March 2015</p>				

Description	Action	Achieved
Performance Measure		
Implementation on the Crime & ASB powers 2014	Develop processes and implement in line with government timelines	Launched 20 October 2014
<p>In partnership, members of the Fenland CSP worked together to develop processes and combine the new ASB powers into their working practices. The Countywide Steering group continues to oversee the delivery and show case best practice where appropriate. Locally the Fenland ASB Problem Solving Group is ensuring a coordinated approach across all partners is taken to implement the new powers effectively.</p>		

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners to keep people safe in their neighbourhood by reducing crime and anti social behaviour and promoting social cohesion

Corporate Plan Action: Support the Fenland Businesses Against Crime (FENBAC) group to tackle crime against them, including theft, arson and damage to premises

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of SIRCS members	200	2	209	+9

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of business against crime meetings attended	4	1	6	+2
<p>The local business against crime schemes continue to be supported with attendance being made during October to the Wisbech PubWatch group.</p> <p>The local scheme was provided with updates relating to both community safety initiatives and current partnership focus and they also received a relevant licensing update.</p> <p>The local crime reductions schemes continue to make full use of the local SIRCS (Secure Incident Reporting and Community Engagement System) to share information on offenders, incidents and other local issues in a secure and efficient method.</p> <p>This approach continues to support crime reductions relating to business crime with reductions already being made in shoplifting by 2.9% to date this year (April – Sept 2014).</p>				

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners to keep people safe in their neighbourhood by reducing crime and anti social behaviour and promoting social cohesion

Corporate Plan Action: Establish partnership actions to target locations of community concern or where incidents or crime and anti social behaviour are high

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of FDC ASB cases where positive action is taken	65%	98%	98%	N/A
<p>Total number of cases YTD: 41</p> <p>Total number of cases with positive action: 38</p> <p>Total number of cases no further engagement: 3</p> <p>Total number of cases words of advice only: 7</p> <p>Total number of cases referred for partnership working: 21</p> <p>Total number of cases referred directly to a Housing Association: 4</p> <p>Total number of cases closed: 14</p>				

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of Community Action Areas identified by Community Safety Partnership where positive action is taken	4	1	3	0

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners to keep people safe in their neighbourhood by reducing crime and anti social behaviour and promoting social cohesion

Corporate Plan Action: Support the Fenland Diverse Communities Forum (DCF) to deliver the Fenland Community Cohesion Strategy

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of meetings of the Diverse Communities Forum Core Group and Forum	2 Community Forum's and 4 Core Group Meetings	1 Community Forum	1 Community Forum and 3 core group meetings have been held to date	On target

The Fenland – Wide Cohesion Action Plan focuses on five aims:

- Better Life Opportunities:- Education (Aspiration & Skills)
- People have a sense of belonging: (Improving Access to Services)
- People have a sense of belonging: (Integration & Celebration)
- Positive relationships within & between communities: (Reducing Crime & Promoting a Safer Community)
- Diversity is Valued: (Supporting the most Vulnerable People)

Fenland Diverse Community Forum highlights included:

- presentation and updates of the socio economic and cohesion challenges in Wisbech. (Oasis Centre, Rosmini Centre and the Ferry Project).
- Thomas Clarkson Academy explained to the Forum the challenges that they've faced over the last five years and the interventions and progress made to address these issues.
- The forum was asked how they can help with promoting the democratic process for the new electoral registration system to increase participation of ethnic minority groups in elections. The manager of the Rosmini Centre offered a free space at their building one day a week and the use of interpreters free of

charge to support electoral canvassers there in the work to promote democracy.

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of meetings of the Tension Monitoring Group	5 meetings to be held	0	3 meetings have been held to date	On target

All hate crimes and incidents should be reported. By reporting incidents, this enables the police, local councils, housing associations etc. to build up patterns of behaviour locally, and highlight areas of concern within the community. But more importantly, a victim can get the support they may need, and help ensure that offenders are brought to justice and cannot do the same to other people. Nationally it is recognised that there is under reporting of this type of crime and a need to build confidence in victims to do this.

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of residents supported through work of Community House	600	127	727	+127

A Halloween Family Fun Day was held in conjunction with the Oasis Community Centre at the event there were:

Number of families who attended: 48
 Number of adults who attended: 54
 Number of children who attended: 97

Nationalities were:

White British Families: 34 (38 adults & 73 children)
 White Other Families: 14 (16 adults & 24 children)

Most of whom had not previously been engaged with the Community House. Other providers present included Cambridgeshire Library Service, National Careers Service, Wisbech Children's Centres, Cambridgeshire Police.

Description	Action	Achieved
Performance Measure		
Administer the Rural Capital Grants Program	Award grant to rural communities to improve community facilities	On Going

Cabinet to review an application from Tydd St Giles at November meeting.

What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned Oct 14/15	No of customers satisfied Oct 14/15	% 14/15	Variance
Customer Satisfaction of Residents using Community House		86%	45	40	90%	+4%

All 45 of the customers surveyed in October 2014 relate to the Halloween Family Event, 40 of whom were satisfied with the service received and activity. Additional comments included "Fantastic, very good, excellent, thanks!!!, got some fantastic nutritional information".

We received positive feedback regarding the Tuesday evening Children's club which stated, "the boys loved last night...thank you for giving them something to do.....they really enjoyed themselves".

CORPORATE PLAN AREA: Environment

Corporate Plan Priority: Work with partners to keep people safe in their neighbourhood by reducing crime and anti social behaviour and promoting social cohesion

Corporate Plan Action: Provide information and guidance to new arrivals to raise their awareness of their rights, responsibilities and how to access local services

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of English as Second or Other Language (ESOL) courses	8 per week	8 per week	8 per week	None

To address the needs of adults who, because it is not their first language, need to develop skills in listening, speaking, reading and writing in English we have developed ESOL classes across Wisbech and are looking to extend these to both March and Chatteris and this is a current focus of work for the Diverse Communities Forum to see how this can be achieved.

Description	Action	Achieved
Performance Measure		
Source funding to sustain Community Translation Service	Identify and secure funding to maintain develop the service for the next 12 months	Funding secured
<p>The Council together with Cambridgeshire's Children's Trust have established the need for improved access to “low level” translation and interpretation services, both by service providers, (e.g. schools, Youth Services), and by families themselves.</p> <p>To underpin this, the partnership wishes to provide volunteer based Community Volunteer Translation/Interpretation Services (CVTS) to support the integration of newly arrived Central and Eastern European communities in the Fenland area. The CVTS will recruit, train, deploy and support volunteers from the settled A8/A10 communities e.g. Poles, Latvians and Lithuanians who are able to engage culturally and linguistically with newly arrived communities.</p> <p>Funding has been secured until the end of August 2015 to develop local volunteer networks to support people from Central and Eastern Europe newly arrived in the Fenland area. The volunteer networks aim to provide locally-based translation and interpretation for those people who require English language support and the organisations providing services to them</p>		

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Attract new businesses and jobs and support existing businesses in Fenland

Corporate Plan Action: Raise the economic profile of Fenland

Description	Target 14/15	Achieved (month) 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of organisations which have directly received information and support from FDC which offers options for them to grow and develop	30	5	5	0
Two strategically important businesses in Fenland have requested support for future growth plans, showing an encouraging sign of a more positive economic outlook. However skills and recruitment issues continue to be a problem for businesses and this is a barrier to growth in the majority of cases. 100% of enquiries have been responded to within service standard timescales.				

What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (Month - Month 14/15)	No of customers satisfied (Month - Month 14/15)	% 14/15	Variance
Satisfaction of organisations with the information and support from FDC	N/A	80%	Annual measure	N/A		

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Attract new businesses and jobs and support existing businesses in Fenland

Corporate Plan Action: Deliver the Economic Development Strategy, including targeting new investment in key growth sectors of agri-tech, engineering and port and marine

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Income from wind turbine operators	N/A	N/A	N/A	
No current activity with Crew Transfer Vessels or Survey Vessels for the Wind Turbine industry.				

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of Nene berth holders	85	88	88	4
Influx of seasonal moorings for berth holders and local Fishing Fleet utilising Crab Marsh Boat Yard				

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Boat lifts at Wisbech Port	200	37	98	
<i>Please note Miscellaneous Lifts are omitted from achieved (month) Figure:- i.e ENGINE, MAST, PLOUGH,BRIDGE BUOY / OTHER</i>				
Influx of seasonal Lifts for leisure Craft and Local Wash Ports Fishing Fleet for essential maintenance and MCA routine Inspections.				

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of ships to Port Sutton Bridge	210	15	107	
Number of shops to Wisbech Port	30	2	23	

Ongoing discussions with Port Sutton Bridge & Wisbech Port for encouraging potential new trade into Nene Ports.

Imports of Timber and Brick cargos are increasing due to the building trade upturn within the local area.

Lead interface with port operators and stake holders.

Description	Action	Achieved
Performance Measure		
Race Bank Offshore Wind Farm development Dong Energy	Ongoing dialog with Dong Energy Race Bank export cable lay route's and Port Authorities concerns	Race bank Cable lay discussions with (Dong Energy) Offshore Renewables and King's Lynn and Boston Harbour Master's
Next meeting planned for 2 nd December 2014 at the Boat House, Wisbech.		

Description	Action	Achieved
Performance Measure		
Sutton Bridge Marina – commercial land and leisure moorings	Agree land lease arrangements Deliver moorings project Agree management arrangements for new moorings	Draft Heads of Terms prepared and shared with Lincs CCC

Next Steps / Looking Forward

- **Environment Agency**– Wash Tide Gauge project confirmed funding installation planned April/May 2015

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Attract new businesses and jobs and support existing businesses in Fenland

Corporate Plan Action: Provide and facilitate proactive business support through the Fenland for Business forum and Chambers of Commerce

Description	Action	Achieved
Performance Measure		
Maintaining positive relationships with key business leaders	Meetings with senior FDC officers and important businesses in the Fenland area	Meetings held during October with senior representatives from Delamore and Metalcraft
Meetings to be held periodically at appropriate/convenient times with senior staff/Members at FDC and key business leaders to develop a network of business leaders/ambassadors for the area. In particular, FDC is well-placed to support a substantial growth programme at Stainless Metalcraft and will work closely with them to attract the skilled workforce they need over the coming years.		

What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (Month - Month 14/15)	No of customers satisfied (Month - Month 14/15)	% 14/15	Variance
Key business leaders in Fenland satisfied with a positive relationship with FDC	N/A	80%	N/A - annual			
Annual survey						

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Attract new businesses and jobs and support existing businesses in Fenland

Corporate Plan Action: Proactively engage with the Greater Cambridge, Greater Peterborough Local Enterprise Partnership (LEP) to attract external funding and business projects to Fenland

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of events/wider engagement activity in which FDC works with colleagues from the LEP (annual)	4	0	2	
So far FDC has supported the LEP's Funding Fair event in September at the Boathouse and broader work to explore opportunities for a Wisbech partnership group to bid for European funding – although this is at early stages and the criteria are not yet clear.				

Description	Action	Achieved
Performance Measure		
Proactively support and promote LEP initiatives/opportunities to Fenland organisations	Funding streams through the LEP are continually promoted through FDC.	FDC has put Delamore in touch with the LEP to explore agri-funding opportunities.

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Attract new businesses and jobs and support existing businesses in Fenland

Corporate Plan Action: Promote and develop our business premises at South Fens, The Boathouse and mini factory estate to encourage investment job creation and skills diversification

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Occupancy of business premises	80%	78.1%	N/A	
<p>One new tenant has moved into the Boathouse Business Centre, Agentis solutions are an employment agency based in Ipswich and have expanded their operation to include a Wisbech office, which employs 1.5fte.</p> <p>In order to maximise opportunities to lease premises across the estate we have commissioned Rightmove Commercial to market all vacancies for a 12 month period.</p> <p>Enquiries have been made and are being followed up with 4 potential new businesses, which are spread across the district.</p> <p>We currently have four vacancies at the Boathouse.</p>				

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Business centre conference income	£140,000	£13,892	£81,643	N/A
<p>Conference income at both business centres remains strong with a combined income in September of £13,892.</p> <p>The Boathouse hosted 37 External and 14 Internal conferences.</p> <p>South Fens hosted 50 External and 4 Internal conferences.</p>				

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Attract new businesses and jobs and support existing businesses in Fenland

Corporate Plan Action: Promote the delivery of mixed use housing/retail proposal for the Nene Waterfront, along with wider regeneration

Description	Action	Achieved
Performance Measure		
Delivery of the Nene Waterfront regeneration scheme.	Facilitating appropriate development through the planning process.	
<p>Officers continue to focus on working with the development industry to facilitate a high quality development scheme for the Nene Waterfront site. Pre-application discussions continue with potential developers and it is expected that a planning application for part of the site (site 4) will be submitted in the near future. Subject to receiving planning permission this first phase of development on the site will make a significant contribution to bringing forward schemes for the remainder of the site.</p>		

Description	Action	Achieved
Performance Measure		
<p>Nene Waterfront Project</p> <ul style="list-style-type: none"> - Disposal of surplus residential sites - Wisbech Port Development Plan 	Inspection of suspended quay and planned maintenance works	Emergency repair works arranged to address surfacing defects
<p>The disposal of Lot 3 (Gas Works Site) enters the final stages of the process. The Build Lease is set to be signed in November and Planning Permission will be sought shortly thereafter.</p> <p>A review of the condition of the surface of the Suspended Quay has identified that some remedial works are required to maintain the longer term integrity of the Quay. Officers have initiated a scheme of repair and resurfacing.</p>		

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Attract new businesses and jobs and support existing businesses in Fenland

Corporate Plan Action: *Actively support the county-wide partnership project to deliver super-fast broadband across Fenland and Cambridgeshire*

Description	Action	Achieved
Performance Measure		
Support the promotion of the Destination Digital project through social media, individual contacts and wider partnership activity	FDC has proactively promoted Destination Digital through social networks, business meetings and events	Destination Digital saw a rise in enquiries from Fenland businesses over the last quarter. Businesses receiving support = 9 Businesses awarded grant support = 23

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Raise aspirations and improve learning opportunities

Corporate Plan Action: *Work with education providers to assist in improving aspirations and links to employers through the Skills Service project*

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of Skills Service events supported	12	1	7	

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of Fenland pupils involved in activities alongside employers	5000	N/A (bi-annual)	1753	

Performance is influenced by school terms – the figure has been low due to school summer holidays but will rise dramatically by the end of the year, with a number of big events planned.

What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned Oct 14	No of customers satisfied Oct 14	% 14/15	Variance
Positive attitudinal changes as a result of employer engagement in schools – students more aware of different career options and how their skills can be used effectively	N/A	N/A (baseline to be set)				
Fenland to be the pilot area for the Skills Service to measure attitudinal change as a result of employer engagement and interaction.						

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Raise aspirations and improve learning opportunities

Corporate Plan Action: Work with businesses and education providers to ensure local skills and courses support the needs of local businesses

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of introductions of businesses to the Fenland Skills Service (annual)	10	2	5	
Skills Service linked with Metalcraft to support high-growth programme.				

CORPORATE PLAN AREA: Economy**Corporate Plan Priority: Promote Fenland as a tourism and visitor destination****Corporate Plan Action: Support the Fenland Tourism Board to develop and deliver a comprehensive Tourism Strategy for Fenland through the 'Visit Cambridgeshire Fens' branding**

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Deliver a marketing campaign to attract additional visitors and promote Fenland	11,000 copies distributed nationally	185 copies	10,869	
The Council produces an Annual Visitor and Accommodation Guide to encourage visitors into the District. The Distribution figures for 2014 from the distribution agency show that 10,869 copies have been distributed compared to 8,526 at the same time in 2013.				

CORPORATE PLAN AREA: Economy**Corporate Plan Priority: Promote and enable housing growth, economic growth and regeneration across Fenland****Corporate Plan Action: Develop and adopt Core Strategy supporting documents, eg Supplementary Planning Documents (SPDs) and Masterplans, to support sustainable housing and economic growth (to be reported as and when documents produced)**

Description	Action	Achieved
Performance Measure		
Production of SPDs	Draft SPD for Developer Contributions (s106)	
A Developer Contributions SPD has now been formulated which will provide guidance and clarity on how Fenland will operate under the new legislations relating to CIL post April 2015, when pooling of S.106 agreements will be severally restricted to no more than five developments. This SPD will be discussed by the Cabinet at its meeting on 20 November 2014 with a view to approve it for public consultation later in the year.		

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Promote and enable housing growth, economic growth and regeneration across Fenland

Corporate Plan Action: Deliver a proactive and effective Planning Service to enable appropriate growth and development

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
% of major planning applications determined in 13 weeks	50%	100%	86.36%	+36.36%
5 decisions, 5 within time Both the monthly and cumulative performance figures are at a high level following improvements through the PAS action plan.				

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
% of minor planning applications determined in 8 weeks	70%	97.50%	78.17%	+8.17%
40 Decisions, 39 within time The performance figure for October is excellent. Critically, not only has the percentage figure increased from last month but, moreover, so have the overall numbers of applications which have been determined. This is crucial in maintaining good performance and ensuring that a backlog of cases does not build up.				

Description	Target 14/15	Achieved October 14/15	Cumulative for 14/15	Variance
Performance Measure				
% of other planning applications determined in 8 weeks	85%	100%	92.78%	+7.78%
24 Decisions, 24 within time Again 100% within October is excellent performance.				

Next Steps / Looking Forward

- To continue implementation of the PAS action plan, noting that the majority of objectives have already been implemented or completed. This is evident from the excellent planning performance statistics achieved in recent months.
- Complete the merger of the Councils Building Control service with the CNC partnership.

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Promote and enable housing growth, economic growth and regeneration across Fenland

Corporate Plan Action: *Investigate and develop an effective and viable developer contribution framework via Community Infrastructure Levy (CIL) and/or Section 106 (to be reported quarterly – July, October, January and April)*

Description	Action	Achieved
Performance Measure		
Development of effective and viable developer contribution framework.	Improved community benefits in terms of comprehensive CIL and S106 agreements delivering appropriate infrastructure	To be presented to cabinet on 20 th November 2014.
As noted above a Developer Contributions SPD has now been formulated which will provide guidance and clarity on how Fenland will operate under the new legislations relating to CIL post April 2015, when pooling of S.106 agreements will be severally restricted to no more than five developments. This SPD will be discussed by the Cabinet at its meeting on 20 November 2014 with a view to approve it for public consultation later in the year.		

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Promote and enable housing growth, economic growth and regeneration across Fenland

Corporate Plan Action: *Develop and deliver economic, infrastructure and regeneration strategies / projects for Fenland through the Regeneration Action Plan*

Description	Action	Achieved
Performance Measure		
Support regeneration project work across the district, including Fenland Renaissance project and Heritage Lottery Fund bid	Increase number of derelict buildings / sites brought back into economic / environmental use	
<p>The Formal Heritage Lottery Townscape Initiative bid was submitted in August 2014. A follow up meeting in Wisbech was held in October and officers have submitted additional information requested. The application is scheduled for determination in January 2015.</p> <p>Officers continue to work with owners of properties in the High Street to secure shop front and property improvements. In one case (No.21 High Street) officers are currently negotiating and finalising details relating to approved development allowing for the refurbishment of vacant upper floors and conversion to residential flats.</p> <p>Over the last month a Renaissance Grant has been approved for the reinstatement of windows to the façade of the Former Boxing Club in Nene Quay. Repair Works part funded by Renaissance Grants are also currently underway at Bank House, March, 21-25 Hill Street Wisbech and Nos.9 & 10 South Brink Wisbech.</p> <p>Officers continue to liase with other prospective applicants for Renaissance Grant.</p>		

Description	Action	Achieved
Performance Measure		
Coalwharf Road Demonstration Project	<ul style="list-style-type: none"> - Meeting with the Developer & Architect - Contacted colleagues at CCC to agree final land boundaries. 	- Revised Final Heads of Terms

Officers met with the Developer and Architect to discuss an alternative method of site disposal. Initially the disposal was to be by Build Lease, however, given the complexities and potential for significant cost, it is considered detrimental to the viability of the scheme to proceed on this basis.

Subject to agreeing the final site boundary with colleagues at CCC, FDC Officers will be recommending to Cabinet that the sale proceeds on a conditional Freehold disposal basis. Such approach will be subject to satisfactory Planning and will include the provision of 'buy back' clause, should development not reach a specified stage within a reasonable period of time.

Description	Action	Achieved
Performance Measure		
Coordinated approach to flood risk management and local drainage issues	Attend Cambs Flood Risk Management Group and liaise with FR partners	<p>Scheduled meetings attended to consider flood risk issues.</p> <p>Support flood risk authorities in flood investigations, particularly relating to flood incident Aug14.</p> <p>Coordination of flood risk matters relating to updated proposals for the new SAB role (SUD's approving Body)</p> <p>Support provided to flood emergency planning actions</p>

CORPORATE PLAN AREA: Economy

Corporate Plan Priority: Promote and enable housing growth, economic growth and regeneration across Fenland

Corporate Plan Action: Promote sustainable transport (infrastructure and community) initiatives within Fenland, including rail, road and community transport

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Maintain existing use of dial a ride to 2013 figures through the concessionary fares scheme	Maintain 13/14 level 16,814 Journeys	1,510	10,057	
An overall comment on performance and any specific issues or successes that month				

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of entries and exits to Fenland Rail Stations	5% increase on base 360,816 2011/12	n/a	376,638 Yearly total for 2012/13	4.4% increase

The above information is based on The Office of Rail Regulation (ORR) Station usage figures that are available annually usually in May or June of each year. Between 2011/12 and 2012/13 there were an additional 15,822 journeys made to and from Fenland Railway Stations.

In addition to the ORR information, snap shot information is also available from the Train Operating Companies. The latest information available, as reported earlier in the year is for the period April to June 2014. A comparison of passenger numbers between April and June 2013 and April and June 2014 shows that many more people are now using our train services.

Manea Train Service – The new two hour train service which commenced on 28 December 2013, has seen another significant rise in use by local people. There has an increase in use of 356%. In 2013 there were 301 journeys made and in 2014 1,370 journeys for the same time period. This is an additional increase of about 9% based on the number of journeys made between December 2013 and March 2014.

March Station - These figures also relate to people whose journey started at March Station. There is an increase in use of 5% which equates to an additional 2,854 journeys in the time period. 56,319 journeys in 2013 and 59,173 in 2014.

Whittlesea Station - The level of use in terms of people starting their journey at Whittlesey has remained static between 2013 and 2014. The figure for people whose destination is Whittlesea, however, has increased by 25%, from 1,654 to 2,062 making an additional 408 journeys.

Description	Action	Achieved
Performance Measure		
Rail Development Strategy 2011 - 2031		
<p><u>Community Rail</u> – In October 2014 the Hereward CRP area collected two awards at the Abellio Greater Anglia Station Adopter Awards. The Friends of March Railway Station were the overall winners in the best Station Adoption Group category. This was for their ongoing work to improve March Station including the new community rooms. The judges special award was presented to the village of Manea including Peter Townrow one of the Station Adopters, for all the work and effort relating to the new two hourly train service.</p> <p><u>Rail Franchising – East Midlands Trains</u> - The Department for Transport has recently consulted the public and key stakeholders about a direct short term franchise for East Midlands Trains for 2015 – 2017. East Midlands Trains operates the Norwich to Liverpool train service which has a small number of stops at March and Whittlesea. The Hereward Community Rail Partnership has responded to this consultation to request that more of these trains stop at March and Whittlesea. This would offer greater opportunities for local people to travel direct by train towards Ely and Norwich in the east and in the west to destinations such as Peterborough, Nottingham, Manchester and Liverpool. An announcement on the outcome of the consultation is expected in the early part of 2015.</p> <p><u>Network Rail Anglia Route Strategy</u> – Network Rail Route Strategies are concerned with the future planning of the railways. With this strategy Network Rail are considering the planning of the railways in the East of England up to 2043. The base year for the study is 2019. This Strategy is significant for Fenland because it will include the railway line between Ely and Peterborough. A public consultation on the draft strategy is expected to commence in November 2014. Following a recent meeting with Network Rail and other key stakeholders to discuss progress on the report a number of key issues were raised.</p> <ul style="list-style-type: none"> • An hourly Ipswich to Peterborough passenger service has been included in the modelling work. It has been assumed that this service will be in place by the study base year of 2019. This would indicate that this hourly service would have to be implemented in the early part of the new Greater Anglia rail franchise which commences in October 2016. An hourly Ipswich to Peterborough service calling at Manea, Whittlesea and March is a key priority in the Fenland Rail Development Strategy 2011 – 2031 and for the Hereward Community Rail Partnership. • Continued improvements at Ely Station including the level crossing and the 		

doubling of the track between Ely and Soham. Ely station is a bottleneck in the local railway network and this is a barrier to increasing the level of passenger services to and from Fenland Stations.

- The line between Ely and Peterborough is part of the Felixstowe to Nuneaton freight line. This is expected to see 48 freight trains per day in 2019 base year with an increase to 90 freight trains per day by 2043. This is an important reason for implementing the new level crossing for Kings Dyke Whittlesey.

Description	Action	Achieved
Performance Measure		
Undertake Market Town Transport Strategies	Delivery and adoption of Wisbech Market Town Transport Strategy	completed
<p>The new Wisbech Market Town Transport Strategy was approved and adopted by the County Council Economy and Environment Committee during October 2014.</p> <p>There is now an approved strategy for each of the Fenland Market Towns.</p>		

Description	Action	Achieved
Performance Measure		
Seek improvements to the A47 in Cambridgeshire	ongoing	
<p>Wisbech Access Strategy & LEP Transport Local Growth Funding</p> <p>Since the announcement of the LEP funding for Wisbech back in July 2014 (£1m for feasibility study work and £10.5m towards implementation of the strategy) work has been ongoing to establish the feasibility studies. FDC has been assisting the County Council and influencing the content of the study work that is to be commissioned. For the Wisbech to March Rail Line an Outline Business Case is expected to be completed by February 2015 with a Network Rail Level 2 study to be completed by May 2015. A high level initial options study is also being commissioned to consider the options for A47 from Thorney to Wisbech through to Walton Highway in Norfolk. This study will be completed in early 2015.</p>		

CORPORATE PLAN AREA: Quality Organisation**Corporate Plan Priority: Good Customer Service****Corporate Plan Action: Provide good quality customer service through our Fenland @ your service shops and Community Hubs, in line with the national standards of Customer Service Excellence**

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
LPI RACS 3 Council Tax collected	97.5%		67.21% £30,162,359	-0.81%
<p>Council Tax collection is slightly down at this stage of the year. Collection has fluctuated during the current year as a result of many customers moving from ten statutory instalments to additional options this year of both twelve months and 52 weekly payments; the latter is of particular assistance to customers who also visit us to pay their Roddons Housing Rent each week.</p> <p>Recovery action has also reduced this year. At this point last year we had sent 14,672 reminders for late payment for debts totalling £1.774 million. This year this has been 13,573 reminders for late payment for debts totalling £1.694 million; a reduction of 7.5% notices and 4.5% arrears respectively.</p> <p>We have also issued less court summonses. At this point last year we had sent 4,049 summonses for late payment for debts totalling £2.300 million. This year this has been 3,566 issued for late payment for debts totalling £2.137 million; a reduction of 12% notices and 7% arrears respectively.</p>				

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
LPI RACS 4 Business rates collected	98.5%		65.49% £16,438,120	-0.52%
<p>NNDR collection is slightly down at this stage of the year. Collection always fluctuates during the year as changes are made to rates payable after amendments from the Valuation Office that often see backdates in rate liability.</p> <p>In addition, customers are now able to pay their rates over twelve months instead of the previous ten. This option was given to us by the Government as part of their continuing measures to help businesses spread the burden of Business Rates.</p> <p>At this point last year we had sent 937 reminders for late payment for debts totalling £1.119 million. This year this has been 683 reminders for late payment for debts totalling</p>				

£1.511 million.

We have also issued less court summonses. At this point last year we had sent 138 summonses for late payment for debts totalling £607,533. This year this has been 114 issued for late payment for debts totalling £576,495.

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
LPI RACS 7 % of telephone calls answered within 20 seconds	70%	80.62%	70.5%	+0.5%
LPI RACS 8 % of telephone calls offered that are answered	90%	95%	90.3%	+5.3%

The way performance in the Contact Centre is monitored was changed in April 2014, the overall target of ' % of calls answered within 20 seconds' revised to 70%. The way the performance is monitored on a monthly basis has been re-profiled to reflect the busy months at the beginning of the year and the quieter period at the latter end of the year, a cumulative monthly target was introduced to manage the performance. For October the Contact Centre continued to exceed the cumulative target answering 80.62% of calls answered in 20 seconds, against a target of 63% and 95% of overall calls were answered against a cumulative target of 83%. This means that the team are on track to meet this year's overall performance targets. Numbers of calls into the Contact Centre decreased in October with 8223 calls offered in October 13/14 and 7620 calls offered in October 14/15.

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
LPI RACS 9 % customers dealt with at first point of contact	85%	95.3%	95%	+5%

This is good news for Customers as we continue to give excellent customer service at first point of contact.

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Strong Governance, Financial Control and Risk Management

Corporate Plan Action: *Maintain robust and effective financial standards, robust internal controls and effective risk management as evidences by our Annual Audit Letter from External Audit and through the Council's Budget and Medium Term Financial Strategy and Risk Management Strategy.*

Description	Action	Achieved
Performance Measure		
<p>On the 26th September, the Corporate Governance Committee considered the Council's Statement of Accounts for 2013/14 and the Council's Annual Governance Statement (AGS), with the external auditors giving an unqualified opinion on the accounts and finding no areas of concern within the AGS. The accounts were submitted and approved by the Chief Finance Officer by the statutory deadline of the 30th June. The external auditors have received these during the summer and have thanked the Accountancy Team for their hard work, cooperation and the quality and timeliness of working papers and information. The audit opinion also gave an unqualified value for money conclusion.</p>		

Description	Action	Achieved
Performance Measure		
Medworth by election	District and Town Council by election	
<p>Medworth Ward of Fenland District Council and Wisbech Town Council – By Election</p> <p>On the 16 October 2014 the council successfully delivered the Medworth Ward of Fenland District Council and Wisbech Town Council by election. The election was called following a vacancy resulting from the disqualification of Cllr Jonathan Farmer.</p> <p>Medworth Ward of Fenland District Council and Wisbech Town Council had an eligible electorate of 2087 of which 310 were issued with postal votes.</p> <p>We have as required written to postal voters whose postal votes was rejected as a result of missing or mismatched information of which there were 10.</p> <p>The overall voter turnout was 27.8% for the District and 28.8% for the Town.</p> <p>Steve Tierney of the Conservative Party was elected to the District and Jessica Oliver also of the Conservative Party was elected to the Town.</p>		

This is the first election that has been run following the introduction of the new Individual Elector Registration system went live on 10 June 2014.

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Transformation & Efficiency

Corporate Plan Action: *Continue to embrace innovation and new ways of working to transform the Council and find savings, supported by an appropriate IT Strategy. Where a strong business case exists pursue shared services, joint working arrangements and collaborations with other key service providers, ensuring robust performance management arrangements are in place. Build community capacity and resilience to help residents support themselves and their community to enable the Council to manage customer demands and focus on the most vulnerable*

Description	Action	Achieved
Performance Measure		
ICT transformation	Following the soft market testing exercise this year, the service has been reviewed and an in-house transformation bid put forward, that will see full-year savings of £175k in 2015-16 and then £217k in 2016-17 onwards. This was being considered by Cabinet at its meeting on 20/11/14.	Further ICT budget savings identified and put forward for approval.

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Equalities

Corporate Plan Action: *Meet the requirements of the 2010 Equality Act through our core service delivery and publish on a yearly basis an Annual Equality Report*

Description	Target 14/15	Achieved (month) 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of equality champion meetings	5 per year	0	3 held so far this year	All meetings have been arranged for this year

Description	Action	Achieved
Performance Measure		
Publish Annual Equality Report	Publish	In progress
<p>The statutory report highlights our actions to promote equality of opportunity, eliminate discrimination and foster good relations for the last year.</p> <p>We collect and publish a range of equality related information as required to comply with the Public Sector Equality Duty. Once finalised the report will be placed on the internet.</p>		

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Asset Management

Corporate Plan Action: *Continually review the Council's asset base, in conjunction with public sector partners, to promote joint working and maximise service and income benefits*

Description	Action	Achieved
Performance Measure		
Improvements to Council leisure centres – George Campbell LC	Construction of new Changing Village and Extension to Gym	Works started on 6 th October as programmed

Description	Action	Achieved
Performance Measure		
Traveller site improvements	Total refurbishment of all utility blocks to Travellers site throughout Fenland	COMPLETED
<p>Works involved were; Fully bathroom replacement, New kitchen, installation of showers, new floor covering, Electrical installation updated as required and internal decoration.</p> <p>These works were well received by all tenants and have now achieved an agreed standard to all sites managed by F.D.C</p>		

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Workforce Development

Corporate Plan Action: *Maintain an effective workforce with the right skills to deliver the priorities of the Council*

Description	Action	Achieved
Performance Measure		
84% of staff feel that have the opportunity to discuss their training needs with their manager, which has increased slightly since the last survey in 2012 (83%).	We remain committed to the ongoing development of our workforce, and capture learning and development needs each year as part of the annual appraisal (Springboard) process.	This represents an increase from the previous survey results, despite a rationalisation of our corporate training spend
We have finalised the organisational learning and development plan for ongoing delivery from the requests received from across the organisation.		

What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (Month - Month 14/15)	No of customers satisfied (Month - Month 14/15)	% 14/15	Variance
% of staff who are proud to work for the Council.	84%	80%	N/A	N/A	83%	

All staff were invited to take part in the 2014 Staff Survey in June 2014 by either completing the survey online or by completing a paper copy if required.

Where staff elected to complete the paper version of the survey, printed copies were provided with envelopes for staff return their questionnaire under confidential cover. The response rate for the survey was a very encouraging 40% (which equates to 169 members of staff).

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Enforcement

Corporate Plan Action: To take a fair and equitable approach to enforcement to positively improve living and environmental standards within the district

Description	Action	Achieved
Performance Measure		
Number of planning enforcement cases received and cases dealt with.		
The total number of cases received between 01 Jan – 31 Oct 2014 is 280.		
28 cases received in October 2014 with 11 cases closed in October.		
In addition 8 Planning Contravention Notices (PCNs) were served during October.		

Description	Target 14/15	Achieved Oct 14/15	Cumulative for 14/15	Variance
Performance Measure				
Number of licensing based enforcement inspections	N/A	10 visits	73	0

Description	Action	Achieved
Performance Measure		
Business training and information support	Deliver accredited food safety and health and safety training courses	5 courses delivered
	2 annual business forums	2 business forums held
	Customer newsletter	Newsletter is at final

	Website developments	<p style="text-align: right;">draft stage</p> <p style="text-align: center;">Content has been updated. Training course dates now published through to 2015</p>
<p>In October a very successful Health and Safety course was delivered. The course was attended by 9 businesses; 4 – Wisbech; 2 – Whittlesey; 1 – Chatteris and 2 from March. A pass rate of 100% was achieved.</p> <p>These courses provide local businesses, of any size, opportunity to learn about important health and safety management but also provide an opportunity for networking and discussion between delegates.</p> <p>Often businesses attending re not subject to regulatory inspections and this is an opportunity for them to gain relevant knowledge and understanding of safety risks.</p>		

Description	Action	Achieved
Performance Measure		
Implement a Street Trading Consent Order Policy to tackle nuisance sales activity in the district.	Develop Policy for consideration by the Council including 12 week consultation with Community	Ongoing
<p>The draft Street Trading Policy is intended to create a street trading environment which is sensitive to the needs of residents, provides diversity and consumer choice, and seeks to enhance the character, ambience and safety of the environment.</p> <p>The policy will provide a framework for the Council's approach to the licensing of street trading throughout the district and aims to regulate the location and number of street traders, with a view to prevent obstruction of the public highway by regulating Street Trading activities.</p> <p>Street trading is defined as the selling, exposing or offering for sale of any article in the street. This includes food items, vehicles or other things such as household items.</p> <p>The policy includes legally exempt activities however it also takes into consideration activities that are non-commercial, community and charitable events.</p> <p>Following consultation with town and parish councils over the summer, Licensing Committee have approved a draft policy and a 12 week consultation will take place over a 12 week period. The feedback will be brought back to Licensing Committee for consideration.</p>		

What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (Month - Month 14/15)	No of customers satisfied (Month - Month 14/15)	% 14/15	Variance
LPI EH2 – Regulatory Services – Local businesses supported and treated fairly		85%	N/A for October	N/A for October	96%	12%
Next quarterly reporting period – January 2015						

Next Steps / Looking Forward

- **Environmental Health**

Work continues to focus on building a wider picture of customer feedback. This next quarter will focus on consulting with customers who contacted us making a request for service, which is one of the largest service areas that we deal with. The input from customers will be reviewed to lead service improvement and Customer Service Excellence assessment in the spring of 2015.

Statutory Service Plans for food safety and health and safety enforcement for 2015 – 17 will be prepared and submitted for Portfolio Holder approval in Q4 of 2014/15. We are now able to anticipate changes required by the Food Standards Agency and Health and Safety Executive respectively, to produce a 2 year plan.

3Cs Summary

October 14	Service Requests	Compliments	Correspondence	Complaints	Total	Comments (Trends, action taken to resolve, etc)
Housing Options & Private Rented Sector			1	2	3	Correspondence related to housing advice. Complaints were in relation to feedback from action taken via rogue landlord project from landlords.
Licensing			2	0	2	Correspondence related to spent convictions for the taxi trade and exemptions given on displaying external vehicle identification plates.
Planning Compliance			1		1	Letter received in relation to Mepal Motocross site – officers have updated individual concerned.
Planning Development			3		3	Three letters received querying development of planning policy contained in Local Plan. Officers have provided appropriate policy advice.
Port & Marine	4	1	1	0	6	Annual light inspection audit and letter of compliance
Benefits				1	1	Customer unhappy with calculation of benefit. We have explained the basis of this, which was correct.
Contact Centre				1	1	Customer unhappy with service received. We phoned them back to apologise and resolved the matter on the phone.
Revenues				2	2	Two customers complained about their Council Tax bills. We explained how they had been worked out for them to resolve their queries.

Service Area	Service Requests	Compliments	Correspondence	Complaint	Total	Comments
Abandoned Vehicles	9	0	0	0	9	The number of reported abandoned vehicles has increased recently. All of these reported were found to have registered keepers and were resolved.
Assisted Collections	12	0	0	2	14	Complaints were investigated and issues highlighted by customers rectified.
Cemeteries	6	2	2	0	10	Information about rough sleepers was investigated, along with feedback on the brambles.
Dog Fouling	20	0	0	1	21	A winter educational campaign is planned to address the rising levels of dog fouling typical of the time of year.
Environment Staff		2	0	2	4	Complaints about excess waste and behaviour were investigated.
Parks and Open Spaces	19	0	3	0	22	
Events		0	1	0	1	Events are running smoothly with one issue raised about stall holder position during the event. This was dealt with by the officer on the day and resolved.
Grounds Maintenance Contractor		0	1	0	1	
Missed Collections	294	0	0	5	298	Missed collections were around 13 each working day and remain a focus for the refuse team, with particular emphasis on the small number of repeat problems this month.
Refuse and Recycling Service	221	1	3	3	229	
Street Cleansing	106	1	3	1	111	Requests for service are actioned same or next day. Cleansing schedules, especially sweeping this time of year, are adjusted following feedback from customers.

Service Area	Service Requests	Compliments	Correspondence	Complaint	Total	Comments
Street Scene Team	47	0	4	0	51	The number of service requests captured by streetscene officers continues to rise as they are tackling a larger variety of issues. Correspondence received this month relates to matters raised from Shape Your Place which have now been actioned.
Environmental Health	121	0	4	1	125	Environmental Health continues to receive a large number of service requests each month. The complaint related to a drainage issue, support is being given to resolve the customer's concern and advise about appropriate next steps to manage the issue.
Special Projects/Street Pride		1	0	0	1	The Street Pride Coordinator continues to build positive and supportive relationships with the community groups.
EH Staff		0	0	1	1	
Leisure - GCLC		0	0	0	0	
Leisure - HLC		0	1	0	1	
Leisure - MLC		0	4	1	5	
Leisure - Chatteris		0	0	0	0	
Leisure/Sports Development		0	2	0	2	
Leisure Staff		1	1	1	3	

