

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

June 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
David Oliver**
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**Councillor
Chris Seaton**
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**Councillor
Will Sutton**
Cabinet Member



**Councillor
Michelle Tanfield**
Cabinet Member



**Councillor
Simon King**
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. Process applications promptly and accurately through our shared service with Anglia Revenues Partnership (ARP)

Corporate Plan Action: Respond to changing government policy regarding the processing of housing benefits applications and future Welfare Reform announcements

Description	Target 15/16	Achieved (in-month only) 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI CS1 Average number of days taken to process new claims for benefit	Target for end-May 20 days	19.1	20.1	On target
LPI CS2 Average number of days taken to process benefit changes	6 days	6.3	8.2	+1.9
LPI CS3 Average number of days taken to process benefits new claims and changes overall	7 days	7.5	9.3	+1.8
LPI CS4 Days taken to process Council Tax Support new claims and changes	12 days	7.5	9.1	-1.9
LPI CS5 Days taken to process Housing Benefit new claims and changes	12 days	7.4	9.5	-2.1

The start of the financial year always sees more new claims and changes to benefit cases following despatch of annual Council Tax bills and benefit notification letters in March. However, work volumes are already beginning to reduce and in-month performance, as seen above is well within target for all benefits PIs which will mean cumulative results improving each month towards our annual targets.

Significant amounts of additional work has been taken on in the form of the DWP's Fraud & Error Incentive Scheme which encourages Local Authorities to proactively target claims to identify previously unreported changes in circumstances. The emphasis is also on educating the customer to report their changes promptly.

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 15/16	Achieved (May) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Total number of privately rented sector homes where positive action has been taken	200	26	44	

At the end of May, The Council has inspected 18 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 26 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	17	11
March	0	6
Chatteris	0	1
Whittlesey	0	4
Other villages	1	4

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned May 15	No of customers satisfied May 15	% 15/16	Variance
% satisfied with the information given by the Housing Options team	100%	90%	8	8	100%	

8 satisfaction forms were handed out and all were returned. They were all either

satisfied or very satisfied with the Housing Options Officers advice given.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support vulnerable members of our community

Corporate Plan Action: Work with partners to build community capacity and resilience to help residents support themselves and their community

Description	Target 15/16	Achieved (May) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of DWP customers or eligible referrals within 2015/16 supported at Community House	192 (A maximum of 48 people per quarter)	16	39	

DWP project with the Community House from May 2015

The Council has been working with the Department for Work and Pensions on a one year project to enable local residents to get back in to the working/volunteering environment.

For some, there are deep rooted issues around their confidence and lack of skills to enable them to access the working environment successfully.

The Council has been working with a number of residents to build their self-confidence and enable them through one to one training and group sessions and volunteering to help increase their self-esteem and realise their own potential.

Examples have included help with producing a CV, undertaking basic ICT skills, undertaking qualifications and how to prepare and communicate during an interview.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support vulnerable members of our community

Corporate Plan Action: *Work with partners to develop a Multi-Disciplinary Team approach to deliver earlier interventions to those in need, through more integrated commissioning*

Partnership Activity
Multi-Disciplinary Team – Wisbech Pilot
Partners are inputting services that can help reduce the risk of a resident needing an emergency admission to Hospital. At the next MDT Wisbech pilot meeting on the 30 th July the information will be reviewed and work will start as to how to embed understanding of these opportunities into the MDT operational working practices.

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 15/16	Achieved May 15	Cumulative for 15/16	Variance
Performance Measure				
Spend of YDC grant allocation	£7,500	£479	£479	

The YDC held their AGM on 20th May which was attended by a number of Members, CMT, Principals, and recipients of YDC grants. The meeting included the end of year presentation and elections for the positions of Chair, Vice-chair and Finance Officer. There were also four new youth councillors from Cromwell Community College in attendance. In addition to this on Monday 18th May, four of the youth councillors had the pleasure of meeting Lord Rowan Williams, former Archbishop of Canterbury for an informal question and answer session. This unique opportunity was described by one member “a fantastic experience and definitely worth every second” because Lord Williams “made it seem like anything was possible if you are really passionate about something”. Finally the YDC were delighted to learn that their application to become

members of the British Youth Council had been accepted. This means that the voice of young people in Fenland can be heard not just locally, but on a national level with the potential to influence government policy in relation to all young people across the UK.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned May 15	No of customers satisfied May 15	% 15/16	Variance
Satisfaction of young people involved in YDC activities	100%	80%	10	10	100%	

Nine youth councillors and one school liaison teacher completed a short questionnaire at the end of the meeting. All said they were very satisfied with the meeting with the four new councillors from Cromwell commenting that they were "looking forward to future meetings". The school liaison said she was "surprised at how well organised it was, and how much is achieved".

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
- Support the development of community sport
- Explore alternative delivery options for leisure services

Description	Target 15/16	Achieved May 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI LS1 – Number of paid visits to our leisure centres	Annual: 889,708 To May: 134,927	71,884	134,041	

	Apr	May
Monthly target (all centres)	59231	75696
Chatteris visits	5512	5019
March visits	13931	13464
Wisbech visits	23458	30361
Whittlesey visits	19256	23040
Total all centres	62157	71884

Attendance numbers continue to track expectations.

Description	Target 15/16	Current membership level May 15/16	Variance
Performance Measure			
MPI LOS11 – Number of Direct Debit members	2,632	2,578	

	Apr	May
Target number of Direct Debit members	2629	2632
Total Daytime members	531	521
Total Anytime members	2062	2057
Total – actual Direct Debit members	2593	2578

Gym membership and income levels continue to match expectations at all facilities, other than the Hudson. The summer promotional campaign is live from mid-June and this is expected to tempt more customers into the centres – with staff out on the streets in Wisbech encouraging people to join New Vision Fitness.

George Campbell Leisure Centre Refurbishment

The George Campbell project is in the last few weeks of work. In the past two weeks the gym has opened, along with the new swimming pool changing rooms.

Customer feedback so far has been especially positive, with the gym attracting new members (20 have joined already since the facility was opened).

The new dance studio is almost finalised, reception flooring and the reception entrance remains to be completed.

The internal works are complete, with just the external cladding and signage outstanding. By the second week in July, these works will be fully completed with the contractor vacating the site. Once the site is clear the Council will carry out an official opening.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned April - May 15/16	No of customers satisfied April - May 15/16	% 15/16	Variance
LPI LS2 - % of those asked, satisfied with Fenland's Leisure Centres	84%	84%	176	153	87%	+3%

Customer feedback remains positive across New Vision Fitness facilities.

Last month saw many positive comments regarding fitness classes, mainly praising the skills, motivation and commitment of the instructors.

The new facilities at the George Campbell have been well received with the majority of positive comments relating to the new changing village.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Promote health and wellbeing

Corporate Plan Action: Develop and implement an overarching Health & Wellbeing Strategy and set appropriate priorities

Description	Action	Achieved
Performance Measure		
Deliver the Fenland Health and Wellbeing Strategy and support Fenland's Health Partnership	Quarterly Health Partnership meetings	
	Action Plan delivered	

The Council's Health and Wellbeing Strategy has been published. It presents a picture indicating that smoking prevalence, non-physically active adults, adult obesity, hospital stays for self-harm and recorded diabetes remain the key health issues for the area.

During April and May project planning meetings have taken place to agree targets and next steps for delivery of the Partnership's joint action plan. 2015/16.

The next partnership meeting is programmed for July 2015.

Description	Action	Achieved
Performance Measure		
Action on Energy	Grant progress	
	Activity update	
	End of year final outputs	

Many residents are continuing to take advantage of this County wide scheme to reduce energy bills through home improvements.

323 households have booked a home energy assessment in Fenland at a subsidised rate of £29, 116 households are proceeding to have measures installed, such as external wall insulation.

The monetary value of measures in Fenland exceeds £900K, £600K of which is grant funded through the scheme. The remaining £300k is private investment from landlords and home owners. Any investment should be returned in energy savings within time.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Promote health and wellbeing

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

Description	Target 15/16	Achieved (May) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of homes adapted to assist vulnerable and disabled residents to remain in their home	70	0	11	

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 May 2015, The Council has assisted 11 vulnerable households with adaptation works.

The geographical spread is as follows:

Wisbech	2
March	2
Chatteris	2
Whittlesey	2
Other villages	3

Description	Target 15/16	Achieved (May) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of households assisted through the Healthy Homes service	125	14	33	

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. Typical works include improving security measures, plumbing and electrical repairs.

The geographical spread is as follows:

Wisbech	11
March	12
Chatteris	2
Whittlesey	3
Other villages	5

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (May 15/16)	No of customers satisfied (May 15/16)	% 15/16	Variance
Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt their property made their life easier (1 year on survey)	N/A	90%	1	1	100	

At the end of May 15, The Home Improvement Agency informed The Council that one person had responded to the yearly questionnaire, and that their response had been wholly positive. In total 2 returns have been received year to date with 100% satisfaction

Description	Baseline	Target 15/16	No of customers questioned (May 15/16)	No of customers satisfied (May 15/16)	% 15/16	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	97%	97%	20	20	100	

As at the end of May 2015, the percentage of clients who have rated their daily life as being "better" or "much better" had scored 100% for the month.

Partnership Activity

Fenland Health & Wellbeing Partnership

The current focus of the Fenland Health & Wellbeing Partnership is:

- Lifestyle and its effects on health, such as Coronary Heart Disease (CHD) and Diabetes:
 - Smoking
 - Physical Inactivity
 - Alcohol
 - Obesity
- Mental Health
- Sexual Health

The Cambridgeshire Public Health team have recently commissioned The Campaign Company to carry out social marketing research into smoking in Fenland to answer the key challenges its services face in delivering health checks and smoking cessation in Fenland, as well as to identify actions needed.

The Partnership is also developing a new round of workplace health checks, in partnership with local businesses. The aim is for the team to visit people in their work environment to carry out health checks, provide advice and signposting and also to provide support for employer health policies.

A Fenland Alcohol Project has been developed through a multi-agency response to

focus on the needs of Wisbech based all evidence provided by both the Fenland Community Safety Partnership and the local Fenland Health and Wellbeing board. The newly developed alcohol action plan focusses on four key strategic themes which allow for deliverable outcomes to be made at an operational level. The four themes are;

- Improve recording of street drinking to better understand local need
- Reduce the impact on the community where alcohol is a key factor through multi agency support work
- Increase front line officer and local business training to improve confidence, advice and sign posting
- Improved promotion activity to help reduce the risk of alcohol misuse and harm

To date, the project group with includes representation from FDC, CCC, Cambridgeshire Police, Cambridgeshire Fire and Rescue, Public Health, Inclusion, and the LCG, has started to implement actions from the project plan which includes:

- Increasing and improving engagement with drinkers at street level to develop partnership actions that reduces and breaks down chaotic and dependant lifestyles
- Delivering IBA (Alcohol Identification and Brief Advice) training to front line Council officers with further arrangements being made to train Cambridgeshire Police and Cambridgeshire Fire and Rescue front line officers.

The project group will progress the action plan and discuss any identified problematic and/or vulnerable persons that are at risk of alcohol misuse in Fenland. This multi-agency approach will see partners come together as one collective team to work towards improving health outcomes and reduce incidents of alcohol related crime in Fenland.

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: Work with partners to divert at least 50% of household waste from landfill

Description	Target 15/16	Achieved May 15/16	Cumulative for 15/16 to Date	Variance
Performance Measure				
LPI ES3 % of FDC's household waste diverted from landfill (recycled and composted)	51%	57%	55%	
<p>Recycling remains static in Fenland, and has largely remained unchanged for some time. Following Cabinet support for an 'invest to save' approach, a series of trials are planned from July to December 2015 to determine the best means of increasing recycling and thereby increasing income.</p>				

Description	Target 15/16	Achieved May 15/16	Cumulative for 15/16 to Date	Variance
Performance Measure				
MPI ES2 - % missed bins collected the next working day	92%	88%	86%	
<p>Staff shortages on a few occasions during the month have impacted upon overall response to missed collections, but overall numbers of missed bins remain at reasonable levels of just over 200 a month.</p> <p>There were 214 missed collections from the 287,000 potential collections performed during May (0.07%).</p> <p>Of those missed, 189 were returned to successfully the following working day (88%).</p> <p>The team have recently completed a recruitment process for 2 drivers. This should be reflected in an upturn in the performance over coming months.</p>				

Description	Target 15/16	Achieved (May) 15/16	Cumulative for 15/16 to Date	Variance
Performance Measure				
MPI ES40 % of waste collection rounds completed on allotted day	99.4%	100%	100%	

Following continued improvements to collection round logistics, 100% of all collections have been completed on their allotted day so far in this financial year.

There remains a need to explore further options to improve the capacity of the team as development accelerates and currently the team is working at maximum efficiency.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (Aug 14 – March 15)	No of customers satisfied (Aug 14 – March 15)	% 15/16	Variance
LPI ES4 – Customer satisfaction with refuse & recycling services	98%	90%	500	162/164	99%	

The final customer feedback of the last financial year has now been calculated at 99%.

Some of the comments received from customers included:

- “The operatives go the extra mile’
- “Always on time and provide an excellent service (whatever the weather)!”
- “I have lived in a number of areas/local authorities in recent years fenland refuse collection is if not the best I have dealt with. Refuse staff are polite and very helpful.”
- “Very good indeed, I have no problem with the service all I can say is keep up the good work and thank you.”
- “We find both refuse collection & recycling personally very helpful. If any rubbish is dropped it is picked up & not left in the road. Overall we have found the service very satisfactory, thank you hope you can maintain it.”
- “The refuse collectors are an asset to Fenland. They all work hard, are polite & go out of their way to help. We would like to say a big thank you to all the refuse staff, for the excellent service they provide.”
- “Excellent service, nothing to add.”

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: Maximise the value of materials collected for recycling

Description	Target 15/16	Achieved April 15/16	Cumulative for 15/16 to Date	Variance
Performance Measure				
MPI ES9 Income generated through recycling materials (reported 1 month in arrears)	£350,000	£37,000	£37,000	
<p>The jointly procured contract for sorting all of the blue bin recycling collected in Cambridgeshire and Peterborough commenced in November 2014 for Fenland. Since that time this contract has provided a significant cushion against a global downturn in the value of recyclable materials.</p> <p>The downturn does mean that Fenland is not presently seeing income from the profit share arrangement within the contract and each tonne is costing in the region of £8 to transport, process and sell, however when compared to the previous contract, the new arrangements have saved Fenland at least £40,000 November 2014 to April 2015.</p> <p>New state of the art infrared sorting equipment, installed by contractors AmeyCespa at their Waterbeach sorting facility, is expected to improve the quality of plastic bottles, glass and paper to allow for improved income from the contract.</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 15/16	Achieved May 15/16	Cumulative for 15/16 to Date	Variance
Performance Measure				
LPI ES1 – Rapid or Village Response requests actioned same or next day	90%	85%	88%	
<p>The cleansing team is doing its best to cover several vacant posts. As a result the overall performance of requests for service has been affected this month. All were</p>				

collected and responded to, but unfortunately not all within the usual same or next day service standard.

Colleagues have temporarily transferred from refuse work and, with the use of agency staff and overtime, the majority of their weekly work has been covered.

These vacant posts are being recruited to.

Area	Requests Rec'd	Requests Met	Overall Performance
Chatteris	11	10	91%
March	21	16	76%
Villages	28	24	86%
Whittlesey	12	5	42%
Wisbech	45	44	98%
Totals	117	99	85%

Description	Target 15/16	Achieved (May) 15/16	Cumulative for 15/16 to Date	Variance
Performance Measure				
LPI ES2 - % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	90%	100%	100%	

An achievement considering the issues faced by the cleansing team. A focus on delivering clean streets has resulted in all of the 182 inspections in May achieving a suitable standard for cleansing.

Area	Inspections carried out	Standards met	Overall Performance
Chatteris	30	30	100%
March	30	30	100%
Whittlesey	60	60	100%
Wisbech	62	62	100%
Totals	182	182	100%

This demonstrates the efforts being made to maintain the quality and standards of

service for customers and that these standards are being maintained equally throughout each town.

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: **Work with key stakeholders to deliver an advanced waste partnership in Cambridgeshire and Peterborough**

Description	Action	Achieved
Performance Measure		
Joint contract performance update	Mobilisation Period	Contract Mobilisation Complete
<p>Across Cambridgeshire all Recap partners are working together ensuring that the quality of the blue and brown bin materials is as high as possible in support of the new recycling contract and the County Council.</p> <p>The Recap Board remains keen to explore the Whole System Approach model for Cambridgeshire and is exploring the benefits of cross border working. The outcomes of this work are expected in the Autumn.</p> <p>Cambridgeshire County Council's waste partner, AmeyCespa, is providing a series of roadshows on tour. The second roadshow will be at the Chatteris Festival on June 27th. The tour will allow customers to ask question about what happens to their waste and also about recycling and composting.</p>		

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: Deliver the Streets Ahead Action Plan to improve the appearance of the Fenland streetscene, including dilapidated buildings, via working with property owners, funders and local partner groups

Description	Action	Achieved
Performance Measure		
Street Scene Enforcement Project	Number of identified properties repaired / refurbished / breaches remedied	26 Complete 47 (+11new cases) In Progress From original list of 73

Positive progress is being achieved District wide, with much repair work scheduled for commencement during the summer months.

During May 8 cases were resolved. These included 2 littering issues and 6 dilapidation or local amenity issues. There are currently 65 cases which remain open.

Officers continue active casework in relation to the walkabout project. Based upon the original intervention priority criteria, assisting officers to focus targeted resource towards the most urgent & vulnerable cases. Following an end to the periods of Purdah, Officers are currently developing a forthcoming press release sharing successes/ positive outcomes relating to the scheme over the last year.

Constantine House

Following the Service of S215 Legal Enforcement Notices on 1 Nene Quay (formerly known as Constantine House), the owner of the property and his appointed agents have been worked closely with Council Officers up to May 2015 to realise a high quality redevelopment securing visual improvement to Wisbech. The imposed deadline for compliance with the live Section 215 Enforcement Notice has now passed. To date 75 % of the works specified in the notice have been completed. The unanticipated halting of works at this critical time on site is particularly regrettable in light of the significant achievements that have been realised to date and the significant financial resources that have clearly been injected into the project by the owner.

The District Council, in accordance with its statutory powers, is presently considering all of its options, including further potential Legal action. In order to determine a course of action most likely to achieve resolution of outstanding issues and deliver the necessary works in a timely fashion, the owner of the property has been formerly requested to re-engage with the council and attend a meeting at FDC within 14 days

(expires on 15 July). The owner’s response to this formal meeting request and the outcomes from any meeting will then be key considerations influencing the Council’s onward intervention.

Officers will continue to work with the owner to both reinstate the external elements of the property to the requirement standards in accordance with the section 215 notice along with bringing the property back into positive use.

Members will be kept fully up to date on progress on this important matter.

Description	Action	Achieved
Performance Measure		
Manage the operation and maintain FDC owned public car parks	Undertake reconstruction works to a dangerous / leaning boundary wall, adjacent to the “ancient mud wall” in Queen Street Car Park, Whittlesey	<p>Brick built boundary wall was taken down to foundation level, concrete foundation construction and brick wall rebuild using reclaimed bricks.</p> <p>Safe boundary wall which now does not pose any H&S issues.</p>

Before



After



Brick wall reconstruction works undertaken with the minimum of disruption to car park users and the adjacent property owner, who is very happy with the finished result.

Description	Action	Achieved
Performance Measure		
Manage the operation and maintain FDC owned public car parks	Relocate existing Re-cycling bins in Grosvenor Road Over Flow Car Park Remove overgrown vegetation and generally improve overall aesthetics of area.	<p>Number of parking bays effectively increased by 5 due to relocation of re-cycling bins.</p> <p>Vastly improved overall appearance of Car Park both within and passing traffic on A605.</p>

Before



Before



After



After



A contribution by Whittlesey Town Council assisted further aesthetic improvements, by removing overgrown tree and shrub vegetation and laying the area to grass.

Description	Action	Achieved
Performance Measure		
Street lighting improvements		
<p>Balfour Beatty continue with the replacement programme for Category 1 defective columns which is scheduled for completion July 2015.</p> <p>Aside from the Cat1 replacement programme officers continue to work with Balfour Beatty on a number of fronts, ensuring the asset data base is comprehensive and accurate, ensuring bulk bulb change and globe clean is complete and up to date and that all outstanding orders are completed.</p>		

CORPORATE PLAN AREA: Environment

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

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

Description	Target 15/16	Achieved (May) 15/16	Total memorials inspected 2015/16
Performance Measure			
MPI ES16 – Memorial inspections completed	4,500	146	536

Memorial Inspections this month were carried out in Station Road March.

Out of the 146 inspections carried out 2 were requested to be made safe. This brings the total made safe so far this year to 14.

Description	Target 15/16	Achieved (May) 15/16	Cumulative for 15/16	Variance
Performance Measure				
MPI ES39 – Hours spent on active town patrol	4,000	362	741	+18%

Hours broken down into geographical areas;

Chatteris -62
 Whittlesey -74
 March -97
 Wisbech -112
 Rural -17

- Officers have been patrolling dog fouling areas at times based on public feedback.
- Fly tipping locations are being monitored.
- Increased reports of issues relating to overgrown greenery onto the highway and neighbour high hedge disputes.
- Increased reports of nuisance vehicles, including abandoned, parking and vehicles for sale.

A particular focus in Wisbech on overflowing wheelie bins and excess rubbish.

Description	Action	Achieved
Performance Measure		
Progress against planned enforcement campaigns targeting dog fouling, litter and parking	Fly Tipping and Responsible Waste Disposal campaign Dog Fouling Awareness Campaign	

Enforcement Activity

Fixed penalty notices for littering have been served in Wisbech (2) and Whittlesey (1). In March, 2 Fixed Penalty Notices for parking offences have been served.

The total number of Fly tipping instances recorded for May is 103. Fly tipping can be anything from one bag of rubbish to larger loads of illegally tipped waste.

- Chatteris - 10
- March - 8
- Whittlesey - 4
- Wisbech - 11
- Villages – 70
- **Total – 103**

Fly Tipping

Since cameras were deployed for 2 months at a fly tipping hot spot location in Whittlesey no fly tipping occurred in this location.

These cameras have now been removed and an application to Court to redeploy them in another location is pending.

The installation of 35 new fly tipping signs will help prevent fly tipping at many hot spot locations across Fenland.

2 formal investigatory interviews took place in May and these identified further information for officers to follow up in relation to fly tipping offences in order to identify those responsible.

Cross Border Partnership working

An article titled, "Working Together" has been released by the National Farmers Union which details our approach in tackling fly tippers here in Fenland. We have asked rural land owners to be our eyes and ears and to let us know of any suspicious activity. This publicity forms part of a partnership group aiming to reduce rural crime and works across borders between Cambridgeshire into Norfolk and Peterborough

Business Visits

52 businesses have been visited in May . 2 formal notices to businesses were served requesting proof of adequate trade waste provision. When Officers re-visited these businesses they were able to produce evidence of trade waste collections and good practice.

Dog Fouling Foot & Paw Print Campaign

The summer dog fouling campaign has been launched with publicity in the local press. The campaign will run from May – November 2015.

The aim of the campaign is to raise the profile of the bins provided to dispose of dog waste and to encourage better use of these bins. The campaign uses foot and paw print stencils on footpaths in our open spaces showing the location of the waste bins provided. Refreshed stickers will also be installed on these bins. Locations include; Furrowfields, Huntingdon Road and Wenny Open Spaces.

Community engagement forms a large part of the campaign. During May, 43 surveys were completed by officers whilst out on patrol in areas reported to have high levels of dog fouling. This included getting the views of 62 dog walkers to gain their views on the Councils fight against dog fouling. We also gained important intelligence about who may be responsible and the best times to be out. Officers were also noting if signs needed to be replaced and if the bins are being used.

May also saw the team contact the Dogs Trust to work in partnership with their "Big Scoop" campaign. In line with this we were able to secure some campaign goodies which will be used during our publicity.

Alderman Jacobs primary school in Whittlesey has signed up to the campaign following a complaint received about dog fouling on the school run. Further work with the school is now planned.

CORPORATE PLAN AREA: Environment

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

Corporate Plan Action: Ensure properly maintained open spaces, in partnership with The Landscape Group and community groups such as Street Pride, In Bloom and 'Friends Of' groups, including maintaining existing Green Flag awards for Fenland parks

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI EH1 – Number of Street Pride and Friends Of community environmental events supported	204	24	24	
<p>24 events were held this month by community groups to improve the environment. As many of the groups enter the Anglia in Bloom Competition, this time of year sees an increase in activities to make sure areas are looking great!</p> <p>On 9th May, a community litter pick was held in Tydd St Giles to gauge local interest in forming a Street Pride group for this area. A husband and wife team contacted the Council as they wanted to make a difference in their community as they were fed up with the litter throughout the village. 16 very keen residents attended the event and a date for an inaugural meeting has been set for June to constitute the group. This will be the 12th Street Pride group to be formed.</p>				

Description	Action	Achieved
Performance Measure		
In Bloom Awards	Support community groups with In Bloom projects	
<p>The Anglia in Bloom awards are fast approaching which means many of our groups are busy preparing for the judges' arrival by maintaining existing projects and creating new ones.</p> <p>March Street Pride / In Bloom recently created a sensory garden near the library to encourage butterflies and bees. The group are working in partnership with FACET and the Isle of Ely Blind Society to name a few.</p> <p>Wisbech Street Pride and Wisbech In Bloom have also been busy adding more plants to the prairie garden at the entrance to Chapel Road Car Park. This joint project in</p>		

partnership with the National Trust will be a great addition to the street scene.

Description

Grounds Maintenance Contract

The partnership with TLG continues to run smoothly. Grass cutting rounds are on target and to a good standard.

Where issues have arisen, the contractor is responding promptly to these to maintain high levels of community and client satisfaction.

WREN Funding success

The Council has been successful once more in attracting funding from WREN. Two bids have been accepted that will support the refurbishment of the Wisbech Park bandstand (£40,000) and a new skate park in Chatteris (£75,000). Both projects are progressing with support of local community groups.

CORPORATE PLAN AREA: Environment

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

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

Description	Action	Achieved
Performance Measure		
Whitemill Coldham/ Glassmoor and Ransonmoor updates	Support community groups to access grant funding	
<p>The Whitemill and Glassmoor funds remain open for bids until the 31st July and 29th June respectively.</p> <p>Grants are available for environmental projects such as that completed by New Road Primary School this month for a wildlife garden.</p> <p>A new committee is being developed which may include Doddington and Wimblington Parish Council amongst others. This committee will consider and award grants attributed to the Ransonmoor wind turbine development fund.</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, local markets and activities to improve the viability of our town centres, through the Four Seasons events

Markets Action Plan Update
<p>The next market forum meeting will be held on Wednesday the 8th July. The forum has proved a useful opportunity to hear the views of March Traders and communicate matters relating to facilities and public safety at the market place.</p> <p>A casual trader has become licenced on our Wednesday March market after doing</p>

well on the stall.

The free charity space has been used every Wednesday this month at March, bringing more atmosphere to the market.

The Council website has been updated to include what consumers can find at our markets and information on the traders and the types of goods on offer to increase publicity.

A new advertising banner has been fitted to the market place.

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 15/16	Achieved (May) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of incidents recorded by CCTV	2,000	213	436	

During May 2015 the Council were able to respond and detect to 213 incidents (compared to 231 incidents during May 2014).

The CCTV detections included offences such as street drinking, theft shoplifting, criminal damage and violent crimes, as well as responding to vulnerable persons such as missing children and persons at risk of self-harm.

A breakdown of incidents by town;

Chatteris = 7

March = 33

Whittlesey = 17

Wisbech = 156

Here is an example of just one of the incidents achieved during May by the Council team.

The Council team during the early hours observes three males near a vehicle in a car

park play fighting; males are then observed to be using a possible Class A substance. Police Control is informed and local officers attend. The males are checked and searched by police. As a result of excellent CCTV detection, two males were arrested for drug offences, thereby helping to tackle drug misuse in Fenland.

Description	Target 15/16	Achieved (May) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of positive outcomes as a result of CCTV intervention	360	34	72	

During May 2015 the Council as a result of its pro-active approach to delivering CCTV services and effective partnership working with both internal and external enforcement teams were able to achieve 34 positive enforcement outcomes. This included arrests for theft, criminal damage and violence. There were also positive outcomes achieved on illegal drug use within our town centres and parks and open spaces.

Here is a breakdown of the positive outcomes achieved;

Arrests (CCTV led) = 16

Assisted arrests = 8

Fixed penalty notices (CCTV led) = 6

Assisted FPNs / warnings = 4

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of FDC ASB cases where positive action is taken	75%	100%	100%	

5 new cases in May all dealt within the relevant timescales with positive interaction with relevant parties.

Boadicea Court in Chatteris have experienced youth related ASB in the church yard. A multi-agency task force including police, the council and locality carried out joint patrols and engaged with young people in the area for awareness of the impact their behaviour can have on the community. Since these patrols and interactions there haven't been any further calls for service about this issues.

Description	Target 15/16	Achieved May 15	Cumulative for 15/16	Variance
Performance Measure				
Number of Community Action Areas identified by Community Safety Partnership where positive action is taken	4	2	2	
<p>The Council team are currently exploring making use of the new Anti Social Behaviour Powers to introduce Public Space Protection Orders on two locations.</p> <p>The first location known locally as 'Ghost Passage' has seen an increase in alcohol related littering and human waste over recent months due to a link to alcohol related incidents and street drinking.</p> <p>The second location for consideration is the Waterlees 'Spinney Play Park' area which historically suffers from increased youth related ASB and other incidents that have a detrimental impact on the local community during the summer months.</p> <p>A further update will be made on these two locations as the work progresses and consultation is carried out with the local community, partners and agencies on this.</p>				

Partnership Activity
Community Safety Partnership
<p>In May Overview & Scrutiny looked at the performance of the Community Safety partnership in 2014/15 and the current draft of the new action plan for 2015/16.</p> <p>The partnership received some feedback to take forward in their work including:</p> <ul style="list-style-type: none"> • Increasing the awareness with members of the new Hate Crime reporting centres. • Ensuring the finalised action plan for 2015/16 develops clear SMART actions to allow the success of the partnership to be easily scrutinised • Reconsider the lack of reference in the action plan to the impact of drugs on Community Safety alongside the Alcohol Action Plan work • Work with partners to ensure that actions relating to tackling Domestic Abuse are comprehensive in the Fenland context.

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 15/16	Achieved May 15	Cumulative for 15/16	Variance
Performance Measure				
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>	240	2	225	

The local business against crime schemes continue to be supported with attendance being made during May at the local PubWatch and Chamber of Commerce groups with attendance at a local retail ShopWatch meeting in June.

The local schemes are provided with updates relating to both community safety initiatives and current partnership focus and they also receive relevant licensing and CCTV updates. During June there will be partnership promotional activity on theft shoplifting with specific information being delivered to local retailers within our local towns.

The local crime reductions schemes continue to make use of the local SIRCS (Secure Incident Reporting and Community Engagement System) to share information on offenders, incidents and other local issues in a secure and efficient method on a daily basis. The SIRCS system currently has 225 active members across the four market towns in Fenland. The system continues to be promoted with further recruitment drives taking place over the coming months.

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

Partnership Activity

Fenland Diverse Communities Forum

During May local partners have undertaken further measures the Hate Crime Community Reporting pilot. Training on the approach to, and reporting practices has been given to the Ferry Project, Cambs Fire & Rescue Service, Circle Housing Roddons, KLARS and Young People March.

Social media information has been produced in various community languages and has been uploaded on to partner websites.

The project group are meeting during July to review and update the delivery project plan and discuss any identified issues that we have identified and how these were addressed.

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

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

Description	Action	Achieved
Performance Measure		
Race Bank Offshore Wind Farm development Dong Energy		
Work is continuing on the Drafting of the Legal agreement for buried cables under Harbour Authority water to serve turbine sites.		

Description	Action	Achieved
Performance Measure		
Sutton Bridge Marina – commercial land and leisure moorings		Drake Towage Limited appointed as Principal Contractor to initially undertake the design element of the project. Construction target Sept 15 start with 3 mths construction period.
The project moves forward on many fronts, including leases, design and consents. Cabinet Report 18 June 2015 updated Members of progress.		

Description	Action	Achieved
Performance Measure		
Greater Wash boating promotion	Develop Wisbech Yacht Harbour brochure and update Web page	
Regeneration and Economic Development	Now exploring the potential of using social	

	network pages (FB LinkedIn) to promote the Crab Marsh Boat yard and WYH	
Currently in design stage with policy and communications with updating the webpage, updating various logos etc to modernise the Yacht Harbour		

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 our light industrial estates to encourage investment, job creation and skills diversification

Description	Target 15/16	Achieved May 15	Cumulative for 15/16	Variance
Performance Measure				
Occupancy of business premises	82%	82.4%	82.4%	

A new tenant moved into South Fens Business centre on 8 May 2015 and renegotiated a further term with a tenant who is due to expire in June.

A South Fens tenant, whose lease was due for renewal during the first quarter of 2015, have agreed new terms.

We have conducted 4 viewings across the business centres this month, with 1 company coming back to South Fens for a second viewing.

Summary of occupancy:

Boathouse	82%
South Fens Business Centre	52%
South Fens Enterprise Park	65%
Workshop Units	96%

Description	Target 15/16	Achieved May 15	Cumulative for 15/16	Variance
Performance Measure				
Business centre conference income	£120,000	£9,730	£16,594	

May was a busy month for conferences and events the Business Centres with a combined external income of £9,723.

The Boathouse hosted 33 external and 3 internal conferences and South Fens hosted external 59 and 2 internal conferences.

Overall conference numbers are on target but these have been of shorter durations thus impacting on income levels. Conference use of our centres is variable and we expect to achieve the overall income target by the end of the year.

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 / leisure, maritime proposal for the Nene Waterfront, along with the delivery of our wider regeneration objectives**

Description	Action	Achieved
Performance Measure		
<p>As previously noted the planning application for part of the site (site 4) has now been issued following approval by Planning Committee and subsequent agreement with the Environment Agency. In addition, the contract with GB Construction to construct 70 units has been completed. Works are to commence on site in July 2015.</p> <p>Officers are currently considering other opportunities for bringing forward the remaining land within the Nene Waterfront site.</p>		

CORPORATE PLAN AREA: Economy

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

Corporate Plan Action: Deliver a proactive and effective Marine Service to meet our statutory obligations and promote business opportunities for the River Nene environment

Description	Target 15/16	Achieved May 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of Nene berth holders	85	85	85	
Berth holder numbers remained the same 1 vessel left for America, and 1 vessel joined as a new berth holder.				

Description	Target 15/16	Achieved May 15/16	Cumulative for 15/16	Variance
Performance Measure				
Boat lifts at Wisbech Port <i>Please note Miscellaneous Lifts are omitted from achieved (month) Figure:- i.e ENGINE, MAST, PLOUGH, BRIDGE BUOY / OTHER</i>	150	12	28	
Total Number of Hoist operations shown including Boat Lifts & ENGINE, MAST, PLOUGH, BRIDGE, OTHER	250	24	51	
The Boatyard has been a hive of activity with berth holders preparing the craft for the summer, although quiet with boat lifting operational, the travel Hoist was busy with Engine lifts and Plough lifts.				

Description	Target 15/16	Achieved May 15/16	Cumulative for 15/16	Variance
Performance Measure				
Total Number of ships to Nene ports	240	15	35	
Port Sutton Bridge Ship Numbers	200	11	25	

Gross Tonnage to Port Sutton Bridge GT	351,481	22,009	49,184	
Wisbech Ship Numbers	40	4	10	
Gross tonnage to Wisbech GT	62,190	6,700	15,982	

Ship numbers to Port Sutton Bridge were down on prediction; this was mainly due to vessels being delayed due to the strong winds and heavy rain in Europe during the latter part of the month, resulting in cargoes being unable to load and being cancelled. Numbers are increasing in June and will be reported in the next performance report.

The Port of Wisbech continued to exceed target numbers, with brick cargoes up due to the national shortage of bricks, Timber cargoes remained steady, with one export of scrap to Spain, and this is encouraging as the current scrap metal price globally is low.

CORPORATE PLAN AREA: Economy

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

Corporate Plan Action: **Further develop, proactively contribute to and deliver the Wisbech 2020 Action Plan**

Partnership Activity

Wisbech 2020

Following the successful 3rd Wisbech 2020 summit on 13 March 2015, a further 2020 Infrastructure for Growth meeting, sponsored by Anglian Water took place to receive updates on progress regarding the Wisbech to Cambridge rail link and A47, as well as the launch of the refreshed Wisbech 2020 Vision Document and Beyond 2020 consultation.

The refreshed Vision Document focuses on 5 strategic priorities including Infrastructure for Growth, Town Centre, Skills and Education, Health and Wellbeing and Communication. Each of these priorities have a dedicated set of actions and leads to progress this work.

Visit www.wisbech2020vision.co.uk to view the refreshed vision document.

The meeting also heard from David Rudlin, winner of the Wolfson Economics prize 2014 on his vision for the future of towns in Britain. David is keen to join the growing lobby of voices to support the regeneration of the town.

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

Fenland Visitor Guide

The annual visitor guide has been completed and distributed to outlets outside the District – to attract visitors into the District.

To view a copy please see the Visit Cambridgeshire Fens website:

<http://www.visitcambridgeshirefens.org/visitorguide>

Fenland Tourism Board

The Visit Cambridgeshire Fens website is being upgraded at present. Once it has been upgraded and has had time to establish a web presence, along with increased visitor numbers to the site, it is expected that it may offer a commercial opportunity to support the Council's tourism work.

Whilst the web upgrade is ongoing, additional members to the Board are being sought in order to diversify the skill set and interests of the members. The Board will be relaunched to local tourism businesses, along with the revised website, in the early Autumn.

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 15/16	Achieved May 15	Cumulative for 15/16	Variance
Performance Measure				
% of major planning applications determined in 13 weeks	75%	100%	83.33%	
2 Decisions, 2 issued within time				
A significant amount of effort is being made to determine major applications within time and as noted performance since April already exceeds the annual performance target. This continues to benefit the rolling 24 month target for major applications which is well above the Government's target of 50% in time.				

Description	Target 15/16	Achieved May 15	Cumulative for 15/16	Variance
Performance Measure				
% of minor planning applications determined in 8 weeks	80%	88%	89.36%	
25 Decisions, 22 issued within time				
As has been detailed previously minor applications are arguably the most difficult application type to determine within time due to the fact that the sites are invariably very small, contentious and often trigger referral to committee. The improvement in performance has been achieved by regular case reviews with officers targeting cases and working with applicants to ensure adequate detail is provided as part of the application.				

Description	Target 15/16	Achieved May 15	Cumulative for 15/16	Variance
Performance Measure				
% of other planning applications determined in 8 weeks	90%	100%	100%	
20 Decisions, 20 issued within time				

These figures are again very good. Although 'Other' applications tend to be more straightforward and less contentious in nature this month's performance represents excellent delivery of customer service.

CORPORATE PLAN AREA: Economy

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

Corporate Plan Action: *Develop an effective and viable developer contribution framework via Section 106 to support associated infrastructure provision*

Description	Action	Achieved
Performance Measure		
Improved community benefits in terms of comprehensive S106 agreements delivering appropriate infrastructure		
<p>Work continues to update the FDC Infrastructure Delivery Plan (IDP) to ensure that details of infrastructure are clearly identified from the outset. The IDP will complement the Developer Contributions SPD and is intended to be considered by Cabinet and Full Council later in the summer.</p>		

CORPORATE PLAN AREA: Economy

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

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

Description	Action	Achieved
Performance Measure		
Support regeneration project work across the district, including Fenland Renaissance project and Heritage Lottery Fund bid	Increase number of derelict buildings / sites brought back into economic / environmental use	
<p>Renaissance Over the last month officers have continued to liaise with prospective applicants in order to bring applications to fruition. Several expressions of interest in shop front repair grants have been received for MARCH town over the last month. Grant aided repair works continue to advance within the context of several longstanding dilapidated buildings District wide</p> <p>HLF Bid The development of the Stage 2 Heritage Lottery bid is progressing well. In recent weeks a consultant appointment has been made for the drafting of a new Conservation Area Character Appraisal & Management Plan for Wisbech. Following interview of two nationally renowned Architectural practices, Haverstock have now been appointed to undertake and lead the design team inputs, with Conservation architect Rena Pitsilli providing expert input for some buildings. The appointed design team also includes Ed Morton partner of renowned pioneering Conservation Structural Engineering company The Morton Partnership. Regular meetings of the consultative group have been held to input to and guide the project.</p>		

Description	Action	Achieved
Performance Measure		
Coordinated approach to flood risk management and local drainage issues		
Collective approach continues to be taken to flooding and flood risk issues locally. Monthly reports relating to the response to areas of flooding in March which occurred		

August 2014 provided to March Town Council, together with regular meetings with Drainage Authorities involved.

Description	Action	Achieved
Performance Measure		
Facilitating the delivery of the Local Plan broad locations and specific locations for growth	Progress towards the Broad Concept Plans for the Wisbech sites	
The next meetings for East and West Wisbech will be in June 2015. The next South Wisbech meeting to be arranged will focus on infrastructure delivery and S106.		

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 15/16	Achieved (May) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Maintain existing use of dial a ride to 2013 figures through the concessionary fares scheme	Maintain 14/15 level 14,308 Journeys	1,380	2,852	

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 1,357 members in Fenland District (end of March 2015).

Description	Action	Achieved
Performance Measure		
Wisbech Travel Choices project	Delivery and completion of Wisbech LSTF Project	

Introduction to the project

The Wisbech Travel Choices work is a 12 month project up to the end of March 2015, it is aimed at encouraging more people to walk, cycle and use public transport. Wisbech travel choices is being delivered, managed and monitored by the Fenland Strategic Partnership Transport and Access Group with FDC as lead body. The project is being funded through the Local Sustainable Transport Fund (LSTF).

What is the Local Sustainable Transport Fund (LSTF)?

The LSTF is Government funding awarded to enable local authorities to increase the use of public transport, community transport and walking and cycling (sustainable transport) locally.

What are the key aspects of the Wisbech Travel choices project?

Over the course of the next 12 months the Wisbech travel choices project will be providing a targeted approach using the following methods.

- Producing and circulating a Wisbech Travel information pack
- Roadshows, meetings and events locally throughout the year
- Personal Travel Planning exercise for specific streets in Wisbech and surrounding villages
- Stocking key venues in Wisbech with relevant travel and transport information

Progress to date

For the information packs a reprint of the existing Getting from A to B Case studies is

now complete. Two new Wisbech Passenger transport information leaflets are complete. The Wisbech travel choices name and logo have now been completed. The Fenland Transport Directory has now been revamped and is waiting to be printed. The programme of events is ongoing including preparation for attending the Wisbech Festival and the Rose Fair. Baseline monitoring information about bus use and walking and cycling levels is also being prepared.

CORPORATE PLAN AREA: Economy

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

Corporate Plan Action: *Use the Council's surplus assets to support and deliver sustainable economic and residential growth across the district*

Description	Action	Achieved
Performance Measure		
<p>The Planning team are actively engaged with landowners/potential developers in developing master plans for the majority of the main strategic allocations and broad locations for growth identified in the Fenland Local Plan. The master plan for south-west Wisbech was recently approved by Planning Committee.</p>		

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Good Customer Service

Corporate Plan Action: *Provide good quality customer service through our Fenland @ your service shops and Community Hubs, in line with the national standards of Customer Service Excellence, responding to customer feedback to improve service delivery, and making services more accessible through the use of technology*

Description	Target 15/16	Achieved May 15	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 6 Council Tax collected	97.5%		20.55%	+0.57%
LPI CS 8 Council Tax - net receipts payable to the Collection Fund	£46,695,031		£9,170,486	

Council Tax collection is up on profile by 0.57% at end of May and collection fund target is £1,179,241 above profile.

During May the following recovery documents were issued:
2218 Reminder Notices, 698 Final Notices, and 1553 Summonses
4504 were first reminders for 2015/16 instalments due in April.

Description	Target 15/16	Achieved May 15	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 7 Business rates collected	98.5%		20.27%	+0.5%
LPI CS 9 NNDR - net receipts payable to the Collection Fund	£26,086,061		£5,393,032	

Collection rates are up on profile by 0.5%.
Cash collected for Collection Fund is £561,510 ahead of collection profile

During May the following recovery items were issued:
98 reminder notices, 102 Final Notices and 62 Summonses

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 10 % of telephone calls answered within 20 seconds	53% (at end of May)	49.5%	43.2%	
LPI CS 11 % of telephone calls offered that are answered	73% (at end of May)	80.5%	72.1%	

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.

The recent trend that has seen the number of incoming calls increase has now slowed down. In April it was 10% and in May it had reduced to 3%; largely as a result of the number of election-related enquiries virtually ceasing after 7 May.

There were 7,727 calls offered in May 2015 as opposed to 7,472 offered in May 2014.

To help better respond to peaks in demand we have expanded our call-back facility. This allows customers to indicate whilst waiting in the queue for their call to be answered to ask for us to ring them back, saving a wait. Previously our phone system only prompted customers once whilst waiting; it has now been amended to prompt customers at regular intervals whilst they wait.

Description	Target 15/16	Achieved May 15	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 12 % customers dealt with at first point of contact	85%	99.8%	99.8%	

We continue to deliver excellent customer service at the first point of contact.

Description	Action	Achieved
Performance Measure		
Achieve CSE accreditation for the whole Council	Work towards reaccreditation in 2015	Preparations are on-track

Description	Action	Achieved
Performance Measure		
News Survey	Monthly update on news stories to the FDC website & social media sites.	Website = 15 Facebook = 11 Twitter = 67
<p>Produced The Fenlander monthly page in the Citizen newspaper on Wednesday 6 May. Main articles included; Read all about it, Dancing to the Music of WW11, Helpers sought for street pride group, and all you need to know about the elections.</p> <p>In addition to the Monthly page, we completed the following updates in May:</p> <p>News stories to FDC website = 15 Highlights included:</p> <ul style="list-style-type: none"> Election day: handy guide for voters Whittlesey wood fire Today is your last chance to register to vote Children playing it safe in the Zone What's on in Fenland in April <p>Number of Facebook posts = 11 Number of Twitter 'tweets' = 67</p>		

Description	Action	Achieved
Performance Measure		
Member survey	Recent survey by Member Services	16 Members responded 100% satisfaction
<p>The Council recently undertook a short satisfaction survey of Members; which included both councillors and officers. This is carried out as part of our drive to improve the service provided to customer and to achieve CSE re-accreditation. 16 Councillors responded to the survey with results showing that a 100% satisfaction level with:</p> <ul style="list-style-type: none"> • Service provided • Approachability, politeness, friendliness and helpfulness • Availability • Treated fairly and equally • Timeliness in which enquiries are dealt with • Quality of information provided • Press Releases <p>Comments received:</p> <ul style="list-style-type: none"> • Always met with respect and help me with any problems. 		

- Perfect
- Keep up the good work, you ladies are priceless!

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 evidenced by our Annual Audit Letter from External Audit and through the Council's Budget and Medium Term Financial Strategy and Risk Management Strategy.*

Description	Action	Achieved
Performance Measure		
Deliver all out elections	Deliver all out elections	Achieved
<p>On the 7 May 2015 we successfully run parliamentary, town, parish and one County Council division elections.</p> <p>The UK Parliamentary election had an electorate of 82,999. We are responsible for Fenland and additional 12 polling stations in East Cambs. 12,658 postal votes were sent out with nearly 11,000 being returned and 225 proxies were appointed including 13 emergency proxies.</p> <p>The turnout was 62.6% and Stephen Barclay of the Conservative Party was duly elected.</p> <p>The all out district council elections were to elect for 39 members across 24 Wards for Fenland District Council.</p> <p>The highest turnout was 67% in the Stonald ward and the lowest was Waterlees Village with 44.4% the eligible electorate for the contested areas was 64,718 of which 10,245 were issued postal votes in packs combined with the UK Parliamentary election postal ballot papers.</p> <p>The all out Town and Parish Council elections were to elect 157 councillors across 16 Town and Parish Councils.</p> <p>There were 45,895 eligible electors of which 7,155 were sent postal votes.</p> <p>We also held a by election for the Whittlesey North Division of Cambridgeshire County Council on the same day with an electorate of 6217 of which 1048 were issued with</p>		

postal votes.

The overall voter turnout was 65.5% and Christopher Boden of the Conservative Party was elected.

Some of the highlights from the event overall are:

- Across all of the elections 274 of nominations were processed between 23/03 and the 09/04
- The numbers of successful registrations, postal vote and proxy applications processed in the run up to this election from 11/03 were: 3581 registrations, 1059 new postal vote and 164 new proxy applications.
- In total we issued over 20,000 postal votes
- We recruited and trained 300+ staff to assist with various roles for the event
- We declared 40 election results in total in a 21 hour period

Description	Action	Achieved
Performance Measure		
Implemented a comprehensive communications plan for the Elections - 7 May 2015.		
<p>The plan included;</p> <ul style="list-style-type: none"> • New web pages for elections on the FDC website which generated in excess of 7,000 hits. This included new software embedded on the 'Find my Polling Station' web page, • A programme of media Press Releases in the run up to the election date both in the Monthly Fenlander and two local newspapers, • Design and printing of all election material used during the day of the election and at the count venue, • A programme of social media posts on our FDC Facebook and twitter accounts, in the lead up, and on the day of the election, • All election results posted on our FDC website and Twitter accounts as the results were announced during the election count, • A presentation at the count venue which included material on election information, counting tables and an update of results and elected members. 		

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*

Corporate Activity

Meet Equality Act Requirements

The Public Sector Equality Duty requires the Council to consider all individuals when carrying out its day to day work – in shaping policy, in delivering services and in relation to its own employees. It requires the Council to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between people when carrying out its activities.

The Equality Duty supports good decision making – it encourages the Council to understand how different people will be affected by its activities, so that its policies and services are appropriate and accessible to all and meet different people's needs. Linked to this as part of the evidence gathering for the upcoming Customer Service Excellence inspection this work has been incorporated into the assessment and will form part of the Council's case for reaccreditation.

Traveller Encampments

In May the Council had to deal with 2 large Irish Traveller encampments on Chapel Road car park. On both occasions through mediation and negotiation the encampments were moved on without the need for legal action to be instigated. Both times the car park was also left in very good condition which meant there was no need for significant clean-up costs.

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Asset Management

Corporate Plan Action: Continually review the Council's asset base to ensure suitability, whilst maximising service and income benefits. Continue to work in conjunction with public, private and third sector partners to promote joint working

Description	Action	Achieved
Performance Measure		
Manage the operation and maintain FDC owned Sewage Treatment Works.	Parson Drove Sewage Treatment Works Access, Security and outfall ditch improvement Works	Improved security and operational performance of STW
<p>The tenant of the adjacent property to the STW at Parson Drove raised concerns that the access gate was not that secure as the plant had occasional unwanted attention from the local youths and others. During Tanker de-sludging a small piece of grass between the site entrance and the adjacent property was being run over during access / egress, causing rutting, mud and damage to the footpath.</p> <p>The access gate was replaced and the soft ground improved by installing permeable paving and footpath repaired, all of which have vastly improved the look of the frontage and increased plant security.</p> <p>The outfall ditch was blocked causing treated effluent to back up into the plant compromising its performance. With approval of the adjacent farmer, the outfall ditch was cleaned out, now allowing treated effluent to flow freely minimising performance issues.</p>		

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 , working and environmental standards within the district*

Description	Action	Achieved
Performance Measure		
Number of planning enforcement reports received and dealt with.	Full investigations being carried out - site visits – Research etc.	Cases being closed, negotiations in place & progressing accordingly.
<p>For May 2015 the total number of cases received and closed are as follows:</p> <p>28 cases received 35 cases closed</p> <p>In addition 2 Notices were served during May 2015.</p> <ul style="list-style-type: none"> • Planning Contravention Notice x 2 		

Description	Action	Achieved
Performance Measure		
Business training and information support	Deliver a programme of regulatory training and business support	
<p>Four businesses Forum are planned for this year and will include green business information and support.</p> <p>On 17 June the Food Hygiene Rating Awards Scheme will take place.</p>		

3Cs Summary

May 2015	Service Requests	Compliments	Correspondence	Complaints	Total	Comments (Trends, action taken to resolve, etc)
Benefits				1	1	Customer unhappy with calculation of benefit. We have explained the basis of this, which was correct.
Contact Centre				1	1	Customer unhappy with service received. We phoned them back to apologise and resolved the matter on the phone.
Revenues				2	2	Two customers complained about their Council Tax bills. We explained how they had been worked out for them to resolve their queries.
Development Services		2		2	4	Customer comments investigated and appropriate responses/action undertaken by officers.
Total		2		6	8	