

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

October 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	16 days	15.9	18.1	-2.1
LPI CS2 Average number of days taken to process benefit changes	6 days	6.4	6.4	-0.4
LPI CS3 Average number of days taken to process benefits new claims and changes overall	7 days	7.6	7.4	-0.4
LPI CS4 Days taken to process Council Tax Support new claims and changes	12 days	7.6	7.6	+4.4
LPI CS5 Days taken to process Housing Benefit new claims and changes	12 days	7.6	7.7	+4.3

Performance remains strong. We are averaging 18 days for new claims and 6 days for changes in circumstances. This is well within the national average (23 days for new claims and 7 days for changes in circumstances). With regards to new claims processing, the trend so far this year has been positive as we have come down from a high of 21 days in April. 18 days remains upper quartile performance. The national average for 14-15 was 23 days. We continue to target new claims as priority work.

Activity on identifying reductions in housing benefit due to Fraud & Error (Fraud & Error Incentive Scheme) has been ongoing and the indicative results from the Department for Work & Pensions for quarter 1 suggest a small increase in the numbers of identified reductions against our baseline. The baseline is calculated with reference to the

numbers of reductions in Housing Benefit identified over the same period during the past two years. Identifying changes in circumstances which lead to reductions in a claimant's Housing Benefit award will have the overall effect of reducing the burgeoning national Housing Benefit bill. Locally, we might see a small reduction in caseload but more likely, the increased activity will lead to claimants being entitled to less benefit and the possibility of overpayments because of historical changes which should have been reported earlier. Overpayments, if recovered, are largely cost neutral because of the subsidy received on them and the fact that the Local Authority gets to retain the sums repaid by the claimant.

The project to move forward with one Electronic Document Management System (EDMS) for ARP has now commenced, which was part of the overall business case for Fenland, Suffolk Coastal and Waveney joining. The procurement process was completed during September and a decision was made to go with Civica's Comino system. Members of the team at Fenland played a valuable role in the procurement process and have already started to get involved in the preparation to migrate from Information @ Work (Fenland's EDMS system) to Civica's Comino. Moving to one EDMS system ensures that the workload of the whole partnership is available to all users. There is a commonality of procedures and processes which will be developed around the functionality of the one EDMS system. The Comino system is already a tried and tested product across 4 members of the partnership, supporting fully integrated partnership working at Thetford. Resources will now be able to be directed across the partnership and the aim of equalising performance will be much simpler to achieve that it is with the existing set up which has three EDMS systems on separate networks.

BACS Payments

Over the past few weeks we have been contacting our customers who receive their Housing Benefit by cheque to switch to a BACS payment. This will make us more efficient and align us with our partners in the ARP. At the latest count, around a dozen customers were still receiving cheque payments. The Council has the discretion to decide how to pay Housing Benefit but we are discussing the options available to our customers, advising on basic bank accounts and the Credit Union.

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 (Sept) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Total number of privately rented sector homes where positive action has been taken	200	8	120	

At the end of September 15, The Council has inspected 59 separate Houses in Multiple Occupation (HMOs). All required actions to remedy identified health and safety related faults and failings (eg lack of smoke alarms, unsafe electrics, gas safety checks etc).

The Council has also investigated 61 complaints from tenants occupying privately rented accommodation in the same period. Council Officers intervene to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.

The geographical spread is as follows:

	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>
Wisbech	57	24
March	2	18
Chatteris	0	4
Whittlesey	0	7
Other villages	0	8

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (Sept 15/16)	No of customers satisfied (Sept 15/16)	% 15/16	Variance
% satisfied with the information given by the Housing Options team	100%	90%	12	12	100%	

During September 12 Surveys were handed out at homeless interviews and 12 were returned highlighting the client was satisfied or very satisfied with the information and help they received. The cumulative satisfaction for the first 5 months of 15/16 is 100% from 53 forms returned.

Syrian Refugee Update

The Council has been liaising with Central Government regarding the Syrian Refugee crisis. Although at this stage the Council has not decided to take a number of refugees due to concern that appropriate support networks are not locally available we are closely monitoring updates to check progress. Alongside this our website is regularly updated with how the Community can help if they choose to do so. Throughout we have engaged closely with Cambridgeshire County Council as in 2 tier Council areas Government advice suggests the upper tier need to take the lead.

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 (September) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of Department for Work and Pensions (DWP) customers or eligible referrals within 2015/16 supported at Community House	192 (A maximum of 48 people per quarter)	5	85	

Clients from the service were supported in attending the Wisbech Job Café where they took the opportunity to try out their interviewing skills and talk to possible employers.

During this month Accent Housing have starting using the garden for a gardening course mainly for their tenants however some of our clients have also been attending.

Although the support numbers should be 96 at this time, we have agreed additional appointment slots to bring the numbers up to the amount required and therefore the project remains on programme target with the revised profile.

Case Study:

X has been with us since nearly the start of the project, when she first came to us she would not make eye contact with anyone and would only communicate by nodding or shaking her head or occasionally she may have spoken an odd word or two.

X had very poor literacy skills. Since then, X has attended the confidence course at the Oasis Centre, and 1-2-1 sessions to improve her reading and writing which seem to be going very well. X has changed so much over the past couple of months she now has a voice and an opinion which she is not afraid to voice anymore and her reading and writing skills have improved significantly.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support vulnerable members of our community

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

Partnership Activity
Multi-Disciplinary Team – Wisbech pilot
<p>Volunteer support to improve hospital discharge:</p> <p>A project has started through the Integrated Care Board to improve the opportunity for voluntary services to support vulnerable residents leaving hospital in a fast and safe way. This will free up hospital beds quicker. At the moment there does not seem to be a coordinated approach to link available transport services with home support services such as Care Networks “Help at Home” service. There are also some gaps across the hospitals who receive Fenland residents. The Council is helping with this. For example we are working with Care Network to increase the numbers of Fenland Care Network volunteers that can support residents returning from a hospital stay. The volunteer numbers are lowest in Fenland than the rest of the district areas in the County, for example we have half the numbers of Care Network volunteers in Fenland than there are in East Cambs. As a result Care Network is increasing support to recruit. The Council will also help support through an article in the press and helping to advertise a poster and leaflets at our public access places throughout the district.</p>

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support our ageing population and young people

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

Description	Target 15/16	Achieved (September 15/16)	Cumulative for 15/16	Variance
Performance Measure				
Number of people who attend the Golden Age events	450	22	145	

The Golden Age Team had a mini event at Wisbech One Stop Shop in September: 22 attendees attended the event:

- Wisbech Travel Choices attended the event to complete on transport needs in Wisbech
- The “Ferret” (the Council’s benefit calculator system) saw 1 person whom gave advice as how to claim underlying carers allowance
- New Vison attended and spoke to 18 people – did 13 blood pressure checks

We have got significant events coming up for the months of October , November, 2 events in December, January and March which should increase the overall attendance figures towards the forecast target.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (September 15/16)	No of customers satisfied (September 15/16)	% 15/16	Variance
Customer satisfaction with Golden Age events	100%	90%	3	3	100%	

Overall year to date we have received 60 feedback forms with 100% satisfaction

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 (September 15/16)	Cumulative for 15/16	Variance
Performance Measure				
Spend of Youth District Council (YDC) grant allocation	£7,500	£1349.99	£2578.99	

The YDC approved two grants in full at their September meeting. The first was for the Wisbech Salvation Army Youth Group for a value of £349.99. The group rely almost

entirely on donations from the community but natural wear and tear has led to the popular table tennis table becoming unusable. The grant has enabled the group to purchase a new table which they hope will help them attract new members.

The second grant was from Sparta Boxing Club in March for the value of £1000. This club is run by volunteers who have professionally qualified coaches to help drive the young people to fulfil their aims, whether that be a professional boxer or simply a safe environment to go in the evening. The grant will be used to purchase regulation equipment for the young people, many of whose families are from low income households, and who would otherwise be unable to afford the cost.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (April - September 15/16)	No of customers satisfied (April - September 15/16)	% 15/16	Variance
Satisfaction of young people involved in YDC activities	NEW	80%	25	25	100%	

15 surveys were given and returned at the September meeting with all agreeing that they were satisfied with the meeting. Of the three main agenda items, the most popular was the spending review consultation exercise, with councillors saying they "liked being involved on key issues" and the "interaction made for some very good discussions". However, some councillors felt that when they had to decide about the cuts they "were not given enough information". It was explained that due to space constraints on the consultation paper, it was not possible to go into a lot of detail about each service.

We also had a number of new members attend and they commented that "This is my first meeting, and I am definitely coming again!"

The councillors also commented that they "liked the new appointment cards" which are being used to remind all councillors when the next meeting is taking place.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Support our ageing population and young people

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

Partnership Activity

East Cambs and Fenland Children and Young People Partnership

Councillor Tanfield attended the September meeting of the East Cambs & Fenland Children & Young People Area Partnership. Highlights included:

- An update on Cambridgeshire County Council Early Help Strategy which lays out how public services for children, young people and their families will work together to build a service for vulnerable families. The collaborative approach to need aims to put in place a system that is both resilient and sustainable. Emphasis on only one plan of action for each family in need around a "Think Family" approach from all agencies. Linked to this that approaches to build community capacity to strengthen communities to be able to help themselves needs joining up across a geographical area to maximise impact
- An update on Soham Partnership Project which gave evidence how impact can be made by joining together at a local level. An example was diversionary activity to stop significant anti social behaviour at Halloween. Concern was raised that this was rewarding previous bad behaviour with a trip. Reassurance was given that attendees to the Go Karting trip had demonstrated through activity good behaviour / volunteering prior to the trip.
- Police gave an update on projects including the launch of a Police cadet scheme in Wisbech in the Autumn.
- An update on the work to tackle Child Sexual Exploitation including the delivery of Chelsea's choice theatrical production across schools and relevant support agencies and the development of a smartphone app to offer advice and assistance to children & young people

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 September 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI LS1 – Number of paid visits to our leisure centres	889,708	72,598	418,970	
	Target to September 434,713	Target 79,132		

Attendance levels across the leisure service is slightly below target, but within an expected range for the first 6 months of the year.

	Apr	May	Jun	Jul	Aug	Sep
Chatteris	5512	5019	5307	4762	4492	5093
March	13931	13464	16331	15029	16621	15892
Wisbech	23458	30361	27238	24164	22737	28250
Whittlesey	19256	23040	23911	26033	25715	23354
Total all centres	62157	71884	72787	69988	69565	72589

With customer satisfaction remaining strong, attendance levels are anticipated to remain on track for the rest of the year.

Description	September 2015 Target	Achieved September 15/16	Variance
Performance Measure			
MPI LOS11 – Number of Direct Debit members	2,587	2,635	

	Apr	May	Jun	Jul	Aug	Sep
Total Daytime members	531	521	564	585	554	616
Total Anytime members	2062	2057	2089	2119	2101	2019
Total Direct Debit members	2593	2578	2653	2704	2655	2635

The total number of direct debit memberships has exceeded the target in September (which is based on last year's performance), however, due to weaker performance earlier in the year the service is still expecting a deficit regarding direct debit income

by the end of the year. The Hudson Centre's direct debit income levels remain stable, with a minor increase in income in September – the first rise since May 2014.

Improved social media posts to raise local interest, an increased emailing of current members and a focus on individual goal setting whilst members in are in the gym are some specific actions that the service is taking to encourage longer membership stay and generate addition direct debit members.

Additionally, the free weight area in Chatteris is being expanded and a complete change to the way that the Hudson gym is set out is being undertaken.

Whilst gym income is below target, swimming income levels are exceeding targets. This is true across all three facilities with pools, and is anticipated to accelerate above target at the George Campbell with the revised swimming set up at the centre.

Description	Baseline	Target 15/16	No of customers questioned April - September 15/16	No of customers satisfied April - September 15/16	% 15/16	Variance
LPI LS2 - % of those asked, satisfied with Fenland's Leisure Centres	84%	84%	632	541	86%	

Customer satisfaction with the leisure service continues to exceed targets, with feedback concerning the recent George Campbell refurbishment still very positive. The leisure team is focussed on maintaining satisfaction levels in order to improve customer retention and income levels.

Planned alterations to the Hudson and Chatteris gym layouts have come from customer feedback.

The service is also working with the Amateur Swimming Association (ASA) to improve swimming participation in the District. Recent feedback has given the service further customer focussed improvements to implement, including timetable revisions and alterations to comfort in changing areas.

These improvements are expected to maintain current customer satisfaction, as well as increase word of mouth referrals regarding the service and subsequently improve the current income position.

CORPORATE PLAN AREA: Communities

Corporate Plan Priority: Promote health and wellbeing

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

Description	Action	Achieved
Performance Measure		
Deliver the Fenland Health and Wellbeing Strategy and support Fenland's Health Partnership	Quarterly Health Partnership meetings	
	Action Plan delivered	
<p>Health and Wellbeing Partnership The Partnership met on 9 October to review progress against the joint action plan and priorities for Fenland. Partnership members received an update on the Joint Strategic Needs Assessment for Cambridgeshire. Recent research has focussed on the link between multiple conditions and health outcomes for vulnerable groups in the community. This research is used to help design and focus health services to be more efficient and effective.</p> <p>Health and Wellbeing Strategy The Council's first Strategy for Health and Wellbeing has been released. The document sets out what the Council can do to support and improve health and wellbeing for Fenland's residents. The strategy is available in hard copy from Annabel Tighe, Environmental Health Manager, or on our website linked from the home page.</p>		

Description	Action	Achieved
Performance Measure		
Action on Energy	Grant progress	
	Activity update	
<p>Unfortunately on 7th October 2015 Climate Energy the procured partner to administer the Action on Energy scheme entered into administration. The company were working across Cambridgeshire / Suffolk / Bristol and Solent DC. All of these local authorities are in receipt of Green Deal Communities Fund.</p>		

To date, in Cambridgeshire, Climate Energy Limited has fully completed 209 installations. There are 582 jobs where deposits have been paid and work has not started, and a further 32 jobs which have been passed to subcontractors and work is part in progress. For Fenland this equates to 15 installations fully completed, 133 jobs where deposits have been paid and work has not started, and no jobs where work is part in progress.

Officers from all Cambridgeshire Councils who had signed up to the scheme have been working to resolve issues for customers. Overall management of the scheme is led by Cambridge City Council. There are 6 other companies who are registered to complete green deal projects and it is anticipated if customers wish to continue they will use these registered providers instead of Climate Energy. Letters are being sent to all customers advising them of their rights and next steps to complete the work on their properties.

Description	Action	Achieved
Performance Measure		
Better Care Fund	Support implementation of the better care fund	

Better Care Support Team at National Children and Adult Services Conference

This year's National Children and Adult Services Conference was held in Bournemouth on 14-16 October. Organised by the Local Government Association (LGA), Association of Directors of Adult Social Services (ADASS), and Association of Directors of Children's Services (ADCS), NCASC is an important event for all those involved in the delivery of services to children and adults.

The Better Care Support Team will be attending the conference. Although we're not running any specific sessions this year, we can be found around the Department of Health and Local Government Association stands.

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 (Sept) 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	20	60	

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 August 2015, The Council has assisted 60 clients with adaptation works.

The geographical spread is as follows:

Wisbech	16
March	8
Chatteris	7
Whittlesey	16
Other villages	13

Description	Target 15/16	Achieved (Sept) 15	Cumulative for 15/16	Variance
Performance Measure				
Number of households assisted through the Healthy Homes service	125	5	75	

The Healthy Homes service through Age Uk and funded through the Council help vulnerable persons with small scale works to make their home environment more comfortable. Typical works include improving security measures, plumbing and electrical repairs.

The geographical spread of completed cases to date is as follows:

Wisbech	22
March	24
Chatteris	6
Whittlesey	7
Other villages	16

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (Sept 15)	No of customers satisfied (Sept 15)	% 15/16	Variance
Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt their property made their life easier (1 year on survey)	N/A	90%	8	8	100	

During September 2015, 8 clients were surveyed for this performance measure.

18 surveys have been completed so far for the current financial year and all of the clients surveys have been wholly positive resulting in a cumulative score of 100%

Description	Baseline	Target 15/16	No of customers questioned (Sept 15)	No of customers satisfied (Sept 15)	% 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%	7	7	100	

During Sept 2015, 7 clients rated their daily life as being "better" or "much better" following the service they had received. This scored 100% for the month.

81no surveys have been completed so far for the current financial year and all of the clients surveys rate the change to their lives as being "better" or "much better" – resulting in a cumulative score of 100%

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 September 15	Cumulative for 15/16	Variance
Performance Measure				
LPI ES3 % of FDC's household waste diverted from landfill (recycled and composted)	51%	54%	56%	

	Apr	May	Jun	Jul	Aug	Overall
Residual Tonnage	1625	1512	1514	1612	1621	7884
Dry Recycling Tonnage Actual	716	680	691	773	658	3518
Compost Tonnage Actual	1206	1377	1350	1212	1203	6349
Overall	3548	3568	3555	3597	3482	17750
Recycling %	54%	58%	57%	55%	53%	56%

A number of projects are currently ongoing with partner authorities in Cambridgeshire, the aim being to reduce contamination and increase the quality of recycling.

There will be further monitoring of the quality of Brown Bin waste in November with the priority being in areas where previous monitoring has identified lower quality and actions have been taking place.

In support of these actions 800 properties received reminder cards in the post where they have had their brown or blue bin rejected more than once in the past 6 months.

A combination of education and awareness material has also been developed and delivered to target areas to increase recycling quality and content in the blue recycling bins in order to reduce contamination and attract increased income and financial credits.

Description	Target 15/16	Achieved September 15	Cumulative for 15/16	Variance
Performance Measure				
MPI ES2 - % missed bins collected the next working day	92%	94%	86%	

Missed Collections	Sept 2014	Sept 2015
Requests received	308	236
How many met	272	221
Total Outstanding	36	15
%	88%	94%

Missed collections reported by our customers are an important measure of the quality of the work and our ability to respond to customer enquires in a timely fashion.

So far this year the numbers of missed collections has remained at a reasonable level, with 10-12 each working day from the more than 12,000 collections made.

During September the measures put in place earlier in the year appear to be working and there is an improvement in the percentage returned to by the end of the next working day.

Description	Target 15/16	Achieved September 15	Cumulative for 15/16	Variance
Performance Measure				
MPI ES40 % of waste collections performed on allotted day	99.4%	100%	99.9%	

The acceleration of development across Fenland recently has created increasing pressure on the refuse and recycling team to get all of their work done on the allotted day.

Through their hard work they have achieved 3 months in this financial year where 100% of the 275,000 collections each month were performed on their allotted day.

There have been 5 occasions when work wasn't completed on time and built within the usual change to winter hours in November is a complete round review incorporating day changes for a limited number of customers that will draw the last available logistical advantages from the current resource.

A further project will focus on means to incorporate property and population growth in a strategic and planned manner, including forecasting the point that a complete new round will be required and the financial impact of this.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned April to Sept 15	No of customers satisfied April to Sept 15	% 15/16	Variance
LPI ES4 – Customer satisfaction with refuse & recycling services	98%	90%	150	59	97%	

The great majority of customers (97%) responding to the recent small scale survey were satisfied with the refuse and recycling service provided. From the 61 customers who responded, 59 were satisfied with the service overall.

All comments and feedback are reviewed, with customers being responded to where required or requested. The theme raised were:

- The importance of having local Household Waste Recycling Centres (HWRC's) – which will be forwarded to County Council.
- Bins being returned to the correct location – which will be raised with the team through supervisors, newsletters and team meetings.

Some of the comments were:

'Very happy with service - excellent bin men!'

'I think we have an excellent service, no complaints at all. Men always polite and professional, keep up the good work. '

'Refuse collection crews do a very professional job at all times in all weather conditions. First Class Service.'

CORPORATE PLAN AREA: Environment

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

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

Description	Target 15/16	Achieved August 15	Cumulative for 15/16	Variance
Performance Measure				
MPI ES9 Income generated through recycling materials	£350,000	£26,900	£144,200	

Reported a month in arrears, the net income from recycling collected in customers' blue bins and local bring sites continues to generate income even with depressed market values in the recycling materials sector.

The actions across 27 trial areas continue to explore the impact of improved communications with customers and the trial will continue to run through to March 2016, with initial findings towards the end of 2015.

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 September 15	Cumulative for 15/16	Variance
Performance Measure				
LPI ES1 – Rapid or Village Response requests actioned same or next day	90%	90%	91%	

Rapid Response	Sept 2015			Overall
	Reported	Achieved	%	
Chatteris Requests	16	15	94%	93%
March Requests	23	21	91%	93%
Villages Requests	49	46	94%	94%
Whittlesey Requests	13	9	69%	72%
Wisbech Request	61	54	89%	93%
Overall	162	145	90%	91%

The rapid response teams across Fenland continue to respond well to 7 days a week customers' request for cleansing, street sweeping, flytipping, needles, glass, dog fouling or other waste, and tackle this the same or next day the great majority of the time.

The performance issues in Whittlesey have been addressed and over coming months this is expected to improve in line with the rest of Fenland.

Description	Target 15/16	Achieved September 15	Cumulative for 15/16	Variance
Performance Measure				
LPI ES2 - % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	90%	98.5%	97%	

Inspected Streets Meeting Cleansing Standards	Sept 2015		
	Inspections	Passed	%
Chatteris	36	35	97%
March	36	35	97%
Whittlesey	36	36	100%
Wisbech	34	34	100%
Total	142	140	98.5%

Inspections of the quality of cleansing services across Fenland are performed by Street Scene Officers and focus on a variety of land uses across the Fenland wards.

The performance during September reflects the focus that is made by the team on the areas where foot fall is highest and on keeping these up to the expected standard.

CORPORATE PLAN AREA: Environment

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

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

Description	Action	Achieved
Performance Measure		
Street Scene Enforcement Project	Number of identified properties repaired / refurbished / breaches remedied	

Constantine House

As previously reported, officers continue to focus on securing full compliance with the s215 notice served on 1 Nene Quay for which the compliance date is end of October. Officers will continue liaising with the owner to achieve compliance.

Walkabout Cases

A total of 77 (59%) of the 130 referred cases under the streets ahead project have been closed. There are currently 53 live cases.

There are 7 current enforcement notices in place and 3 being drafted.

Work will continue following the implemented protocols and procedures to tackle the remaining cases and any new cases referred to the group.

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 (September) 15/16	Total memorials inspected 2015/16
Performance Measure			
MPI ES16 – Memorial inspections completed	5,000	415	

Officers have carried out safety inspection in Station Road cemetery March. Also in Whittlesey cemetery. Of the 415 inspections 16 were found to be unsafe.

Officers involved in Safety inspections also attended a day's refresher training on carrying out inspections in line with health and safety requirements.

Description	Target 15/16	Achieved (September) 15/16	Cumulative for 15/16	Variance
Performance Measure				
MPI ES39 – Hours spent on active town patrol	4,000	367	2195	

Hours broken down into geographical areas;
Chatteris 55, Whittlesey 76, March 79, Wisbech 121 & Rural 36

This month in brief the team have investigated;

- 16 abandoned vehicles of which 6 were removed by our contractor. 10 required no further action.
- 5 nuisance vehicles ranging from obstructions, parking disputes and cars parked on the verge.
- 7 reports to assets relating to broken street furniture.

- An additional 40 service requests have been sent to cleansing ranging from additional litter picks and overflowing bins.
- Arranged for a deceased horse to be removed.
- 30 fly posters have been removed in and around the town
- 2 instances of offensive graffiti have been removed.
- 26 reports have been sent to Highways, ranging from weeds, potholes and broken manhole covers.
- 21 reports have been sent to open spaces and the Landscape Group in relation to works required.
- 8 Refuse matters have been resolved
- 4 reports have been sent to Roddons for fly tipping on their land.
- Investigation of a range of issues: abandoned shopping trolleys; fly grazing and recycling banks.

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

Enforcement actions this month:

Fixed Penalty Notices (FPN)

FPN Littering: 2 (Wisbech)

FPN Nuisance vehicle: 1 (Cars for sale in Elm)

FPN Parking: 4 (1 vehicles parking on a market day, 3 parking outside of a bay)

S34 Notice issued: 2 (producer for trade waste)

Written Warnings: 2 (1 – trade waste 1 - Refuse)

Verbal Warnings: 3 (1 Wisbech litter (vulnerable person) 2 March trade waste)

Environmental Offences Statements taken: 1 (Dog Fouling)

To raise the profile of our enforcement activities a press article will be released in October to highlight the past years' Street Scene actions.

Fly Tipping

The total number of Fly tipping instances recorded for September is 91. This broken down into areas is as follows:

- Chatteris - 7
- March - 21
- Whittlesey - 6
- Wisbech - 22
- Villages – 35

- Total – 91

Items fly tipped this month were household waste, tyres and commercial waste which were deposited in the main on the highway verges.

A new application for RIPA is underway and at the final stages for our next location for covert surveillance.

Evidence has identified 2 people alleged to have fly tipped in Stocking Drove Chatteris. They will be invited in for an interview under caution at our council offices.

Business compliance visits continue as part of our core work. We have issued 2 section 34 notices to businesses that have no evidence of adequate trade waste provisions. Failure to provide sufficient evidence upon our re visit will result in a fixed penalty notice being issued.

Dog Fouling Foot & Paw Print Campaign

After trialling our new spray paint we will be spraying footprints during September and October in our chosen locations within our open spaces. This paint is more robust and thicker. This will last approximately a year.

The team are continuing with their dog fouling patrols as part of their work in the community. We have been in all our open spaces and following up patrols as a reactive service to ensure we are where we need to be. We are now moving into preparations for the winter months which has seen historically a rise in dog fouling complaints. Because of this we are launching our new "Take the Lead" initiative which asks the public to report irresponsible dog owners direct to Street Scene Officers.

Members of the public will be given a handy information card which details the information required by Officers to be able to issue a fixed penalty notice. People can also sign up to our initiative and be able to receive future information on the team's latest actions.

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 (September) 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI EH1 – Number of Street Pride and Friends Of community environmental events supported	204	19	125	

19 events were held this month by community groups to improve the environment.

As well as regular work parties, one key event took place:

On September 12th, the Friends of March Railway Station held an event at the station to mark its 130th anniversary.

The event enabled residents and visitors to take a step back in time and was an opportunity to showcase railway themed displays, model railways and raise funds for the group by arranging a tombola with many prizes being donated.

The newly refurbished heritage room was open to visitors and around 300 people attended throughout the day.

The group worked hard to advertise the celebration event and attracted partners via a variety of means. They should be very proud of themselves!

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

The Street Pride plan is being updated where necessary to revise any highlighted aims. 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.

Step 1 focuses on helping groups to work together on projects and funding available through the Street Pride grant scheme to assist.

Step 2 is around the Council assisting to coordinate necessary expertise

Step 3 focuses on encouraging groups to work with partners

Step 4 centres around involving more young people in volunteer activities.

Step 5 is how the Council will work with volunteers to help make resilient and self-sustaining groups

This month one volunteer group's activity fitted into step 4 – involving more young people in volunteer activities.

Chatteris In Bloom / Street Pride have come up with an innovative way to get younger children involved with In Bloom by running a free group called 'Little Bloomers.'

The aim is to encourage the younger generation, through activities, to learn about the world around them, how to care for nature whilst supporting the activities of Chatteris in Bloom as a whole. The first session took place in September.

The type of activities in which the participants will be involved will range from making bug hotels to planting, weeding and bug spotting. This project is a great way to enable younger residents to improve where they live.

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

A massive congratulations to all of our groups that entered this year's Anglia in Bloom competition. The results were announced at a celebration event in Ware on 17th September.

Chatteris, March, Whittlesey and Parson Drove all achieved Silver Gilt. Waterlees also achieved Silver Gilt, improving on last year's Silver and Wisbech General Cemetery also won gold and were overall winners in the cemeteries category.

Wisbech won Gold again, for the eighth time running. They were also category winners for Best Large Town in Anglia.

All of the volunteers and partners involved should be very proud of themselves as it was another successful year for in Bloom.

Description	Action	Achieved
Performance Measure		
Grounds maintenance contract		
<p>The current grounds maintenance contract comes to an end on 31 October 2015. TLG has managed the works on Fenland's behalf for the past 5 years with some notable successes.</p> <p>Customer satisfaction with the open spaces in Fenland remains buoyant and this has been reflected with several years of exceptional results in the Anglia in Bloom competition, as well as the continued Green Flag accreditation of two of Fenland's key parks.</p> <p>TLG has also maintained our open and closed cemeteries, with considerable improvements and development taking place in these areas over the past 5 years. Extensions in Chatteris and March have safeguarded capacity for the future and significant improvements have taken place in all cemeteries. Most noticeable to visitors is the improvement in the surround of cremation plots that now feature stone chippings.</p> <p>ISS World starts their contract with Fenland on 1 November 2015. The procurement process for this new contractor was robust and has delivered the District considerable savings against the previous contract, whilst we have a new partner who is one of the largest grounds maintenance contractors in the country, with a solid reputation.</p> <p>Mobilisation of the contract is progressing smoothly, as are the TUPE arrangements for TLG staff. The TUPE of staff is important in ensuring a continuity of service and that the knowledge of the team is not lost.</p> <p>Starting the new contract in November is intentional; this is a quieter time of the year for grounds maintenance works, ensuring that the new contractor has time to bed in prior to the busier spring and summer seasons.</p> <p>A feature of the new contract is that ISS World will be jointly branding their vehicles in Fenland colours; this will ensure that the community is clear that the team is working on behalf of FDC, out and about ensuring that our community open spaces are well maintained.</p> <p>It should also be noted that Circle Anglia Roddons opted not to continue with a joint grounds maintenance contract, so FDC will not be managing Circle's grounds works on their behalf as previously, and will not be in a position to influence how Roddons manage that work for their residents.</p>		

What do our customers say?

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

This spring and summer season has been especially positive for Open Spaces in Fenland. The weather has assisted TLG in ensuring that planned works occurred to schedule and grass growth has not been excessive. The work of community volunteers with In Bloom and Friends Of groups has also helped enhance how Fenland has looked.

These factors have resulted in continued positive customer feedback regarding Fenland's open spaces, that is expected to continue through the rest of the year with improvements to open spaces taking place in Wisbech Park (bandstand) and Wenny Rec' in Chatteris (new skate area).

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	

An inaugural Ransonmoor Committee meeting has been scheduled for 20th October. Working with Doddington And Wimblington parish council the committee will consist of local residents who will encourage local groups to apply for grant funding for projects that have an environmental and education benefit, much like existing Fenland funds such as Glassmoor.

Involving residents in the promotion of the fund and in judging of bids will ensure that projects from which the community will gain receive support.

The following are key dates for meetings and project funding bid decisions:

Ransonmoor inaugural - October 2015

Glassmoor Judging – January 2016

Whitemill Judging - February 2016

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		
Progress against Markets Action Plan	Deliver markets action plan	
<ul style="list-style-type: none"> The next market meeting will be held on Wednesday the 25th November at 3.30pm. A new plant and flower stall, Hobbs Designs, has started on our March Wednesday Market and doing well. A new fabric and dress making stall will be starting on March Wednesday and Saturday as well as our Whittlesey Friday market on the 9th November. The charity stall space was booked for all of September on our Wednesday market. Our markets rolling action plan is going to be placed on our market web pages in October. This will outline the future of our markets this financial year, as a public document. During September we have the mobile library attending the Whittlesey market every Friday. Camquit will also be attending the Chatteris market on the 30th October. 		

Description	Action	Achieved
Performance Measure		
Community events delivered successfully across Fenland	Deliver four seasons events across Fenland	
<p>Whittlesey Festival took place in September and was heralded the best ever. Thousands of visitors took to the town centre and enjoyed live entertainment, food and attractions all day.</p> <p>Highlights included a breath taking Dakota flypast and even more new activities including water zorbs and crazy golf.</p> <p>Plans are now underway for the upcoming Christmas events. Over 50 bookings have already been received from stallholders offering festive products and, as a result of working in partnership with the Town Council, Wisbech Christmas Fayre will have for the first time a skating rink for all the family to enjoy.</p>		

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (April-September 15/16)	No of customers satisfied (April - September 15/16)	% 15/16	Variance
LPI EH4 - % satisfaction with FDC's events	96%	90%	196	195	99%	

Reporting in April – July – Oct – January in accordance with the profile of events.

Satisfaction rates for the Whittlesey festival were 100% of 130 people surveyed.

Feedback included:

“It was an excellent event and our charity has benefited enormously”

“Excellent day, so much to do and see, well done”

“ Been three years running, good entertainment and mix of stalls, lovely day out for the family”

“Amazing day, we're visitors to Whittlesey how do you do it? Free rides for kids and adults. Congratulation to organisers.”

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 (September 15/16)	Cumulative for 15/16	Variance
Performance Measure				
Number of incidents recorded by Close Circuit Television (CCTV)	2,000	204	1,328	

During September 2015 the Council were able to respond and detect to 204 incidents

(compared to 163 incidents during September 2014).

The CCTV detections included offences such as street drinking, theft shoplifting, criminal damage and drug offences, as well as responding to vulnerable persons such as missing children.

A break down of incidents by town;

Chatteris = 3

March = 31

Whittlesey = 11

Wisbech = 159

Description	Target 15/16	Achieved (September) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of positive outcomes as a result of CCTV intervention	360	27	181	

During September 2015 the 27 positive enforcement outcomes were achieved.

This included arrests for theft, criminal damage and violence. There were also positive outcomes achieved on illegal drug use within our town centres and parks and open spaces with a number of persons receiving formal cannabis warnings.

Here is a break down of the positive outcomes achieved;

Arrests (CCTV led) = 9

Assisted arrests = 7

Fixed penalty notices (CCTV led) = 1

Assisted FPNs / warnings = 10

Description	Target 15/16	Achieved (September) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of evidential exhibits provided to support prosecutions	180	30	112	

The Council provided 30 exhibits of CCTV data during September 2015 to support Cambridgeshire Police and other enforcement partners in investigating crime and to help secure prosecutions against identified offenders.

An example of how effective these exhibits can be to support the criminal justice system can be seen by the below update.

At King's Lynn Magistrates Court in September, an adult female was at a hearing for alcohol related public order offences that occurred in Fenland and captured with the use of CCTV. The female was sentenced to a 12 month conditional discharge and ordered to pay costs totalling £240.

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

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

In total - 35 Cases since April 15 have been addressed. 25 have had positive actions inline with the complaint; 3 cases sent to Circle Housing Roddons & 6 cases have work on going.

1 Case wasn't actioned due to no further contact with the complainant.

Case Study: Coronation Avenue, Whittlesey

After allegations from a neighbour about anti-social behaviour towards her, Fenland Community Safety Team, Police and Circle Housing Roddons conducted joint visits to the area on three separate occasions.

Community interaction gave us a better idea of the extent of the behaviour and the impact on residents. The perpetrator was damaging property, staring through windows and using social media to affect his neighbours as well as threatening one with a knife.

The perpetrator was given 3 chances to attend a meeting at the Police station for an interview but instead replied with hostile emails. He was arrested for affray and appeared in court on the 23rd of last month where he pleaded not guilty. He will return to court in January however his bail conditions still apply (having no communication with his neighbours).

Reassurance visits have been conducted to all involved and witness support information has been passed to the complainant. The perpetrator has since moved away to university so a police contact will readily be available to the complainants should issue re-occur when he returns to the area.

Partnership Activity

Community Safety Partnership

Raising awareness of Healthy Relationships and Child Sexual Exploitation

Fenland Community Safety Partnership, Children and Young People's Area Partnership and the Drug and Alcohol Team have worked together to bring a tour of Chelsea's Choice to Cambridgeshire in autumn 2015.

'Chelsea's Choice' tells the story of three students who discover the diary of a girl called Chelsea. Chelsea's story is played out and examined by the three students who, along with their teacher, attempt to understand what happened to Chelsea and how it could have been prevented.

The play explored:

Healthy relationships

Internet safety

Grooming

Substance use

Identifying risky situations

Sexual exploitation

The programme has toured nationally and been commissioned by 24 Local Safeguarding Children Boards (LSCB), including Cambridgeshire.

The production toured Cambridgeshire last week and was performed to year 9 students in the following schools and colleges:

Cromwell Community College, Neale wade Academy, Sir Harry Smiths Community College, Thomas Clarkson Academy, Fenland Learning Base and the College of West Anglia.

It was highly rated by young people, school staff, and other professionals working with young people.

The production and awareness/prevention discussions were delivered to 1,015 Yr10 students.

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 (September 15/16)	Cumulative for 15/16	Variance
Performance Measure				
Number of new SIRCS members trained [<i>Secure Incident Reporting and Community Engagement System – provides a secure and effective online means for businesses, including retail and licensed trade to share information amongst members and partners on offenders and local incidents and concerns</i>]	36	4	18	

The local business against crime schemes continue to be supported with attendance being made during August at the local PubWatch groups.

Local training champions continue to provide support in delivering training and first point advice to other business members on SIRCS to help maintain and ensure continued increase in service users.

SIRCS members are supporting local partners in identifying offenders and suspects in relation to theft offences as well as supporting the Wisbech Alcohol project in identifying vulnerable street drinkers for partnership intervention.

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

Having developed a variety of events for Gypsy Roma Traveller History month (June) the Forum decided that it wanted to put on an event for Black History month to build on for future years in the same focused way as we evolved celebrating Gypsy Roma History month.

October is Black History Month and to celebrate this on Friday 23rd of this month starting at 6 pm till late, an event will be held in Octavia's café, Octavia View, Wisbech.

The event is free, and all people will be made welcome. It will celebrate the diversity in Wisbech and Multicultural society as a whole, by celebrating different Black cultures in various art forms. It is something to be proud of as it brings to the front all diverse histories. It is important as it will share the diverse contributions to society of those whose history is often hidden and invisible.

The aim of this celebration is to attract and bring together different communities to promote cultural diversity. To promote equality and community cohesion within our community and work places in order to live in peace and harmony regardless of our differences. There will be a variety of Arts, music and poetry, including a band from Kenya - Khalaiiki - who are on tour in the UK.

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 Sept 15/16	Cumulative for 15/16	Variance
Performance Measure				
Income from wind turbine operators	£5,000	£1,926	£8,168	
<p>All UXO disposals have been carried out during September. We had one vessel still conducting post surveys. This vessel was based at Sutton Bridge for the surveys so income was generated from mooring.</p>				

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
<p>A meeting was held during October and Fenland District Council, King's Lynn & West Norfolk and DONG's solicitors are all collaborating to pull together a draft legal agreement.</p>		

Description	Action	Achieved
Performance Measure		
Sutton Bridge Marina – commercial land and leisure moorings	Ongoing project actions as listed within the project plan	As listed below

The Sutton Bridge Marina Projects has achieved the following milestones:

- The Lease between Lincolnshire County Council & Environment Agency for the River Bed is completed;
- The Lease for part of the river bank required for the scheme is final draft form, with completion subject to the Grant of Planning Permission for the scheme;
- A Planning Application for the revised scheme has been submitted for determination with South Holland District Council and is expected to be determined by 17th November 2015;
- The Marine Management Organisation (MMO) consent has been submitted and accepted as a full submission and shall be determined within 12 weeks;
- An Environment Agency application has been submitted for works to a 'flood defence' and shall be determined within 12 weeks;
- Application for utility supplies is to be re-submitted following the expiry of old quotations;
- The design team has been appointed and design works have been finalised, which are based upon design concepts produced by the Assets & Projects Team;
- It is anticipated that 'Wet side' construction is due to commence in April 2016

CORPORATE PLAN AREA: Economy

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

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

Description	Action	Achieved
Performance Measure		
Maintaining positive relationships with key business leaders	Support the Fenland Business Awards	Promotion of the Fenland Business Awards

Entrepreneurs and their firms from across the district were celebrated at the seventh annual Fenland Enterprise Business Awards on the 9th October 2015.

-Employer of the Year sponsored by the College of West Anglia:

Metalcraft (winner)

-Apprentice of the Year sponsored by Fenland District Council:

Tristan Mee, from Worzals Restaurant (winner)

-Green Award sponsored by the Wisbech Standard

Nestle Purina Petcare UK Ltd (winner)

-Business Person of the Year sponsored by Leeds Day Solicitors

Sarah Davies, Top To Toe (winner)

-Food Producer of the Year sponsored by Local Generation

Greenvale AP (winner)

-New Business of the Year Award sponsored by Nwes

Black Cat Residential Property Ltd (winner)

-Small Business of the Year sponsored by FSB

A D Sutton Motor Group Engineers Ltd (winner)

-Medium Business of the Year sponsored by Archant

Metalcraft (winner)

-Customer Service Award sponsored by Larkfleet Group

A D Sutton Motor Group Engineers Ltd (winner)

-Leisure and Tourism of the Year sponsored by Discover Cambridgeshire

The Light Cinema (winner)

-Pride of Fenland sponsored by Cambs Times

Wisbech (winner)

-Business of the Year

Metalcraft (winner)

-Judges Award sponsored by Fenland Chamber of Commerce

The Cambridge Sign Company (winner)

Pictures below from the awards ceremony, with Cllr Butcher and Tristan Mee, The Apprentice of the Year Winner.



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	Action	Achieved
Performance Measure		
Number of events/wider engagement activity in which FDC works with colleagues from the LEP (annual)	Support LEP activity programme	
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.		

The Council are working in partnership with the Chamber of Commerce and The GCGP LEP to organise 'Grow your Business Event' and funding fair. The event will take place in November.

The event will be a free interactive workshop and will help assist businesses plan for growth in their business, identifying help, advice and training available.



Grow your Business through People

Tuesday 24 November, 9.15am-1.00pm
The Boathouse, Nene Parade, Wisbech, PE13 3XE

Your people are key to your company's future success. Attending this event will help you plan for growth, find out about funding for business and recruit and develop your team.

Why attend?

- Learn about the way the Greater Cambridge Greater Peterborough Enterprise Partnership works with businesses from Neil Darwin, CEO
- Hear about the local economic outlook from a Fenland District Councillor
- Find out about funding for business from Signpost2Grow
- Understand the importance of employing the right team
- Talk to training and development providers
- Hear about local business successes
- Network with other local businesses.

"I'd recommend this event to all local businesses that plan to grow. This is a great event to understand what your funding options are, explore training opportunities and network with other local businesses."

Rosemary Green, Chairman, Fenland Chamber of Commerce

Cost: FREE to attend but places must be booked in advance for catering purposes

To book your place call Helen Bossett on 01733 370609 or email h.bossett@cambsocci.co.uk

Description	Action	Achieved
Performance Measure		
Proactively support and promote the Cambridgeshire Fens LEADER Programme	Support the overall management and strategic direction of the local development strategy (LDS) for the LEADER programme through representation on the Local Action Group (LAG)	Launch Date organised for the Cambridgeshire Fens LEADER Programme

The Cambridgeshire Fens LEADER Programme 2015-2019 Launched on Monday 28 September at Doddington Village Hall, Benwick Road, Doddington PE15 0TG

FDC have supported the development of the LDS to secure £1.45m into the Cambridgeshire Fens LEADER Programme. Cambridgeshire Acre (the Accountable body) has been in receipt of the Funding Agreement from the RPA and will be in a position to accept outline applications (October).

FDC will continue to support the programme and will be a member of the LAG to support the overall management and strategic direction of the LDS and to consider the grant applications for financial support from the programme, along with monitoring the progress of the programme by examining the reports it receives on individual projects and on the LDS as a whole.

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 September 15/16	Cumulative for 15/16	Variance
Performance Measure				
Occupancy of business premises	82%	85%		

One new tenant moved into South Fens Enterprise Park during September and we have had another very promising viewing, the prospective tenants are looking to make a decision by the middle of October 2015 which is really promising.

September has been a quieter month in terms of viewing across the Business Centres with two at each.

Rightmove continues to work well for us with two of the viewings having seen our details on their website; the other two were local leads who found all of our details on our Business Premises webpages of the FDC site.

We are very optimistic that we will convert one of the SFBC viewing to a sale, the tenant is currently reviewing their exit clauses with their existing Landlord.

Overall occupancy across the business premises estate is 85%, occupancy across the individual premises and estates is:

- South Fens Business Centre 60%
- Boathouse Business Centre 73%
- South Fens Enterprise Park 76%
- Mini Factories 94%

CORPORATE PLAN AREA: Economy

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

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

Description	Action	Achieved
Performance Measure		
<p>Nene Waterfront Vision II Project – explore potential funding opportunities, including Coastal Communities Funding Bid</p>	<p>Develop disposal strategy for Lots 1 & 2.</p> <p>Agree new Port Operating Agreement (POA) with Port of Wisbech Limited</p>	<p>Work commenced on strategy including intelligence gathering and disposal options.</p> <p>Draft POA prepared and to be discussed with Port Stevedoring company.</p> <p>Preparation of Port Asset Action Plan to ensure better utilisation of Port Assets.</p>
<p>Officers have prepared a request for strategic property advice regarding the options available to FDC to maximise the value from the Nene Waterfront sites, both in terms of capital receipts & 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> <p>Officers have also reviewed and prepared a Port Asset Action Plan to ensure that underutilised port assets are put to better use and maximise income-producing opportunities.</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 Sept 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of Nene berth holders	86	83	86	

During September 5 visiting vessels called at Wisbech. Two full time berth holders left to explore the east coast.

The annual dredging was carried in the yacht harbour by Goodchild marine during September; all works went to plan and caused little or no disruption to the yacht harbour facility.

Description	Target 15/16	Achieved Sept 15/16	Cumulative for 15/16	Variance
Performance Measure				
Boat lifts at Wisbech Port	150	11	89	
<i>Please note Miscellaneous Lifts are omitted from achieved (month) Figure:- i.e ENGINE, MAST, PLOUGH, BRIDGE BUOY / OTHER</i>				
Total Number of Hoist operations shown including Boat Lifts & ENGINE, MAST, PLOUGH, BRIDGE, OTHER	250	35	187	

The boatyard was quiet with boat lifts during September, but above expectations with all other lifts. As it was a quiet month all prop stands were given a full inspection.

Description	Target 15/16	Achieved Sept 15/16	Cumulative for 15/16	Variance
Performance Measure				
Total Number of ships to Nene ports	240	21	117	
Port Sutton Bridge Ship Numbers	200	16	85	
Gross Tonnage to Port Sutton Bridge GT	351,481	35,550	172,861	
Wisbech Ship Numbers	40	5	33	
Gross tonnage to Wisbech GT	62,190	9,000	47,327	

Port Sutton Bridge- Ship numbers were down on last year's ship numbers, although tonnage was up by 45%. This shows how the increase of ship size has had an effect on ship numbers but not affected tonnage.

Wisbech- Import remains steady at Wisbech with all targets being exceeded

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 \$	Cumulative for 15/16	Variance
Performance Measure				
Signpost funding opportunities to Fenland Business	Support Destination Digital activity programme 2015/16	3 activity supported	4 activity supported	

The Council is supporting the Destination Digital activity programme through regular social media posts/tweets to try and encourage more engagement from Fenland businesses and homes in Fenland.

The voucher scheme has now been extended to all businesses in Cambridgeshire and Peterborough and in addition now includes all CB postcodes. The destination Digital

team is working closely with Economic Development leads from all authorities. Over 500 vouchers have now been issued to businesses in Cambridgeshire and Peterborough.

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

The Council is working closely with the Destination Digital team to develop projects and ways forward to encourage further uptake of the programme looking at further promotion within Fenland, making people aware of availability and digital inclusion.

Connecting Cambridgeshire is working to ensure businesses, residents and public services can make the most of the opportunities offered by a fast changing digital world. To date the majority of Fenland parishes are now complete for the current project but almost all will have more to come in the newly announced extension programme, which is due to roll out starting next year (2016). The areas which will benefit from the extension programme are: March, Benwick, Chatteris, Doddington, Elm, Gorefield, Leverington, Newton, Parson Drove, Tydd St Giles, Whittlesey, Wimblington, Wisbech and Wisbech St Mary.

The below table highlights Fenlands parishes with the latest status update on each parish. When the table shows 'Complete' it means the Connecting Cambridgeshire intervention programme has completed the work to bring fibre broadband to premises in an area, that would not have access to superfast broadband otherwise (because they are not being covered commercially). This may not be all the premises in an area, as some may be covered commercially.

Table 1: Fenland Parish Status Update August 2015

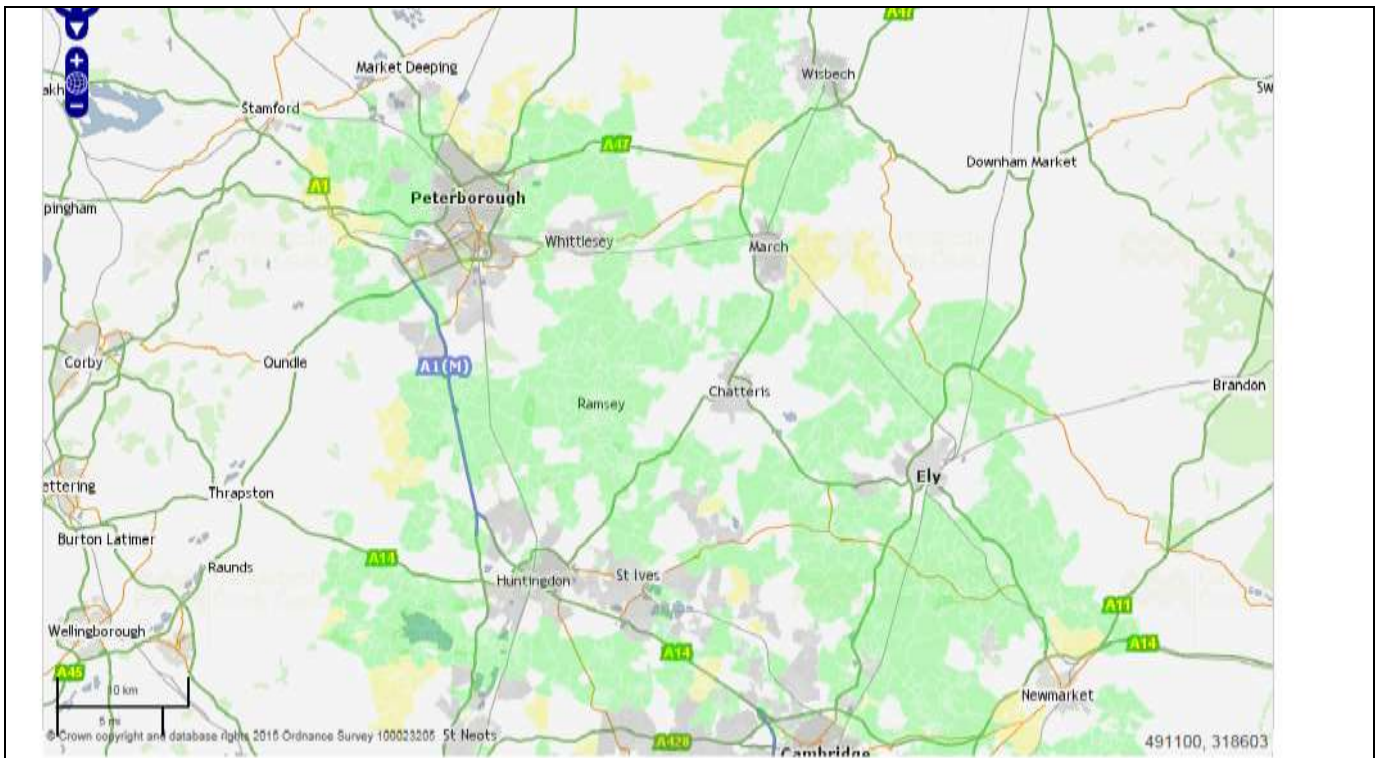
District	Parish	Comment
Fenland	March	Complete.
Fenland	Benwick	Complete.
Fenland	Chatteris	Complete.
Fenland	Christchurch	Premises due to be connected by December.

Fenland	Doddington	Complete.
Fenland	Elm	Complete.
Fenland	Gorefield	Some premises connected. More premises live by December.
Fenland	Leverington	Complete.
Fenland	Manea	Complete.
Fenland	Newton (F)	Some premises connected. More premises live by December.
Fenland	Parson Drove	Some premises connected. More premises live by December.
Fenland	Tydd St Giles	Complete.
Fenland	Whittlesey	Complete.
Fenland	Wimblington	Complete.
Fenland	Wisbech	Complete.
Fenland	Wisbech St Mary	Some premises connected. More premises live by December.

The total number of homes and businesses reached so far in Fenland is 10,409. Below the map illustrates the Connecting Cambridgeshire coverage across the whole programme, it indicates current and planned coverage by postcode area.

The online map offers the facility to zoom in and click on your location on the map to find out more information.

<http://www.connectingcambridgeshire.co.uk/getting-superfast/coverage-map/>



Green Superfast Broadband is available in this area.	Yellow Superfast Broadband is coming soon to this area. Check your 'my area' page for timescales.	White Better broadband is on the way and planning is in progress. Check your 'my area' page for timescales.	Grey Superfast broadband is or will be available through commercial providers, so this area is not part of the intervention programme.
Phases 1—5 Roll-out complete	Phase 6 June to September 2015	Phase 7 September to December 2015	Phase 8 and 9 Spring 2016 to Summer 2017

CORPORATE PLAN AREA: Economy

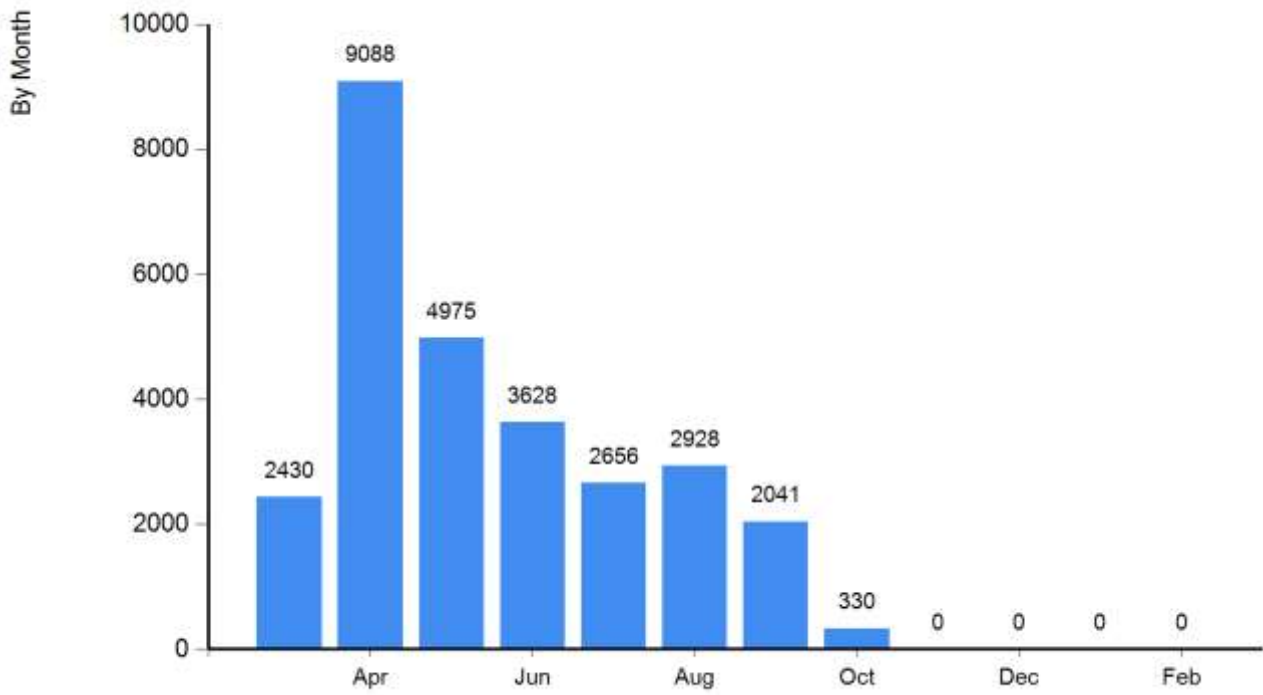
Corporate Plan Priority: Promote Fenland as a tourism and visitor destination

Corporate Plan Action: *Support the Fenland Tourism Board to develop and deliver a comprehensive Tourism Strategy for Fenland through the 'Visit Cambridgeshire Fens' branding*

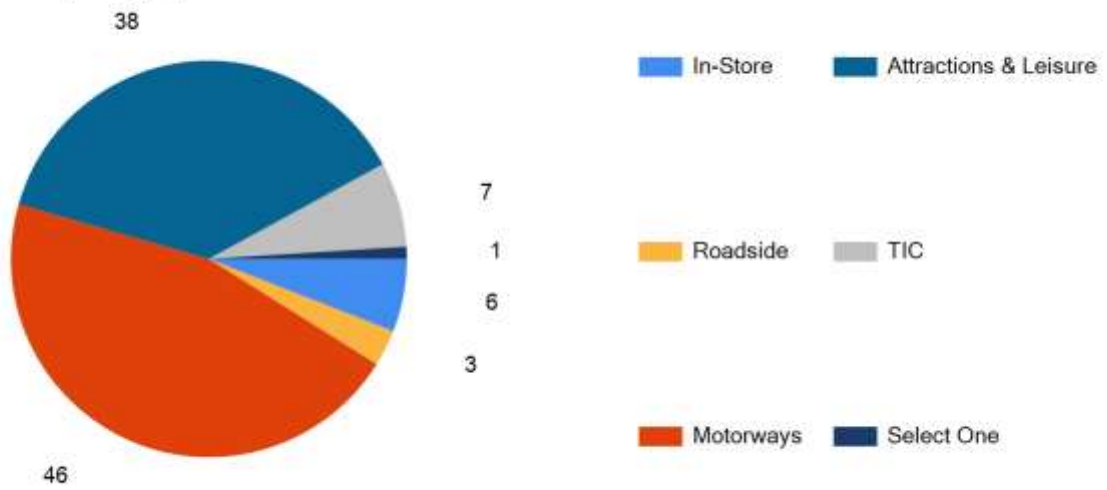
Description	Action	Achieved
Performance Measure		
Support the Fenland Tourism Board to oversee the further	Develop an Action plan for delivery	

development of a district wide approach to encouraging and developing the tourism agenda for Fenland		
<p>The Portfolio Holder is relaunching the Board as a more focussed partnership in September, alongside the launch of the revised Tourism website (October).</p> <p>This approach will add some new members to the Partnership allowing a more business focussed approach and encourage 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 apportions resources over a period of time.</p>		

Description	Action	Achieved
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>
<p>Annual Events Guide</p> <p>A mini guide has been developed to promote Fenland's annual 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 so far and to what sort of business.</p>		

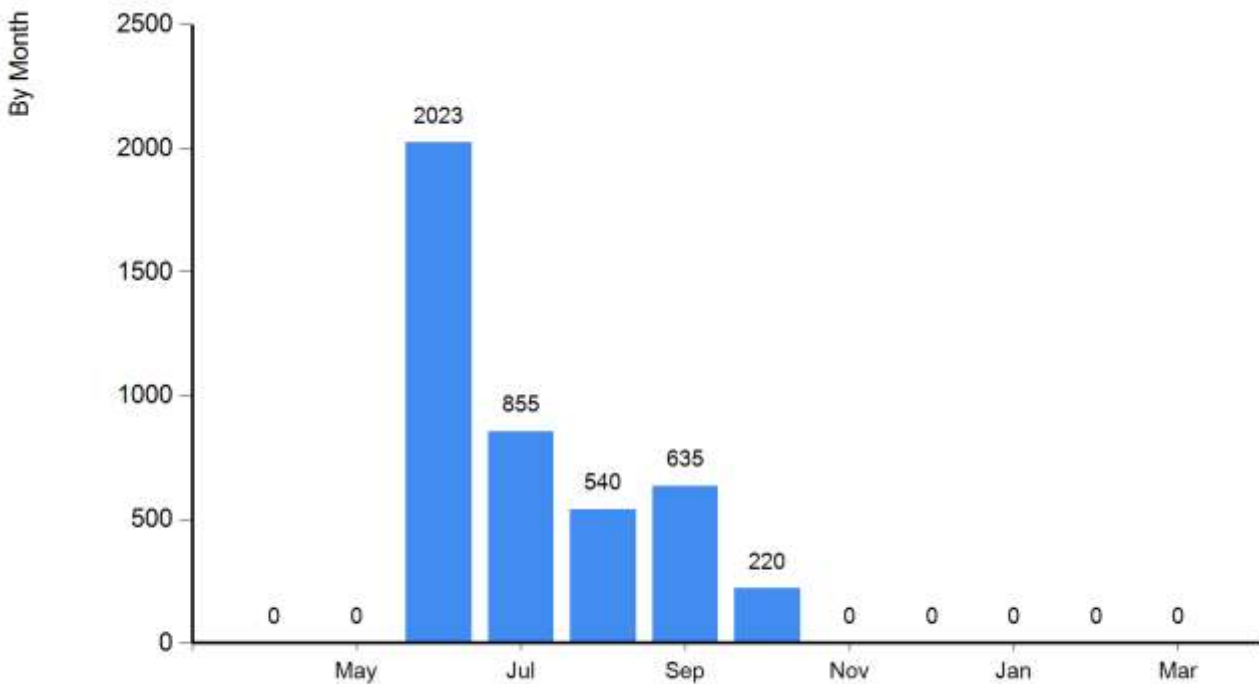


Distributed by category %



UPDATE 31,500 copies provided, 26,076 delivered and 3,424 remaining to date

Cambridgeshire Fens Visitor and Accommodation Guide



12,030 copies have been printed, with 4273 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 September 15/16	Cumulative for 15/16	Variance
Performance Measure				
% of major planning applications determined in 13 weeks	75%	100%	91.67%	

3 Decisions, 3 determined within time

This represents another excellent month in terms of Major application performance and identifies the desire of the planning service to maintain strong performance. The rolling two year performance is 82.14% which places the authority at 119 out of 343 local authorities. If the trend continues over the next 3 months then Fenland will be in the top 50 performing authorities.

Description	Target 15/16	Achieved September 15/16	Cumulative for 15/16	Variance
Performance Measure				
% of minor planning applications determined in 8 weeks	80%	86.36%	81.60%	
<p>22 decisions, 19 determined within time</p> <p>This month's performance represents an upturn in performance following from the previous two months and demonstrates officers are managing what has been a significant increase in minor application numbers over the summer months.</p>				

Description	Target 15/16	Achieved September 15/16	Cumulative for 15/16	Variance
Performance Measure				
% of other planning applications determined in 8 weeks	90%	100%	96.22%	
<p>21 decisions, 21 determined within time</p> <p>Despite the recent upturn in planning application numbers 'other' application performance has been exceptional, outperforming the majority of other local planning authorities in this category.</p>				

CORPORATE PLAN AREA: Economy

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

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

Description	Action	Achieved
Performance Measure		
Improved community benefits in terms of comprehensive S106 agreements delivering appropriate infrastructure		
<p>Public consultation on a draft Cambridgeshire-wide Flood and Water Supplementary Planning Document (SPD) commenced on 4th September and is set to run for 6 weeks until 16th October. The SPD has been produced in partnership with all Cambridgeshire authorities as well as the Environment Agency and relevant IDBs including the Middle Level Commissioners and the North Level IDB.</p> <p>The SPD will provide guidance to support Policy LP14 - Flood Risk and Climate Change in the Fenland Local Plan. It provides advice on the Sequential Approach to flood risk and how the Sequential Test, and where necessary the Exception Test, should be considered. It also provides guidance on Sustainable Drainage Systems (SuDS) as well as details on the policy framework, responsible water-related bodies, and managing and mitigating flood risk.</p> <p>Following consultation the SPD will be amended if necessary and is scheduled to be adopted by the various authorities towards the end of 2015 / beginning of 2016. It will be up to Fenland's Cabinet and Full Council to decide whether to adopt the SPD in due course.</p>		

CORPORATE PLAN AREA: Economy

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

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

Description	Action	Achieved
Performance Measure		
Support regeneration project work across the district, including Fenland Renaissance project and Heritage Lottery Fund bid	Increase number of derelict buildings / sites brought back into economic / environmental use	
<p>Renaissance</p> <p>Over the last month five separate Renaissance Grant Payments has been made following the completion of programmed Building Repair works at Bank House, March; Optima 31 High Street March; The Wisbech Institute, Hill Street Wisbech; 3 East Park Street Chatteris & 81-83 High Street Chatteris. One Building Grant application for 9 Bridge Street Chatteris has been approved and one Shop Front Grant application for the RSPCA shop in March is currently pending determination. The owners of several other dilapidated properties in Chatteris High Street have been encouraged to apply for Renaissance funding.</p> <p>At the current time c£23,000 remains uncommitted in the Building Grant Budget and c£4000 uncommitted in the Shop Front Repair Budget. The maximum grant under the Building Grant Scheme is 50% of the cost of works up to a maximum of £10,000 and the maximum grant under the shop front scheme is 50% of the cost of works up to a maximum of £1500. Grants are awarded on a first come first served basis.</p> <p>Over the last year despite regular leafleting and press publicity only two Shop Front Grants have materialised. At the current time it is therefore being explored if it would be appropriate for the existing Shop front Repair Scheme to be broadened to cover the repair and redecoration of other residential deteriorating historic wooden windows in key town centre locations / routes throughout the District. The launch of revised scheme criteria could potentially be timed to coincide with the publication of the Council's Windows Guidance Document later this year. Such broadening of the scheme therefore has the potential to positively raise the profile of the new Windows Guidance Document. Pending a Portfolio Holder and CMT steer in relation to this matter an options paper may be presented for review to the Renaissance Grant Committee in November 2015.</p>		

Wisbech High Street Heritage Lottery ' Townscape Heritage' Grant Bid

Development of the Stage 2 Bid is advancing positively with the Council and appointed consultants working in partnership with the local community, through both public consultation events and a formal consultative group. The majority of land owners in the High Street have also already confirmed their strong support for the project to date.

Funded by a Heritage Lottery project development grant, a team of specialist architects and design consultants have developed initial design concepts in relation to key sites including 'The Gap' (former Cook's Butchers Site) and 11-12 High Street (two partially collapsed buildings). These concepts were received positively by the project consultative group. Consultation with Historic England on these proposals is planned within the next month. A new Conservation Area Character Appraisal and Management Plan for Wisbech is also being developed at present utilising the development grant award.

No. 24 High Street Wisbech, the former Cook's Butchers site, has recently been cleared to enable thorough appraisal of the surviving historic built fabric. Following this clearance the scope of required works is being developed and costed.

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 a series of workshops 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 colleagues in FDC's 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. A further meeting with landowners and interested parties is planned for the autumn 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		
<p>A meeting of local Flood Authorities (CCC, AW, FDC, MLC) was held this month to discuss ongoing investigations and actions which followed the flooding in March in August 2014. A monthly update was provided to March Town Council as usual and CCC will be producing a News Letter shortly for more wide distribution.</p>		

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	
<p>East Wisbech A Project Steering Group meeting for East Wisbech took place during September 2015. This meeting brought together the completion of a number of the evidence base details required, whilst also confirming that most of the remaining evidence is in progress with reports expected for the next meeting.</p> <p>A Vision and Objectives workshop has been arranged for early November 2015 which includes the development of some initial spatial options that will be based on the above mentioned evidence. The next Project Steering Group meeting will be in late November or early December 2015 to review the workshop and agree the next steps.</p> <p>South and West Wisbech Sites There are no specific updates this month for these locations. The next project Steering Group meetings are taking place in October 2015.</p>		

CORPORATE PLAN AREA: Economy

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

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

Description	Target 15/16	Achieved (Sept) 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	1,474	8,889	

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

- **What is Dial A Ride?**

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

- **FACT Membership**

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

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

FACT currently has around 1,357 members in Fenland District (end of March 2015).

Description	Action	Achieved
Performance Measure		
Rail Development Strategy 2011-2031		
<p>Anglia Rail Franchise – Local Meetings</p> <p>Colleagues from the Hereward Community Rail Partnership (CRP) and FDC met with First Group, National Express and Abellio/Stagecoach who are the short listed bidders for the Anglia Rail Franchise. The new Anglia Rail Franchise will deliver local railway priorities from October 2016 for the following 9 or 10 years. These were 3 very positive meetings with each bidder indicating that they would like to meet with again as they develop their proposal for the franchise.</p> <p>As the local representatives we set out our proposals for the 3 stations at Manea, March and Whittlesea in the context of the ongoing station masterplan work. We also stated that we would like to see hourly services between Ipswich and Peterborough with hourly stops at Manea, March and Whittlesea. We also stated that we would like to see Sunday services from Manea and earlier and later services to Peterborough, Cambridge and Stansted Airport.</p> <p>Anglia Rail Franchise – Government Invitation to Tender (ITT)</p> <p>Government has now issued the ITT setting out details of what it would like to see in the Anglia Rail Franchise. This announcement is less detailed than previous ITT documents for other rail franchises and leaves many decisions for the bidders to put forward their proposals. Key points to note in the ITT that are important for Fenland and the Hereward CRP are as follows:</p> <ul style="list-style-type: none"> • An earlier first Sunday Service during the Summer timetable in each direction will be part of the Ipswich to Peterborough service that will call at March and Whittlesea • There is a commitment to community rail in the ITT and also a requirement of the franchisee to produce a community rail strategy. • The ITT includes the Wisbech to March line as a specified project. This means that the franchisee will be expected to help develop the proposals for reopening the line. • Improvements to the franchise areas portfolio of stations is expected with a long term investment led approach • Improvements to rolling stock are also expected <p>The bidders have until December 2015 to develop and submit their final proposals to Government.</p> <p>East Midlands Rail Franchise</p> <p>The East Midlands Franchise includes the Norwich to Liverpool Service which has stops at March and Whittlesea. For some time now there has been uncertainty about whether the Government will break up the Norwich to Liverpool Service at Nottingham. The Hereward CRP and others have been campaigning to keep the</p>		

service.

In September 2015, Government announced a short term franchise extension to East Midlands Trains, part of the Stagecoach Group. The franchise will run from October 2015 to March 2018 and there is a commitment that the Norwich to Liverpool Service will remain in its present format throughout the short term franchise. This is very positive news for local rail passengers

The franchise also includes an extension of their community rail programme, an extra £250,000 funding for Community Rail, a new Partnerships Manager and a whole range of local community initiatives with schools and businesses.

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

Introduction to the project

The Wisbech Travel Choices work is a 12 month project up to the end of March 2015, it is aimed at encouraging more people to walk, cycle and use public transport.

Wisbech travel choices is being delivered, managed and monitored by the Fenland Strategic Partnership Transport and Access Group with FDC as lead body. The project is being funded through the Local Sustainable Transport Fund (LSTF).

What is the Local Sustainable Transport Fund (LSTF)?

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

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

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

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

Progress to date

- Survey days took place during September 2015 at COWA and North Brink Surgery. Around 250 surveys were completed at these events. Over 300 travel packs were also issued on Campus at COWA.
- 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. 759 homes were visited as part of this project with 230 surveys completed. After second and third visits, surveys and diaries along with the information packs were posted through letter boxes.

- Between 1 July and 30 September 2015 over 1000 surveys have been completed.
- A transport training pack is being developed for the Community Champions. The pack will consist of a complete transport information guide, two short reference guides suitable for carrying in your pocket and a training guide.
- The Fenland Transport Directory and each of the 9 Getting from A to B Case Studies have now been translated and type set into five different languages. All the documents are now available in Latvian, Lithuanian, Polish, Portuguese and Russian. The information is available in hard copy format and on FDC website from the following link:

<http://www.fenland.gov.uk/translatedleaflets>

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		
Local Growth Funding Phase 1 – Wisbech Access Strategy & Wisbech – Cambridge Rail Line	Progress on the Wisbech Access Strategy Feasibility Study work	
<p>March to Wisbech Railway Line</p> <p>There is no update relating to the March to Wisbech Rail Line study work. However, during September 2015 as discussed above, Government released their invitation to Tender (ITT) for the Anglia Rail Franchise which commences in October 2016. The ITT includes the Wisbech to March line as a specified project. This means that the franchisee will be expected to help develop the proposals for reopening the line.</p> <p>Wisbech Access Study</p> <p>An inception meeting and site visit day took place during September 2015. A 12 month programme for the study has now been developed to ensure the study is completed.</p> <p>The project will initially focus on the development of a range of individual transport schemes within Wisbech. A second stage of the work will focus on the development of packages to assess how some of the individual schemes might work together. The package testing is aimed at assessing the best overall transport solution for the town.</p> <p>The individual schemes and areas being considered within the project are as follows:</p> <ul style="list-style-type: none"> • The operation of Cromwell Road and Elm High Road • Freedom Bridge Roundabout • Wisbech Bus Station location and operation • A new river crossing to the west of the town centre • A new link road to the west of the town centre • a new east – west road linking Boleness Road to New Bridge Lane • a new A47 roundabout providing access to the South Wisbech Local Plan allocation <p>The next full progress meeting will be in December 2015.</p>		

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Good Customer Service

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

Description	Target 15/16	Achieved September 15	Cumulative for 15/16	Variance
Performance Measure				
LPI PRC6 Council Tax collected	97.50%		57.69%	-0.55%
LPI CS8 Council Tax – net receipts payable to the Collection Fund	£46,433,732		£26,975,216	+£35,948

Council Tax is slightly down on our profiled target this year with more accounts in arrears at this stage than the same point last year as can be evidenced by the numbers of recovery documents issued to customers who are behind with payments at the end of September. During September the following recovery documents have been issued:

- Summonses 322 with a value of £170k compared to 273 worth £120k last September;
- Final Notices 573 with a value of £282k compared to 177 worth £84k last September;
- Reminders 1087 with a value of £129k compared to 892 worth £87k last September.

With this increased recovery action, we will see an improvement in collection rates at the end of October as a result.

Collection fund targets are on track with a current excess on target of just under £36k.

Description	Target 15/16	Achieved September 15	Cumulative for 15/16	Variance
Performance Measure				
LPI PRC7 Business rates collected	98.50%		55.63%	+1.04%
LPI CS 9 NNDR - net receipts payable to the Collection Fund	£24,438,501		£14,933,197	+£803,469

In year collection is currently down on target, however the annual net collectable debt has increased by £308,301 during September (representing a 1.2% increase). This included a windfarm coming in to rating with an RV of 250000 creating a debit of £87,891. Collection of new charges will continue in to February and March 2016 which changes the collection profile.

In year collection profile is being reviewed during October to reflect the movement in debt and give a more realistic profile for the remainder of the year.

Collection against collection fund targets are significantly up showing just over £800K above the target for this month.

During September the following recovery documents have been issued
 Summonses 4 with a value of £7,953
 Reminders 46 with a value of £149,934

Description	Target 15/16	Achieved September 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 10 % of telephone calls answered within 20 seconds	70% Profiled target (61%)	74.6%	60.7%	-0.3%
LPI CS 11 % of telephone calls offered that are answered	90% Profiled target (81%)	88%	82.9%	+1.9%

Contact Centre performance is moving towards target; for the month of September we achieved 74.6% and this continues to increase our cumulative target to 60.7% only -0.3% below where we should be on our profiled target for the year.

The number of calls offered continues to decline falling by 16% from this time last year; 7,188, September 2015 (8,119, September 2014) and this has contributed to our ability to exceed the cumulative target on total calls answered by 1.9%.

Description	Target 15/16	Achieved September 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 12 % customers dealt with at first point of contact	85%	95.4%	95.3%	

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

3Cs

3Cs category	Measure	Dates (July-Sept 2015)	Dates (July-Sept 2014)	% Change + / -
Compliments	Total number received (over given period)	31	6	416%
Comments	Total number received (over given period)	15	37	-59%
Correspondence	Total number received (over given period)	88	163	-46%
Complaints	Total number received (over given period)	82	91	-10%
Total contact (over given period)		216	297	

Description	Action	Achieved
Performance Measure		
Number of updates to FDC website and social media sites	Upload news stories to the FDC website & social media sites.	Website = 15 Facebook = 15 Twitter = 40
<p>On 2 September, we published The Fenlander monthly page in the Citizen newspaper. Main stories included; How would you save £1.8m?, Cash on offer to help ease housing costs, Prize winners swim and gym. In briefs section included; Canvass reminders, Park seeks friends, Growing self-belief and cemetery open day. In addition to the Monthly page, we completed the following updates in September:</p> <p>News stories to FDC website = 15 Highlights included:</p> <ul style="list-style-type: none"> • Making Tourism Count • Fenland flourishes in Anglia in Bloom • Save on energy bills • New routes to get you up and running • March station celebrates 130th anniversary • Heritage Open Days 		

Number of Facebook posts = 15
 Number of Twitter 'tweets' = 40

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Transformation & Efficiency

Corporate Plan Action: *Continue to embrace innovation and new ways of working to transform the Council and find savings, supported by an appropriate IT Strategy. Where a strong business case exists pursue shared services, joint working arrangements and collaborations with other key service providers, ensuring robust performance management arrangements are in place.*

Description	Target 15/16	Achieved Sept 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of hits on the FDC Website	521,930	41,400	277,559	+6%

The functionality and offer of the website continues to expand as part of the Channel Shift project. Last month eight transactional new forms were launched within our 'Apply for it' and 'Report it' sections on the front page, which previously were not available to complete online. These forms cover a range of service requests such as reporting an abandoned vehicle, making a complaint about food hygiene and applying for an extra recycling bin. These new forms have been developed with increased functionality, making them easy and simple to use for customers. Examples of this include being able to use an online map to report the exact location of an issue (e.g an abandoned vehicle) and 'smart' questions (e.g using a customer's answer to display relevant questions and hide the ones that are not applicable). Work continues to develop further forms and increase functionality for the most popular tasks, encouraging those who can to contact us through online channels.

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		
Adequate standards of internal control and corporate governance, and minimising fraud and error.	Undertaking data matching and investigation to recover Council funds	
<p>The Internal Audit team extracts data from Council systems, so that it can be analysed as part of the biennial National Fraud Initiative. Since its introduction in 2006/07 this has already resulted in the prevention and detection of fraud and errors totalling in excess of £1.17 billion across the UK.</p> <p>The data is matched nationally to other public sector bodies to identify potential high risk cases of fraud and error. These matches are then investigated locally by fraud and error teams. Corporate fraud and error is investigated by the Internal Audit team. Progress of the exercise is reported to the Corporate Governance committee as good practice.</p> <p>The exercise supplements ongoing anti-fraud and corruption work completed by the Council.</p> <p>Prevention and detection of fraud helps reduce unnecessary expenditure to the Council. This work also contributes to the effective governance arrangements of the organisation and is a key source of evidence for the Annual Governance Statement that accompanies the Annual Statement of Accounts as per the Accounts and Audit Regulations 2015.</p>		

Description	Action	Achieved
Performance Measure		
Chatteris Division of Cambridgeshire County Council – By Election		
<p>On the 15th October the Council successfully delivered the Chatteris Division of Cambridgeshire County Council by election. The election was called following the death of Sandra Rylance.</p> <p>Chatteris Division had an eligible electorate of 6265 of which 822 were issued with postal votes.</p> <p>The overall voter turnout was 23.5% and Richard Mandley of the UK Independence Party (UKIP) was elected.</p>		

Description	Action	Achieved
Performance Measure		
Annual Canvass 2015 Update		
<p>The current response rate is 93.7% following the canvasser visits which ended on the 11th October. We will shortly finish checking the outstanding 2,779 non responding properties against Council Tax to verify information we currently hold and collect information about empty properties or potential new electors wherever possible.</p> <p>Of the forms now returned we have seen a 3% increase to nearly 22% responding using the telephone, text or online options.</p> <p>We are up to date with the processing of the Household enquiry forms and at this point we have approx. 3,600 electors in the invitation to register process and we are checking data of approx. 2,000 electors who may need to be removed from the register.</p>		

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
Performance Measure		
Successful delivery of the CSR consultation	Maximise the number of returns to the CSR survey	Nearly 6,000 responses to date
<p>The CSR consultation was launched on 14th September. This public consultation exercise will allow local people to have their say on where we should make the £1.8m savings over the next 3 years. An in-depth communications and consultation plan has been implemented, including:</p> <ul style="list-style-type: none"> • A copy of the survey delivered to all 44,000 households in Fenland • Online survey hosted on our website; www.fenland.gov.uk/consultation • Paper surveys in community locations including Fenland @ your service shops and hubs, Business Reception, Community House, FDC leisure centres and Business Centres. • Paper surveys at the Rosmini and Oasis Centres. • Engagement sessions at the Youth District Council, Golden Age event in Leverington and in each market town. • Publicity in Discover Whittlesea & March, the monthly Fenlander page and press releases in all local newspapers. • Social media presence signposting to the online survey from our Facebook and Twitter accounts. <p>This is the first stage of the CSR project and the survey will close on Monday 26 October. The response to date has been very encouraging with nearly 6,000 residents responding to the consultation. Once the deadline has passed we will produce an in-depth analysis of the survey and a report will be published on the Council's website and shared with Members.</p>		

Description	Action	Achieved
Performance Measure		
Fenland Strategic Partnership (FSP)	Stakeholder event – 9 th September	
<p>A successful FSP event was held on the 9th September with over 20 stakeholders. The event was held to determine what the priorities of the FSP should be over the next 12</p>		

months following a performance update on the priorities delivered for 2014/15.

It was agreed that the FSP would champion four key priorities which have been identified as:

1. Supporting and integrating new arrivals
2. Mental Health
3. Extending multi-disciplinary team (MDT) working
4. Increasing community resilience

Each project has been assigned a project manager in the subject area, who has been tasked with fully developing the scope of the project and performance indicators to maximise the outcomes achieved.

The FSP also agreed a new mission statement for the partnership which was "To be the strongest possible advocate for the people of Fenland by agreeing clear outcomes to close the gaps that exist in our District."

Description	Action	Achieved
Performance Measure		
Macmillan Coffee Morning		

The Council takes part in the 'World's Biggest Coffee Morning' to support Macmillan Cancer Support, this is the Charity historically hosted by the Chairman of the Council.

The Coffee Morning is an Annual event, it gives the Chairman a chance to meet with staff, for staff to socialise with colleagues whilst enjoying a cup of tea or coffee, enjoy some home-made cake and sausage rolls. Raffle prizes are donated, raffle tickets sold and a raffle held at the end of the morning. Invitations are sent out to other local Councils and their Chairman and Mayor's attend which also gives the Council the opportunity to show the good things happening in Fenland.

Since its inception in 1995 the event has been supported by staff, other Chairman and Mayors, members of the public and guests of the Chairman, helping to raise much needed funds to support Macmillan. For the second year the Council raised more money by incorporating a 'Dress Down Day' for a small donation.

Statistics:

- 2012 – raised £702.11, 120 guests in attendance
- 2013 – raised £536.72, 95 guests in attendance
- 2014 – raised £600.00, 110 guests in attendance
- 2015 – raised £480.47, 70 guests (approximately)

Feedback from the guests attending the events has always been very complimentary

and allows the Council to show its competence at arranging successful events, which also provides good networking opportunities. The events are attended by the Chairman and the Vice-Chairman of the Council and work closely together to welcome guests and are involved in arrangements prior to the event to ensure that it runs smoothly.

Description	Action	Achieved
Performance Measure		
Red Ensign raised to honour Merchant Navy		
<p>The Red Ensign was raised at Fenland Hall on Thursday 3 September 2015 to honour all the seafarers of the Merchant Navy, past and present.</p> <p>Fenland District Council was one of hundreds of local authorities and other organisations marking Merchant Navy Day by flying the flag, also affectionately known as the Red Duster.</p> <p>About 20 people, including past members of the service, gathered at the council's offices in March for a short ceremony hosted by FDC chairman Councillor Carol Cox.</p> <p>Councillor Fred Yeulett, a master mariner who served in the Merchant Navy, told them: "Britain is a maritime nation – always has been, always will be. We depend on trade for our prosperity.</p> <p>"For many years the Merchant Navy flying the Red Duster carried by far the greatest proportion of goods and people by sea to and fro across the world and it is still engaged in this business.</p> <p>"We are gathered here today to remember the sacrifices made by merchant seamen and women in conflict and to support the Merchant Navy as it goes forward."</p> <p>He recalled the losses suffered by the service in two world wars. "These were huge, with 32,000 merchant seafarers killed – a higher casualty rate than any other service. Despite these losses, seamen still went about their business."</p> <p>The flag was blessed and prayers led by the Reverend Clifford Stocking, priest-in-charge of St Wendreda's Church and St John's Church in March.</p> <p>Cllr Cox read a message from the Earl of Wessex, calling on people to "remember the sacrifices, salute the courage and support the future of the often unsung personnel of our Merchant Navy".</p> <p>It added: "Too often they are the forgotten or invisible service. By raising the Red</p>		

Ensign you will ensure that at least on this day they are remembered. Your act will mean so much to their families and to the retired, but most especially to those at sea.”

Afterwards refreshments were provided in the council chamber.

Since 2000 Merchant Navy Day has been commemorated on September 3. It was on that date in 1939, the first day of the Second World War, that the SS Athenia was the first merchant ship to be torpedoed and sunk, with the loss of 128 lives.

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Equalities

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

Corporate Activity

Meet Equality Act Requirements

Complying with the Council's Equality Duty

The recent Equality Service Champion Team meeting centred on developing good practice with regard to completing Customer (Equality) Impact Assessments and the annual review process which is currently being undertaken.

This discussion highlighted the need to focus on the customer and the evidence being collected through our day to day work. As an example the Assets & Project team champion shared the added value of this approach in supporting the community transport review of bus stops in March. They were able to provide accessible public transport to all residents in need by relocating the bus stops to a walkable distance from residencies and filled any gaps in provision by promoting community transport schemes. This enabled one elderly couple, on limited income, to use these facilities rather than having to pay for more expensive travel to take them to Hinchingsbrooke Hospital on a regular basis. These savings have enabled them to improve their disposable income.

Unauthorised Traveller Encampments

Since the beginning of the new financial year there have been 37 encampments in Fenland ranging from high profile encampments in Wisbech town centre car parks to people encamped on highway verge in a remote rural location.

In contrast to many other authorities all encampments have been addressed and those there moved on without recourse to legal action or expensive clear up costs.

The end of the September normally sees a reduction in the number of unauthorised Gypsy Traveller encampments within the district, this is mainly due to the weather conditions not making the use of grass verges or semi agricultural land suitable to site a caravan.

Any reports of unauthorised encampments are investigated when reported and this will continue

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 September 2015 the total number of cases received and closed are as follows:</p> <p>36 new planning enforcement cases received with 34 cases closed</p> <p>In addition 6 Notice were served during September 2015.</p> <p>Enforcement Notice x 1 S215 Notice x 4 Planning Contravention Notice x 1</p>		

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (April - September 15/16)	No of customers satisfied (April - September 15/16)	% 15/16	Variance
LPI EH2 – Regulatory Services – Local businesses supported and treated fairly	99%	90%	18	18	100%	

Surveys completed for the first 2 quarters of 2015/16 show very positive feedback.

Feedback included the following comments:

- officers were happy to provide information,
- businesses found officers helpful,
- customers felt comfortable during the inspection.

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.	Risk assessment training delivered. Health and safety auditing. Provision of health surveillance	Delivered
<p>Conflict Management training was delivered to nominated staff who have face to face contact with members of the public. This training equips staff with the knowledge and competence to deal with potential abusive, aggressive and threatening behaviour and to reduce the risks from such behaviour.</p> <p>Health and safety audit programme continues in line with the 2 yearly audit programme. This is an in-depth assessment of health and safety standards and compliance within specific areas. Audit reports contain recommendations where required to address areas 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		
Ensuring that Fenland District Council meets its statutory obligations as required by the Civil Contingencies Act.	Producing / reviewing emergency plans. Conducting training and exercises to validate plans. Working jointing with the Local Resilience Partners on multi-agency planning requirements.	Delivered

	<p>Responding to emergencies affecting the district.</p>	
<p>An Emergency planning exercise was conducted to test the elements FDC's strategic and tactical teams. This included various injects to test the response and content of the Council's Emergency Management Plan.</p> <p>A full re-write of the Emergency Rest Centre Plan was completed, the purpose of this plan is to provide the procedures, documentation and pre-identified locations of suitable rest centre locations across the district.</p> <p>In November 2015, a joint county two day exercise will be conducted. 'Exercise Nimbus' will test the incident response on day 1 with day 2 on concentrating on the recovery element.</p> <p>The planning requirements of this exercise impacts on all partner organisations, including production of injects and presentations etc.</p>		