

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

January 2016

Cabinet Members



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Leader of the Council



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Cabinet Member for
Growth



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People



**Councillor
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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	14.5	17.0	-1.0
LPI CS2 Average number of days taken to process benefit changes	6 days	4.4	5.9	+0.1
LPI CS3 Average number of days taken to process benefits new claims and changes overall	7 days	5.8	7.1	-0.1
LPI CS4 Days taken to process Council Tax Support new claims and changes	12 days	5.6	7.1	+4.9
LPI CS5 Days taken to process Housing Benefit new claims and changes	12 days	6.0	7.1	+4.9

The annual certification report containing a summary of the Housing Benefit subsidy certification process for 2014/15 has been agreed with PWC. On over £31 million claimed in subsidy from the Government, the errors found totalled just £173 and were very minor in nature. Team members will receive training to resolve these minor procedural issues. Next year we will have new auditors; Ernst & Young and our aim is to work with them to build upon the excellent relationship we have enjoyed with PWC over recent years.

New claims processing performance has improved again. From a high of 21 days in April (below the national average of 23 days) to a year to date of 17 days at the end of December. We are on track to hit our target of 16 days for the year.

The implementation of the new document imaging (or “electronic filing”) system took place in early January 2016 with full migration from the legacy system due to be completed by the end of January. Four of the seven partners in ARP have used the Comino system successfully for several years and we are confident that it will drive better performance through its enhanced functionality and reporting tools. It will further drive partnership working as operating two different systems meant performance and procedure could not be synchronised.

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 DEC 15	Cumulative for 15/16	Variance
Performance Measure				
Total number of privately rented sector homes where positive action has been taken	200	21	164	

At the end of December 15, The Council has inspected 68 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 96 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	66	38
March	2	23
Chatteris	0	10
Whittlesey	0	8
Other villages	0	17

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (December 15/16)	No of customers satisfied (December 15/16)	% 15/16	Variance
% satisfied with the information given by the Housing Options team	100%	90%	5	5	100%	

During December 5 Surveys were handed out at homeless interviews and 5 were returned highlighting the client was satisfied or very satisfied with the information and help they received. The cumulative satisfaction for the first 8 months of 15/16 is 100% (73 returns).

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 (December 15/16)	Cumulative for 15/16	Variance
Performance Measure				
Number of DWP customers or eligible referrals within 2015/16 supported at Community House	192 (A maximum of 48 people per quarter)	4	98	

There were 4 additional referrals for December; these numbers were lower partly because of the Christmas break. In order to increase referrals we will be working at the Job Centre Tuesday afternoons and hosting presentations for various groups every other week.

It is clear that the target set of 192 in what was a pilot project will not be met in the financial year. However it was agreed with DWP that the concept of developing community based approaches to bring DWP beneficiaries closer to the workplace was a new approach that needed to be tested. The DWP have remained very positive to the outcomes the programme has delivered.

In summary the 98 residents who have been on the programme:

- 71 have developed improved employability skills

- 11 have secured employment
- 59 have accessed training
- 37 volunteering
- 47 out of 47 in their end of support feedback stated they were more confident to seek work

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 (December) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of people who attend the Golden Age events	450	23	252	

At the Friday Bridge Golden Age event in December:
New Vision Fitness took 12 blood pressure tests, and completed 1 body composition test.

Fire Service volunteers exchanged 2 electric blankets and made 1 home visit referral which will be followed up at a later date.

MacMillan Information spoke to 2 people who both experienced issues with support and "for this reason the event was definitely worth it"

Police & Crime Prevention spoke to 10-12 people and gave advice around handbag security.

Work is being undertaken to develop the Golden Age programme to reflect new opportunities within health and well being.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned December 15/16	No of customers satisfied December 15/16	% 15/16	Variance
Customer satisfaction with Golden Age events	100%	90%	18	18	97%	

A total of 115 feedback forms have been received since April 2015 with 112 satisfied with the service received. This is a satisfaction rate of 97%. Some of the feedback from the December event included "it was very convenient to have in the village", "the range of partners was very good and helpful" and "the fire service being there to exchange my blanket was really good"

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 (December) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Spend of YDC grant allocation	£7,500	£0	£3,578	

The YDC do not hold a December meeting so no grants were allocated. However, in November the YDC hosted the popular Democracy Day event at the Boathouse. Over 60 students from Fenland's secondary schools attended to learn about the importance and value of the democratic process and how their individual vote can make a real difference in our political system. In the afternoon the YDC also welcomed over 15 guests including Councillors, members of CMT, senior officers, the Police and other decision makers for the 'political speed dating' event. This is always a highlight for the students as it is an opportunity for them to gain an insight into how organisations work. 96% of students who attended found the day informative and were delighted to be given the opportunity to experience first-hand how democracy works.

Marketing and awareness is underway through YDC and Council networks with regard

to the remaining grant so applications can be considered and the full allocation allocated.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (YTD 15/16)	No of customers satisfied (YTD 15/16)	% 15/16	Variance
Satisfaction of young people involved in YDC activities	NEW	80%	35	35	100%	

The YDC do not hold a meeting in December.

As a result of the YDC conducting its own internal consultation there were a number of areas which the YDC felt could be enhanced or approached differently. One of the main changes will be that individual members will be given special responsibility for various aspects of the YDC; social media for example. This will be outside of the roles of the three elected members. Each aspect will have a 'job description' and members can put themselves forward to take on these roles and the decision will be made by the other members. This is designed to ensure that all members feel they have an active and important role within the YDC, and it will also increase the visibility and effectiveness of the YDC as a whole. Other changes will be ongoing throughout the year, while remaining within the YDC's own constitution.

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

Following liaison with FDC, Anglia Revenues Partnership and CCC an updated list of households who should be receiving Free School Meals but are not doing so has been generated. 1200 Fenland households could be benefitting from the service but are not doing so. CCC has received the updated list and will be targeting the families directly.

The data was last run in April 14. FDC has also looked at the last time they sent data and from that list 71 families and 179 children are now in receipt of Free School Meals. This equates to an estimated additional £232,700 per year of pupil premium money coming into Fenland schools (based on £1,300 for each child)

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 December 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI LS1 – Number of paid visits to our leisure centres	889,708	45,894	607,983	

Although December is a quiet month in leisure due to Christmas and restricted opening hours during that period the improvements at the George Campbell continue to attract more swimmers and gym members. Across the service soft play and exercise classes attracted more attendees this month than the same month last year.

The gym at the Hudson was closed briefly to carry out improvements and this will have impacted on attendances slightly. This improvement has been worth the interruption and effort, as feedback on the improvements is very positive. Word of mouth for the leisure service generates additional members and visits and may well attract past members back to the Hudson from local competitors.

Description	Target December 15/16	Achieved December 15/16	Variance
Performance Measure			
MPI LOS11 – Number of Direct Debit members	2,532	2,650	

The Hudson Centre direct debit income continues to hit targets, with no significant change in the past three months. This is an encouraging sign, and linked to the recent

improvement in the gym at the Hudson, the service expects a steady recovery in the number of members at the Centre.

Direct debit income levels are now similar across the three large centres, with the George Campbell now exceeding the Hudson's level.

Early indications in January are that membership sales have started to increase 5 days earlier than expected, with the improved offers at both the Hudson and George Campbell gyms this year expecting to draw in additional customers.

Direct debit levels for the service are as follows:

	December
Target number of Direct Debit members	2,532
Total number of Daytime members	642
Total number of Anytime members	2,008
Total number of Direct Debit members	2,650

The Council is on target to realise in excess of £1m from direct debit membership payments this year.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned December 2015	No of customers satisfied December 2015	% 15/16	Variance
LPI LS2 - % of those asked, satisfied with Fenland's Leisure Centres	84%	84%	88	82	87%	

Customer satisfaction within the leisure centres remains buoyant.

Positive feedback received in the past month highlights the quality of staff support given to customers as well as continued feedback regarding the improvements to the George Campbell facility.

Negative feedback has highlighted issues with cleaning in changing facilities and the quality of changing facility fittings at the Manor pool. These issues are brought to the duty manager's attention to ensure that cleaning performance is maintained at a high level.

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	

Dementia Action Alliance

The Alzheimer's Society hosted a community drop in session in December which attracted more than 15 local businesses and community representatives, many of whom expressed an interest in joining the Fenland Dementia Action Alliance.

The next meeting of the Alliance will take place on 14 January 2016, 12 noon at Lloyds bank in Wisbech. At this meeting actions will be agreed by each of the members

Alcohol Project (a Wisbech focus)

The Alcohol Project group met on the 2nd December 2015 and reviewed the project plan and developed a number of partnership actions to continue to tackle both local street drinking matters and alcohol misuse and harm. The meeting was well attended which included partners from Public Health.

The project group is focusing on identified drinkers that access the local night shelter to incentivise discussion around alcohol behaviours between the service users with alcohol treatment professionals from Inclusion. This is being closely monitored over the coming months and further updates will be provided in due course.

A representative from the Inclusion Service (Alcohol treatment provider) which operates in Wisbech highlighted at the meeting that the team has noted an increase in referrals in Wisbech as compared to other areas in the County. This is a positive outcome as the more individuals seeking alcohol treatment services should lead to reduced alcohol misuse within Fenland and with that improved health outcomes as a result.

Description	Action	Achieved
Performance Measure		
Action on Energy	Grant progress	

	Activity update	
	End of year final outputs	

The Action on Energy project continues to support Fenland households to access grant funded energy saving work for households across Fenland.

To date, 56 jobs have been passed on to the installation teams and 14 have been completed.

Owing to the progress achieved by Action on Energy the Government have requested Cambridge City Council and partner local authorities to extend the existing scheme until 31st March 2016 with a view to complete all work by 30th September 2016.

There will however be a change in focus to the project from January 2016 with a new offer to help households in fuel poverty:

- Works for homeowners must be either External Wall Insulation (EWI), Internal Wall Insulation (IWI), or a first-time central heating system (fuel poor households only)
- Works on rented properties must include EWI or IWI but a further £1,000 can be used towards replacement double glazed windows, loft insulation, cavity wall insulation and a replacement boiler amongst other measures.
- Fuel Poor households will receive 100% funding up to a maximum of £8,000, as funds allow.
- Non fuel poor homeowners will be able to claim up to £4,000 or 75% of the cost of works, rather than the previous maximum of £6,000.
- Landlords will be able to claim up to £4,000 or 75% of the cost of works, rather than the previous maximum of £6,000.
- Landlords and Tenants will no longer receive any incentive payment for installing measures.

This new focus will provide additional support for more vulnerable households during 2016.

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

Better Care Fund (BCF)

The BCF will continue next year, and the amount for the area will be similar to the previous year. We understand that Disabled Facilities Grants will continue to come via the BCF to districts.

- Guidance for the BCF has not yet been published and is now expected in the week commencing 11 January. This means we don't know for sure what will be required, but anticipate that the criteria will be broadly the same as this year.
- Suggested deadlines are that first draft plans will be due on 8 February (with final plans being submitted by mid-April, following Health and Wellbeing Board (HWB) approval).
- A review of the BCF in 15/16 is underway and will be discussed at HWB and Cambridgeshire Executive Partnership Board (CEPB).
- NHS England will expect a refresh of existing plans; however, some rewrites will be needed to reflect the changes in the Clinical Commissioning Group's Older People's and Adults Community Services contract brought on by the ending of the contractual arrangement with Uniting Care Partnership, as well as to update based on the 'Vanguard' programme for urgent and emergency care in Cambridgeshire and Peterborough. The Vanguard programme is in regard to eight areas in the country that have been chosen to pilot new innovative ways to deliver care in 5 key areas, which are:

1. 111/out-of-hours clinical hub
2. Admission avoidance/community access
3. In hospital emergency care
4. Post- hospital discharge
5. Urgent and emergency mental health care

- An update will be taken to the Health and Wellbeing Board on January 14th. The Cambridgeshire Executive Partnership Board will then discuss priorities for next year at its meeting on 25th January - to inform the first draft plan.

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 Dec 15	Cumulative for 15/16	Variance
Performance Measure				
Number of homes adapted to assist vulnerable and disabled residents to remain in their home	70	9	87	

Through this scheme The Council provides adaptation works for elderly and disabled

home owners and tenants to remain safe, secure and protected in their own homes. At the end of December 2015, The Council has assisted 87 customers with adaptation works.

The geographical spread is as follows:

Wisbech	23
March	13
Chatteris	12
Whittlesey	21
Villages	18

Description	Target 15/16	Achieved Dec 15	Cumulative for 15/16	Variance
Performance Measure				
Number of households assisted through the Healthy Homes service	125	12	114	

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	35
March	34
Chatteris	10
Whittlesey	9
Villages	26

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned Dec 15	No of customers satisfied Dec 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%	4	4	100	

During December 2015, 4 customers were surveyed for this performance measure.

26 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 Dec 15	No of customers satisfied Dec 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%	8	8	100	

During December 2015, 8 clients rated their daily life as being "better" or "much better" following the service they had received. This scored 100% for the month.

114 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 November 15	Cumulative for 15/16	Variance
Performance Measure				
LPI ES3 % of FDC's household waste diverted from landfill (recycled and composted)	51%	51%	55%	

The mild autumn has meant that compost tonnages have been maintained at higher than typical rates and this has increased the overall recycling rate for the time of year.

	Quarter 1	Quarter 2	Oct	Nov	Overall
Residual Tonnage	4651	4673	1547	1500	12371
Dry Recycling Tonnage	2087	2153	684	678	5602
Compost Tonnage	3933	3634	1080	890	9536
Overall	10671	10460	3311	3068	27509
Recycling %	56%	55%	53%	51%	55%

Customers are making efforts to improve their recycling and overall blue bin recycling tonnage has been maintained against a background of declining residual waste tonnages over recent years.

All of this has combined to produce a good recycling rate for this point in the year.

Whilst it is difficult to predict what will happen in the final quarter of the year, the recycling rate is on target to achieve 51% or improve on this.

Early analysis of the 28 trial areas that the 2015/16 Recycling Action Plan targeted shows that recycling in the trial areas has improved by between 1 and 2 kg per household per collection. This is a very positive outcome against the background trend of waste reducing overall. A full report is being prepared.

Description	Target 15/16	Achieved December 15	Cumulative for 15/16	Variance
Performance Measure				
MPI ES2 - % missed bins collected the next working day	92%	90%	87%	

The performance for December was slightly lower than the for same period in 2014, which is as a result of the new rounds which were implemented in November. The average number each month this year is 265, which remains around 12 each working day.

Missed Collections December	2014	2015
Requests received	316	371
How many met	288	334
Total Outstanding	28	37
Monthly %	91%	90%

The focus for the coming months is to return the number reported back to normal figures as the new rounds bed in.

Description	Target 15/16	Achieved December 15	Cumulative for 15/16	Variance
Performance Measure				
MPI ES40 % of waste collection rounds completed on allotted day	99.4%	99.9%	99.9%	

As development increases it creates pressure on collection rounds. This pressure is felt most during the winter months as seasonal working hours reduce. A re-organisation of rounds and a small number of strategic collection day changes have been developed and implemented as a final step to postpone the need for significant additional resource.

From mid-November the team implemented the new 240 collection rounds that complete the 2 week collection cycle. This resulted in 74 properties having their collection day changed to allow for the optimum logistics of the new rounds and absorb property growth.

Through November and December there were 4 occasions when work could not be completed on the allotted day and a total of 465 properties were collected the following day from a total of 300,000 collections in the 2 months.

To date this year there have been a total of 9 occasions when operational issues have prevented the completion of work and a total of 2415 properties were affected from the 2.3 million collections so far this year.

Description	Baseline	Target 15/16	No of customers questioned (April to Dec 15)	No of customers satisfied (April to Dec 15)	% 15/16	Variance
LPI ES4 – Customer satisfaction with refuse & recycling services	98%	90%	300	109	98%	

The feedback process was undertaken in September and December and achieved a combined response rate of 37% (112 from 300), a good return rate for this type of survey.

The team continues to make improvements in service delivery, particularly in the

recently revised winter rounds and recycling education. Customer feedback is positive with 98% of customers satisfied (109 from 112 returned).

Any issues highlighted or comments made are investigated and customers contacted directly by the team to resolve.

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 November 15	Cumulative for 15/16	Variance
Performance Measure				
MPI ES9 Income generated through recycling materials	£350,000	£27,000	£230,000	

Income has been impacted upon overall waste reducing and recycling tonnages reducing as a result. This has been further impacted upon by global values of recycling commodities.

Working in partnership with the Cambridgeshire authorities, and learning from our own recycling trials, the focus is on improving the quantity and quality of recycling placed in customers blue bins. There remains a large amount of materials in normal waste which if placed in the blue bin would generate income for Fenland, save the County Council landfill costs and benefit the environment.

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 December 15/16	Cumulative for 15/16 to date	Variance
Performance Measure				
LPI ES1 – Rapid or Village Response requests actioned same or next day	90%	94%	92%	

Rapid Response Requests for Service December 2015

Area	Requests Rec'd	Requests Met
Chatteris	4	4
March	33	32
Villages	33	31
Whittlesey	9	8
Wisbech	57	53
Totals	136	128

The cleansing team response to customer requests for service is an important indicator of the service quality. These requests range from broken glass or needle finds, street cleansing or dog fouling, to fly tipped waste. Nine times out of ten the team, who work 7 days a week, respond within the same or next day to these requests for service.

Description	Target 15/16	Achieved December 15/16	Cumulative for 15/16 to date	Variance
Performance Measure				
LPI ES2 - % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	90%	95%	97%	

Inspections for this performance indicator are carried out by the Street Scene team to

provide a balanced assessment that complies with standards set out in the Code of Practice on Litter and Refuse.

Inspected Streets Meeting Cleansing Standards	April to December 2015		
	Town (and environs)	Inspections	Passed
Chatteris	296	287	97%
March	298	279	97%
Whittlesey	294	289	100%
Wisbech	244	241	100%
Total	1132	1096	98.5%

The results demonstrate that the cleansing service continues to provide a high quality service for customers. In this financial year to date, 1096 of 1132 inspections have met the required standard, a very consistent achievement which is supported by customer feedback.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (April to Dec 15)	No of customers satisfied (April to Dec 15)	% 15/16	Variance
MPI ES10 – Community satisfaction with cleansing services	85%	80%	300	58/66	88%	

The feedback process was undertaken in September and December and achieved a combined response rate of 22%, a good return rate for this type of survey.

The team has made significant improvements in delivery this year, particularly in the revised baseline service and this is reflected in the result in December of 93%, a 9% improvement on the same process carried out in September.

The result demonstrates how valued the Cleansing Service is considered by the customers.

CORPORATE PLAN AREA: Environment

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

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

Description	Action	Achieved
Performance Measure		
Cambridgeshire future waste partnership work		
<p>The Partnership is to review the current Waste Strategy for Cambridgeshire in line with up to date requirements to provide efficient and effective services that minimise waste and the collective burden of the tax payer. This revision is expected to take 6-8 months and the revised document will be brought back to Cabinet and Council.</p>		

CORPORATE PLAN AREA: Environment

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

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

Description	Action	Achieved
Performance Measure		
Street Scene Enforcement Project	Number of identified properties repaired / refurbished / breaches remedied	
<p>The Section 215 enforcement works are nearing completion at Constantine House, albeit very slightly behind schedule. It is anticipated that these will be complete before the adjourned court date of 24th February 2016 and officers will continue to carefully monitor progress.</p>		

Description	Action	Achieved
Performance Measure		
Manage the operation and maintain FDC owned public car parks		
<p>Following the completion of the six monthly car park inspections throughout the district, a number of defects have been identified, and ordered for the following car parks:</p> <p>Church Terrace, Wisbech Chapel Road, Wisbech Somers Road, Wisbech West Street, Wisbech</p> <p>In association with the defect correction works, some relining has recently been undertaken in the following car parks:</p> <p>Grosvenor Road, Whittlesey Woolpack Lane, Whittlesey City Road, March Darthill Road, March George Campbell Leisure Centre/Town Library, March</p>		

Description	Action	Achieved
Performance Measure		
Car park refurbishment programme		
<p>Working closely with FDC's Licencing Team and reflecting concerns expressed by the taxi trade and local Town Council members relating to misuse of the area by the general public, works were undertaken to reinstate and formalise the taxi lay over parking area on FDC land located adjacent to The Case PH. The works were undertaken by a local contractor in December and were completed in 4 days prior to the busy Xmas footfall period. It should now be expressly clear to all that this area is intended for the sole use of taxis to lay over when waiting for space on formal ranks, both in the adjacent Blackfriars Road and elsewhere in the town.</p>		

Description	Action	Achieved
Performance Measure		
Manage and maintain highway related assets and infrastructure (street furniture, footway lighting, bus shelters, etc)		

Following reports of an unexplained depression appearing within the footpath adjacent to the tea room on March Market Place, works were undertaken in association with Cambridge County Council's local highways team. The investigation and correction works were undertaken using both FDC and CCC highway contractors to resolve the problem prior to the towns Xmas light switch on.

Description	Action	Achieved
Performance Measure		
March High Street Footbridge	Undertake Capital Programme improvements to reconstruct the essential footbridge link between Town Bridge to West End Park to improve safety and accessibility.	
<p>Works to reconstruct the essential footbridge linking the Town Bridge to West End Park adjacent to the River Nene in March commenced back in November.</p> <p>Works are progressing well but have been somewhat slower than originally anticipated partly due to some of the existing structural components being in a worse condition than originally thought. This has resulted in some challenging design changes to overcome whilst the works progress.</p> <p>Works have commenced for the fabrication of the new hand railing supports which are scheduled to be delivered to site ready for fixing once the new bridge deck is installed.</p> <p>The footbridge which is being constructed using pontoons moored in the river adjacent to the town bridge to aid material supply and access, is currently scheduled for completion in February.</p>		

CORPORATE PLAN AREA: Environment

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

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

Description	Target 15/16	Achieved December 15/16	Cumulative for 15/16	Variance
Performance Measure				
MPI ES16 – Memorial inspections completed	5,000	412	3503	
<p>Inspections this month were carried out in Whittlesey and 28 memorials were made safe.</p> <p>The inspection programme fell slightly behind target in October however is now back on target to achieve 5000 in total by April 2016.</p>				

Description	Target 15/16	Achieved December 15/16	Cumulative for 15/16	Variance
Performance Measure				
MPI ES39 – Hours spent on active town patrol	4,000	390	3374	
<p>Hours on patrol by town Chatteris 28 March 85 Whittlesey 41 Wisbech 223 Rural 13</p> <p>This month in brief the team have investigated;</p> <ul style="list-style-type: none"> • 18 abandoned vehicles of which 5 were removed by our contractor, 12 required no further action. We are continuing our investigations on the remaining vehicle. • 2 vehicles reported in November were also removed during December after the 15 day notice expired. We received no contact from the registered keeper and, after receiving permission from the private land owner, these vehicle were 				

collected by our contractor.

- 4 nuisance vehicles ranging from untaxed vehicles and cars parked on the verge.
- An additional 24 service requests have been sent to cleansing ranging from additional litter picks, broken glass, road sweeping and overflowing bins.
- Fly posters have been removed from 14 streets around Fenland.
- 11 reports have been sent to Highways, ranging from overhanging vegetation, potholes, blocked gullies and damaged fencing.
- 4 reports have been sent to open spaces and the Grounds Maintenance Contractors (ISS) in relation to works required ranging from damage to play equipment and fencing.
- 7 reports have been sent to Assets and Projects in relation to damaged street name plates, damaged bus shelters and potholes in FDC owned car parks.
- 7 Refuse matters have been resolved from misuse of bins, damaged bulk bins and bins being left on the public footpath.
- A damaged security door has been reported to Circle Housing Roddons.

During December, the Street Scene Team assisted with the Christmas Markets in Wisbech and March. Officers marked out pitches, organised signage, loaded the equipment, spoke to business owners and residents, and delivered hundreds of letters/ leaflets prior to the events. They also worked as event stewards on the day.

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:

FPN Littering: 1 (Wisbech)
 FPN Parking: 4 (parked outside a bay, parked on a market day)
 Dog Control Orders: 1 verbal warning (dog in cemetery)
 Verbal warnings: 2 (littering under 18yrs)
 Written warnings: 2 (parked on a public open space)

Other issues include the use of public bins for disposing of domestic waste - 2 people received written warnings and advice about this activity which has an impact on cleansing schedules and standards. Advice letters have also been attached to vehicles parked on a Friday in the parking spaces used by the Chatteris Market.

Fly Tipping

The total number of Fly tipping instances recorded for December is 83. This, broken down into areas, is as follows:

- Chatteris - 5
- March - 13
- Whittlesey - 12
- Wisbech - 19
- Villages – 34
- Total – 83

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

Covert cameras remain in use at hotspot locations following the relevant Court approval having been obtained.

On 10th December and 17th December, fly tipping cases were heard at the Magistrates Court in Peterborough. Street Scene Officers attended court on these days to present evidence. The magistrate found the defendant guilty of fly tipping on both dates under Section 34 of Environmental Protection Act 1990. This resulted in fines of £1484 and £360 including costs.

Currently 4 new fly tipping cases are being investigated where evidence has been gathered.

Dog campaign

Officers attended Benwick School on 8th December to give a presentation on dog fouling and to request they participate in our poster campaign. The school were keen to be involved and assist with reducing the level of dog fouling in Fenland.

A few of the dog fouling posters, designed by Alderman Jacob school and installed around Whittlesey, had been damaged. These have now been replaced.

We have continued with targeted dog patrols in towns and villages.

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 (December) 15/16	Cumulative for 15/16	Variance
Performance Measure				
LPI EH1 – Number of Street Pride and Friends Of community environmental events supported	204	18	173	
<p>18 events were held this month by community groups to improve the environment. As well as regular work parties, key promotional festive events took place:</p> <ul style="list-style-type: none"> • March Street Pride / In Bloom utilised marketing opportunities from festive events by having a stand at this year's Christmas Market. • Chatteris Street Pride / In Bloom, Wisbech in Bloom, Wisbech Street Pride & Parson Drove Street Pride all decorated Christmas trees at a number of festivals. • Whittlesey Street Pride and Whittlesey in Bloom held their annual Christmas Social evenings in December. This time of year is great for the volunteers to celebrate their hard work and mix socially. 				

Description	Action	Achieved
Performance Measure		
Progress against Street Pride Plan	Street Pride plan refreshed.	
	Number of pledges and actions delivered.	
<p>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.</p> <p>Step 1 focuses on helping groups to work together on projects and funding available through the Street Pride grant scheme to assist.</p> <p>Step 2 is around the Council assisting to coordinate necessary expertise</p> <p>Step 3 focuses on encouraging groups to work with partners</p> <p>Step 4 centres around involving more young people in volunteer activities.</p>		

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

This month one volunteer group's activities were recognised under step 3 – working with partners.

The Friends of March Railway Station (FOMRS) got in the festive mood by volunteering as helpers on a Santa Train organised by the Hereward Community Rail Partnership.

The train travelled between Peterborough and Ely stopping at Manea, March and Whittlesey. The event was a great success, a number of people were spoken to and the profile of the partnership and FOMRS were raised.

Description		
Performance Measure		
Grounds maintenance contract		
<p>ISS continue to integrate their team and working practices into the Fenland contract. A mild winter has helped with works such as hedge trimming, however grass has continued to grow after the normal growing season. This being the case, the Council is planning an additional grass cut and collect in our cemeteries prior to the grass cutting season starting. The proactive approach to the cemetery grass will ensure that once the cutting season is underway, the first few cuts leave a reasonable finish.</p> <p>ISS is gearing up for the grass cutting season, with machinery due to be delivered in February. This equipment will be new and is expected to carry out the job efficiently and leave a good finish.</p> <p>In order to ISS to work closely together with FDC, ISS are hiring an office in The Base. This allows very direct communication between the Open Spaces and Streetscene team and ISS.</p>		

CORPORATE PLAN AREA: Environment

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

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

Description	Action	Achieved
Performance Measure		
Whitemill Coldham/ Glassmoor and Ransonmoor updates	Support community groups to access grant funding	
<p>3 applications have been received this month by the Glassmoor Local Environment Fund. The bids from local organisations include a project to install roof insulation and another to install LED efficient lighting in community buildings. The third bid if successful will create a seating area made from recycled materials to provide a learning area within an existing nature garden. If all of the bids are deemed to meet the desired criteria by the committee of local volunteers in January, residents of Whittlesey and surrounding villages will benefit from over £10,000 of grant funding.</p>		

CORPORATE PLAN AREA: Environment

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

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

Description	Action	Achieved
Performance Measure		
Community events delivered successfully across Fenland	Deliver four seasons events across Fenland	
<p>During December two Christmas Markets were held. March Christmas Market took place on Sunday 6 December and Wisbech on Sunday 13 December. Wisbech Market is a Four Seasons Event.</p> <p>Both markets were well attended with thousands of people braving the cold and</p>		

windy weather to purchase Christmas gifts and enjoy the atmosphere. Positive feedback was received from both the public and local businesses.

March's attractions included three music stages, free children rides and Santa's grotto.

In Wisbech both the local music and an ice rink were very popular.

Feedback from businesses was positive this year as the Sunday events supported their trade.

Thanks have been extended to everyone who gave their time to ensure the events were successful.

Markets Action Plan Update

Town markets were very popular during December with a number of local events taking place where tasting sessions of local produce took place.

Three new casual traders and a new food trader took up pitches over the Christmas period.

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned (December)	No of customers satisfied (December)	% 15/16	Variance
LPI EH4 - % satisfaction with FDC's events	96%	90%	125	121	98%	

Satisfaction levels were considerably higher this year than those expressed in 15/16 for Wisbech Christmas Fayre. This is likely due to addressing points in feedback received in 2014.

Comments included:

"despite the weather it was a fantastic day for Wisbech town centre, with many compliments from shoppers and retailers, with most of the comments being happy that it was moved to a Sunday"

"Access to set up and pack down was brilliant and this year's configuration of stalls"

"It was well organized and it was my best two trading days of the year"

"I'd just like to say what a tremendous atmosphere there was at this event yesterday"
"Good mixture of stalls and attractions and also indoor events"

"Your promotion and organisation throughout the previous weeks meant there was a super footfall throughout the day"

"I can honestly say that today was the best organisation on a market that I have seen. All the staff on hand were extremely helpful and friendly. With the weather being so bad first thing they were on hand to help stall holders with sand bags and cable ties which was brilliant. The way we were directed on and off the pitch was again so well organised."

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 (Dec) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of incidents recorded by CCTV	2,000	167	1,844	

During December 2015 the Council were able to respond and detect 167 incidents of crime and disorder, including anti social behaviour, compared to 130 incidents during December 2014. This highlights an increase in detected and reported incidents within our camera zones as compared to last year.

A breakdown of incidents by town;

- Chatteris = 8
- March = 31
- Whittlesey = 6
- Wisbech = 122

Description	Target 15/16	Achieved (Dec) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of positive outcomes as a result of CCTV intervention	360	35	258	

During December 2015 the Council were able to achieve 35 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This included arrests for drink-driving, violence and other alcohol related disorder and violence. This reflects an increase as compared to December 2014 in which 25 positive enforcement outcomes were achieved.

Here is a breakdown of the positive outcomes achieved and an example of one of the incidents;

Arrests (CCTV led) = 15
 Assisted arrests = 12
 Assisted FPN's / warnings = 8

Description	Target 15/16	Achieved (Dec) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of evidential exhibits provided to support prosecutions	180	21	153	

The Council provided 21 exhibits of CCTV data during December 2015 to support Cambridgeshire Police and internal enforcement teams in investigating crime and offences and to help secure prosecutions against identified offenders.

Here is one example of one of the exhibits taken by Cambridgeshire Police to support the criminal justice process;

On the evening of the 25th December, a member of the public reports to the Police a serious assault which is taking place near to the petrol station forecourt near Lynn Road, Wisbech. The Council team conducts an area search and identifies 6 persons at the scene and then walking off towards the town centre. Police Control is provided with descriptions and location updates as the males' walk through the town centre. The injured male at the forecourt who was unconscious at the scene is treated by the Ambulance service.

5 males were successfully arrested for assault offences.

Within 2 hours of the offence taking place, Cambridgeshire Police was able to secure from the Council CCTV footage of the offence which was added to the evidential package for this crime.

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

3 new cases in December all cases dealt within the relevant timescales with positive interaction with relevant parties.

In total - 48 Cases since April 15 have been addressed. 47 have had positive actions in line with the complaint; although 5 cases currently have work on going with further action needed.

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

Case study

John Thompsons Court in Wisbech has been experiencing neighbour disputes for the last two to three months. The Community Safety team followed up the complaint with a series of calls to the complainant who was found to have mental health (via liaisons with Inclusion and Riverside Mental Health) Log sheets were sent to be completed with help from her support worker who we requested updates from regularly. A joint visit was conducted with a neighbourhood housing officer from Roddons to assess the vulnerability of the complainant. After our visit we did a community door knock within the block of flats to ensure we had an unbiased view of the ASB moving forward. During this knock we also identified another individual as being vulnerable, who was subsequently referred to the Roddons' mental health partner.

Police were informed of the issues and were already aware of drug related issues in the area and a letter was sent to the landlord and all tenants reminding them of their tenant responsibilities. Her support worker has not reported any further issues and the two letters relating to closure of the case have not been responded to by the complainant.

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of Safety Zone Events	3	0	1	

Planning for safety zone events in March 2016 will be developed in January 2016.

Description	Target 15/16	Achieved (Dec) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of Community Action Areas identified by Community Safety Partnership where positive action is taken	4	0	2	
No update at this time.				

Partnership Activity
Community Safety Partnership
<p>Child Sex Exploitation schools follow up</p> <p>Throughout December members of the CSP re-visited the schools where we delivered the Chelsea's Choice drama production back in September of this year. The idea of these sessions was to evaluate if the production had the desired impact and discuss if the behaviour from young people had changed as a result of this hard hitting production.</p> <p>Focus groups were run to gather the feedback which showed young people wanted to talk to peers instead of authorities, so we changed the direction of challenging where the friends would report and that they'd be supporting their friends more by reporting any issues.</p> <p>Student feedback also stated the productions were well received and got the message across in a relevant way, it wasn't seen to be derogative.</p> <p>During these sessions the partners also supported vulnerable individuals (controlling boyfriends and older boyfriends) and they also had a friend disclose on behalf of an individual which led to a full disclosure from the female student experiencing risk taking behaviour online.</p>

CORPORATE PLAN AREA: Environment

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

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

Description	Target 15/16	Achieved (Dec) 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	2	28	
No update at this time.				

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
The Greater Cambridge Greater Peterborough Enterprise Partnership (LEP) has selected seven projects from across their area to each receive £40,000 to help

those furthest from the workplace gain the skills and experience they need to become work ready, more socially mobile, and ultimately secure employment

Three projects that have received awards are in Fenland

Two of these projects are in Wisbech, and were developed with the DCF and will be delivered by the lead agency with the support of partners in the DCF

- **The Ferry Project** – Building on the success of previous job clubs, the funding will enable The Ferry Project to run more frequent job clubs with a regular programme of speakers and activities designed to help people return to work. Those attending the clubs will receive tailored support, including transportation and specialist ESOL qualifications where required. The team will also run a Jobs Fair in Wisbech to help connect those seeking work with local employers.
- **Reuseful UK** – Based in March, Reuseful will create jobs and work placements for long-term unemployed individuals through de-branding and remanufacturing uniforms and corporate workwear. The money made from the remanufacturing will be reinvested into the project to reduce waste and increase employment opportunities for local people. (Not part of the partnership, but contact will be made to see if we can offer any help)
- **Rosmini Centre** – Situated in Wisbech, the Rosmini Centre has highlighted the challenges local mothers face with securing appropriate childcare, particularly short notice and out of hours' care, in the local area. The team will facilitate a four tier childcare scheme to improve childcare options for local families, particularly from migrant communities, to enable them to find employment. The project will provide training to improve English language skills, as well as training and qualifications that will support the migrant community's integration with the existing local community.

Each of these groups has been awarded £40,000 to run their projects for a year from January 2016. At the end of the year all seven projects will be reviewed and up to three projects will receive a further £50,000 to enable them to expand their projects in 2017.

CORPORATE PLAN AREA: Environment

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

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

Partnership Activity
Information & advice to new arrivals
Kings Lynn Area Resettlement Support (KLARS) KLARS have been awarded Lottery grant of £455,094 over a 3 year period. This will ensure their current service at the Queen Mary Centre will be maintained and enhanced. They currently advice around 500 migrant residents per month. The Council help inform the new bid to enhance current delivery through supporting hate crime reporting and tension monitoring objectives. The Council are now working with KLARS and the Police to help develop the enhanced service.

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 Dec 15/16	Cumulative for 15/16	Variance
Performance Measure				
Income from wind turbine operators	£5,000	£0	£8,168	
There was no activity relating to wind farm during December				

Description	Action	Achieved
Performance Measure		
Race Bank Offshore Wind Farm development Dong Energy	Attend Dong workshops Concerns raised over proposed cable route	
<p>Work is ongoing with the proposed change of cable route. Survey works have been underway throughout December to investigate this change. The legal agreement has again been returned to Dong with small alterations to be made.</p> <p>Kings Lynn Conservancy board fully support our concerns for the original cable route and agree with the change in route.</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
<p>The Sutton Bridge Marina Projects has achieved the following milestones:</p> <ul style="list-style-type: none"> 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 15th January 2016
- The Marine Management Organisation (MMO) consent has been submitted and accepted as a full submission and expected to be determined in early January 2016;
- An Environment Agency application has been granted for works to a 'flood defence';
- Application for utility supplies is to be submitted to allow the works to be commissioned upon grant of Planning Permission;
- 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.

Description	Action	Achieved
Performance Measure		
Greater Wash boating promotion Regeneration and Economic Development	Develop Wisbech Yacht Harbour brochure and update Web page Review T&C's	
<p>Currently reviewing T&C's for the mooring of leisure craft at the yacht harbour, Tom to oversee any changes suggested.</p> <p>The sail the wash links have been updated as these were out of date resulting in potential customers to WYH being directed to the wrong website.</p> <p>First Draft of an e-newsletter to be sent in January to all berth holders with up to date information.</p>		

CORPORATE PLAN AREA: Economy

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

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

Description	Action	Achieved
Performance Measure		
FDC is active member of Chamber of Commerce, attending committee meetings and contributing to local activity.	Support Chamber of Commerce events	Support and promotion of events
Grow Your Business Event Supported November 2015.		

Description	Action	Achieved
Performance Measure		
Maintaining positive relationships with key business leaders	Support the Fenland Business Awards	Support the Fenland Business Awards
Fenland Business Awards Completed until 2016		

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	
<p>The Council is supporting the LEP and Produce World to develop a funding application to address the Food and Drink Sector Skills Shortage in the area.</p> <p>To help build the evidence for the application a Fenland Agri Skills Workshop has been organised for 29th January 2016 to ask key businesses in the LEP area, with the Food and Drink trade to come together and discuss the need, the demand and what can be done to address these issues.</p> <p>Workshop: Food and Drink Sector Skills Shortage... Be part of the Solution, a proposal for a new centre for people excellence in Agri-food.</p>		

Description	Action	Achieved
Performance Measure		
Proactively support and promote LEP initiatives/opportunities to Fenland organisations		
<p>Over a quarter of a million pounds has been invested in local charities and social enterprises to help people furthest from the workplace get the skills they need to return to work. The LEP Prize Challenge provides vital funding to support innovation within the charity and social enterprise sector. With funding in short supply, these grants enable local organisations to help those furthest from the workplace gain the skills and experience they need to become work ready, more socially mobile, and ultimately secure employment.</p>		

The Greater Cambridge Greater Peterborough Enterprise Partnership (LEP) has selected seven projects from across their area to each receive £40,000 of funding from their £1 million Prize Challenge Fund, including three important schemes in Fenland.

3 organisations in Fenland, out of 7 awards across the LEP region, have each been awarded £40,000 LEP support via their challenge prize fund.

The Fenland Projects that secured funding are:

- **The Ferry Project** – Building on the success of previous job clubs, the funding will enable The Ferry Project to run more frequent job clubs with a regular programme of speakers and activities designed to help people return to work. Those attending the clubs will receive tailored support, including transportation and specialist ESOL qualifications where required. The team will also run a Jobs Fair in Wisbech to help connect those seeking work with local employers.
- **Reuseful UK** – Based in March, Reuseful will create jobs and work placements for long-term unemployed individuals through de-branding and remanufacturing uniforms and corporate workwear. The money made from the remanufacturing will be reinvested into the project to reduce waste and increase employment opportunities for local people.
- **Rosmini Centre** – Situated in Wisbech, the Rosmini Centre has highlighted the challenges local mothers face with securing appropriate childcare, particularly short notice and out of hours' care, in the local area. The team will facilitate a four tier childcare scheme to improve childcare options for local families, particularly from migrant communities, to enable them to find employment. The project will provide training to improve English language skills, as well as training and qualifications that will support the migrant community's integration with the existing local community.

Each of the seven projects has been awarded £40,000 to run their projects for a year from January 2016. At the end of the year all seven projects will be reviewed and up to three projects will receive a further £50,000 to enable them to expand their projects in 2017.

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)	Cambridgeshire Fens LEADER Programme Open for Applications

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.

The first funding panel meeting to access applications has been organised for late January 16.

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 December 15	Cumulative for 15/16	Variance
Performance Measure				
Occupancy of business premises	82 %	81.8%		

Following an extremely positive viewing at South Fens enterprise park, which was generated by our Commercial agent – Barker Storey Mathews, papers have been issued, mid-November with a view to the tenant moving in in January 2016. The leasing process is progressing well.

Discussions were underway with another potential customer about the last unit on the Enterprise park, this have not resulted in a sale – the client was concerned about the site access and to the unit itself, specifically the gravel – their business would have required the use of a forklift.

Heads of terms have been issued to prospective clients at both South Fens and the Boathouse with a view to completion in the New Year.

Overall occupancy across the business premises estate is 84%, occupancy across the individual premises and estates is:

South Fens Business Centre	51%
Boathouse Business Centre	66%
South Fens Enterprise Park	76%
Mini Factories	94%

What do our customers say?

Description	Baseline	Target 15/16	No of customers questioned April to December 15	No of customers satisfied April to December 15	% 15/16	Variance
% of customers satisfied with our business premises						

Feedback from previous tenant surveys indicated that the preferred method for consultation would be via electronic means; to this end we distributed a survey to all of our tenants South Fens and The Boathouse Business Centres via Survey Monkey. Unfortunately the response rate was too low to ascertain any meaningful feedback from.

Our plan is to continue to encourage and seek feedback informally from tenants on a 1:2:1 basis, our open door policy works well and is successful.

We will continue to use tenant forums at each site to seek feedback, the next being scheduled for March 2016.

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		
Nene Waterfront Vision II Project Including Wisbech Port Assets	<p>Develop disposal strategy for Lots 1 & 2.</p> <p>Agree new Port Operating Agreement (POA) with Port of Wisbech Limited</p>	<p>External advisers appointed to prepare outline costed development and disposal options.</p> <p>Draft POA prepared and to be discussed with Port Stevedoring company in March 2016.</p> <p>Preparation of Port Asset Action Plan to ensure better utilisation of Port Assets and maximisation of income.</p>
<p>External advice has been sought regarding options for the development of the remaining residential development sites at the Nene Waterfront. The assessment will consider viability, development type and density and will reflect current demand and local purchaser sentiment. The advice will culminate in recommendations regarding development and disposal options. Should the Council choose, a second stage will look to develop preferred options and support these with financial and viability modelling.</p> <p>Development of Lot 3, the former gas works site, is making great progress. Foundations for all 24 affordable dwellings are now complete and almost 50% of the plots have roofs completed. The developer is aiming for a May 2016 completion for the first phase of Lot 1.</p> <p>Officers have also briefly reviewed existing FDC port land assets to ensure that underutilised parts of the operational estate will be put to better use and maximise income-producing opportunities. During the first quarter of 2016, it is intended that</p>		

Officers will engage with the port stevedoring company to agree terms for operation and occupation of the commercial port.

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 Dec 15/16	Cumulative for 15/16	Variance
Performance Measure				
Number of Nene berth holders	86	79	85	

One new application was received in December for permanent mooring. There were also two visiting vessels throughout December.

Description	Target 15/16	Achieved Dec 15/16	Cumulative for 15/16	Variance
Performance Measure				
Boat lifts at Wisbech Port <i>Please note Miscellaneous Lifts are omitted from achieved (month) Figure:- i.e ENGINE, MAST, PLOUGH, BRIDGE BUOY / OTHER</i>	150	4	112	
Total Number of Hoist operations shown including Boat Lifts & ENGINE, MAST, PLOUGH, BRIDGE, OTHER	250	15	253	

Still a quiet time for the boatyard with 4 lifts, in total 15. The wet weather has not helped as berth holders are not keen to start any projects.

Description	Target 15/16	Achieved Dec 15/16	Cumulative for 15/16	Variance
Performance Measure				
Total Number of ships to Nene ports	240	17	172	
Port Sutton Bridge Ship Numbers	200	14	130	
Gross Tonnage to Port Sutton Bridge GT	351,481	28,378	262,881	
Wisbech Ship Numbers	40	3	43	
Gross tonnage to Wisbech GT	62,190	6,190	63,636	

Port Sutton Bridge ship numbers are down but GT up this is the ongoing trend with ship numbers on the increase. SRF exports doubled to Denmark.

Wisbech had four vessels during December; targets have been exceeded for Wisbech with GT and ship numbers. New customers are expected to send a trial shipment in Jan for a new cargo of Baltic timber

CORPORATE PLAN AREA: Economy

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

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

Description	Target 15/16	Achieved (month) 15/16	Cumulative for 15/16	Variance
Performance Measure				
Signpost funding opportunities to Fenland Business	Support Destination Digital activity programme 2015/16	3 activity supported	4 activity supported	

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

Connecting Cambridgeshire

The Connecting Cambridgeshire superfast broadband roll-out is on track to reach over 97,000 premises across Cambridgeshire and Peterborough by the end of 2015. This includes 12,257 homes and businesses in Fenland which can now upgrade to high speed fibre packages.

Some areas are already covered commercially; however more work is needed to connect those that are harder to reach, or where coverage and speed is not as good as anticipated after cabinets have gone live.

Connecting Cambridgeshire is using additional Government funding to extend the roll-out to improve broadband coverage and speeds during follow-on phases in 2016-2017. The programme is working with BT and Openreach to find the best solutions to connect as many places as possible with fibre. Other technologies such as satellite, mobile and wireless may be used where appropriate to close the gaps.

Connecting Cambridgeshire posted a Facebook advert last month targeted at people in Friday Bridge to highlight that they can upgrade to fibre broadband. The latest average take-up by ward:

Ward level take-up as of October 2015 - FTTC

Ward	Number of Cabs	Average of Age in days	Average uplift factor ADSL to Fibre	Sum of Take-Up %
Bassenhally	1	120	8.00	5.48%
Benwick, Coates and Eastrea	7	383	14.35	30.40%
Clarkson	1	117	5.10	4.81%
Doddington	3	398	4.53	32.78%
Elm and Christchurch	4	232	5.10	23.87%
Octavia Hill	2	109	9.00	6.38%
Kingsmoor	1	696	4.70	14.02%
Manea	3	297	5.05	32.48%
March East	2	339	10.25	14.72%
March North	6	454	8.13	21.66%
March West	1	666	6.20	22.10%
Medworth	5	242	15.88	18.72%

Parson Drove and Wisbech St. Mary	3	191	6.07	22.32%
Peckover	1	140	4.60	4.21%
Roman Bank	3	172	32.67	24.22%
Slade Lode	1	140	5.10	31.91%
St Andrews	1	300	Unknown	12.33%
Waterlees	1	306	7.20	12.41%
Wenneye	1	173	5.70	19.15%
Wimblington	2	346	8.00	27.12%

Further event details are available on the Destination Digital website (www.destinationdigital.inf)

Check the map and 'my area' pages at www.connectingcambridgeshire.co.uk for the latest updates and advice on how to get superfast broadband."

An event has been organised for 22nd January 2016 to celebrate the success of the programme.

Women and Broadband

FREE workshops and 1-to-1 sessions for our Women and Broadband scheme to help women starting-up or running businesses to use digital technology. There are 2 events in each district. The events scheduled for Fenland are as follows: Tuesday 2nd Feb at the South Fens Business Centre in Chatteris and Thursday 10th March at the Boathouse Centre in Wisbech.

The events are free and open to women in businesses or thinking of setting up. It is a great opportunity for women to access practical business support, get help with IT problem-solving and receive training from experts.

CORPORATE PLAN AREA: Economy

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

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

Description	Action	Achieved
Performance Measure		
Support the Fenland Tourism Board to oversee the further development of a district wide approach to encouraging and developing the tourism agenda for Fenland	Develop an Action plan for delivery	
<p>The Cambridgeshire Fens Partnership, in conjunction with the tourism providers in the local area will be responsible for leading this action plan and aims to realise the potential of the Cambridgeshire Fens as a tourism destination, by:</p> <ul style="list-style-type: none"> • To actively and effectively promote the Cambridgeshire Fens as a tourism destination of choice <ul style="list-style-type: none"> - <i>Consult with all Town and parish Councils within the Fenland area to explain the vision and the aims of the partnership and seek views and cooperation.</i> <p>All Town Councils have been contacted and a Partnership representative will attend a Town Council meeting shortly. Parish Councils have also been contacted by the partnership. Information fed back from the Parishes will be used to develop the rural village section on the Visit Cambridgeshire Fen website.</p> <p>The Council has been working with Cambridge and Beyond Destination Management Organisation (DMO) to look at ways of working together in the future. The Cambridge and Beyond DMO will launch on the 13 January 2016, with the Tourism Partnership represented at the launch event.</p> • To provide a conduit for providers within the Fenland tourism economy to promote their businesses both individually and collectively <p>A marketing plan has been developed to ensure planned and effective</p> 		

promotion of the Visit Cambridgeshire Fens website.

Website Data: Period of 8 Sept 2015 - 14 Dec 2015 (Entire site live time);

Number of page-views on website	8,860
Number of unique visitors	2,116
Most popular page is the Home Page	
Second most popular page is the What's-On section	
Third most popular page is Outdoor Fenland	
Visitors on mobile devices: 38%	
Visitors on desktop computers: 62%	

A social media marketing plan has been developed to promote the main events taking place in Fenland throughout the year. Social media posts link back into the tourism website.

A recent social media post achieved the following reach:

33,806 people reached

196 people clicked the photo

157 people clicked the link to the VisitCambsFens website

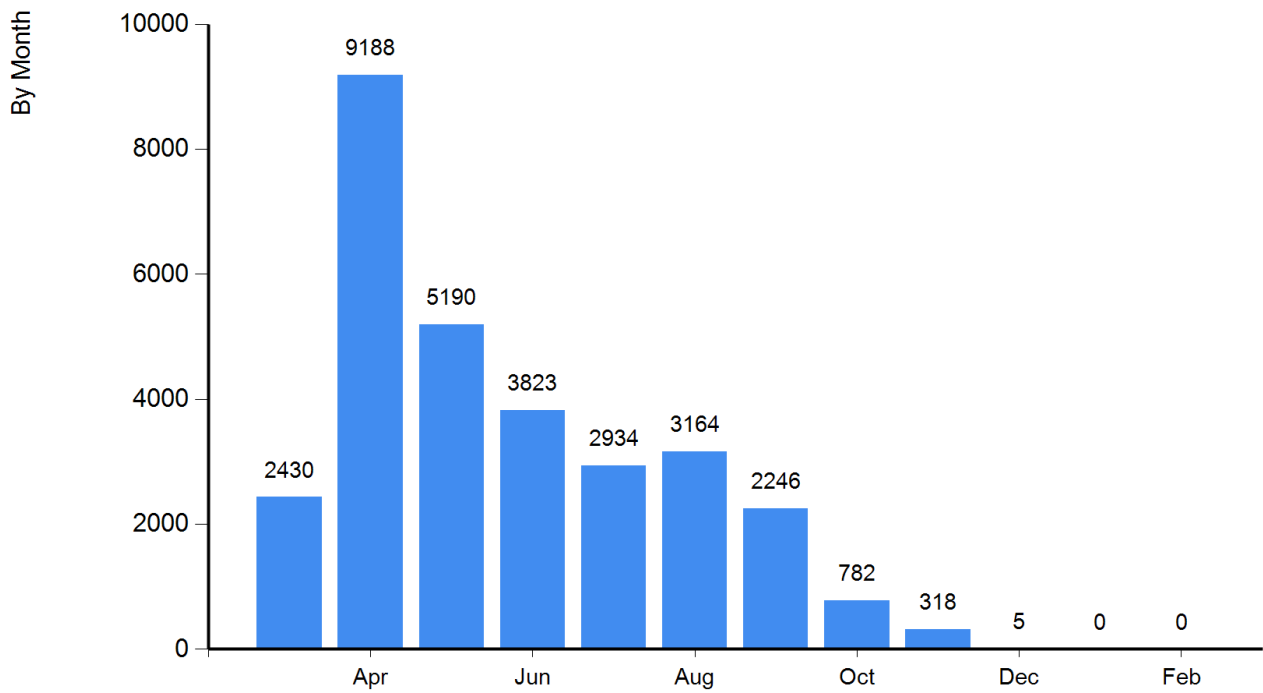
65 new people liked the VisitCambsFens Facebook page due to the advert

569 Likes

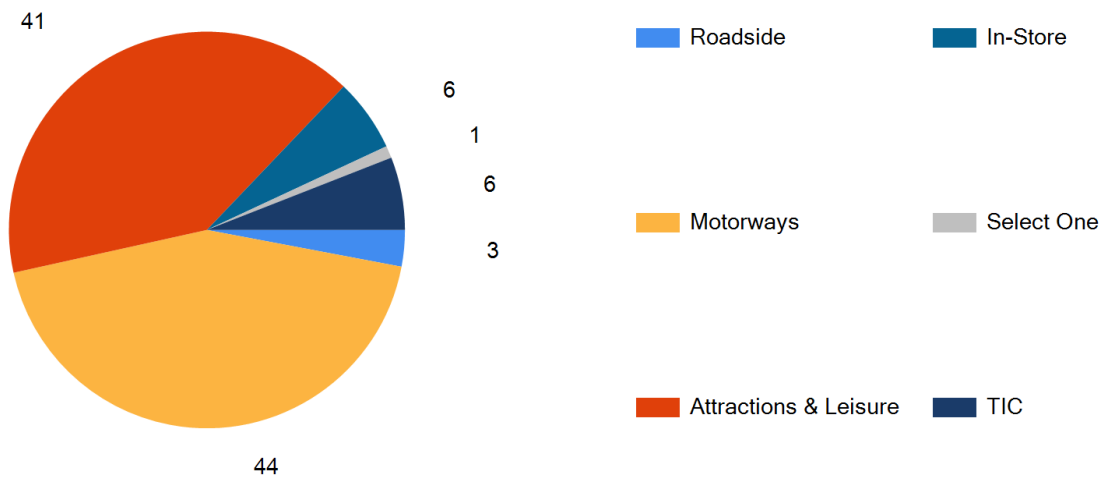
25 Comments

131 shares

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 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>		

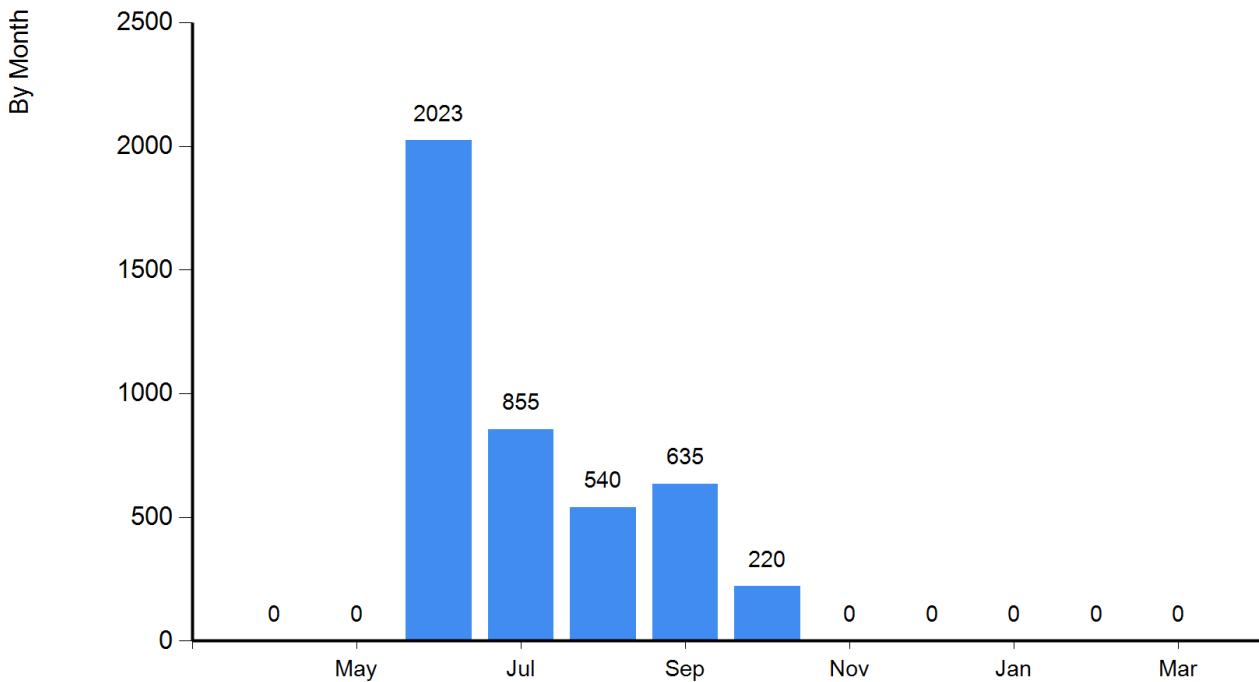


Distributed by category %



UPDATE 31,500 copies provided, 30,080 delivered and 1420 remaining to date

Cambridgeshire Fens Visitor and Accommodation Guide



12,030 copies have been printed, with 6672 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 December 15	Cumulative for 15/16	Variance
Performance Measure				
% of major planning applications determined in 13 weeks	75%	100%	90.63%	

5 Decisions, 5 within time

The figures include those applications where the application has been determined within a defined longer timescale which has agreed with the applicant (as is permitted by Govt. Performance is comfortably well above the threshold for intervention.

Description	Target 15/16	Achieved December 15	Cumulative for 15/16	Variance
Performance Measure				
% of minor planning applications determined in 8 weeks	80%	92.86%	83.07%	
<p>28 Decisions, 26 within time</p> <p>The team continue to perform consistently in terms of the timeliness of decision making. The 2 applications which didn't meet the target were due to additional information being required before a decision could be made.</p>				

Description	Target 15/16	Achieved December 15	Cumulative for 15/16	Variance
Performance Measure				
% of other planning applications determined in 8 weeks	90%	86.36%	96.42%	
<p>22 Decisions, 19 within time</p> <p>The team continue to perform consistently in terms of the timeliness of decision making.</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>Following the approval of the draft update of the Fenland Infrastructure Delivery Plan</p>		

(IDP) by Cabinet a public consultation on the document has taken place. The results of this will be reported in February to Cabinet and Full Council for consideration and final approval.

Once adopted the IDP will be used to support Policy LP13 – ‘Supporting and Managing the Impact of a Growing District’ of the Local Plan, and together with the Council’s adopted Developer Contributions SPD will assist in providing relevant infrastructure in the district.

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 Grants Over the last month no fresh Renaissance Grant Applications have been received or payments made.</p> <p>Wisbech High Street Heritage Lottery ‘ Townscape Heritage’ Grant Bid Development of the Stage 2 Bid continues to be advanced.</p>		

Description	Action	Achieved
Performance Measure		
Coalwharf Road Demonstration Project	Prepare feasibility regarding development of the site by the Council	Abandon design competition
<p>In October 2015 Cabinet considered the revised Coalwharf Road report and after further deliberation decided to abandon the design competition, in favour of the</p>		

Council exploring development of the site itself. Officers have been tasked to prepare a feasibility study to consider whether self-development would prove viable. Further recommendations will be presented to Cabinet early in 2016.

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.

A West Wisbech landowners meeting was held in December which sought to filter and discuss potential spatial development options which were developed by a smaller landowner steering group. The spatial development plans were created by overlaying known site constraints against existing infrastructure and physical features. The refinement of these options will help to plan how development can be delivered on the site and in what form it may take.

Description	Action	Achieved
Performance Measure		
Facilitating the delivery of the Local Plan broad locations and	Progress towards the Broad Concept Plans for	

specific locations for growth	the Wisbech sites	
<p>East Wisbech At the December meeting of the Steering Group it as agreed a public and community consultation will be held in Spring for 2016 to seek local views on the Broad Concept Plan work to date. Meetings have been organised during January and February to prepare for the consultation. It is expected that a Broad Concept Plan for East Wisbech will be submitted to Planning Committee during Autumn 2016.</p> <p>South Wisbech There is no specific update this month for this location. The next meeting of this group is in March 2016.</p> <p>West Wisbech Site Work has commenced to develop spatial options for the development site. The options once fully agreed will be used for detailed evidence base work on transport and flood risk. A bid has been submitted to the Local Enterprise Partnership for funding to complete the flood risk evidence. The next meeting of the group is expected in February 2016.</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 (Dec) 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	1,477	13,524	

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	ongoing	
<p>Hereward Community Rail Partnership – National Community Rail Service Designation On 22 December 2015 the Department for Transport announced that the Hereward Line between Ely and Peterborough with a specific focus on Manea, March and Whittlesea has been designated a Community Rail Service. This follows a process towards designation lasting around 9 months, and including a public and stakeholder consultation. The designation shows that the Hereward CRP meets the national standard for a Community Rail Partnership. It also enables us to bid for additional funding and provides access to training opportunities. The Hereward CRP is the 40th Community Rail Partnership to receive national designation.</p> <p>Santa Train The Hereward CRP held its first on train event on Saturday 12 December 2015. The Santa Train in partnership with Abellio Greater Anglia travelled between Ely and Peterborough calling at Manea, March and Whittlesea. 79 children were served with presents and goody bags, mince pies served to all the train passengers. The Santa train consisted of a journey between Ely and Peterborough return twice. Many of the children along with parents and grandparents were not train users so the event was a big success in its aim to encourage new users to railway services. Thanks go to members of the Friends of March Railway Station, Abellio Greater Anglia and of course Santa, who made up the Santa Train Team on the day.</p>		

Description	Action	Achieved
Performance Measure		
Wisbech Travel Choices project	Delivery and completion of Wisbech LSTF Project	
<p>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).</p> <p>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.</p>		

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 for the first nine months of the project

Work area no	Work Area	Progress to date – Key achievements	RAG
1	Wisbech Travel Information Pack	<ul style="list-style-type: none"> • 4 new Getting from A to B Case Studies have been written and produced against target of two new case studies. Target exceeded • Packs translated into 5 different languages – Latvian, Lithuanian, Polish, Portuguese and Russian. On target • 4000 Wisbech active travel maps distributed. These are in addition to the packs. Extra as not included in the original programme. • 6000 packs produced which is on target. 4200 packs distributed to date. In addition to 4200 packs in circulation, large numbers of individual leaflets e.g. transport directories have been distributed. The remaining leaflets and packs are for venues across Wisbech. The aim was to achieve widespread distribution of transport information and with this number of packs this has been achieved. 	
2	Events	<ul style="list-style-type: none"> • 18 events undertaken against a target of 18 events to be developed • Target of 50 sign ups per event, therefore 900 needed to achieve target. Target exceeded as 1474 surveys completed to date. • 53 leaflet holders and 5 poster holders established in venues across Wisbech against a target of 50 holders. Paper copies of posters and electronic versions are available at venues in addition to those in holders. Target exceeded. 	
3	Information Centre Opening	<p><i>This work area cannot be fully delivered without the transport champions. Delays in item 4 below with extra time needed to develop the concept have meant that it is not possible to fully deliver this item within the 12 months of the project</i></p> <ul style="list-style-type: none"> • This item will now be a pilot project only for Wisbech Travel Choices. The Centre will be opened on two Saturdays only. • It is still considered that this project should be delivered in future but it requires the transport champions approach to 	

		<p>be more fully developed first.</p> <ul style="list-style-type: none"> The TAG Members views are that this is still the right project to pursue but it was too ambitious for the 12 months of the Wisbech Travel Choices work. 	
4	Community Champions	<p><i>This work area started a bit later compared to the timescales in the original work programme. It is on target to complete as scheduled by the end of the work programme.</i></p> <ul style="list-style-type: none"> Volunteer recruitment in progress – 6 people to date. Initial target 10 people. On target. Representatives from local organisations e.g. GP Surgeries to train as Champions. Target 10 organisations, 6 organisations have been recruited so far. On target. Training contract let to Sustrans – in development. This includes the development of the training programme and the delivery of the training. This is on target for March 2016 completion. 	
5	PTP Streets	<ul style="list-style-type: none"> 759 homes completed against a target of 500 homes. Target exceeded. 266 surveys completed against a target of 150. Target exceeded. 	
6	Staff	<ul style="list-style-type: none"> Wisbech LSTF Co-Ordinator appointed in March 2015 on target. Co-ordinator is delivering the project on target and has been particularly proactive in developing opportunities where they have become available. This has contributed significantly to the success of the project. 	
7	Changes in travel Behaviour	<ul style="list-style-type: none"> Baseline Monitoring Report complete September 2015 on target. Reports from each survey event in progress and on target. Final Report to be completed by March 2016 and is on target. 	

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 There is no update relating to the March to Wisbech Rail Line study work this month.</p> <p>Wisbech Access Study The Wisbech Access study work is in progress with a range of technical workshops and meetings being established for January and February 2016. These meetings are to develop options for the transport choices and to consider technical and engineering constraints.</p> <p>Work is progressing to revalidate the Wisbech Traffic Model. This is required to test the Access Study options and packages. The traffic model has to be revalidated to ensure it is fully compliant with government standards. This will be necessary to maximise the potential of securing the £10.5 million Local Growth Funding for implementing transport work in Wisbech.</p>		

CORPORATE PLAN AREA: Economy**Corporate Plan Priority:** Promote and enable housing growth, economic growth and regeneration across Fenland**Corporate Plan Action:** *Use the Council’s surplus assets to support and deliver sustainable economic and residential growth across the district*

Description	Action	Achieved
Performance Measure		
Planning Application Process		

The planning service has / is undertaking some work which will help smooth the way for applicants and enable their application to be dealt with more quickly:

1. We have published informal guidance for developers to help them through the process of undertaking 'community consultation' on their housing development in Policy LP12 villages.
2. We are about to publish 'status' lists for the villages so that developers can establish if a settlement has already reached its 'threshold' (meaning that they have to undertake community consultation as part of the planning application process). The lists will be periodically updated.
3. We are aware that on schemes in the rural areas where low numbers of affordable housing units are required to be provided, the Registered Providers (RPs) are finding it difficult to make the schemes work financially. We are looking to front load the process so that we can identify now in which locations and below what numbers of units, RPs are unable to operate. This will enable developers and the Council to know from the outset in which situations a 'cash in lieu of on-site provision' solution is the way forward.

Planning permission granted for 63 dwellings of which 30 were in a single development at Berryfields, March.

Permission has been granted for a 2700 sq m facility for SB Components in Enterprise Way, Wisbech.

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 December 15	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 6 Council Tax collected	85.12% (as at end-Dec)		85.35%	+0.23%
LPI CS 8 Council Tax - net receipts payable to the Collection Fund	£40,136,966 (as at end-Dec)		£40,179,214	-£42,248 (-0.1%)

Council Tax performance is currently strong and we are on line to meet our collection rate target of 97.3% for 2016-16.

Note that the collection rate shows how we are performing with regards to the current year's debt.

The collection fund performance shows all monies collected this year, which can include arrears, so should not be directly compared to the collection rate figure.

Description	Target 15/16	Achieved December 15	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 7 Business rates collected	83.56% (as at end-Dec)		83.51%	-0.05%
LPI CS 9 NNDR - net receipts payable to the Collection Fund	£20,834,396 (as at end-Dec)		£22,117,018	+£1,282,622

NNDR collection performance is currently strong and we are on line to meet our collection rate target of 98.5% for 2016-16.

Note that the collection rate shows how we are performing with regards to the current year's debt.

The collection fund performance shows all monies collected this year, which can include arrears, so should not be directly compared to the collection rate figure.

Description	Target 15/16	Achieved December 15	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 10 % of telephone calls answered within 20 seconds	70% (Dec target 67%)	83.9%	66.4%	-0.6%
LPI CS 11 % of telephone calls offered that are answered	90% (Dec target 87%)	93%	86%	-1%

Contact Centre continues to remain just below its target level; for the month of December we achieved 83.9% pf calls answered within 20 seconds and this continues to move our cumulative target to 66.4% only -0.6% below where we should be on our profiled target for the year.

The number of calls offered continues to decline falling by -17%, 5456 calls offered in, December 2016 (6,564, December 2015).

Description	Target 15/16	Achieved December 15	Cumulative for 15/16	Variance
Performance Measure				
LPI CS 12 % customers dealt with at first point of contact	85%	95.5%	95.3%	+10.3%

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

3Cs Category	Measure	1 Oct 15 – 31 Dec 15	1 Oct 14 – 31 Dec 14	% Change + / -
Compliments	Total number received (over given period)	6	8	-25%
Comments	Total number received (over given period)	46	115	-60%
Correspondence	Total number received (over given period)	82	100	-18%
Complaints	Total number received (over given period)	98	72	36%
Total contact (over given period)		232	295	-21%

Description	Action	Achieved
Performance Measure		
News Survey	Monthly update on news stories to the FDC website & social media sites.	December: Website = 11 Facebook = 12 Twitter = 34 January: Website = 8 Facebook = 10 Twitter = 60

Produce The Fenlander monthly page in the Citizen newspaper on 2 December 2015.

Main stories included; Bowls club gets ok to stay, Cemetery acts to stop vandalism and Can you help to rent a room to help change someone's life? We also had a briefs section on; shops, leisure centres and council offices opening times over Christmas. We also had a '2015 in focus' in pictures spread on Wednesday 30 December 2015. In addition to the Monthly page, we completed the following updates in December:

News stories to FDC website = 11

Highlights included:

- Our shops are changing
- Women guilty of flytipping
- Mapping out a smarter way to travel
- Chairman's Christmas message
- Holiday bin collections

Number of Facebook posts = 12

Number of Twitter 'tweets' = 34

Produce The Fenlander monthly page in the Citizen newspaper on 6 January 2016.

Main stories included; New year, new hope, A new fitter you and Spending Review: second survey.

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

News stories to FDC website =

Highlights included:

- Drive to get people on the voter register
- Council wins extra funding to tackle rogue landlords
- Dog owners urged to get their pets microchipped
- Key targets identified for further savings
- Pride in Fenland 2016

Number of Facebook posts = 10

Number of Twitter 'tweets' = 60

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 December 15/16	Cumulative for 15/16	Variance
Performance Measure				
Web hits	521,930	37,511	396,602	+1%

Channel Shift Project

An increasing amount of customers are choosing to interact with the Council through its website and online forms.

The 'Apply for it', 'Pay for it' and 'Report it' tabs on our website have been formatted and re-ordered to assist customers with their most popular service requests.

The project team continue to develop online forms and documents that allow customers to complete and send electronically. Where possible allowing customers to pay online.

Since 2015, on average, these key transactional tabs have increased by;

- 'Report it' traffic - from 158 to 590 unique page views per month
- 'Apply for it' traffic - from 262 to 527 unique page views per month
- 'Pay for it' traffic - from 2845 to 3064 unique page views per month

We continue to develop and deliver an internal and external Communications Plan to explain to customers why we are undertaking a Channel Shift project. Particular emphasis this month has been placed on shop publicity with campaigns aimed at 'new ways of working' and 'the way you pay is changing'.

To ensure we continue to offer our customers the latest technologies we are currently working towards a 'Responsive' website. This will allow our website to be easily viewed and navigated on any device. This means that if you are looking on a mobile, ipad or laptop, your experience will be the same on each device. The responsive site should be live in March.

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		
Maintaining the electoral register		
<p>We continue to update the electoral register with numbers remaining steady.</p> <p>At the start of February; as part of the National Voter Registration Drive supported by Bite the Ballot and The Electoral Commission aimed at targeting young people we were able to arrange to attend Cromwell, Wisbech Grammar and Thomas Clarkson schools to talk to 16/17 year olds about the importance of being registered to vote and voting. These visits received positive feedback. We will now build on this success by arranging visits to other sixth forms in the area and by doing some further sessions later in the year during local democracy week to further promote and engage these young people.</p> <p>In addition to this we recently sent a follow up email to members of the Diverse Communities Forum with a view to building further relationships with partners who work with other hard to reach groups this has so far resulted in conversations with FACET, the college of west Anglia and the Oasis Centre about what we can do to promote registering and voting with their contacts. We have also been participating in the Active Citizens Project by providing help and guidance on information about registering to vote and voting.</p> <p>We are now in talks with contacts at the county council with a view to setting up a data sharing agreement that will assist us further in identifying people in our hard to reach groups for engagement.</p>		

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Equalities

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

Corporate Activity
Meet Equality Act Requirements
<p>Equality The Equal Opportunities Policy was approved at the December Staff Committee.</p> <p>The main legislation that underpins this policy is the Equality Act 2010 and any contravention of this legislation may expose both the council and the responsible individual(s) to the risk of legal proceedings. The refreshed Equal Opportunities Policy sets out the actions it expects from staff and members in a clear and easy to understand way to ensure that we are in compliance which is delivered through work such as Customer Service Excellence and the Equality Champions as well as training and workforce development.</p>

CORPORATE PLAN AREA: Quality Organisation

Corporate Plan Priority: Enforcement

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

Description	Action	Achieved
Performance Measure		
Number of planning enforcement reports received and dealt with.	Full investigations being carried out - site visits – Research etc.	
No. of complaints received – 12 As follows: Wisbech and surrounding – 7 Whittlesey and surrounding – 1 March and surrounding – 2		

Chatteris and surrounding – 2
No. of cases closed – 7
No. of notices served – 4 2 Planning contravention 2 enforcement notices
No. of notices complied with – 0 (1 Withdrawn)

Description	Action	Achieved
Performance Measure		
Other enforcement		

In December 2015, FDC was successful in obtaining two prosecutions against Annabel Ashton for fly tipping offences at Dykemoor Drove, Doddington and Doddington Road, Benwick which occurred in March and June 2015. She was fined a total of £500 and ordered to pay £1100 towards FDC's costs. She was also ordered to pay £60 as a victim surcharge.

In another matter, on the 13 Jan 2016, Mr Shane Waller was successfully prosecuted for failing to provide information to Fenland District Council as to the identity of the driver suspected of being involved in a parking contravention which occurred at the March Market Place. The court fined him £315 and ordered him to pay £75 towards FDC's costs.

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.	Health and safety training.	

Assessing health and safety performance.	Health and safety auditing. Provision of health surveillance.	
<p>Reviewing and updating codes of practice for Fire Safety, Sharps and Control of Legionella. These codes of practice states responsibilities and procedures to follow and help ensures that the Council complies with its statutory obligations.</p> <p>Supporting Marine Services with reviewing and updating port management marine risk assessments and procedures to help ensure compliance with the Port Marine Safety Code.</p> <p>Health and safety audit programme continues in line with the 2 yearly audit programme, with Environmental Health, Housing / Community Support and the Leisure Service currently in the process of being audited. 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, with Marine Services recently completed. Priority for 2016 is the Refuse Service. 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.	<p>Producing / reviewing emergency plans. Conducting training and exercises to validate plans.</p> <p>Working jointing with the Local Resilience Partners on multi-agency planning requirements. Responding to emergencies affecting the district.</p>	
<p>Reviewing the post exercise report for Exercise Nimbus which contains 17 recommendations for implementation including some for the local authorities within Cambridgeshire and Peterborough, and which will impact on Fenland. These actions will have Executive Officer leads, priority areas are around community</p>		

resilience and warning and informing.

Ongoing FDC training and exercising of specific teams (operations centre, incident officers etc) are continuing, with additional volunteers being recruited to bolster these roles.