

# **Cabinet and Corporate Management Team**

## **Portfolio Holder Briefing Report**

**January 2015**

# 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  
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**Councillor  
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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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
LPI RACS1 Average number of days taken to process new claims for benefit	20	17.8	14.8	-5.2 (negative here means better than target)
LPI RACS2 Average number of days taken to process benefit changes	10	8.1	6.1	-3.9 (negative here means better than target)
LPI RACS10 Average number of days taken to process benefits new claims and changes overall	15	9.6	7.3	-7.7 (negative here means better than target)

The DWP have released national performance statistics for the first quarter of 2014/15 which illustrates the significant improvements that have been seen at Fenland over the past 18 months. New claims processing times are now into the top 35 (out of over 300 Councils in all) in the country and top 70 for changes in circumstances.

The External Audit was completed within the 30th November deadline and despite the qualifications; they were relatively minor, £25, in the context of a £30 million subsidy claim. Of greatest significance was the fact that Fenland, along with all of the other partners within the ARP, kept well below the Local Authority Error threshold which ensured maximum subsidy returns and no financial penalty.

As we approach the end of the first year as part of the Anglia Revenues Partnership (together with six other authorities) we are still delivering excellent benefits performance, as shown in the table above that ensures that we help the most vulnerable residents in Fenland with support towards their rent (through Housing Benefit) and Council Tax (through Council Tax Support).

Continued integration with the other ARP partners by combining processes, particularly back-office support functions in Revenues and Benefits is ensuring that we remain on-track to deliver the £136k per annum full-year saving that was planned in

the original business case for joining ARP.

**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of households prevented from being homeless	115	8	<b>58</b>	

The Council has achieved 58 preventions so far this year. The Citizens Advice Bureau helps the Council achieve this by delivering the Court Desk Service. This is an advocacy service to support those going to court facing repossession of their home. One of the preventions involved a family who had 3 small children. The husband worked on the roads and his work could be sporadic so they got into arrears with their mortgage. The lender went to court for possession but it was suspended because the husband's work had settled down and they had put a payment plan into place to clear the arrears and were keeping to it. Therefore the Judge suspended the warrant. CAB made it quite clear to the couple that they must keep to the plan or they would lose their home if it went back to court. Alongside the impact on the families helped from being able to remain in their own home, this also prevents the family having to be housed in unsuitable accommodation such as bed & breakfast and associated financial costs for the Council.

The number of preventions achieved this year is lower than previous years. The reason for this is that the number of households wanting housing advice has reduced this year. However the number of formal homeless applications taken when a prevention cannot be done has remained relatively stable.

**Housing Advice Trends**

Year	2011/12	2012/13	2013/14	2014/15
Housing Advice total (households)	1364	1243	1019	691 (end of December)
Homeless Applications taken	132	138	142	131
Homeless preventions	122	148	167	65

We have experienced a trend in individuals who are contacting the team 'too late' which makes prevention difficult at such a short time scale or impossible depending on their housing status e.g. repossession.

To help mitigate this we have been working with CAB to raise awareness of the Court Desk advocacy service to encourage those facing repossession to come forward earlier and receive specialist advice to help them keep their homes.

The high prevention figure last year was partly due to a significant number of preventions that came out from Operation Endeavour.

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Total number of privately rented sector homes where positive action has been taken	350	39	<b>207</b>	

At the end of December 2014, The Council has inspected 91 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).

The Council has also investigated 116 complaints from tenants occupying privately rented accommodation in the same period. Council Officers intervene to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>
Wisbech	88	56
March	2	22
Chatteris	1	15
Whittlesey	0	8
Other villages	0	15

### What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (Dec 14/)	No of customers satisfied (Dec 14)	% 14/15	Variance
% satisfied with the information given by		90%	1	1	100%	

the Housing Options team						
<p>1 homelessness questionnaire was returned during December, 100% satisfied with the information and advice they were given by the officer dealing with the case. Cumulatively for the year we asked 111 households for feedback and 60 returned. 60 of the returns were satisfied or very satisfied which is 100%</p>						

**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of people who attend the Golden Age events	565	No events taken place in Dec	<b>380</b>	

The Golden Age Team signposted the Alzheimer's society to the Evelyn Trust funding. As a result the organisation has had a funding bid accepted in principle. The funding was for a carers information and support programme for carers of people with a new diagnosis of dementia (or in the early stages of).

Outcomes of the programme include:

- Carers know where to go for help and when (highlights the correct service pathway to reduce panic in a crisis)
- Carers understand the illness (allowing them to approach day to day life in a more dementia friendly way)
- Carers are better prepared to manage day to day with the difficulties of caring.
- Carers feel empowered.
- Social support networks can be built up.
- Reduces social isolation.
- Encourages the sharing of problems and solutions.

**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Spend of YDC grant allocation	£10,000	£0	<b>£2780</b>	
YDC do not hold a meeting in December therefore there were no grant allocations				

**What do our customers say?**

Description	Baseline	Target 14/15	No of customers questioned (Dec 14)	No of customers satisfied (Dec 14)	% 14/15	Variance
Satisfaction of YDC members	85%	85%	N/A	N/A		
YDC satisfaction survey is carried out annually towards the end of each financial year						

**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
<b>Performance Measure</b>		
<b>East Cambs &amp; Fenland Children &amp; Young People</b>		
<p>Councillor Michelle Tanfield attended the December partnership meeting. Highlights included:</p> <ul style="list-style-type: none"><li>• A presentation regarding CCC Early Help Services. The proposed model focuses on preventative support for families and communities and developing resilience in families and communities. The proposed model will include reduced service teams and changes to job descriptions. Formal consultation closed on 12 January 2015. The formal response will be published in March 2015</li><li>• The together with families initiative is being expanded to new categories of families that can receive coordinated support with a “lead professional” ensuring the support is linked together. Training is being delivered to key agencies including FDC relevant staff to explain the change around “think family” instead of “think child” to ensure root causes to issues in a family can be addressed.</li><li>• An update on the Cambs Children and Young People’s Emotional Mental Health Strategy Action Plan (April 2015) will include<ul style="list-style-type: none"><li>○ prevention of mental health problems</li><li>○ promotion of positive emotional wellbeing</li><li>○ treatment services</li></ul></li><li>• Young Fenland Cultural Consortium. Fenland has been identified as an area of low arts participation, low aspiration and low outcomes. The YFCC believe this can be changed by investment and supporting young people to become cultural leaders of the future. The YFCC aims to invest in and support work that will strengthen existing activity and identify new opportunities for young people. Activities already in planned include - Arts Awards; an Arts Development Manager (school based); a music initiative in Whittlesey</li></ul>		



**CORPORATE PLAN AREA: Communities**

**Corporate Plan Priority: Support our ageing population and young people**

**Corporate Plan Action: Promote health and wellbeing**

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance										
<b>Performance Measure</b>														
Number of homes adapted to assist vulnerable and disabled residents to remain in their home	70	15	72											
<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. At the end of December 2014, The Council has assisted 72 clients compared to 49 for the same period the previous year.</p> <p>The geographical spread is as follows:</p> <table> <tr> <td>Wisbech</td> <td>19</td> </tr> <tr> <td>March</td> <td>16</td> </tr> <tr> <td>Chatteris</td> <td>10</td> </tr> <tr> <td>Whittlesey</td> <td>5</td> </tr> <tr> <td>Other villages</td> <td>22</td> </tr> </table>					Wisbech	19	March	16	Chatteris	10	Whittlesey	5	Other villages	22
Wisbech	19													
March	16													
Chatteris	10													
Whittlesey	5													
Other villages	22													

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of households assisted through the Healthy Homes service	100	21	217	
<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.</p> <p>A recently completed case study is reported below:  <i>"An Assessment was carried out for a client in March who was having difficulties with front door transfers and conservatory door transfers. Following the assessment the Assessor ordered an access step for the conservatory door, and a contractor fitted a galvanised steel wall to floor rail at the front door. This will greatly enable the client to stay safe when accessing both these doorways. In addition whilst the Assessor was there, the client was having difficulties operating her printer attached to her computer. The Assessor managed to repair the software fault enabling the printer to be used again. The client was extremely happy about this as it was vital that specific</i></p>				

documents were printed that day”

Description	Action	Achieved
<b>Performance Measure</b>		
Work to deliver new 60 unit Extra Care Housing Scheme in Whittlesey	Work with partners to achieve financial feasibility leading into scheme design, planning, development and opening	<b>In progress</b>
Next update – February report.		

### What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (Dec 14)	No of customers satisfied (Dec 14)	% 14/15	Variance
Disabled Facilities Grants: % of residents who feel the help that they have been given has helped to improve their health or wellbeing (1 year after works completed survey)	90%	90%	3	2	74%	

The survey measures the continued wellbeing of our clients one year after our service involvement. We are engaging with the Home Improvement Agency (provided by Borough Council of Kings Lynn and West Norfolk) to explore if there is more detail on the 6 that have returned a negative response to look if the reason why is detailed to help form greater understanding.

However another question asked is “as a result of the work done from Care & Repair are you now able to:

- move better around your home
- or bathe more easily”.

21 out of 23 answered positively to this question which is 91%.

Description	Baseline	Target 14/15	No of customers questioned (Dec 14)	No of customers satisfied (Dec 14)	% 14/15	Variance
Healthy Homes Scheme: % of residents who rate the improvement to their daily life and being “better or much better” as a result of health homes service / handyman scheme	90%	90%	10	10	100%	
<p>The survey measures the continued wellbeing of our clients one year after our service involvement.</p> <p>Whilst this survey was previously reported on an annual basis (at the end of the financial year). Recent amendments to the reporting mechanism now allow us to provide a monthly score of the survey.</p> <p>This month's survey is the first reported in this way format and we will continue to provide both a monthly and annual cumulative score from now on.</p>						

## 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 December 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
LPI LS1 – Number of paid visits to our leisure centres	625,000	79,066	669,836	
<p>Customer visits continue to exceed targets due to the improved method of collecting attendance data and reporting methods.</p> <p>The George Campbell Centre swimming pool was closed over the Christmas break for</p>				

roofing and pool liner works, reopening on 5 January. The new liner is an enhancement to the facility and gives the pool a fresh look.

	Jul	Aug	Sep	Oct	Nov	Dec
Monthly target	53125	53125	51875	53125	53125	35000
Chatteris	4651	4656	4975	5274	4213	5275
March	16068	16064	14350	17545	13786	17545
Wisbech	26647	26673	35022	29252	28507	29253
Whittlesey	25771	25772	25077	17900	21403	26993
<b>Total all centres</b>	73137	73165	79424	69971	67909	79066

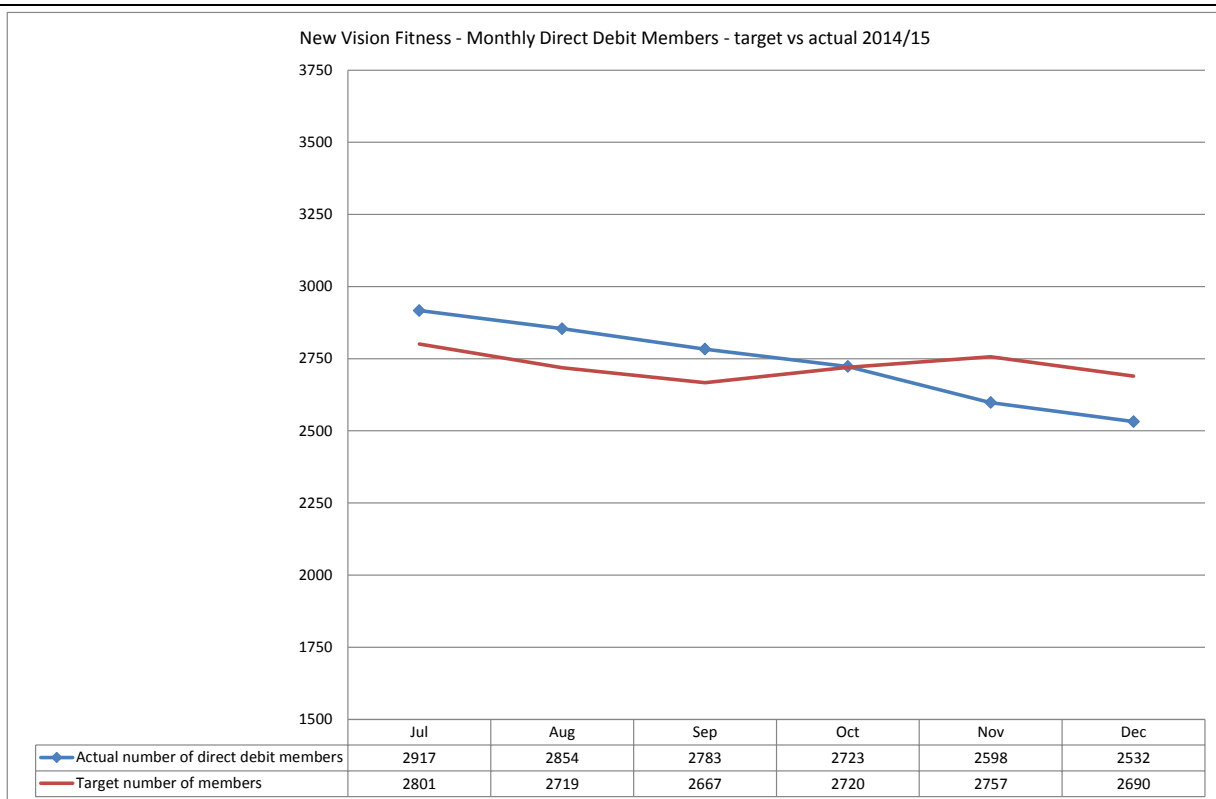
Description	Target 14/15	Net membership loss December 14/15
<b>Performance Measure</b>		
MPI LOS11 Number of Direct Debit members	2,905	-66 members

Membership levels have dipped below the monthly target. The service lost a net 66 members in December, with the Hudson again being the most affected with a net loss of 55 members.

George Campbell Centre membership income continues to perform above expectations, being £ 1,700 above 2013/14 levels in December. The Hudson gym income continues to perform below monthly expectations following the opening of a competing local gym.

The following table profiles the number and type of Direct Debits members using the service.

	Jul	Aug	Sep	Oct	Nov	Dec
Target number of Direct Debit members	2801	2719	2667	2720	2757	2690
Total Daytime members	459	437	453	494	493	470
Total Anytime members	2458	2417	2330	2229	2099	2062
Total Direct Debit members	2917	2854	2783	2723	2598	2532



The chart above highlights that membership levels have exceeded targets until November 2014. With regards to the Hudson, the flood in late August, along with the additional competition in Wisbech has impacted on fitness class attendances, as well as the income realised from direct debit memberships.

To improve performance at the Hudson and address the increased local competition, the leisure team has several actions taking place including:

- Flyers to all ex-members and non-members that are targeted depending on postcode analysis of population sent out November and December – total number 1200 addresses.
- Ex-member marketing call in November to over 1,400 phone numbers.
- Marketing the facility in the town centre on market days in December, handing out free passes to come and try the Hudson.
- Refer a Friend promotion – asking current members to refer a friend for a free months membership should the friend take out a committed membership.
- Commit to success – new members are being entered onto a system that tracks usage and encourages attendance to establish an exercise habit.
- This month the service is promoting **New Year, New You, New Vision** with a mail out to 1200 Wisbech addresses to generate awareness of the Hudson facilities. This mail out includes ex-members from the last 12 months. The leisure team will follow up mail out with ex-member in the last week of January to increase the chance of sales.

Description	Action	Achieved
<b>Performance Measure</b>		
George Campbell Leisure Centre Refurbishment	Project on budget and on time	
<p>The refurbishment continues on budget, with the pool reopened on 5 January after Christmas following ceiling works and replacement of the pool lining. The framework for both new aspects of the centre are up, with roofing and brick work well advanced for the pool changing facility.</p> <p>Fenland Council Members and March Town Council members continue to receive updates on the progress of the project, with customers also receiving email updates, notices in the centre and verbal updates from staff.</p> <p>An interpretation board noting the contribution of George Campbell to swimming in March, with highlights of the centres history was unveiled by Mrs Anne Gunn and David Campbell, daughter and son of George Campbell on 16 January.</p>		

#### What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (December 14/15)	No of customers satisfied (December 14/15)	Average % 14/15	Variance
LPI LS2 - % of those asked, satisfied with Fenland's Leisure Centres	82%	82%	89	74	84%	
<p>Customer satisfaction continues on target and is important to help maintain and increase memberships.</p> <p>The George Campbell improvements should see an increase in satisfaction once completed, as a significant number of customers highlight the pool changing facilities as poor.</p>						

## 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
<b>Performance Measure</b>		
Work Healthy Fenland	Number of businesses and employees engaged	
	Number of events	
	Number of health champions in place	
<p>In November a further event was delivered at Wincanton's at the company's request to cover additional shift patterns. The project target of 4 events has already been achieved and it is hoped to deliver one more event in early 2015.</p> <p>Additionally the following outturns have been achieved:</p> <p>Employers with Health Champions are; Princes (Wisbech), MMUK (Chatteris), Wincanton (Wisbech). Health Champions are employees who are taking a lead role in supporting staff to improve their health and wellbeing. They will be a point of contact for partners / cascade information to their colleagues and actively pursue opportunities to improve health and wellbeing outcomes within their organisations.</p> <p>Other employers engaged with the Work Healthy Fenland Programme - BRT Bearings (Wisbech), Fenmarc (March), Greenvale (Floods Ferry), Hutchinson's Ltd (Wisbech).</p> <p>In January 2015 there will be a further partnership meeting to develop targets and priorities for the coming year. This project will continue to address the priorities set by the Fenland Health and Wellbeing Partnership.</p>		

Description	Action	Achieved
<b>Performance Measure</b>		
Develop a Fenland Health and Wellbeing Strategy and support Fenland's Health Partnership	Health Strategy implemented	
	Aligned to Older People's Strategy Work	
A joint Fenland Health and Wellbeing action plan has been developed. The action		

plan is a result of the partnership summit which took place in October last year.

In January, the plan was agreed by all partners and the Fenland Health and Wellbeing Partnership and leads were agreed for each area and action.

The plan picks up current and proposed projects which can be delivered in partnership to address the Fenland Health and wellbeing Partnership's strategic lifestyle focussed aims of:

- Addressing alcohol issues
- Reducing obesity
- Smoking cessation

With an overarching priority focussed on 'working better together'. The action plan will link to the priorities of the Cambridgeshire Health and Wellbeing Strategy.

The Older People's Strategy for Cambridgeshire was recently approved by both the Public Service Board and County Health and Wellbeing Board.

Description	Action	Achieved
<b>Performance Measure</b>		
Warmer Homes / Action on Energy	Winter Warmth programme	
	Activity update	
	End of year final outputs	

During the first few months of winter the final allocation of Fenland's partnership project providing grant funding to vulnerable residents has been administered. The funding (£39,324), which a partnership project was delivered jointly with Borough of Norfolk and Kings Lynn, has now been fully committed.

Warmer Homes partners from across Cambridgeshire have been working together for the third successful year, to reduce the number of excess winter deaths and ill health from cold living conditions. Efforts were increased this month to reach people who are most vulnerable after a cold weather alert was issued by the Met office.

Residents can receive advice about local services and opportunities for grants and other forms of financial support specifically relating to home energy by calling Cambs County Council on 01345 650 0280 from 8am – 6pm weekdays. Residents may also be referred by partners. FDC have already referred local residents. One resident has already received a £150 to help with heating oil costs.

The making money count website has advice about fuel costs and charities which may be of assistance: <http://makingmoneycount.org.uk/resource/grants-for-individuals/>.



Further funding for emergency fuel and heating payment is available across the County. The project is being delivered by Cambridgeshire Community Foundation and information about how to access that funding is currently being distributed. Residents have to be referred by a partner, so can apply through Isabel Edgington at FDC – [iedgington@fenland.gov.uk](mailto:iedgington@fenland.gov.uk) or 01354 602167.

Description	Action	Achieved
<b>Performance Measure</b>		
Better Care Fund	Support the implementation of Cambs County Council's Better Care Fund in Cambridgeshire	

In late October NHS released their Five Year Forward View. The purpose of the plan is to explain why change is needed and what that change might. The plan links with the priorities of the Better Care Fund and its approach to prevention and early intervention care and the role of local service providers in meeting its aims.

The plan describes various models of care which could be provided in the future, defining the actions required at local and national level to support delivery. It covers areas such as disease prevention; new, flexible models of service delivery tailored to local populations and needs; integration between services; and consistent leadership across the health and care system.

Friday 12 December was the deadline for submission of the next Better Care Fund plans and Cambridgeshire's plan has been submitted within time. These plans will be considered by Department of Health.

## 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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
LPI ES3 % of FDC's household waste diverted from landfill (recycled and composted)	51%	36%	53%	

Waste totals have increased in line with property growth, which has seen an increase of more than 1,600 tonnes in the amount of waste collected compared to this point last year. Overall the recycling rate is similar to this point last year.

April - October	2013/14	2014/15	Change
Residual waste (tonnes)	<b>14,828</b>	<b>15,312</b>	<b>+484</b>
Dry recycling (tonnes)	<b>6,540</b>	<b>6,764</b>	<b>+224</b>
Compostable (tonnes)	<b>9,815</b>	<b>10,724</b>	<b>+909</b>
Total domestic waste	<b>31,183</b>	<b>32,800</b>	<b>+1,617</b>
Recycling rate	52%	53%	

The warm and wet summer and mild autumn, have resulted in customers producing more garden waste than during the same period last year.

With a view to exploring how to improve Fenland's Blue Bin recycling performance, consultants employed by WRAP, a Defra funded recycling charity, have visited Fenland and spoken to the team to support WRAP in determining how Fenland can improve the amount of material in customer's blue bins.

The team continue to maintain the quality of the dry recycling collected and following the Christmas recycling information pack the refuse and recycling team have focussed on the blue and brown bins customers are presenting. The team use the Bartec in-cab system to record all occasions where materials could be improved.

Each customer whose bin has incorrect materials in will receive a sticker on their bin on the day and a reminder card through the post prior to their next recycling collection. During December, 196 customers were sent the information card below as a reminder of what goes in their blue bin.



**Recycling Reminder Postcard - Front**

**Rear**

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
MPI ES2 - % missed bins collected the next working day	92%	91%	88%	
<p>The average number of missed bins reported remains well below 300 per month over the year with the current at 264, which is just over a dozen each day.</p> <p>Of these, 88% were collected on the following working day.</p>				

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
MPI ES9 Income generated through recycling materials	£372,000	£27,200	<b>£288,857</b>	
<p>The majority of this income is recycling credits paid by the County Council as a consequence of their avoided treatment and landfill costs. Income from recycling is used to support services delivered.</p>				

Description	Target 14/15	Achieved Dec 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
MPI ES40 % of waste collections performed on allotted day	99%	99.1%	99.2%	
<p>99.2% of collections have been carried out on their allotted day in the first 9 months of this financial year. This is despite property growth, increases in waste tonnages and operational issues placing pressure on the team. These issues have resulted in a total of 19,465 of the scheduled 2,570,850 collections being delayed.</p> <p>Property growth over recent years, along with increases in garden waste collected have taken the team to a situation of maximum productivity where operational issues then have a direct impact. These types of operational issues have affected the ability of the team to complete their work on 36 occasions so far this year. Work last year on round routing within existing collection days did provide some improvement from the same period last year.</p> <p>Whilst measures to improve performance have had an impact, there remains more to be done to improve this performance measure and a round-review is in progress to evaluate where options for further performance improvement might be found.</p>				

## **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 Dec 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
LPI ES1 – Rapid or Village Response requests actioned same or next day	95%	100%	99%	
<p>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.</p> <p>Between April and December 2014, 826 requests for service were received of which</p>				

819 were completed by the end of the next working day, resulting in a performance of 99.3% over the 9 month period.

Area	Requests received	Requests met	Overall Performance
Chatteris	51	51	100%
March	209	208	99.5%
Villages	154	154	100%
Whittlesey	102	101	99%
Wisbech	310	305	98%
<b>Totals</b>	<b>826</b>	<b>819</b>	<b>99.3%</b>

This service continues to perform at an outstanding level.

Description	Target 14/15	Achieved (December) 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
LPI ES2 - % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	93%	98%	<b>98%</b>	

This month the following inspections passed the cleansing standard:

Town	October	November	December
<b>Chatteris</b>	21/22	27/30	27/30
<b>March</b>	38/38	30/30	30/30
<b>Whittlesey</b>	30/30	30/30	30/30
<b>Wisbech</b>	28/28	29/30	29/30
<b>Overall</b>	<b>117/118</b>	<b>117/120</b>	<b>116/120</b>

Changes to routine schedules have been made to accommodate the feedback from these monitoring inspections. Work is also ongoing in the cleansing team to develop potential means of providing an effective and efficient service in to the future.

Description	Target 14/15	Achieved Dec 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
MPI ES38 – Public convenience recorded usage	27,614	2,875	26,858	

There is one convenience in each town and they are used on a consistently high frequency. They are particularly well used in support of local events.

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Chatteris</b>	283	345	309	438	375	364	343	370	389	3216
<b>March</b>	1137	921	1181	925	902	839	865	903	886	8559
<b>Whittlesey</b>	316	354	267	357	261	278	421	273	266	2793
<b>Wisbech</b>	1117	1408	1428	1458	1448	1510	1351	1436	1334	12490
<b>Total</b>	2853	2828	3185	3178	2986	2991	2980	2982	2875	26858

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 (August & October (14/15))	No of customers satisfied (August & October (14/15))	% 14/15	Variance
MPI ES10 – Community satisfaction with cleansing services	89%	80%	203	89%	89%	

Two customer satisfaction exercises were undertaken in August and October to gather public opinion of the service. 500 questionnaires were sent out on each occasion (1000 in total) and 203 were completed and returned, a return rate of over 20%. Of those returned 89% were satisfied or above, with the service provided.

Some of the most recent comments included:

*“We never see a pavement cleaner, only the road sweeper, who's attitude is good but cannot do much because of parked cars.”*

*“Good”*

“Gulley cleaning not done regular enough.”

“Your workers have always been helpful and pleasant. The only complaint I have got is people thinking it's alright to chuck rubbish down but you are always trying very hard to clean it up.”

The cleansing schedules and frequencies have been established to balance the local need with the requirements set out in legislation. These are currently being reviewed to evaluate the most efficient means of delivering the cleansing service in the future.

Dog fouling remains a key concern for customers and will be subject to additional focus through the Winter Dog Awareness Campaign and its 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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
MPI ES16 – memorial inspections completed	68 locations	14 locations		
<p>Inspections are carried out based on a planned programme of memorials deemed most at risk within defined locations. Inspections included in this are Mount Pleasant, General Cem Wisbech. St Mary’s Wisbech, New Rd, Meeks, St Peters &amp; Pauls Chatteris, Doddington, Walsoken, Station Rd, St Wendreda’s March, All Saints Elm, St James Newton, St Nicholas Manea.</p> <p>During December 14 locations were inspected. Within these 14 locations 172 inspections have been completed. There were no unsafe memorials identified.</p>				

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
MPI ES39 – Hours spent on active town patrol	4,000	455	<b>2,918</b>	
<p>Officers have been concentrating their time on proactive patrols within the towns. However during December the number of patrol hours has been lower than usual especially in Whittlesey, although still on target for the year.</p>				

In January our new Streetscene Officer, Sally Mitchell has joined the Council. Sally will cover Whittlesey and has started to introduce patrol hours already to increase performance in this area.

Broken down into locations Officers have patrolled;

Whittlesey	23 hours
Wisbech	154 hours
March	80 hours
Chatteris	61 hours
Rural	7 hours

New streetscene issues of prevalence this month include, reports of vehicles left and unattended, cleansing issues and low level antisocial behaviour.

Waste issues relating to commercial premises in the towns have been followed up where identified and generally responded to by those responsible within 24 hours.

In March patrols along the moorings have taken place following reports of people overstaying the time limits.

### **Next Steps / Looking Forward**

- **Streetscene:** New powers to tackle waste problems (fly tipping and unlicensed waste collection will soon be in place. Fixed penalty notices of £300 may be served for those not complying with these requirements.



## 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
<b>Performance Measure</b>		
Progress against planned enforcement campaigns targeting dog fouling / litter / fly tipping	Fly Tipping and Responsible Waste Disposal campaign  Winter Dog Fouling Awareness Campaign	
<p><u>Fly tipping and Responsible Waste Disposal Campaign:</u> Continuing with the Council's ongoing commitment to tackle fly tipping Officers are monitoring designated fly tipping hotspots daily.</p> <p>During December there were 127 instances of fly tipping. 5 in Chatteris 22 in March 6 in Whittlesey 24 Wisbech 70 in surrounding villages.</p> <p>All of these instances were given initial investigation. Officers look for any evidence which would support further investigation. None of these instances provided further information.</p> <p>The type of waste fly tipped this month included household items, building rubble, and white goods. Following support from the Police to undertake covert surveillance at fly tipping hotspots, the Council has purchased our own cameras which will be delivered in February.</p> <p>During January training on deployment and important legal procedures will be developed so the team are ready to take forward the next steps of the project in the early part of 2015.</p> <p><u>Winter Dog Fouling awareness Campaign:</u> The campaign was launched in December with an event in Chatteris on the Sportsman Field. The Under 16's football club were keen to hold the first event as they</p>		

have had issues recently with dog fouling on their pitch. During the event dog fouling was sprayed with brightly coloured biodegradable paint. This highlights to irresponsible dog walkers and the detrimental impact that they are having on the environment.

Next steps include early morning dog patrols (in addition to normal enforcement patrols) once a week in our key areas:

- **Chatteris:** Furrowfields, The Sportsman Field
- **Wisbech:** New Drove, Bath Road Skate Park, Wisbech Park
- **Whittlesey:** New Road, Manor Field
- **March:** West end, North Drive, Sconce
- **Rural:** Tydd St Giles Newgate Road, Ringers Lane Leverington.

Programme of responsible dog awareness campaigns are planned in partnership with the dog warden service in each town. These events will be held on the market places and will promote micro-chipping as well as all other aspects of being a responsible dog owner. Dates for these events are:

March - 7 Feb

Whittlesey – 13

March, Wisbech and Chatteris to be confirmed.

Enforcement actions for December by town:

Fixed penalty notices – littering	3 (1 March 2 Wisbech)
Fixed penalty notices – dog control	1 (March)
Fixed penalty notices – parking	2 (March)
Written Warnings	4
Verbal Warnings	9

**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
<b>Performance Measure</b>		
Street Scene Enforcement Project	Number of identified properties repaired / refurbished / breaches remedied	
<p>Significant progress continues to be made with a large number of properties under the streetscene enforcement project. Members and officers are in the process of undertaking a review of the original walkabout target list to monitor and assess on site progress.</p> <p>Works on site progress at Constantine House and officers continue to work with the site owner to ensure completion of the works.</p> <p>The result of the Heritage Lottery Fund bid for a variety of dilapidated properties in the High Street area of Wisbech is expected in late January.</p>		

Description	Action	Achieved
<b>Performance Measure</b>		
Car park refurbishment programme	Undertake Capital Programme improvements to relocate the Bus Station from Whittlesey Market Place to Grosvenor Road Car Park. Project incorporates enhancements to the car park and access road.	Contract awarded and works in progress
<p>Contractor appointed to undertake the Bus Station relocation and improvement works project. Contract start date scheduled for 19<sup>th</sup> January 2015 with completion programmed for end of March. CCC funded project being undertaken by A&amp;P team.</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:** Support community Street Pride and 'Friends Of' groups to deliver events within their local areas

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
LPI EH1- Number of Street Pride and Friends Of community environmental events supported by FDC	150	12	<b>158</b>	
<p>12 events were held this month by community groups to improve the environment. Regular work parties were held as well as additional events by Wisbech General Cemetery, Chatteris Street Pride / In Bloom, Wisbech Street Pride and Whittlesey in Bloom utilising marketing opportunities from festive events by promoting the work of the groups through Christmas tree festivals.</p> <p>March Street Pride also had a promotional stand at this year's Christmas market. As well as the group raising a healthy amount, they also engaged with many residents / members of the public who were complimentary towards the work that the group does as street pride and through the in bloom competition. The group also recruited a new member, a lady who has recently moved to March and is a horticulturalist by trade.</p>				

Description	Action	Achieved
<b>Performance Measure</b>		
Progress against Street Pride Plan	Co-ordinating necessary expertise Ensuring resilient groups Involving young people Working with partners	
<p>The Street Pride plan features 5 key priorities towards which the council has committed to work with community groups.</p> <p>During November and December the focus has been on co-ordinating expertise, sharing knowledge and creating opportunities for groups to advertise activities at events.</p> <p>The Chair of the Friends of March Railway Station recently attended a meeting of the</p>		

March Society to promote the group's activities and in particular highlight the refurbishment of the community rooms. The Chair was joined by a representative from Abellio Greater Anglia which demonstrates the key partnership working.

The Street Pride Co-ordinator has hosted community surgeries within all areas of Fenland and during November attended a Golden Age Surgery event in Whittlesey.

The promotional stand highlighted the activities / projects of the volunteer groups across the district and provided an opportunity to talk to members of the community. At this particular event, two new volunteers signed up to volunteer with Whittlesey Street Pride.

## **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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
LPI EH3 – Number of community led management action plans for Fenland's key open spaces	14	0	12	

During November grant funding has been approved for Norwood Road to implement further actions from their community led plan.

Work has started to support Friends of Rings End Nature Reserve committee to develop their community led action plan.

The group as well as committing to a pledge through Street Pride, also have their own work programme which feature key projects that the group are going to work on throughout the year and further ahead. Some of the aspects highlighted, such as dog fouling, are priorities that the Council can help assist with.

Description	Action	Achieved
<b>Performance Measure</b>		
Whitemill Coldham and Glassmoor updates	Support community groups to access grant funding	
<p>Both funds reopened in November for new bids and were advertised in the Cambs Times and on FDC's website.</p> <p>Elm and Friday Bridge primary schools were contacted with a view to highlighting the fund and previous school projects that Glassmoor has helped support.</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>Each year the funds are 'topped up' and the Glassmoor committee have £17.5K per annum to spend and the Whitemill group have £7K per annum.</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:** 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
<b>Performance Measure</b>		
Community events delivered successfully across Fenland	Deliver four seasons events across Fenland.	
<p>Several thousand people attended both of this year's Christmas events. Particularly popular this year were the reindeer and food stalls offering local beers, cheese and fresh pastries.</p> <p>We were very pleased to welcome young performers from 7 local schools. Eight businesses in Wisbech also entered into a 'best dressed' shop window competition, with the Salvation Army were judged to be the winners by the Mayor of Wisbech.</p> <p>Events coming up include St. George's Fayre 26 April 2015 and Whittlesey Festival 6</p>		

September 2015

### What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (Dec 14)	No of customers satisfied (Dec 14)	% 14/15	Variance
LPI EH4 - % satisfaction with FDC's events		82%	87	76	87%	

Following feedback last year from residents and businesses in Wisbech, the Christmas market took place in the market place only.

Feedback was positive, although some comments were made that the stalls in the Crescent area were missed. The number of stalls was the same as 2013 however the locations were slightly different.

Others comments requested for the event to be at a weekend. Constructive feedback from the March event included the fairground being moved to the Market Place so that it is easier to find and for the Christmas Lights to be on during the event.

Positive feedback included several stallholders selling out of stock; good planning and organisation aiding easy access on and off the site.

### Next Steps / Looking Forward

- Planning for the four seasons events in 2015/16 will commence in January 2015. Feedback from the events this year has been very positive and this feedback will be presented to the community groups who -working with Fenland - deliver these events in order to build on the success.

## 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
<b>Performance Measure</b>		
Progress against Markets Action Plan	Love Your market Campaign  Trader Incentives  Improved Website  Continental market  Quarterly market forum	

As part of the Councils commitment of promoting and supporting the local markets, in partnership with 20Twenty productions, 4 promotional Love your Market events took place on the 13<sup>th</sup>, 17<sup>th</sup>, 20<sup>th</sup> and 24<sup>th</sup> December.

The events were hosted by a local compare who acted to engage with the community drawing them into the market place. The public were treated to live Christmas music and carols with a range of Christmas activities and festive food. These events were very well attended and traders fed back that they had a positive impact on the markets.

Following requests from the traders at the quarterly market forum a promotional banner is being designed which will be displayed on market days in towns to highlight market days to the public.



**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of incidents recorded by CCTV	<b>2,000</b>	<b>130</b>	<b>1,644</b>	

During December 2014, the Council were able to detect and respond to 130 calls for services (compared to 176 incidents during December 2013) highlighting the continued success of the partnership approach in reducing incidents of crime within our camera zones. These incidents included alcohol related anti-social behaviour and criminal damage, concern for vulnerable and missing persons, drink driving and theft shoplifting.

Here is the data broken down by town;

Chatteris = 7

March = 34

Whittlesey = 7

Wisbech = 82

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of positive outcomes as a result of CCTV intervention	<b>360</b>	<b>26</b>	<b>377</b>	

During December 2014 the Council were able to ensure that from the 130 incidents either detected or responded to by CCTV led to 26 positive outcomes as a result of CCTV intervention.

These includes persons being arrested, fined or receiving notices to leave an area for a period of time (section 27 notice) to reduce anti social activity or being reported for anti social vehicle use.

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of evidential exhibits provided to support prosecutions	180	14	143	

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of Safety Zone Events	3			

Next safety Zones planned in March 2015 for March and Whittlesey  
 Wisbech SZ delivered seven safety scenarios which were completed in July 2014

Description	Action	Achieved
<b>Performance Measure</b>		

### Community Safety Partnership

Child Sex Exploitation has been highlighted as a concern for the Fenland community; Operation Shade is a police operation which is looking at the criminal aspects of these issues whilst the CSP is developing a project to improve awareness and ease of reporting.

The CSP has commissioned a theatre production to engage with Yr10s in the 4 academies and grammar school. These targeted productions look at risk taking behaviour and challenge the decisions the young people make leading to dangerous situations. These sessions will be delivered in the summer term.

**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of SIRCS members <i>[Secure Incident Reporting and Community Engagement System – provides a secure and effective online means for businesses, including retail and licensed trade to share information amongst members and partners on offenders and local incidents and concerns]</i>	<b>200</b>	<b>2</b>	<b>211</b>	

Description	Action	Achieved
<b>Performance Measure</b>		
<b>Fenland Business Against Crime (FenBAC)</b>		
The Council continues to support the local crime reduction schemes of both ShopWatch and PubWatch through attendance at monthly member meetings and via the management and delivery of the SIRCS system.		

**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of FDC ASB cases where positive action is taken	65%	55 cases	<b>94%</b> 52 Cases	

The FDC Community safety team have dealt with 55 cases YTD with 52 of those cases achieving positive interaction.

One case highlighted was a gentleman having issues with neighbours in which he claimed they were targeting him and his family due to their traveller background; on investigation it was found the allegations were exaggerated to enable the complainant to move and get away from rent arrears owed to a letting management agency.

In partnership with the police, letting agency and FDC we worked closely with the complainant and letting agency to develop a support package as well as facilitating a move for the neighbours on their request to avoid further issues.

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

**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	Action	Achieved
<b>Performance Measure</b>		
<b>Fenland Diverse Communities Forum</b>		
<p><b>FDC Corporate Plan:</b> To ensure all sectors of the Fenland Community can give input and views into the shaping of the FDC Corporate Plan for 2015 – 18, the Council linked in with the Community Volunteer Translation &amp; Interpretation service to translate questionnaire into the main Eastern European languages. The completed forms have now been distributed to the Community Hubs, placed on the website and feedback is being collated.</p> <p><b>Seasonal celebration for various communities in Fenland area:</b> Working closely with community partners, the Council were able to both promote and facilitate a number of seasonal festivities that were held at community hubs across the festive period. Apart from December being a major festival in the Christian calendar it is also the time of year that many other religions have major celebrations e.g Hanukkah. Therefore the Council spoke with the Rosmini Centre and Wisbech interfaith forum to develop a joint event at the Rosmini. The event included different foods from around the world and enabled people from different communities to share their views.</p>		

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of residents supported through work of Community House	600	91	<b>847</b>	
Community House Family Christmas Party – 17 <sup>th</sup> December				
This was a community cohesion family event, which was led by the Community House, but also involved The Oasis Community Centre and Circle Anglia Roddons				

Number of families who attended: 41  
 Number of adults who attended: 52  
 Number of children who attended: 87

Nationalities were:

White British: 29 (40 adults & 67 Children)  
 Polish 8 (8 adults & 13 Children)  
 Latvian 1 (1 adult & 1 Child)  
 Lithuanian 3 (3 adults & 6 Children)

Comments made:

“This event is lovely and it is a real joy to see how happy the kids are and get on together”  
 “A massive thank you to the Community House staff we had an amazing night”  
 “Was a really good evening”  
 “Huge Thank you for an amazing party, my daughter had a fantastic time”  
 “Thank you for another great Christmas party, the children were entertained”

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Rural Capital Grants spend	Award grant to rural communities to improve community facilities	None for Dec	1	

Description	Action	Achieved
<b>Performance Measure</b>		
Hold Annual Pride in Fenland Awards	Deliver yearly event	No
Event to be held in March 12 <sup>th</sup> 2015		

### What do our customers say?

Description	Baseline	Target 14/15	No of customers questioned (Dec 14)	No of customers satisfied (Dec 14)	% 14/15	Variance
Customer Satisfaction of Residents using Community House		86%	66	61	92%	

**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 (month) 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of English as Second or Other Language (ESOL) courses	8 per week	8 per week	<b>8 per week</b>	

Description	Action	Achieved
<b>Performance Measure</b>		
Source funding to sustain Community Translation Service	Identify and secure funding to maintain develop the service for the next 12 months	
Funding has been secured until the end of August 2015. The service is being managed and the activities of the volunteers coordinated by the Rosmini Centre in Wisbech		

**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of organisations which have received information and support from FDC which offers options for them to grow and develop	30	3	14	

**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of Nene berth holders	85	84	88	

Description	Target 14/15	Achieved (month) 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Boat lifts at Wisbech Port	200	10	123	
Reduction of seasonal Lifts for leisure Craft expected to increase during the spring season. Delay with Dong works has reduced lifts for their craft.				



Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Total Number of ships to Nene ports	240	14	<b>163</b>	
Port Sutton Bridge Ship Numbers	210	11	<b>133</b>	
Wisbech Ship Numbers	30	3	<b>32</b>	
<p>Port Sutton Bridge trade levels are below target due to minimal grain exports and reduced steel imports. We are working with Port Sutton Bridge to address this.</p> <p>Port Sutton Bridge - Potential for wood chip cargo early Feb 2015.</p> <p>Imports of Timber and Brick cargos are continuing to increasing due to the building trade upturn within the local area.</p>				

Description	Action	Achieved
<b>Performance Measure</b>		
Race Bank Offshore Wind Farm development Dong Energy	Ongoing dialog with Dong Energy Race Bank export cable lay route's and Port Authorities concerns	<b>Race bank Cable lay discussions with (Dong Energy) Offshore Renewables and King's Lynn and Boston Harbour Master's</b>
<p>Dong Energy plan to appoint cable laying contractors early Jan 2015 this will lead to a better understanding of working arrangements between Port Authority, Dong Energy and the appointed contractors.</p>		

**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
<b>Performance Measure</b>		
Maintaining positive relationships with key business leaders	Programme of meetings with key business leaders throughout the year	<b>Business development support given, alongside UKTI to ERMS (UK), Chatteris</b>
<p>A meeting was held in December with ERMS(UK) in Chatteris alongside a UKTI colleague – this business is in a key sector in Fenland (food and drink) and involved the council in positive conversations about the continued development of the company.</p> <p>This work is important to ensure international companies are fully supported and therefore continue their investment and employment in the Fenland economy.</p>		

**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of events/wider engagement activity in which FDC works with colleagues from the LEP (annual)	4	1	3	
<p>FDC has played a central role in ongoing discussions regarding various European funding streams and during December the second meeting of the partnership group</p>				

which was formed to look at the Community-Led Local Development fund met in Wisbech to progress this work. There remains considerable uncertainty at a national level over the timings and agreements of European funding streams, however this group aims to work with the LEP and be in the best possible position to take advantage of future opportunities.

Description	Action	Achieved
<b>Performance Measure</b>		
Proactively support and promote LEP initiatives/opportunities to Fenland organisations	FDC maintains regular contact with LEP colleagues and is involved in LEP initiatives	<b>During December FDC attended a European Funding workshop and promoted this event through social networks and to business contacts. FDC also attended the first European Structural Fund Committee meeting</b>

**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Occupancy of business premises	80%	79.7%	<b>N/A</b>	

We are now “live” with our advertisements on Rightmove commercial’s website, which is promoting all of our empty properties across the Business and Light industrial estates. We had our first viewing as a result of this advertising during December and talks are continuing with the prospective tenant, with a view to taking a lease out early in the New Year.

Discussions have taken place with Barker Storey Mathews with a view to expanding the marketing of South Fens Business Centre and Enterprise Park.

CNC building control have commenced their lease at The Boathouse and have successfully managed the transition for the team from Kings Lynn, FDC staff completed their move on 16 January 2015. We arranged and hosted a launch event in December for new employees and elected members from FDC and KLBC, which received excellent feedback about the venue and Boathouse staff.

Leases have been issued to three new tenants, 2 x Boathouse and 1 x South Fens with the completion and occupation date set for 1 December 2014. These are all new businesses for the Business Centres. A lease has been issued to a new tenant for South Fens Enterprise park, Bios Analytical have taken on an additional unit, we hope to have this completed ready for 1 January 2015.

The new team is in place and has settled in very well at the Boathouse, We have been receiving excellent feedback about the level of service that is being provided from our tenants.

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Business centre conference income	£140,000	£10,615	<b>£105,732</b>	

Conference income at both business centres remains strong with a combined income in December of £10,615

The Boathouse hosted 53 external and 2 internal conferences.

South Fens hosted 39 external and 3 internal conferences.

Description	Action	Achieved
<b>Performance Measure</b>		
Sutton Bridge Marina – commercial land and leisure moorings	Agree land lease arrangements Deliver moorings project  Agree management arrangements for new moorings	<b>Draft Heads of Terms prepared and agreement in principle for leases made with Lincs CCC &amp; EIFCA</b>

Works tendered. Appointment awaiting completion of outstanding lease and other legal agreements.

**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
<b>Performance Measure</b>		
Nene Waterfront Project - Disposal of surplus residential sites	Review plans and submissions in accordance with the Agreement to Lease.	
<p>The disposal of Lot 3 (Gas Works Site) enters the final stages of the process. The Agreement to Lease is with Circle Anglia for final signature. The Planning Application was submitted at the end of November, with the plans and application submissions reviewed and given Landlord's approval, in accordance with the Agreement to Lease.</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
<b>Performance Measure</b>		
Support the promotion of the Destination Digital project through social media, individual contacts and wider partnership activity	FDC continues to support the latest 'Enterprising Women' initiative from the Destination Digital project	

**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of Skills Service events supported	12	1	9	
<p>Two FDC colleagues supported one of the larger annual Skills Service events – an enterprise activity day for Year 9 students at Neale Wade Academy. This event involves the whole year group in a fun, fast-paced enterprise simulation game and helps to provide young people with an understanding of running their own business.</p>				

Description	Target 14/15	Achieved (month) 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Number of Fenland pupils involved in activities alongside employers	5000	-	1553	
<p>The current cumulative figure shown is up to the end of December. The various events of different sizes held throughout the academic year mean that this figure does not rise consistently as months progress.</p>				

Description	Action	Achieved
<b>Performance Measure</b>		
Promote and support employability and work experience programmes	The Council continues to actively promote the JCP work experience programme and where possible takes job seekers on work experience placements.	<b>Job seeker interviewed for work experience placement to start in January.</b>
<p>The Council tries where possible to lead by example in getting local businesses to support initiatives to support young people to gain work experience and employability skills. This is the sixth individual supported in the ED team on an adult placement. He will be supported to gain skills and experience in work as well as receiving support to apply for employment. JCP allows him to continue to claim benefits while on the work experience scheme.</p>		

**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	Action	Achieved
<b>Performance Measure</b>		
Support the Fenland Tourism Board (FTB) to oversee the further development of a district wide approach to encouraging and developing the tourism agenda in Fenland	Support the Fenland Tourism Board at Bi-monthly FTB meetings to progress forward actions and ideas developed through the Board.	<b>Supported</b>
<p>The FTB met in December to identify initial ideas for 2015 delivery:</p> <ul style="list-style-type: none"> <li>- <b>Website Development</b>, Portfolio Holder Decision Paper for Website Development January 2015</li> <li>- <b>Welcome to Cambridgeshire Fens, Visitor and Accommodation Guide 2015</b>, Completion Easter 2015 with National distribution</li> <li>- <b>Cambridgeshire Fens Mini Guide</b>, Completion Jan/Feb 15 for delivery in major transport hubs etc within hours travel from Fenland.</li> <li>- <b>Market Town Ambassador Idea</b>, Jan/Feb launch an Market Town Ambassador idea to encourage each market town to have an ambassador that reports back to the FTB to help develop and progress ideas.</li> </ul>		

Description	Action	Achieved
Deliver a marketing campaign to attract additional visitors and promote Fenland	Support the Creative People and Places Funding Bid	<b>Supported</b>
<p>Support given to the Creative People and Places (CPP) Bid to help develop the final business case for the project and secure the funding. Submission date for business case late January 2015.</p>		

## 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
<b>Performance Measure</b>		
<p>A draft SPD is also being prepared on Flood Risk. This is in line with Local Plan Policy LP14 and is being produced by Cambridgeshire County Council on behalf of all Cambridgeshire districts in order to achieve a consistency of approach throughout the county when assessing flood risk issues in planning applications. The Environment Agency and Internal Drainage Boards are also involved with this work. Once a final draft has been produced and agreed by all authorities it will be subject to public consultation sometime during spring / summer this year.</p>		

## 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 December 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
% of major planning applications determined in 13 weeks	50%	100%	<b>85.71%</b>	
<p>The Council has continued to maintain a high performance in relation to major applications both in terms of numbers determined and speed of decision. This is reflected in the cumulative total which is significantly above the target for the year.</p> <p>During December there were 5 decisions, all determined within 13 weeks.</p>				



Description	Target 14/15	Achieved December 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
% of minor planning applications determined in 8 weeks	70%	92.86%	<b>81.31%</b>	
<p>The Council has continued to maintain a high performance in relation to minor applications both in terms of numbers determined and speed of decision.</p> <p>During December there were 32 decisions, 31 of which were determined within 8 weeks.</p>				

Description	Target 14/15	Achieved December 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
% of other planning applications determined in 8 weeks	85%	86.36%	<b>92.74%</b>	
<p>The Council has continued to maintain a high performance in relation to 'Other' applications both in terms of numbers determined and speed of decision.</p> <p>During December there were 30 decisions, 28 of which were determined within 8 weeks.</p>				

Description	Action	Achieved
<b>Performance Measure</b>		
<b>Planning Transformation</b>		
<p>To build on the successes of scanning all planning statutory and neighbourhood consultees, the print, post &amp; stores team are now scanning and indexing all planning applications. Highlighted in the PAS review, this development has improved customer services by ensuring fast and easy access to more planning information on the FDC website via public access, which was previously restricted.</p>		

## Next Steps / Looking Forward

- To continue implementation of the PAS action plan, particularly focusing on the pre-application process, pre-application charging and the use of Planning Performance Agreements for Major applications.
- The merging of the Fenland Building Control service with the CNC partnership continues. Following a 'welcome event' held at the Boathouse in December final preparation for the transfer is being completed with staff formally transferred to CNC on the 5<sup>th</sup> January.

## 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
<b>Performance Measure</b>		
Production of SPDs	Improved community benefits in terms of comprehensive CIL and S106 agreements delivering appropriate infrastructure	
<p>A six week public consultation on the Developers Contributions Supplementary Planning Document (SPD) commenced on 5th December and is due to be completed on the 15th January 2015. All responses received will be assessed in detail and, depending on whether the matters raised require a major re-drafting of the document, the SPD will be considered by Cabinet in February.</p>		

**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
<b>Performance Measure</b>		
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	
HLF have confirmed that the Wisbech Townscape Heritage application is the only application submitted this year for the East of England region. The Heritage Lottery Fund Board are scheduled to consider Fenland's bid in February.		

Description	Action	Achieved
<b>Performance Measure</b>		
Coalwharf Road Demonstration Project	Contacted colleagues at CCC to agree final land boundaries.	<b>Revised Final Heads of Terms and land disposal boundary, incorporating additional CCC land</b>
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
<b>Performance Measure</b>		
Coordinated approach to flood risk management and local drainage issues	Attend Cambs Flood Risk Management Group and liaise with FR partners	<b>Scheduled meetings attended to consider flood risk issues. Support flood risk authorities in flood investigations, particularly relating to flood incident Aug14.</b>

		<b>Coordination of flood risk matters relating to updated proposals for the new SAB role(SUD's approving Body) Support provided to flood emergency planning actions</b>
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Local flood risk partners continue to work hard to remedy drainage issues highlighted by the August 2014 flooding, especially in March. CCC published a newsletter in December to update residents of progress made.

Proposals for the Local Planning Authority to take on the SUD's Approving Body(SAB) role as part of the planning process have been published. These will be enacted for major developments from April 2015. As part of the new arrangements the Lead Local Flood Authority (CCC) become a statutory consultee on surface water flood risk management and SUD's issues.

**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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
Maintain existing use of dial a ride to 2013 figures through the concessionary fares scheme	Maintain 13/14 level 16,814 Journeys	1,510	<b>10,057</b>	

This performance measure is on target to maintain 2013/14 numbers of journeys.

Since April 2008, FDC has provided a Concessionary Fares scheme for community transport services. This means that any Fenland resident who has a Cambridgeshire bus pass and is a member of the local Community Transport organisation, can travel free of charge on the Dial a Ride Service.

- What is Dial A Ride?**  
Dial-a-Ride (DAR) services provide door to door transport for those people who do not have access to a car, where there is no public transport, or where they cannot access public transport. These services in Fenland are operated by Fenland Association for Community Transport (FACT). To use these services customers must be members of FACT. Membership is subject to meeting the eligibility criteria for

Dial a Ride services.

• **FACT Membership**

To use FACT services you have to be a member. DAR is not available to the general public. To become a FACT member you pay a 12 month subscription fee of £10 and you must meet one or more of the following criteria:

- have no access to your own car during the day
- There is no public transport available
- Public transport is limited and does not meet your needs, eg a hospital appointment
- You have difficulty using public transport due to disability or frailty

FACT currently has around 1,331 members in Fenland District (end of December 2014).

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

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 been 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
<b>Performance Measure</b>		

### **Rail Development Strategy 2011 - 2031**

Community Rail – 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.

Rail Franchising – East Midlands Trains - 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.

Network Rail Anglia Route Strategy – 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.

- 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
<b>Performance Measure</b>		
Undertake Market Town Transport Strategies	Delivery and adoption of Wisbech Market Town Transport Strategy	<b>Completed</b>

The new Wisbech Market Town Transport Strategy (MTS) was approved and adopted by the County Council Economy and Environment Committee during October 2014.

There is now an approved strategy for each of the Fenland Market Towns.

Chatteris and Whittlesey MTSs are scheduled to be ratified by Cabinet in February.

Description	Action	Achieved
<b>Performance Measure</b>		
Seek improvements to the A47 in Cambridgeshire	Ongoing	

Wisbech Access Strategy & LEP Transport Local Growth Funding – 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.

## 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 Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
LPI RACS 3 Council Tax collected	97.5%	N/A	76.62% £34,545,160	

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.

Recovery action has also reduced this year. At this point last year we had sent 15,776 reminders for late payment for debts totalling £1.974 million. This year this has been 14,763 reminders for late payment for debts totalling £2 million; a reduction of 6.4% notices but a slight increase of 1% arrears respectively (reflecting the slight increase in Council Tax levels charged this year compared to last year).

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.

Description	Target 14/15	Achieved Dec 14	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
LPI RACS 4 Business rates collected	98.5%	N/A	74.98% £18,907,890	

NNDR collection is slightly down at this stage of the year but has improved a further 0.3% in the last month.

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.



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.

At this point last year we had sent 937 reminders for late payment for debts totalling £1.119 million. This year this has been 743 reminders for late payment for debts totalling £1.659 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 (month) 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
LPI RACS 7 % of telephone calls answered within 20 seconds	70%	77.3%	<b>71.2%</b>	
LPI RACS 8 % of telephone calls offered that are answered	90%	95%	<b>90.8%</b>	

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.

We are currently on track to meet this year's overall performance targets.

The year on year trend of reducing telephone call volumes continues, evidenced from these figures:

- Calls offered this November 6,663 compared with 7,740 last November.
- Calls offered this year so far 64,352 compared with 68,255 for the same period last year.
- Calls handled this November 6,329 compared with 7,349 last November.
- Calls handled this year so far 58,435 compared with 60,382 for the same period last year.

Description	Target 14/15	Achieved (month) 14/15	Cumulative for 14/15	Variance
<b>Performance Measure</b>				
LPI RACS 9 % customers dealt with at first point of contact	85%	95.4%	<b>94.9%</b>	
This is good news for Customers as we continue to give excellent customer service at first point of contact.				

Description	Action	Achieved
<b>Performance Measure</b>		
<b>News Update</b>		
<p>Produced The Fenlander monthly page in the Citizen newspaper on 3 December. The main stories included; Great day for democracy, Stepping up action on flytipping and a spread on Christmas information – recycling dates, opening times for council offices and the carol service.</p> <p>We also had a '2014 the year in pictures' special on December 31. This included a key news story from every month of the year during 2014.</p> <p>In addition to the Monthly page, we completed the following updates in December:</p> <p>News stories to FDC website = 15</p> <p>Highlights included:</p> <p><a href="#">Joint campaign launched on hate crime</a></p> <p><a href="#">New Community Hub launched in Whittlesey</a></p> <p><a href="#">Consultation under way on new planning document</a></p> <p><a href="#">Santa makes waves at Community House party</a></p> <p>Number of Facebook posts = 12</p> <p>Number of Twitter 'tweets' = 12</p>		

Description	Action	Achieved
<b>Performance Measure</b>		
<b>Whittlesey Hub</b>		
<p>The Whittlesey Community Hub has been well received with 294 Customers in the first week of opening. The cash machine took £22,246.33 during this first week with 192</p>		

customers receiving help to use it. Advisors are on hand to show customers how to use the payment machine and this help has been appreciated.

Customer feedback has been overwhelmingly positive for the Hub as customers are able to use both the library and our Fenland @ your service facility in one single visit. The Hub has also been praised for being more spacious.

We regularly have extra staff on-hand at the Hub to help customers become familiar with the self-service payment machine and it is already clear that customers are much more confident when coming to make a second payment the following week or month.

Customers are also finding the Freephone facility, allowing them to speak free of charge to the Telephone Contact Centres at Fenland, Cambs County Council and Circle Roddons, very useful.

### 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
Customer satisfaction with services provided by Customer Services team		95%	N/a	N/a	N/a	<b>N/a</b>

We undertake an annual survey of customers who use our service; the next survey is planned for February 2015.

## 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
<b>Performance Measure</b>		
<b>Draft Budget</b>		
<p>The draft budget was considered by Cabinet and Overview &amp; Scrutiny. This shows that the Council has £1m of savings to deliver in 2015/16. All of these have been identified and will be delivered for 2015/16.</p> <p>The Council also received its Annual Audit Letter in December from our external auditors. The report was presented to the Corporate Governance Committee and was an excellent report, stating the Council has proper arrangements to secure economy, efficiency and effectiveness of its use of resources and gave an unqualified opinion on the accounts and value for money conclusion.</p>		

## 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
<b>Performance Measure</b>		
<b>Polling District and Polling Places Review</b>		
<p>Council approved the Polling District and Polling Places Review at its meeting on 18 December 2014.</p> <p>The review looked at the location, size, suitability and accessibility of polling places within the polling districts. The review detailed the current situation and any proposed changes to these arrangements based on the warding arrangements resulting from the Local Government Boundary Commission for England Review and Community Governance Review. The review had to be completed by 31 January 2015.</p> <p>A formal consultation period ran from 1 September to 24 October 2015 and 31 interested parties responded to the consultation, with questions and queries being raised in relation to 20 polling districts and polling places.</p> <p>The review resulted in:</p> <ul style="list-style-type: none"> <li>• 6 new polling stations being identified</li> <li>• The polling districts within 5 wards being completely re-drawn</li> <li>• 19 polling districts having streets added from or transferred to other polling districts</li> <li>• 12 polling districts being renamed, either by Polling District number or name.</li> </ul> <p>The new Register of Electors containing the revised polling districts will be published on 16 February 2015 and any new polling districts and polling places will become effective at all elections held after this date.</p>		

**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	Action	Achieved
<b>Performance Measure</b>		
<b>Equality Act Compliance</b>		
<p>A focus for the Council's work to ensure compliance in relation to the requirements of the Public Sector Equality Duty is annual training of staff on the requirements of the act, how it is interpreted and the practical aspects to embed within service delivery. This is done in tandem with the CSE work programme. Recent training has been given to all members of the Customer Access Team on this. Feedback from the groups was very positive and felt was useful to take back to their workplace and day to day activities. Alongside this specific training has been given in both Mental Health awareness and how to access support.</p>		

Description	Action	Achieved
<b>Performance Measure</b>		
Publish Annual Equality Report	Publish	
<p>The web link below takes you to our Annual Equality Report. All Councils have a statutory duty to publish this report on an annual basis to meet the requirements of the Equality Act. The report shows how the Council meets the requirements of the act with a key aspect embedding the requirements of what we do within the work we do to achieve the Customer Service Excellence accreditation.</p> <p><a href="http://www.fenland.gov.uk/CHttpHandler.ashx?id=10861&amp;p=0">http://www.fenland.gov.uk/CHttpHandler.ashx?id=10861&amp;p=0</a></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
<b>Performance Measure</b>		
Improvements to Council leisure centres – George Campbell LC	Construction of new Changing Village and Extension to Gym	Works progressing well, steel frame for both buildings has been erected.
<p>The project continues on programme. Over the Christmas period the pool was emptied and relined, while at the same time the roof was refurbished, before the pool was refilled ready to reopen. All achieved on time.</p>		

Description	Action	Achieved
<b>Performance Measure</b>		
Traveller site improvements	Total refurbishment of all utility blocks to travellers sites throughout Fenland	<b>Complete</b>

Description	Action	Achieved
<b>Performance Measure</b>		
Operate , maintain and refurbish FDC sewage treatment works and pumping station assets	Refurbishment and Upgrade of the following assets:-  Newgate Road, Tydd St Giles  Church Lane, Newton	<b>Completed</b>   <b>Completed</b>
<p>These completed schemes have led to improved safety, environmental and operational outcomes and reduced expenditure on tankering and energy.</p>		



Before



After

## 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
<b>Performance Measure</b>		
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 and this will be rolled out across the Council based on the requests received.		



### 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
<b>Performance Measure</b>		
Business training and information support	Food safety training Food Business Forum	

Website updates with regard to business training and support have been completed during December. New legislation and associated guidance to food businesses has also been added.

Description	Action	Achieved
The total number of enforcement cases received between 01 Jan – 31 Dec 2014 is 298.		
15 cases received in December 2014 with 10 cases closed in December.		

In addition 4 Notices were served during December - 2 Planning Contravention Notices (PCNs) and 2 Section 215 Notices.

## Next Steps / Looking Forward

**Environmental Health:** Broaden powers in relation to anti-social behaviour and community issues.

New legislation regarding food labelling comes into effect in December and environmental health officers have been working closely with colleagues from Trading Standards to support our local businesses with information and advice about these new requirements. In December all small and medium sized businesses will be consulted about our current support mechanisms (forum, newsletter and training packages) so we may respond to local needs in 2015/16.

## CORPORATE PLAN AREA: Quality Organisation

### General:

Description	Action	Achieved
<p><b>Chairman's Community Carol Service</b></p> <p>The Council hosted a Community Carol Service on Sunday 14 December 2014, open to the public to encourage community participation in a civic event; this is historically hosted by the Chairman of the Council.</p> <p>The Carol Service is an Annual event which provides the Chairman with the opportunity to meet with local residents, Civic Dignitaries, local Clergy and the local school with their pupils performing at the Carol Service. Invitations are sent out to local Councils and other Chairman and Mayor's attend which also gives the Council the opportunity to take part in a real community event in Fenland.</p> <p>The event has been supported by local residents, members of the public, Council staff, local dignitaries, other Chairman and Mayor's and guests of the Chairman. This year the Council held the Carol Service in the Fenland town of March by choice of the Chairman.</p> <p>It has been the Council's intention to take the Carol Service around the District and over the years the venues have been:</p> <ul style="list-style-type: none"> <li>• 2004 – St Wendreda's Church, March, 150 guests in attendance</li> <li>• 2005 – Parish Church of St Peter and Paul, Wisbech, 200 guests in attendance</li> <li>• 2006 – St Andrews Church, Whittlesey, 195 guests in attendance</li> </ul>		

- 2007 – St Peters Church, March, 180 guests in attendance
- 2008 – St Peters Church, Wimblington, 160 guests in attendance
- 2009 – St Marys Church, Whittlesey, 170 guests in attendance
- 2010 – Parish Church of St Peter and Paul, Wisbech, 155 guests in attendance
- 2011 – St Leonards Church, Leverington, 145 guests in attendance
- 2012 – Tydd St Giles Parish Church, 150 guests in attendance
- 2013 – St Marys Church, Whittlesey, 160 guests in attendance
- 2014 St John's Church, March, 145 guests in attendance

The feedback from the guests at the event was very complimentary and this allows the Council to show its competence at arranging successful events whilst providing a wealth of networking opportunities. Both the Chairman and the Vice-Chairman attend these events and work closely together to welcome guests and are involved in arrangements prior to the event to ensure that it runs smoothly, with the local Clergy overseeing the service, the organist and choirs, working with the local school and choosing Carols and Readings.

Numbers attending the Carol Service are very similar year on year with the monies raised from the Offertory being in the main donated to the good works of the Church hosting the Carol Service, thus continuing the support of the Council in local communities.