

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

August 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**
Cabinet Member



**Councillor
Chris Seaton**
Cabinet Member



**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	18 days (profile target)	17.6	18	On target
LPI CS2 Average number of days taken to process benefit changes	6 days	4.4	6.4	0.4 days more than target
LPI CS3 Average number of days taken to process benefits new claims and changes overall	6 days	6.1	7.7	1.7 days more than target
LPI CS4 Days taken to process Support new claims and changes	12 days	6.2	7.6	4.4 days better than target
LPI CS5 Days taken to process Housing Benefit new claims and changes	12 days	5.9	7.7	4.3 days better than target

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 July 15/16	Cumulative for 15/16	Variance																		
Performance Measure																						
Total number of privately rented sector homes where positive action has been taken	200	24	81																			
<p>At the end of July 15, The Council has inspected 34 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).</p> <p>The Council has also investigated 47 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.</p> <p>The geographical spread is as follows:</p> <table border="1"> <thead> <tr> <th></th> <th><u>HMOs inspected</u></th> <th><u>Privately Rented Homes investigated</u></th> </tr> </thead> <tbody> <tr> <td>Wisbech</td> <td>32</td> <td>20</td> </tr> <tr> <td>March</td> <td>2</td> <td>13</td> </tr> <tr> <td>Chatteris</td> <td>0</td> <td>3</td> </tr> <tr> <td>Whittlesey</td> <td>0</td> <td>5</td> </tr> <tr> <td>Other villages</td> <td>0</td> <td>6</td> </tr> </tbody> </table>						<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>	Wisbech	32	20	March	2	13	Chatteris	0	3	Whittlesey	0	5	Other villages	0	6
	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>																				
Wisbech	32	20																				
March	2	13																				
Chatteris	0	3																				
Whittlesey	0	5																				
Other villages	0	6																				

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned 15/16	No of customers satisfied 15/16	% 15/16	Variance
% satisfied with the information given by the Housing Options team	100%	90%	32	32	100%	

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 (July) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of DWP customers or eligible referrals within 2015/16 supported at Community House	192	12	74	

The project is continuing to remain on target and 7 of the beneficiaries have found employment since the beginning of the project.

The Council has engaged with Circle Housing Roddons to ensure their staff know about the scheme and can refer DWP customers in their housing onto the scheme. As a result 6, of the 12 July referrals are Circle Housing Roddons residents.

Description	Action	Achieved
Performance Measure		
Rural Capital Grants Programme		

For the last few years the Council has committed to improving community facilities in our rural communities through the Rural Capital Grants programme. Over £700,000 of Fenland District Council's capital funding programme has been committed to contribute towards 17 community projects from improved play equipment to new community buildings. Examples include:

- £100,000 to Gorefield Parish Council for their new pavilion
- £35,000 to Doddington Parish Council for their skate park
- £50,000 to Eastrea Village Hall for their community centre
- £35,000 to Parkfield Sports Club in Wimblington for new storage and drainage facilities
- £18,655 for Parson Drove Skate Park project
- £11,985 awarded for new play equipment at Newton.

There remains £103,000 uncommitted in the fund for interested community organisations and Parish Councils' to submit applications for funding. The project must show a clear need which has been identified by local residents, and must be completed within 2 years of being awarded funding. You must have secured at least 50% funding (which can be 'in-kind' support) from other sources and the project must be located in areas away from the four market towns of Fenland.

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 (MDT) – Wisbech pilot

The Council has shared with the partners a table of services delivered by the Council which could contribute to the MDT work to prevent at risk residents having an emergency admission to hospital.

Partners are using this template to undertake the same process with their services.

Next steps:

- Check that the team understands services highlighted and provide additional awareness training as required.
- Consider the best method of information storage and retrieval – for example is the current CCC services directory practical?
- Identify frontline staff in Council services that could refer into the MDT service.
- Develop a frontline staff referral pathway into the MDP for those vulnerable residents identified during day to day duties.

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, to include the health and wellbeing agenda*

Description	Target 15/16	Achieved (July) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of people who attend the Golden Age events	450	19	41	
<p>At the Golden Age Event at the Chatteris Hub 19 people were engaged with:</p> <ul style="list-style-type: none"> the Benefits Delivery Officer saw 4 people who benefitted from the advice given 10 health checks were completed. The "Chatteris Friday Club" attended to market their club to potential new recruits 				

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 (July) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Spend of YDC grant allocation	£7,500	£750	£1229	
<p>A funding application from Chatteris Cricket Club has been considered and £750 granted towards improvements to the score board.</p> <p>It is anticipated that this will encourage more young people to take part in the sport.</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
- Support the development of community sport
- Explore alternative delivery options for leisure services

Description	Target 15/16	Achieved July 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI LS1 – Number of paid visits to our leisure centres	889,708	69,988	276,816	

	Apr	May	Jun	Jul
Monthly target	59231	75696	74956	72835
Chatteris	5512	5019	5307	4762
March	13931	13464	16331	15029
Wisbech	23458	30361	27238	24164
Whittlesey	19256	23040	23911	26033
Total all centres	62157	71884	72787	69988
Monthly %	105%	95%	97%	96%

Leisure centre visits remain on target. Customer feedback continues to remain positive, with feedback regarding the George Campbell attaining 92% in the quarter from April 2015. This is a significant improvement on the score from the previous year of 62%.

Whilst swimming numbers in past month have remained at a similar level to 2014, we expect to see increases as word regarding the new facility spreads with the improved customer satisfaction.

Description	Target July 15/16	Achieved July 15/16	Variance
Performance Measure			
MPI LOS11 – Number of Direct Debit members	2,717	2,653	

	Apr	May	Jun	Jul
Target number of Direct Debit members	2629	2632	2681	2717
Total Daytime members	531	521	551	564
Total Anytime members	2062	2057	2163	2089
Total Direct Debit members	2593	2578	2714	2653

Membership levels continue to perform slightly lower than expectations, with Hudson memberships continuing to remain static.

Demographic information identifying several thousand potential newmembers is being used to plan a cross-channel promotional campaign during September, using email, SMS and direct mailing.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned	No of customers satisfied 15/16	% 15/16	Variance
LPI LS2 - % of those asked, satisfied with Fenland's Leisure Centres	84%	84%	68 July 326 year to date (YTD)	57 July 284 YTD	84% July 87% YTD	

Customer satisfaction in the centres remains buoyant, with new and current members at the George Campbell continuing to feedback positive comments regarding the new facilities.

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	
	Partnership action Plan agreed and on target for delivery	

The Fenland Health and Wellbeing Partnership met in July.

Alongside usual agenda items the partnership received feedback from community consultation in relation to the prevalence of smoking on Fenland.

Smoking levels within Fenland are higher than other districts in Cambridgeshire. The recent face to face consultation undertaken in Fenland provided useful information in order to better tackle the causes such as a prevalence of illicit tobacco and the specific needs of those wishing to stop.

Recommendations from the community consultation exercise:

- Measures to reduce stress, in workplaces
- Smoke-free play areas
- Smoking awareness education for 9/10 year olds
- A community campaign against illegal tobacco
- Increase the purchase from 18 to 21

Work has already started to address some of the issues raised:

- 15 front line Council officers attended an illicit tobacco awareness session which will assist in identifying and referring illicit tobacco sales to Trading Standards colleagues.
- Officers also attended a brief session on smoking cessation and how to refer customers for support.
- Stress awareness and smoking cessation will, continue to form part of the Fenland Healthy Employer project.

Partnership Activity

Fenland Health & Wellbeing Partnership Update

The Cambridgeshire Health and Wellbeing Board met on 2 July. The theme discussed was 'support older people to be independent, safe and well.' Updates were given against this strategic priority which included progress with the Uniting Care Partnership (UCP) services transformation.

The New Model of Older People and Adult Community Care Services

The priority for UnitingCare on 1 April 2015 was to ensure a safe transfer of existing services. The following key features of the UnitingCare care model are now being phased in across Cambridgeshire and Peterborough:

- Integrated teams: 17 neighbourhood teams across Cambridgeshire and Peterborough will provide community-based healthcare centred around the patient.
- OneCall - UnitingCare single point of co-ordination: this new service was launched on 6 May 2015, taking referrals from GPs in its first phase. Services are accessible via a single telephone number.
- Joint Emergency Team (JET): the new JET service was launched on 6 May 2015 taking referrals from GPs and operating during daytime hours in its first phase. It is being rolled out as a 24/7 emergency service.
- Wellbeing and prevention: UnitingCare will work closely with voluntary organisations and social care to deliver services and support for adults and older people to help keep people well.
- Technology: The new technology will bring together summaries of the different records for one patient, creating a single whole patient record. The first phase will be the launch of a 'single view of the patient record' in July 2015.

Current consultations:

1. Cambridgeshire and Peterborough Health and Care System Transformation

Programme.

Engagement with the public around the key challenges facing the health system now and into the future. Further information is available at:

www.cambridgeshireandpeterboroughccg.nhs.uk

2. The County Council is taking the implementation of the Care Act 2014 as an opportunity to commission a new integrated advocacy service delivered through a single contract across Cambridgeshire. This will replace the seven individual advocacy contracts with various providers. In addition the Council is required to provide advocacy for carers.

The consultation is running from 13 July to 12 October:

http://www.cambridgeshire.gov.uk/site/custom_scripts/cons_details.aspx?ref=371

Description	Action	Achieved
Performance Measure		
Action on Energy	Grants secured	£58,674.45 (+£6,600.96)
	Activity update for August	1 new installation completed; To date, 45 jobs have been passed on to the installation teams and 9 have been completed.
In the Fenland area, 156 quotations have already been accepted, so up to 200 acceptances are anticipated by the end of September.		

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 July 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	10	32											
<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 July 2015, The Council has assisted 32 households with adaptation works.</p> <p>The geographical spread is as follows:</p> <table> <tr> <td>Wisbech</td> <td>8</td> </tr> <tr> <td>March</td> <td>5</td> </tr> <tr> <td>Chatteris</td> <td>3</td> </tr> <tr> <td>Whittlesey</td> <td>9</td> </tr> <tr> <td>Other villages</td> <td>7</td> </tr> </table>					Wisbech	8	March	5	Chatteris	3	Whittlesey	9	Other villages	7
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March	5													
Chatteris	3													
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Other villages	7													

Description	Target 15/16	Achieved July 15/16	Cumulative for 15/16	Variance										
Performance Measure														
Number of households assisted through the Healthy Homes service	125	6	65											
<p>The Healthy Homes service is funded by FDC and delivered by Age UK, to help vulnerable persons with small scale works to make their home environment more comfortable. Typical works include improving security measures, plumbing and electrical repairs.</p> <p>The geographical spread of completed cases to date is as follows:</p> <table> <tr> <td>Wisbech</td> <td>21</td> </tr> <tr> <td>March</td> <td>19</td> </tr> <tr> <td>Chatteris</td> <td>5</td> </tr> <tr> <td>Whittlesey</td> <td>7</td> </tr> <tr> <td>Other villages</td> <td>13</td> </tr> </table>					Wisbech	21	March	19	Chatteris	5	Whittlesey	7	Other villages	13
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What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned July 15/16	No of customers satisfied	% 15/16	Variance
Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt	N/A	90%	4	4	100	

their property made their life easier (1 year on survey)						
During July 2015, 4 clients indicated that the work undertaken had made their life easier.						

Description	Baseline	Target 15/16	No of customers questioned July 15/16	No of customers satisfied	% 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%	13	13	100	

During July 2015, 13 households rated their daily life as being "better" or "much better" following the service they had received.

47 surveys have been completed so far for the current financial year and all of the households surveyed rate the change to their lives as being "better" or "much better".

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 (July) 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI ES3 % of FDC's household waste diverted from landfill (recycled and composted)	51%	56%	56%	

April – July Comparison	2013/14	2014/15	2015/16*
Total tonnage	14,630	15,607	14,652
Dry recycling	2,900	2,980	2,857
Compost	5,069	5,747	5,400
Combined %	55%	56%	56%

This time of year the growing season dictates the amount of material picked up for composting and usually produces higher levels of recycling this time of year. The forecast for the end of year is on target at around 51%.

In early 2015 it was recognised, through free consultant support, that Fenland's blue bin recycling can be improved and that there remains up to 2,000 tonnes of readily recycled material in customer's green bins. As a result, Cabinet approved an investigation in to how best to improve Fenland's recycling performance. A project has commenced that uses a range of communication means across 32 trial areas to evaluate changes in behaviour. Initial results on these trail areas will form reports later in the year.

This work also links to a county wide Recap project to ensure that the compost produced from brown bin materials is of the best quality. Both education campaigns are taking place using targeted messages directly to identify areas.

*These figures are provisional and are potentially subject to minor change.

Description	Target 15/16	Achieved (July) 15/16	Cumulative for 15/16	Variance
Performance Measure				
MPI ES2 - % missed bins collected the next working day	92%	82%	86%	

2015/16

Missed Collections	Jul
Reported	324
Collected next working day	265
Collected after next working day	59
Percentage	82%

Numbers of missed collections remain around 250 each month on average, and from the 1.1 million collections across the 4 months in 2015/16 represents a missed collection rate of 0.09%.

All missed collections are returned to, and 82% of these were the following working day, but pressure at peak times and staff availability have meant that 59 were returned to outside of this service standard.

The traffic disruption during July had a significant impact, with refuse vehicles delayed

in traffic for long periods after the A47 was closed for a day, and colleagues working to cover each other's work as best they could.

Description	Target 15/16	Achieved (July) 15/16	Cumulative for 15/16	Variance
Performance Measure				
MPI ES40 % of waste collections performed on allotted day	99.4%	99.8%	99.9%	

Following continued work on collection routes behind the scenes this performance measure is much improved on the same period last year, with all scheduled rounds completed in April and May.

To date this year there have been only 2 occasions when rounds weren't fully completed within the 4 month period, compared to 11 occasions in the same period last year.

Both occasions this year were as a result of traffic problems, in Wisbech and on the A47, when diverted traffic prevented crews from returning quickly to collections in surrounding areas.

This improvement has been developed by incremental changes to rounds in agreement with crews and a significant change of method of service delivery based on fuller loads and less trips to tip.

The flexibility of the collection teams and their willingness to work together to complete their daily collections has ensured that the range of usual operational issues not having any significant impact on our customers.

Looking forwards, property growth will result in increased pressure and likelihood of failure as current workloads and logistics offer very limited scope for absorbing the increases in collections.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (April to July 15/16)	No of customers satisfied (April to July 15/16)	% 15/16	Variance
LPI ES4 – Customer satisfaction with refuse & recycling services	98%	90%	Programmed for July	Programmed for July		

The final feedback of the last financial year produced a satisfaction rate of 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."

Comments on improvements to services, such as bins returned to the point of collection are fed back to teams and monitored as a result of such customer feedback.

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 July 2015	Cumulative for 15/16	Variance
Performance Measure				
MPI ES9 Income generated through recycling materials	£350,000	£28,500	£82,747	

This measure monitors the income created from blue bin and other dry recycling collections that is used to support service costs.

The majority of this income is currently from recycling credits because the downturn in global markets for recycling and the closure of several paper mills in the UK has resulted in a decrease in the value of recyclable materials and a reduced income

from materials collected.

On average across the 3 months April to June, for which there are figures, each tonne of dry recycling collected has resulted in an income to support services of just over £35.

Description	Target 15/16	Achieved (July) 15/16	Cumulative for 15/16 to date	Variance
Performance Measure				
LPI ES1 – Rapid or Village Response requests actioned same or next day	90%	90%	90%	

Rapid Response Requests July			
Area	Requests Rec'd	Requests Met	Overall Performance
Chatteris	10	9	90%
March	24	24	100%
Villages	19	17	89%
Whittlesey	10	9	90%
Wisbech	79	69	87%
Totals	142	128	90%

Overall the performance remains on target. The cleansing service has had to respond to the pressure of staff shortages and despite a range of cover options being used, the shortage of staff has at times affected the services' ability to respond as normal.

Description	Target 15/16	Achieved (July) 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%	98%	97%	

Cleansing Inspections July			
Area	Inspections carried out	Standards met	Overall Performance
Chatteris	30	29	97%
March	0	0	0
Whittlesey	30	30	100%
Wisbech	30	29	97%

Totals	90	88	98%
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The maintenance of cleansing standards across Fenland is measured through a programmed set of randomly selected inspections performed by street scene officers. These target a range of land use types, Monday to Saturday, and cover all wards. The results for the July demonstrate that cleansing standards have been of an acceptable standard on all of the 90 inspections made.

The lower number of inspections in the area of March is as a result of ward variations from month to month. As all wards are inspected across the course of the year an equal number of inspections will follow.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (April to July 15/16)	No of customers satisfied (April to July 15/16)	% 15/16	Variance
MPI ES10 – Community satisfaction with cleansing services		80%	Programmed for August	Programmed for August		

The data for this PI is not programmed to be collected until August and will be for the first period of this year. There are usually 2 customer feedback processes undertaken each year to provide a spread of opinion about the service.

Last year the overall performance of public opinion achieved 89% from 203 responses to 1000 questionnaires sent out. Of these 180 were satisfied or above with the service provided.

Feedback was very complimentary overall with the main issues being about dog fouling, which has been the subject of a targeted project by the Street Scene team to improve.

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
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Performance Measure		
Cambridgeshire future waste partnership work	Deliver individual work streams	
<p>The Cambridgeshire Waste Partnership, Recap is a long standing and highly successful partnership of the Cambridgeshire authorities including Peterborough. The partnership works collaboratively for the benefit of all parties and in the last year has successfully delivered a jointly procured contract for the transport and sorting of blue bin recycling materials along with joint public recycling education and vehicle procurement.</p> <p>Fenland has been involved in and benefitted from all of these work streams, along with countywide service development investigative work around cross border working and modelling future waste services.</p>		

Description	Action	Achieved
Performance Measure		
Joint contract performance update		
<p>The jointly procured contract to transport and sort materials collected in customer's blue recycling bins commenced in November 2014.</p> <p>This contract, with its built in profit share, has offered Fenland some protection from the recent downturn in the value of recycling materials.</p> <p>When compared to the previous contract, the new arrangements have saved the Council £57,000 in the first 4 months of this year. Each tonne of recycling is costing around £4 to transport, sort and deliver to processors for recycling.</p> <p>Material markets have shown some evidence of recovery and there is potential for this contract to deliver income to the council in addition to the recycling credits paid by the County Council for each tonne of material diverted from landfill.</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
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Performance Measure		
Street Scene Enforcement Project	Number of identified properties repaired / refurbished / breaches remedied	

Progress Against List of Issues

50% of the initial Streets Ahead list has now been resolved; around 60 cases with a similar number remaining active. Many of the remaining cases are medium or high priority to resolve. All of these high and medium priority issues are addressed with those responsible for either property or issue.

1 Nene Quay

Officers continue to discuss progress for the refurbishment for 1 Nene Quay with the site owner and it is anticipated that works to conclude the external repairs to this building will be complete by the end of September, 2105. Officers will take all necessary action to ensure this timescale is complied with.

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Inspect FDC car park assets within market towns on a 6-monthly basis	100%			

Inspections are undertaken 6 monthly generally in the months of September and March in advance of, and following the winter months. All other reported defects are inspected within the service standard 10 working day response time. Interim inspections are undertaken on an ad-hoc basis to ascertain any routine repairs and maintenance requirements.

Description	Action	Achieved
Performance Measure		
Manage the operation and maintain FDC owned public car parks	Undertake routine maintenance and improvement works. Improve safety and accessibility.	Removal of damaged FDC railings within City Road Lorry Park.

Loose defective railings have been removed within City Road Lorry Park and the adjacent pedestrian area resurfaced. The railings, which were originally installed prior to the reconfiguration of the lorry park parking bays in 2010, had become redundant and presented access issues for routine maintenance of the adjacent shrub bed areas.

The removal of the defective street furniture will help to reduce the ongoing maintenance liability of FDC street furniture assets whilst the new surfacing has alleviated numerous trip hazards and improved the overall appearance and accessibility for pedestrians.

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 July 15	Total memorials inspected 2015/16
Performance Measure			
MPI ES16 – Memorial inspections completed	4,000	383	1427

Memorial Inspections this month were carried out in Walsoken, Whittlesey and Station Road Cemetery March. Out of the 383 inspections carried out 21 were requested to be made safe. This brings the total made safe so far this year to 45.

Description	Target 15/16	Achieved July 2015	Cumulative for 15/16	Variance
Performance Measure				
MPI ES39 – Hours spent on active town patrol	4,000	341	1463	

Hours broken down into geographical areas;
Chatteris 68, Whittlesey 76, March 72, Wisbech 116 & Rural 15

- The team have received 17 abandoned vehicle reports. All were removed by third parties. We have also intervened and resolved 7 nuisance vehicle enquiries.
- 30 reports relating to issues with our open spaces have been referred to TLG. Mainly relating to works not been carried out from the agreed grounds maintenance contract.
- 24 issues have been reported to Highways relating to weeds, potholes, damaged kerbs and private dwellings greenery overhanging the highway.
- 28 requests have been sent to cleansing to request litter picks or empty overflowing bins
- 8 incidents of broken street furniture have been reported to Assets.

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	See below narrative
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Enforcement actions this month:

FPN Littering: 2 (1 Whittlesey, 1 March)

Dog Fouling FPN : 1 (Whittlesey)

FPN Parking: 4 (2 exceeding time limit, 2 outside the bay)

Environmental Offences Statements taken: 3 (fly tipping offences)

The total number of instances recorded for June is 83. This broken down into areas is as follows:

- Chatteris - 5
- March - 13
- Whittlesey - 5
- Wisbech - 21
- Villages – 47
- **Total – 91**

Fly tipped waste this month was mainly located on the verges of the highway and consisted of mainly household waste.

Campaign Enforcement Summary

There has been an increase in the number of formal interviews undertaken during July which has led to information in relation to a number of fly tipping cases.

2 Fly Tipping prosecutions are pending court hearings for 2 different fly tipping instances.

Community members are increasingly coming forwards to share information, including photographs of fly tipping. This information is helping the streetscene team to be more effective with their investigations as the evidence is usually very clear and helpful.

A witness has provided a statement and photographs of a couple they saw fly tipping a television in Stocking Drove Chatteris. Investigations into this matter are in progress to ascertain the identity of the couple who will then be asked to attend an interview under caution at our council offices.

Dog Fouling Foot & Paw Print Campaign

Glebelands School, Chatteris took part in the summer dog fouling poster competition. The 2 winning designs were chosen and the lucky students received a family pass each to Maize Maze at Skylark. Prizes, which were donated by the local Garden Centre, were awarded at their end of term assembly.

Schools in March and Wisbech will be contacted in the Autumn. Hopefully they will

also wish to take part in a local competition.

Following the successful pilot of paw and footprints in Chatteris a more permanent paint will now be used to apply the prints.

Dog walkers and park users have provided consistently positive feedback about the project and approve the use of more permanent markings.

Officers are continuing to patrol our open spaces and carry out questionnaires with dog walkers to ensure that patrols are taking place where needed. Officers are also door knocking and speaking to residents in dog fouling areas to raise awareness and the gather information. This lead to a witness coming forward who provided a formal statement which was used to issue a fixed penalty notice to a dog owner in Whittlesey who failed to clean up after their dog.

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	21	92	

21 events were held this month by community groups to improve the environment. Like previous months, 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!

As well as regular work parties, a couple of additional activities were held to attract new members;

- Tydd St Giles – The newly formed group held a promotional stand at the village's fete.
- Newton – Pimms and Pick. Over the summer, Newton Street Pride is holding some picks in the evening and at the end of the pick the group take time together and socialise.
- Friends of Rings End Nature Reserve - The group will be holding 5 special events over the year to showcase what the reserve has to offer the community. July

saw a Dragonfly Walk and Butterfly Bonanza held.

Description	Action	Achieved
Performance Measure		
Progress against Street Pride Plan	Street Pride plan refreshed.	
	Number of pledges and actions delivered.	

The Street Pride Co-ordinator is currently reviewing the Street Pride plan to update where necessary and revise any highlighted aims. An update will be given to groups at this year's celebration evening.

The plan focuses on 5 key steps as to how the Council will support groups going forward and many actions have been completed under each of these areas. The 5 steps are:

1. Make funding / grants available
2. Provide support and expertise for the groups
3. Help to support more linked and partnership projects
4. Engage and encourage more young people to join the groups and projects
5. Support the groups to be more self-sustaining

Priority 3 centres around working with partners and one partner which many groups link in with is the Probation Service. Over the last 12 months the community payback team have assisted with many projects, often providing extra man power. During the lead up to in bloom, the team are in demand from many groups needing assistance with painting, weeding and general maintenance to projects.

The team are a resource that many groups could not do without and is great partnership working as not only do groups get extra resource but for the offenders they are able to give something back to the community and see the fruits of their labour flourish.

Description	Action	Achieved
Performance Measure		
In Bloom Awards	Support community groups with In Bloom projects	

July saw all 4 towns alongside Parson Drove and Waterlees judged for Anglia in Bloom. During the month groups were busy finalising last minute touches and maintenance to

existing projects.

Positive feedback was received by the judges and groups now eagerly await the results in September.

Description		
Performance Measure		
Grounds maintenance contract		

Contracted works are continuing as scheduled. Considerable support was provided by our contractor, TLG, during the Anglia in Bloom judging period to ensure that our towns and villages were all looking their best.

In November a new contractor, ISS, will be taking over from TLG to look after the grounds maintenance programme in Fenland. ISS has begun a mobilisation programme that will see them move into the Old Salt Yard at the Base on 1 November. We expect a seamless transfer, with November being a quieter time for horticulture works.

The new contract will mean that horticultural works carried out by our new contractor across Fenland are more visible; the livery of all ISS vehicles will mirror the refuse and cleansing vehicles, being a distinct purple, sporting both ISS and Fenland branding.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned April - July	No of customers satisfied April - July	% 15/16	Variance
LPI LS2 - % of those asked satisfied with FDC's open spaces	81%	82%	157	131	83%	

The new play area at the Manor in Whittlesey is receiving many positive comments and is being extremely well used this summer.

Negative feedback includes comments about dog fouling that the Street Scene team is addressing.

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 Glassmoor Local Environment Fund awarded funding this month to an innovative environmental project within the catchment of the turbines.</p> <p>Ramsey Mereside Village association was granted funds of £11,000 for a wind and solar powered lighting project that would light external communal areas with the added benefit of improving safety.</p> <p>In the past three years over £77,000 has been awarded to community projects from the Glassmoor 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

Description	Action	Achieved
Performance Measure		
Community events delivered successfully across Fenland	Deliver four seasons events across Fenland	
<p>A number of community led events took place through July. Support is provided to these committees through the Fenland Safety Advisory Group who provide advice in relation to public safety issues such as first aid/ how to deal safely with lost children/ road closures and licensing requirements.</p> <p>Events which took place in July include: Wisbech Rose Fair, the Wisbech Rock Festival and Whittlesey Music Festival .</p> <p>Plans are underway for the Four Seasons Event in September. The Whittlesey festival will take place on 6 September and includes over 100 attractions and an RAF Dakota</p>		

Flypast.

After having fundraised, the volunteer committee is extremely pleased to welcome the revered Haverettes, an all-girl marching band, into the parade.

Description	Achieved
Performance Measure	
Progress against Markets Action Plan	
<p>One of the key actions requested by Traders to support out town markets is to increase footfall to the market places.</p> <p>July a number of arts events have taken place with external funding. On 17 July a Love Your market event took place at Whittlesey Market. This was organised in partnership with 20Twenty productions</p> <p>The event was designed to create a stop and look attraction which included street theatre and circus skills performances. There was a Compare who acted as the link between the promotion and the market, enticing shoppers into the Buttercross to enjoy the entertainment and shop in the market. Initial feedback from traders and customers was positive.</p> <p>An advert has gone into the popular Market Trade News magazine which goes to all markets in the country and is widely read amongst traders. This has been placed to advertise for more traders to come to our Fenland Markets and increase the uptake of pitches.</p>	

CORPORATE PLAN AREA: Environment

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

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

Description	Target 15/16	Achieved July 15	Cumulative for 15/16	Variance
Performance Measure				
Number of incidents recorded by CCTV	2,000	258	885	

During July 2015 the Council was able to detect and respond to 258 incidents (compared to 218 incidents during July 2014).

CCTV detections included offences including drug offences, street drinking, theft and 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 break down of incidents by town;

Chatteris	19
March	31
Whittlesey	18
Wisbech	190

Description	Target 15/16	Achieved July 15	Cumulative for 15/16	Variance
Performance Measure				
Number of positive outcomes as a result of CCTV intervention	360	33	126	

During July 2015 the Council was able to achieve 33 positive enforcement outcomes. This included arrests for drug offences, theft, and alcohol related violence;

Arrests (CCTV led)	8
Assisted arrests	7
Fixed penalty notices	1
Assisted FPNs / warnings	17

Description	Target 15/16	Achieved (July) 15/16	Cumulative for 15/16	Variance
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Performance Measure				
Number of evidential exhibits provided to support prosecutions	180	21	61	

Description	Target 15/16	Achieved (July) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of FDC ASB cases where positive action is taken	75%	100%	98%	

11 new cases in July with all cases dealt within the relevant timescales with positive interaction between relevant parties.

22 Cases since April 15 have been considered. 21 have had positive actions. 6 cases have work ongoing.

Case Study:

North Green in Wisbech had been subject to both off road bike nuisance and drug dealing. The FDC Community Safety Team and the Police conducted patrols in the area and joint visits to the local care home where some of the suspects were situated, as well as visiting the parents of those who owned the bikes. The owner of the land was also contacted to ensure he had not given permission for bikes to be on the land. Engaging with the alleged perpetrators, their parents, the care home and the complainant allowed the issues to be resolved within 8 days.

No further issues have occurred in North Green since the case was resolved.

Description	Target 15/16	Achieved July 15	Cumulative for 15/16	Variance
Performance Measure				
Number of Community Action Areas identified by Community Safety Partnership where positive action is taken	4	1	1	

Community Case Study:

Lewellen Terrace in Wisbech has experienced fly tipping and fire setting in the alley that separates the street from York Terrace.

The Council conducted street patrols and two community engagement sessions with the local community in order to gather intelligence on the fly tipping issues. Patrols from the council's Street Scene and Community Safety team have been undertaken at least fortnightly since the case first opened, with the cleansing team visiting daily to remove any waste found.

Cambridgeshire Fire and Rescue and the Police were informed and updated on

events. After the first door knocking session only one case of fly tipping was recorded (previously issues had been daily). The second door knocking session allowed us to speak with the majority of residents on York Terrace, providing us with feedback that will allow us to progress with resolving this case.

An event took place on the 14 August to bring the council's Community Safety, Street Scene, Housing options team together with the Police exploitation team and Fire and Rescue. Partners will address this issue using a multi-agency approach. The wider partnership approach has been developed after the second door knocking session where we suspected that more of the properties on York Terrace were HMO's with possible over-crowding & exploitation issues.

Fly tipping and waste education leaflets have been designed and are due to be translated using the local community. We are bringing local businesses together to translate the leaflet in order to distribute it at the event.

Two translators will be present for Russian and Lithuanian languages, however picture prompts will also be used to engage with people who do not speak Russian, Lithuanian or English.

A combination of education, face-to-face engagement and general partner presence should aid us in resolving this issue. This area will be monitored to ensure the incidents reduce after the engagement events

Partnership Activity

Community Safety Partnership

The Community Safety Partnership (CSP) Board met in July and assessed the needs regarding the safety of Children and Young People (C&YP) in Fenland.

A detailed and comprehensive strategic assessment was considered that highlighted local needs, risks and concerns with recommendations for partnership consideration.

The key findings identified by the strategic assessment for C&YP at risk of harm are;

- Neglect;
- Physical abuse;
- Sexual abuse, including Child Sexual Exploitation (CSE)
- Grooming, both on and offline;
- Drug and alcohol misuse;
- Bullying

It was also noted that issues of trust between C&YP and partner organisations presents challenges for the partnership when developing projects and actions to address the recommendations identified.

The following recommendations were agreed by the CSP board to address local risks;

- That the CSP considers who is best to deliver interventions directly to C&YP. Limited resources mean that the partnership should consider the use of external partners through additional funders.
- That the CSP continues to raise awareness of Child Sexual Exploitation (CSE) and that work is extended beyond looking at serious and organised crime
 - That partners train front line workers to recognise signs of CSE/grooming
 - That there are clear pathways for referral with relevant staff training
- That the CSP improves the manner in which it works with the Local Children's Safeguarding Board and Operation Makesafe:
 - Raising public confidence and awareness by engaging with communities and young people
 - Strengthening existing partnerships and leadership
 - Improved intelligence and performance monitoring
 - Better learning and development by sharing best practice and intelligence
- That the CSP develops key messages following the County drugs and alcohol needs assessment which can be delivered to Fenland C&YP, families and professionals to help reduce the risk of substance misuse
- That the CSP engages further with schools to jointly deliver agreed interventions and learning from students who have not changed their behaviour follow education and support
- That the CSP explores methods of delivering training in the communities in relation to grooming, CSE and substance misuse.

The partnership will be identifying officer leads to develop and deliver projects to meet the outcomes of the recommendations. This will be included in the CSP action plan and performance managed through the quarterly partner meetings.

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 (July) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of new SIRCS members trained (<i>Secure Incident Reporting and Community Engagement System</i>)	36	3	11	

The local business against crime schemes continue to be supported with attendance being made during July at the local PubWatch and Chamber of Commerce groups.

Through the use of the New Horizons Vehicle, training and advice on SIRCS is being provided to the local business community, using the bus as a hub during timetabled sessions in Fenland. This is helping to ensure training is being built around the needs of the business community and to increase member participation. This is a new approach to increasing engagement of businesses using SIRCS and through this activity, alongside increased promotion at Shopwatch and Pubwatch, the target of new members is expected to be met.

The local crime reductions schemes continue to make use of the local SIRCS 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.

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 (DCF)

A recent joint initiative has been the development of a drop in support service every Wednesday morning at the March Community Centre for people with learning disabilities.

The support offered includes:

- Support with reading
- Support to make phone calls
- Support to complete documents and forms
- Support to access additional information and advice
- Finding someone who can help if they are not able to

The Council was able to help identify this gap in support for people with learning disabilities and develop the proposal through the Diverse Communities Forum.

This initiative has been actively promoted to potential service users through DCF partners.

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

Partnership Activity

Information & advice to new arrivals

Following the expected seasonal pattern, client numbers seen by community and voluntary partners have increased. In July 525 clients were seen compared to 455 in June. This compares to 515 in July 14 and 460 in June 14. The numbers of clients coming for first time assistance are predominately from Lithuania and Latvia.

Organisations such as KLARS (Kings Lynn Area Resettlement Service) offer a drop in advice service providing information, advice and guidance on a variety of issues.

The migrant population advisors based at the Wisbech Fenland @ Your Service Shop handled 174 enquiries in July relating primarily to Housing Benefit, Housing, and Council Tax.

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	Target 15/16	Achieved July 15/16	Cumulative for 15/16	Variance
Performance Measure				
Income from wind turbine operators	£5,000	£1,250	£1,250	

Dong Energy contractors have been using the landing stage at the pilot station Sutton bridge to crew change divers, during the investigation works of UXO within the cable corridor

Description	Action	Achieved
Performance Measure		
Race Bank Offshore Wind Farm development Dong Energy	Ongoing dialog with Dong Energy Race Bank export cable lay route's and Port Authorities concerns Drafting of legal document (first draft complete)	Race bank Cable lay discussions with (Dong Energy) Offshore Renewables and King's Lynn and Boston Harbour Master's First Legal Draft now shared with DONG

Description	Action	Achieved
Performance Measure		
Sutton Bridge Marina – commercial land and leisure moorings	Agree land lease arrangements Deliver moorings project Agree management arrangements for new moorings	Wet side' design works have commenced. This will allow necessary EA and MMO consents to be applied for. LCC are to submit a new Planning

		Application to SHDC
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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 (including European) for business, skills and infrastructure projects to Fenland

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of events/wider engagement activity in which FDC works with colleagues from the LEP (annual)	Support LEP activity programme			
<p>High level discussions held with LEP to enhance the Fenland economic offer and better understand funding opportunities and a shared approach to economic and housing growth.</p>				

Description	Action	Achieved
Performance Measure		
Proactively support and promote LEP initiatives/opportunities to Fenland organisations	Promote activities through social media and other avenues	Promotion of the GCGP and New Anglia LEP Rural Funding Event at Newmarket Racecourse
<p>The council supported the LEP in promotion of the GCGP and New Anglia LEP Rural Funding Event at Newmarket Racecourse.</p> <p>The event provided an insight into the different rural funding streams available to businesses across the GCGP and NEW Anglia LEP areas, including the European Agricultural Fund for Rural Development (EAFRD), LEADER Scheme, the Eastern Agri-tech Growth Initiative and the Countryside Productivity Scheme.</p> <p>The day allowed for a chance to hear practical case studies from businesses who have previously benefited from some of the schemes, as well as an opportunity to book 1-2-1 appointments with funding providers and the LEP's ERDF facilitators.</p>		

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 (month) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Occupancy of business premises	82%	83%	83%	

July has been a quiet month for us in terms of viewings at the Boathouse Business Centre. South Fens Business Centre and The Enterprise Park have both had second visits on units which we are hopeful will result in terms for lease being agreed in early August.

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Business centre conference income	£120,000	9,250	£36,328	9%

July was a quieter month for conferences and events at the Business Centres with a combined external income of £9,250. This is to be expected as we approach the main summer holiday season, with many business shying away from making bookings for all day events due the six week school summer break as attendance is often low due to annual leave. Businesses tend to opt for less frequent, smaller meetings which do not attract as much income.

The Boathouse hosted 30 external and 5 internal conferences and South Fens hosted 61 external and 1 internal conferences.

A review of marketing for the centres is underway, which will include improvements to our web presence. This work is due to be completed by the end of August 2015.

Description	Action	Achieved
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Performance Measure		
Manage the business premises estate		
<p>The annual tenant survey is undertaken in October of each year. During the course of the year, the Business Premises Team hold Tenant Forum meetings at each Business Centre and record feedback from conference organisers and miscellaneous comments through our feedback forms located on the reception desks at our Business Centres.</p>		

CORPORATE PLAN AREA: Economy

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

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

Description	Action	Achieved
Performance Measure		
Progress with Nene Waterfront site		
<p>Following the commencement of works on Lot 3 – former gas works by GB Construction officers continue to review the disposal approach relating to Lots 1 & 2 including soft market testing and open market disposal options. Consideration is being given to engaging specialist development consultancy advice on preferred methods and mechanisms to achieve the desired outcomes</p>		

Description	Action	Achieved
Performance Measure		
Nene Waterfront Vision II Project – explore potential funding opportunities, including Coastal Communities Funding Bid	Develop disposal strategy for Lots 1 & 2.	<p>Completion of the build lease and development commencement for Lot 3.</p> <p>Work commenced on strategy including intelligence gathering and disposal options.</p>

	Agree new Port Operating Agreement (POA) with Port of Wisbech Limited	Draft POA prepared and to be discussed with Port Stevedoring company.
<p>The development of lot 3 is now in full swing. Initial site clearance works have already begun on the southern section of the site and piling & foundation construction works on the first units have commenced.</p> <p>With respect to Lots 1 & 2 of the NWF site, Officers have developed and shared an options advice request with the Homes & Communities Agency for their further comment and professional input prior to seeking further external advice. The purpose of this work is to give consideration to the options available to FDC to maximise the value from the sites, both in terms of capital receipts and income, and in development viability terms. The external advice will also include intelligence gathering and data collection regarding end user demand culminating in recommendations regarding development viability. The second stage will look to develop preferred options and support these with financial and viability modelling.</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 July 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of Nene berth holders	85	84	88	

Description	Target 15/16	Achieved July 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</i>	150	14	59	

BUOY / OTHER				
Total Number of Hoist operations shown including Boat Lifts & ENGINE,MAST,PLOUGH,BRIDGE, OTHER	250	30	116	

Boatlifts: Boatlifts for July met target, The travel hoist on average was used every day of July with vessels arriving/leaving via transport including yard movements

All other lifts: The travel hoist played a vital role in lifting refurbished buoys and ground chain to the tug, for annual maintenance of the navigation channel

Description	Target 15/16	Target July 15/16	Achieved July 15/16	Cumulative for 15/16	Variance
Performance Measure					
Total Number of ships to Nene ports	240	20	19	76	
Port Sutton Bridge Ship Numbers	200	16	11	53	
Gross Tonnage to Port Sutton Bridge GT	351,481	37,853	21,106	102,511	
Wisbech Ship Numbers	40	3	8	23	
Gross tonnage to Wisbech GT	62,190	4,748	8,265	31,147	

Port Sutton Bridge: The summer shutdown of the steel mills in Europe is the main reason that ship numbers to PSB are down in July, Management from PSB continue to advise that steel import to the PSB will increase through the year

Wisbech: Timber imports remain good into Wisbech with above GT targets, A new class of ship has been identified that is the correct size to trade into Wisbech, as the Russian class are now very old and being sold. Scrap export to Spain was also up through July although the price remains low. One cargo of bricks was imported in July.

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	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Signpost funding opportunities to Fenland Business	Support Destination Digital activity programme 2015/16	1 activity supported	1 activity supported	

Description	Action	Achieved
Performance Measure		
Support the promotion of the Destination Digital project through social media, individual contacts and wider partnership activity	FDC actively promotes all aspects of the DD projects and funding available	Promotion through social networks, business groups and direct contact

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

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

Description	Action	Achieved
Performance Measure		
Support the Skills Service in supporting local business needs to fill skills gaps and develop employability skills in young people, coordinate activities between businesses and schools and other organisations with access to young people (Quarterly)		

Through partnership working with the Skills Service (procured via LEP funding across Northern Cambridgeshire), a programme of activities will develop over the year responding to local business needs to fill skills gaps and develop employability skills in young people, activities between businesses and schools, and other organisations with access to young people.

**Cumulative Key Performance Indicators April – June 2015
(1st Quarter)**

KPI	Fenland
Taking the Skills agenda into Businesses	6 Overall (unique) 3 (unique to Fenland) 4 From Target Sectors (66.6%) C Manufacturing: 1 M Scientific & Technical: 1 J Information & Communication: 0 H Logistics: 0 A Agriculture: 1 F Construction: 1 K Financial: 0
Build young people’s knowledge of employment opportunities through interaction with business	374

Deliver business led events with schools	4
Build business understanding of the need to plan for skills demand	0
Build strategic relationships with secondary schools across the agreed area	0
Build strategic relationships with FE Colleges and major providers	0

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
Performance Measure		
Support the Fenland Tourism Board to oversee the further development of a district wide approach to encouraging and developing tourism in Fenland	Develop an Action plan for delivery	
<p>The Portfolio Holder is relaunching the Board as a more focussed partnership in September, alongside the launch of the revised Tourism website.</p> <p>This approach will add some new members to the Partnership allowing a more business focussed approach, encouraging local businesses to participate and shape the action plan of the partnership.</p> <p>The shared vision and action plan will show intent, articulates the roles, identifies clear actions and apportion resources over a period of time.</p>		

Description	Action	Achieved
Performance Measure		
Support the Fenland Tourism Board to oversee the further	Improve brown signs in and around the town	Meeting held with CCC and Skanska

development of a district wide approach to encouraging and developing the tourism agenda for Fenland	of Wisbech, including key routes wherever possible, to highlight existing attractions. (Wisbech 2020 Action 27)	
<p>The Council has been working with CCC and Skanska to deliver action 27 of the Wisbech 2020 Vision.</p> <p>CCC and Skanska are currently installing the first pedestrian signs. With the view to inspecting all road sign installation points during August to check locations are suitable and obtain final costings. The first few signs will be installed in late August / early September.</p> <p>During August Wisbech Town Council will be provided with the plans for the road signs changes for consultation and feedback.</p> <p>Following discussions with partners, the large brown signs on entry points to the town will not be changed, as they are all the same (excluding the two slightly closer to the Town Centre which will be considered).</p>		

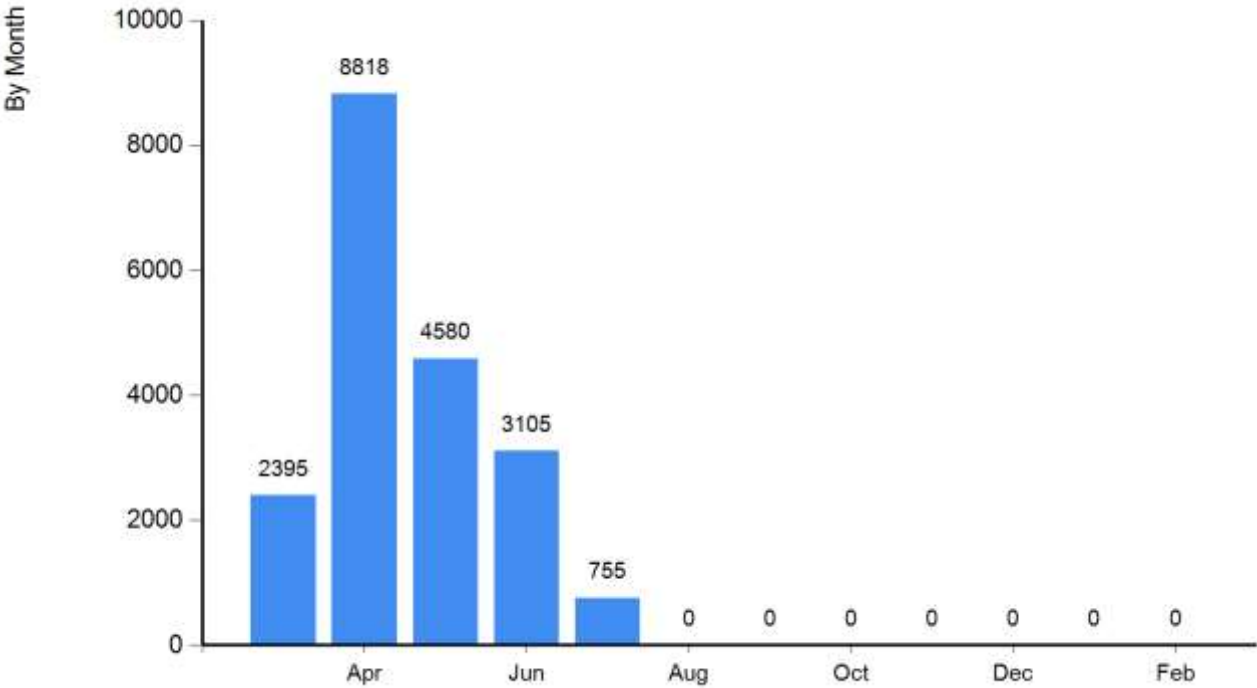
Description	Action	Achieved
Performance Measure		
Destination Management Organisation (DMO) group to increase visitor numbers in Fenland	Assess DMO opportunity working together with other local Councils	Meeting held with Cambridge DMO Organisation
<p>Discussions have taken place with the Cambridge Destination Management Organisation (DMO) to review 'A future model for tourism for Cambridgeshire and the Surrounding Area' and the potential support that the DMO could offer Fenland.</p> <p>The establishment, in January 2016, of a Cambridge DMO will be used as a delivery mechanism for tourism services in Cambridge and the surrounding area. The model is based on guidance from government and best practice nationally. The transfer to an independent DMO will deliver long term financially sustainable for tourism support, whilst increasing investment, safeguarding the visitor economy as a key economic driver for Cambridge and the surrounding area.</p> <p>Fenland will link to the new DMO in order to further develop tourism opportunities in the District.</p>		

Description	Action	Achieved
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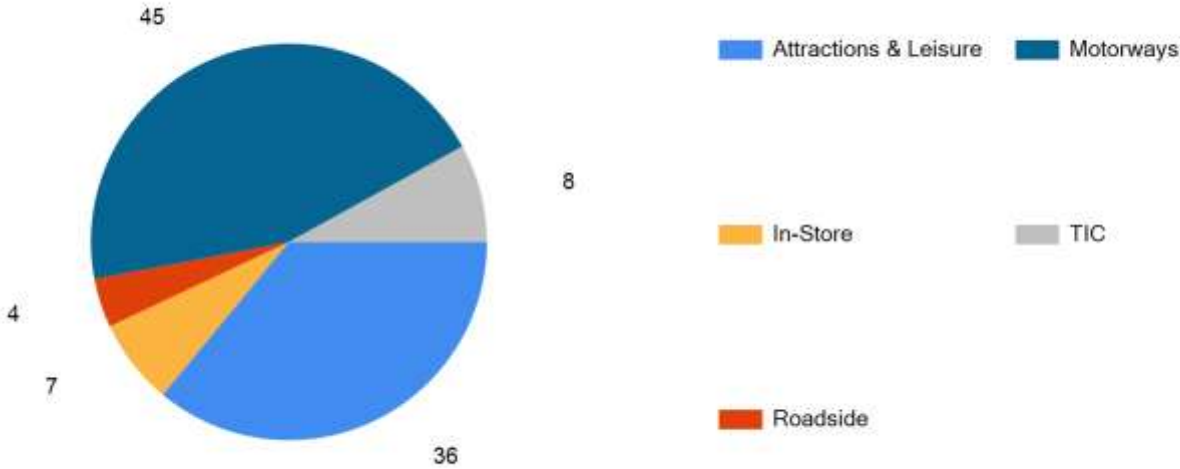
Performance Measure		
Deliver a marketing campaign to attract additional visitors into Fenland	Deliver a marketing campaign to attract additional visitors into Fenland	<p>Annual Events Guide</p> <p>Annual Welcome to the Cambridgeshire Fens Visitor and Accommodation Guide</p>

Annual Events Guide

A mini guide has been developed to promote Fenlands events and festivals. As part of a six month campaign this guide has been distributed within service stations and other businesses on major trunk roads within an hour or so of Fenland. The analysis below highlights how many have been distributed and to what sort of business.

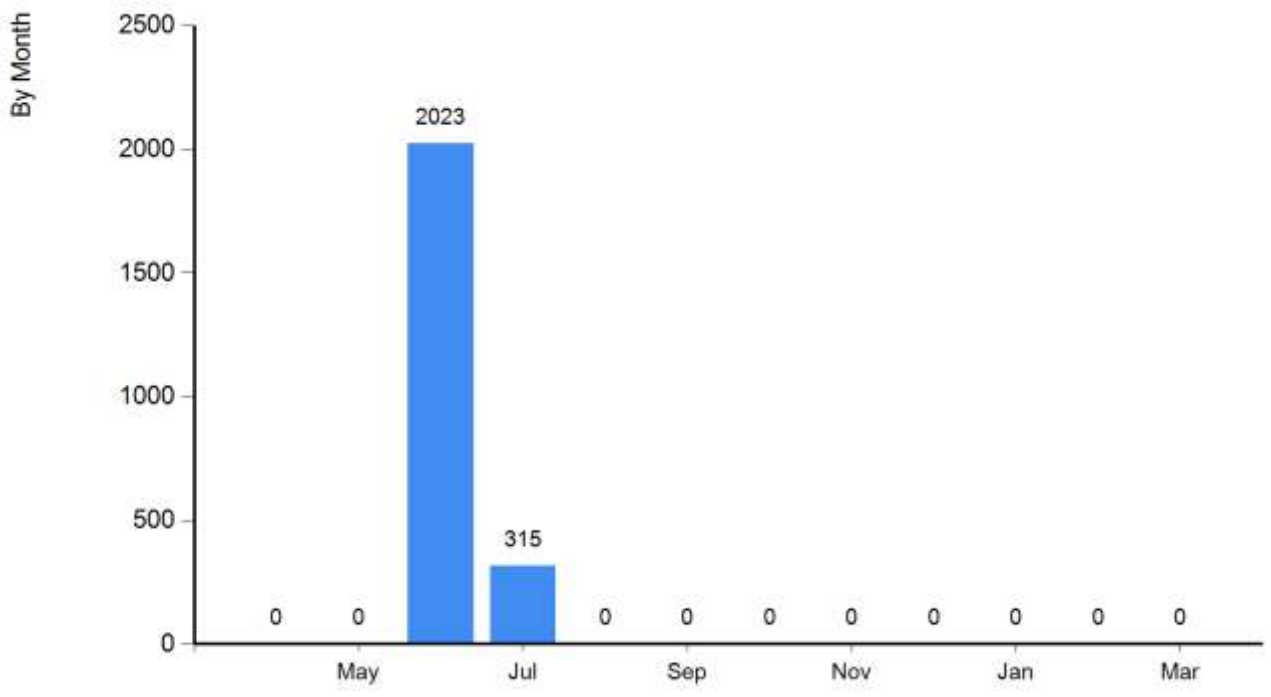


Distributed by category %



UPDATE 31,000 copies provided, 19,653 delivered and 11,847 remaining to date

Cambridgeshire Fens Visitor and Accommodation Guide



12,000 copies have been printed, with 2338 distributed to date.

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 (July) 15/16	Cumulative for 15/16	Variance
Performance Measure				
% of major planning applications determined in 13 weeks	75%	83.33	87.50%	
<p>6 Decisions, 5 within time Due to the complex and often contentious nature of this types of applications it is not always possible to determine them all within the prescribed timeframes. Notwithstanding this however, to put the performance figures in context, since April 2015 only two of the sixteen decisions made have been out of time.</p>				

Description	Target 15/16	Achieved (July) 15/16	Cumulative for 15/16	Variance
Performance Measure				
% of minor planning applications determined in 8 weeks	80%	70%	84.16%	
<p>30 Decisions, 21 within time Although there has been a dip in performance in respect of minors in respect of previous months this is as a result of a large number of applications being received - 121 being validated in July, 41% higher than the same time last year. Notwithstanding the above however, in direct response to the increased applications numbers now being received, the numbers of applications determined by officers in July was 34.12% higher than any of the three preceding months. Officers are therefore working effectively in dealing with this increase.</p>				

Description	Target 15/16	Achieved (July) 15/16	Cumulative for 15/16	Variance
Performance Measure				
% of other planning applications determined in 8 weeks	90%	91.84%	95.73%	
<p>49 Decisions, 45 Within time</p>				

Whilst 91.84% represents a slight drop in performance from the previous month of June officer determined over twice as many applications within this period (21 in June and 49 in July - 57% more) which is a reflection of the increased of numbers of applications being received and the officers response to it.

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		

A Flood and Water Supplementary Planning Document (SPD) was approved by Cabinet for consultation on the 24th July. The SPD has been produced under the auspices of Cambridgeshire County Council as the Lead Local Flood Authority (LLFA) for the area and in partnership with all local authorities, relevant Internal Drainage Boards (IDBs) and the Environment Agency. The public consultation is due to run from 4th September until 16th October. The results will be reported back to Cabinet and Full Council later in the year.

The SPD provides guidance to developers, planning officers and Members in how water related issues will be considered in the determination of applications. It will support Policy LP14 of the Local Plan and be a material consideration when considering applications. It provides details on the relevant water management authorities, the relevance of the Sequential Approach and Sequential and Exception Tests to flood risk, how risk can be mitigated, and the importance of Sustainable Drainage Systems (SuDS) for controlling water run-off, preventing pollution and improving water quality.

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	

Heritage Lottery Fund bid for Wisbech

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 (CAAMP) for Wisbech.

Following interviews of two nationally recognised 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.

Public consultation took place at the recent Rose Fair and more is planned for the 6th August 2015.

The Consultative Group meeting was held on 30th July 2015 and agreed:

Renaissance Project

The renaissance project remains an important part of the Council's intervention work with property owners and developers. Late 2014 the uptake of grant was slow due to a downturn in the development, however this year so far several expressions of interest in shop front repairs grants have been received for March town over the last month.

Description	Action	Achieved
Performance Measure		
Coalwharf Road Demonstration Project	Disposal of site to be considered by Cabinet in September 2015	Draft Cabinet report being prepared

The decision to proceed with the disposal of the Coalwharf Road project was

deferred until after the May 7th Elections. A revised report is being drafted, to be submitted to Cabinet in September 2015.

Description	Action	Achieved
Performance Measure		
Support business and workforce stimulation and create homes by utilising FDC's strategic landholdings: <ul style="list-style-type: none"> - South West Wisbech - Harecroft Road, Wisbech - New Road, Whittlesey - Wenny Road, Chatteris 	Participation with development of Broad Concept Plans (BCP) in agreement with joint landowners and stakeholders in each respective area.	<ul style="list-style-type: none"> - Adoption of the South West Wisbech BCP. - Meeting between FDC & CCC Officers regarding the provision and delivery of infrastructure for the South West Wisbech site. - Continuing discussions and workshop related to developing a BCP for West Wisbech - Enabled access to Council's landholdings at East Chatteris for archaeological surveys in preparation of BCP.

The work undertaken by Officers with respect to the Council strategic landholdings links very closely to the work being undertaken by Officers from Planning & Transportation Teams with the development of a Broad Concept Plan, as required under the adopted Local Plan.

South West Wisbech is by far the most advanced of the sites that FDC has a land interest within and Officers from the Assets & Projects, Transportation and Planning Policy & Planning Delivery Teams, together with colleagues from the Cambridgeshire County Council's Highway Teams have met to discuss the delivery and provision of infrastructure requirements and how this will link through the phased delivery of the South West Wisbech site over a number of phases.

Description	Action	Achieved
Performance Measure		

Coordinated approach to flood risk management and local drainage issues		
Liaison with other Local Flood Risk partners continues to address those outstanding issues which were highlighted by the local flooding in August 2014.		

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	

East Wisbech

A sub group of the main East Wisbech Project Group met to discuss transport issues connected with the East Wisbech Development Site. It was agreed that a better understanding is needed of the outputs from the latest traffic modelling results. This work is now currently taken place and is needed to ensure that any future access proposals for the site address the known issues with the site.

A supporting statement was developed and submitted on behalf of the group for the East Wisbech site to the Kings Lynn and West Norfolk site allocations plan examination in public (EIP). The Planning Inspector has subsequently put the EIP on hold and we are now waiting for further information as to when the EIP will take place.

The next meeting of the main East Wisbech project Steering Group is in September 2015.

South and West Wisbech Sites

There is no specific update this month for these locations. The next project Steering Group meetings are in the process of being organised.

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 (July) 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	1,568	5,928	

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
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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

- A stall was booked for Wisbech Rosefair and members of the public were really supportive of the project. Representatives from FDC and Stagecoach in Norfolk provided staff for the event and were able to speak to people from a cross section of the community e.g. older people, families and young people. 332 surveys were completed with 162 people taking away a travel diary. 19 travel diaries were returned making a conversation rate of 11.72%. Typically a return rate of less than 10% would be expected so this figure is encouraging. The information pack was really well received by the public with many people stated that a lack of information about transport services is a barrier to their use.
- A survey day has been arranged for August 2015 in Wisbech Job Centre. Members of the team will also be attending the Have A Go day at Wisbech Community House and the Golden Age Fair at Wisbech St Mary, also in August 2015.
- A contact has now been let to have the travel pack information translated and type set into five foreign languages. The languages are Polish, Russian, Portuguese, Latvian and Lithuanian.
- This project includes personal travel planning by contacting people in their homes. Certain streets have been selected in Wisbech where there is most potential for travel change. An evidence base has been developed to support the streets chosen and the choices were discussed with the Town Council. This work will commence with the door to door surveys during August 2015.
- An important part of this project is to develop a future legacy. A meeting has been set up for August 2015 to take forward the community champions and town centre

transport information venue work. The purpose of this meeting is to explore initial ideas with key stakeholders and specifically so that work is not duplicated with existing projects in the town.

CORPORATE PLAN AREA: Economy

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

Corporate Plan Action: *Actively engage with partners on the feasibility and delivery of major infrastructure project across Fenland, including A47 and A605 improvements and the Wisbech-March-Cambridge rail link*

Description	Action	Achieved
Performance Measure		
Seek improvements to the A47 in Cambridgeshire	ongoing	

A47 Thorney to Wisbech Walton Highway Initial Options Assessment

The final report for this study has now been published on the County Council Website. The link to the document can be found below:

http://www.cambridgeshire.gov.uk/info/20006/travel_roads_and_parking/68/transport_funding_bids_and_studies/2

This high level options assessment was undertaken by local partners both to complement and feed into the Highways England (previously the Highways Agency) work on the A47 options. This work was discussed and agreed with Highways England to ensure it fitted with their Route Based Strategy work.

This high level study considered a range of options for dualling the A47. The Study concluded that dualling of the route offers poor or low value for money. The main factors affecting this are that the road is mainly operating within capacity and the construction costs for improvements are expected to be high.

Although the report is in more detail than any investigation previously carried out by Highways England, it is broadly in line with their findings which show that the benefits to dualling this section of the A47 are to be had in future years rather than currently as the route is generally operating within capacity.

Description	Action	Achieved
Performance Measure		
Local Growth Funding Phase 1 – Wisbech Access Strategy &	Progress on the Wisbech Access Strategy	

March to Wisbech Railway Line

The County Council have now published the latest reports in respect of the March to Wisbech Railway Line. These reports are a Network Rail GRIP 2 Study and an Outline Business Case report. A link to the reports can be found below.

These documents demonstrate a positive case for investment with the wider economic benefits at this stage of the scheme development. There is however a number of issues outlined in the reports that require further consideration. These include the need for additional works at Ely Station to enable the delivery of the preferred option which is two trains per hour between Wisbech and Cambridge, whether the railway station is north or south of A47 and the potential for ongoing public subsidy being required to support the scheme.

The next stage of the project is for a GRIP 3 Option Selection study and a Full Business Case for the scheme to be developed. Governance for Railway Investment Projects (GRIP) is Network Rail's management and control process for delivering projects on the railway, and has eight stages. The GRIP 3 work is currently planned to commence in the autumn of 2015.

http://www.cambridgeshire.gov.uk/info/20006/travel_roads_and_parking/68/transport_funding_bids_and_studies/3

Wisbech Access Study

The procurement of the Wisbech Access Study is continuing to progress although there are delays on the original timescale. There are ongoing discussions with a contractor to clarify the precise requirements of the work. This is a complex project and it is essential that we procure the right work to enable the LEP to draw down the £10.5million funding from government. The outcomes of this study along with the funding will assist with the delivery of the Fenland Local Plan. This contract will focus on looking at the details and deliverability of the Wisbech Transport Mitigation Strategy. The mitigation strategy includes the Wisbech Link Road, a river crossing, an additional East – West Road, Freedom Bridge and Wisbech Bus Station. Consideration will also be given to how the work of this study links with the Wisbech to March Railway Line work and the A47 options work.

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 August 15	Cumulative for 15/16	Variance
Performance Measure				
Web hits	521,930	47,512	236,159	+9%

Description	Action	Achieved
Channel Shift	Strategy and agenda item at Council meeting.	Strategy formally adopted at Council meeting on 23 July

We continue to deliver the objectives set out by our Channel Shift Strategy as agreed by Cabinet at its 23 July 2015 meeting. Progress to date has focused on these principles of our Channel Shift Strategy:

Principle 1: Information. We have reviewed and updated the information on our website to make it more concise, informative and relevant to customers. This has included a plan currently being worked through to revise the look and feel of all web content, starting with a revised front page at www.fenland.gov.uk that is now much clearer, with key rotating news stories as a centrepiece as well as new icons for the top tasks of apply for it – pay for it – report it now more conspicuous on the right side of the page.

Principle 2: Transacting on line. We are working through all services to ensure that they are accessible to customers on-line as well as by 'phone and personal visit.

Principle 3: Assisted digital. We are revising eforms to allow us to work through them with customers themselves, to help them build confidence in using the web themselves. This model, when complete, will be rolled out in Fenland @ your Service Shops from January 2016.

Principle 4: Insight. We are ensuring that our web content fits the needs of all our customers, so that we can serve them in the best way possible, which could be self-service or by personal service.

Principle 5: We have engaged with Managers across the Council to get buy-in for Channel Shift, including identifying champions in service areas who can ensure that their web content is high quality and reflects the questions they get from customers.

Principle 6: Signposting. As well as our website being revamped, we are reducing the number of layers of information on it, so that customers can access what they need with the lowest number of "clicks", so that information is no longer more than two "clicks" away from our home page. Each page now has coloured icons that clearly show the subject, making navigation easier and more visually consistent.

Principle 7: Responsiveness. We are working with our website supplier to deliver a site that will automatically resize to fit the screen of any device used to access it, making it easier for smartphone users.

Principle 8: Simple. We have already revised most content to eliminate jargon, and use Plain English. This will be complete by Christmas.

Description	Action	Achieved
Performance Measure		
News Survey	Monthly update on news stories to the FDC website & social media sites.	Website = 13 Facebook = 14 Twitter = 46

Produce The Fenlander monthly page in the Citizen newspaper on 5 August 2015.

Main stories included; Ditch the car trial, Splash out on summer family fun, Hear veteran's tales at VJ Day service, Have a say on extra care scheme plan and Golden Age Fair coming to Wisbech St Mary.

In addition to the Monthly page, we completed the following updates in August:

News stories to FDC website = 13

Highlights included:

- Wisbech High Street project consultation event
- March Nature Reserve Event
- Engineering opportunities
- VJ Day; the pride and the passion
- Red Ensign to be hoisted to honour Merchant Navy
- Time running out to get Broadband help

Number of Facebook posts = 14

Number of Twitter 'tweets' = 46

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 6 Council Tax collected	39.08% (profiled target)		39.20%	+0.12%
LPI CS 8 Council Tax - net receipts payable to the Collection Fund	£17,350,442 (profiled target)		£18,369,778	+£1,1019,336

During July:

- 248 Reminder notices were issued with a total value of £138,494.59
- 623 Final notices were issued with a total value of £341,043.84
- 153 Summonses were issued with a total value of £212,652.16 (plus costs of £17,650.00)
- Our first batch of Enforcement cases were sent to the ARP Enforcement Agency for collection – 124 cases with a total value of £151,059

Empty homes review is underway to identify properties to attract new homes bonus.

A total of 446 review forms were issued to Long Term Empty properties on 22/6/15 and have been sent on a weekly basis since. 225 reminders for information were sent on 15/7/15. We are now about to start visiting 113 properties where a review form has still not been returned to establish if it remains empty. Currently the number of empty properties on our records remains static, however the review is due to finish at the end of September when all the returned forms and inspection results will have been processed.

The Internal Enforcement Agency has gone live during July and August 2015. This means that enforcement work for Council Tax /NNDR arrears by private companies will be handled in-house. This will generate additional income and also give us greater control over enforcement.

Description	Target 15/16	Achieved July 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 7 Business rates collected	38.05% (profiled target)		38.22%	+0.17%
LPI CS 9 NNDR - net receipts payable to the Collection Fund	£9,239,440 (profiled target)		£10,103,277	+£863,837

70 reminders were issued in July with a total value of £160,707.13
5 summonses were issued with a total value of £17,426.24

Description	Target 15/16	Achieved July 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 10 % of telephone calls answered within 20 seconds	70% (Profiled target 57%)	69.5%	56%	-1%
LPI CS 11 % of telephone calls offered that are answered	90% (Profiled target)	90.3%	79.8%	+2.8%

77%)

Contact Centre performance continues to improve; for the month of July we answered 69.5% of calls within our target of 20 seconds during that month. Our performance target for the year to date is profiled; which means that our target increases during the year, reflecting that at the busiest times of the year the higher incoming call volumes we are able to answer less calls within standard. Our profiled target up to the end of July was 57%; we were slightly under this at 56% of calls answered within 20 seconds.

The slight dip in performance was a result of some sickness in the team with members of staff needing to take time off to recover from operations.

The number of calls offered fell by 8% from this time last year; 7,816, July 2015 (8,489, July 2015). Although we were unable to meet our target for speed of call answering, we did exceed our target for percentage of calls answered. For August alone we answered 90.3%. Our profiled target for the year so far was 77%; we exceeded this by 2.8%, helping compensate for a slightly longer waiting time for some customers during August.

We have also worked with the suppliers of our telephony system to improve the callback facility so that we can make a callback call when the customers' phones do not accept withheld numbers. As of 8 September 2015, our telephone number is displayed when we return customers' calls, allowing customers with caller display to see that we are calling, but also to enable customers with nuisance caller blocking to allow them to accept our call.

Description	Target 15/16	Achieved July 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 12 % customers dealt with at first point of contact	85%	95.2%	95.3	+10%

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	We have been reaccredited for CSE this June.

When visiting, the CSE assessor said "the pride and desire to give excellent customer service amongst your staff is clearly evident and perhaps your greatest strength" as well as that Fenland use CSE to "stimulate continuous improvement and drive your desire to give excellent customer service". The assessor also received high praise for the Council when talking to a range of residents and local business customers.

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		
Effective information governance and data protection	Promote and communicate information sharing across the Council to help improve outcomes for customers.	Campaign delivered throughout June – July 2015

The [Cambridgeshire Information Sharing Framework](#) was successfully launched in 2012. It was designed jointly by the County Council, District Councils, NHS, Fire Service, and the Police. The Framework provides the tools and guidance to ensure that any information we process is shared effectively and within the law.

Information sharing is a vital part of ensuring we deliver the very best services to our customers.

It can provide our customers with the services they need, and it can also help identify other public services that they could benefit from. Examples can include heating grants for the elderly, and free school meals for children.

It can also help protect our money, and help improve the health and wellbeing of our customers. Examples can include data matching to prevent crime and detect fraud, referring victims of crimes to counselling, and safeguarding children at risk of abuse.

A countywide group meets regularly to:

- build a positive culture of information sharing between partners;
- promote successes, share knowledge and expertise;
- resolve potential issues and barriers to information sharing; and
- monitor and review the effectiveness of the Framework.

The Framework was reviewed as good practice, and the tools and guidance were

updated.

Internal Audit also considers information governance, as part of their reviews, to help promote good practice across the Council.

To help embed the Framework, the Council actively promoted information sharing as part of a Cambridgeshire and Peterborough wide campaign. Four articles were published via the Council's weekly staff news page on the Intranet, each covering a progressive theme:

- "Awareness and education" – introducing the Framework and data sharing;
- "Successes and barriers" – the positive successes achieved to date;
- "Tools" – promoting guidance, training and templates that help sharing; and
- "Performance" – applying the framework to help deliver our corporate priorities.

The promotion was also included in the Chief Executives briefings to staff. This helped to communicate how information sharing plays an important role in delivering effective services to our customers. A poster has also been distributed around Council noticeboards to raise awareness, see below. This approach was also positively received by other Framework partners, who were keen to adopt it as good practice.

Description	Action	Achieved
Performance Measure		
Statement of Accounts		
The Statement of Accounts 2014/15 was produced and signed by Corporate Director and Chief Finance Officer by the required date (30/06/15). Accounts were presented to the Corporate Governance Committee on 14 July 2015 for information. The accounts are currently being audited by PricewaterhouseCoopers, the Council's appointed external auditor, and the audit is progressing well. The auditor's report and final Statement of Accounts is due to be approved by Corporate Governance Committee on 25 September 2015.		

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Consultation and Engagement

Corporate Plan Action: Continue to work with residents and stakeholders by carrying out appropriate consultation and engagement on service delivery and proposals

Description	Action	Achieved
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Performance Measure		
Annual Election Canvass		
<p>The Government announced in July that the transition to Individual Electoral Registration (IER) has been brought forward to December 2015, meaning that electors who have not confirmed their address to Councils will be removed from the Electoral Register at that time. Many Councils have high numbers of residents in this category; Fenland has under 1,000 voters in this category and this number continues to reduce as Officers make direct contact with these cases by letter and personal visit. In addition, we are now undertaking the Annual Canvass process where we are required to ensure that the electoral register is up to date for the District. All households in Fenland have now received Household Enquiry Forms (HEF) that show all people registered to vote at each specific address, which need to be confirmed as correct by residents, or changes reported. Where there are changes, or people wishing to register to vote, Invitation to register forms (ITR) are then completed by residents. Where forms are not returned, two reminder letters are being sent, followed by personal visits to ensure that residents have the chance to register to vote. This is accompanied by messages on Twitter and our website.</p>		

Description	Action	Achieved
Performance Measure		
Civic Reception		
<p>The Council holds a Civic Reception in honour of each currently elected Chairman. The Chairman is elected each year at its Annual Council Meeting in May. The Civic Reception is an Annual event which gives the Chairman a chance to showcase Fenland, in particular an area within their Parish or Town, to network with other Chairman and Mayor's and for the Council to show its appreciation for its elected dignitary and elected representative for Fenland.</p> <p>The event has been held at a number of Venues in Fenland and in some of the newest purpose built buildings across the area:</p> <ul style="list-style-type: none"> • 2004 – Ivy Leaf Club, Whittlesey, 130 in attendance • 2005 – Ivy Leaf Club, Whittlesey, 180 in attendance • 2006 – Village Hall, Doddington, 140 in attendance • 2007 – GER Club, March, 135 in attendance • 2008 – GER Club, March, 150 in attendance • 2009 – GER Club, March, 176 in attendance • 2010 – Community Centre, Wisbech St Mary, 146 in attendance • 2011 – The Boathouse, Wisbech, 184 in attendance • 2012 – Thomas Clarkson Academy, Wisbech, 163 in attendance • 2013 – Function Suite at The Manor Leisure Centre, Whittlesey 148 in attendance • 2014 – Sir Harry Smith Community College, Whittlesey, 160 in attendance 		

- 2015 – The Refectory, Wisbech Grammar School, 150 in attendance

The feedback received from Civic Dignitaries and Representatives of the Business Community, Armed Forces and Personal Guests has always been very complimentary and allows the Council to show its competence at arranging events that are very successful, also providing good networking opportunities and a chance to share good practice between Councils.

The Chairman and the Vice-Chairman work closely together to welcome guests and are involved in arrangements prior to the event to ensure that it runs smoothly. The event has the expertise of a Toastmaster who is on hand to announce guests, announce speeches and to make sure that the event runs smoothly. It has become quite usual for the Chairman of the Council to write their speech based either on the history of the building the Civic Reception is held in or a local person of historical importance which has been complimented in feedback letters.

As a result of the events requests have been received from a number of attendees to see how Guest Lists are compiled, how events are managed, this provides a model of good practice for Civic events and management. The success of Civic Receptions ensures that future events are successful and well attended.

The feedback and success of previous events ensures that the Council can build on its support for the Civic representative providing a sound working basis with other Councils and businesses in the area.

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.	
<p>For July 2015 the total number of cases received and closed are as follows:</p> <p>24 cases received 36 cases closed</p> <p>A prosecution was heard at the Kings Lynn Magistrates Court on 15 July 2015 regarding wilful damaged to a Yew tree being within a Conservation Area, and without serving notice of the intention to do the work to the local planning authority, or without the consent of the local planning authority - Contrary to section 211(1) & 210 (4) Town and Country Planning Act 1990 – the hearing resulted in a guilty plea and all costs to the Local Authority and Third party being awarded by the court.</p>		

Description	Action	Achieved
Performance Measure		
Business training and information support	Deliver a programme of regulatory training and business support	
<p>Food Hygiene Celebration Event</p> <p>The Food Hygiene Rating Scheme celebration event gave recognition to Fenland food businesses that have maintained a 5 (very good) rating since the national scheme was adopted by Fenland DC in 2011. We have 134 businesses which meet these criteria.</p> <p>The event was held on 17 June 2015, opened by Councillor Sutton with guest speaker from the Food Standards Agency. This was the first event in England to celebrate businesses which have maintained a 5 rating since the introduction of rating scheme. 50 businesses attended, these included care homes, butchers, schools, large food manufactures and restaurants.</p>		

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Health & Safety

Corporate Plan Action: *Maintain effective Health & Safety policies and systems to comply with relevant legislation and local requirements, to ensure the safety and wellbeing of the Council's workforce, stakeholders and the wider community*

Description	Action	Achieved
Performance Measure		
Continuing provision of health and safety training. Assessing health and safety performance. Not P.I.	Suspect package training. Health and safety auditing. Provision of health surveillance.	N/a
<p>Suspect package training was provided to the Reprographics team, this includes how to identify suspicious packages and the actions to take on discovery one.</p> <p>Health and safety audit was undertaken of Marine Services, this covers all tasks and work areas on landside. Report issued with findings and recommendations where improvements are required.</p> <p>Health surveillance programme ongoing for 2015/16 for teams requiring this pro-active assessment. This is delivered in conjunction with the occupational health nurse to ensure that staff health is monitored and recommendations made where applicable.</p>		

Description	Action	Achieved
Performance Measure		
Potential Tidal Surge		
<p>During 2015 some high astronomical tides are predicted due to the Moon's effect on the Earth. It is important to remember though that high astronomical tides alone do not cause tidal surges. However if they combine with weather (northerly winds pushing down the English Channel) then this can result in tidal flood risks.</p> <p>We have already had some notable high astronomical tides during this year in January, February and March which did not cause any issues. These high tides will peak during September (31 August, and the 1, 29, 30 September).</p> <p>In preparing for these unusually high tides a FDC Briefing Note was prepared and issued to the Wisbech Flood Warden Group on 12 August to make them aware of the situation, in case they needed to be called on to warn the local population if a "Flood Warning" level was issued by the Environment Agency.</p>		

However, the Environment Agency (EA) only issued "Flood Alerts" for the areas near the tidal River Welland, tidal River Nene and the Wash on the 30 & 31 August, and the 1 & 2 September, as the high tides triggered this low level warning. Flood Alerts are issued mainly to the EA's professional partners (emergency services, local authorities etc), farmers and anyone who owns low lying land to enable them to move livestock off if required. The EA does not encourage the public to sign up to receive this type of low level warning as it covers such a wide geographical area. This type of warning is issued two hours to two days in advance of flooding,

FDC Officers liaised with the Environment Agency on the 28 August for an update on the current situation and updated senior FDC Managers, Marine Services and the Wisbech Flood Warden Group Co-ordinator on the same day. The situation was that there was no actual flooding risk, but that a low level Flood Alert warnings may be triggered.

As no "Flood Warning" or "Severe Flood Warning" were issued by the EA, no further additional actions were required. However, if there was a risk of weather combining with these high tides, then the East Coast Flood Plan could have potentially been activated, with an initial Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) telephone conference convened to assess the situation and any required control measures to be implemented (public media messages, checking flood gates, Silver meeting set up etc).

In regards of the high tides at the end of September, again these will be monitored by the EA who will issue any warnings and any actions necessary to take by its professional partners, including FDC.