

Cabinet and Corporate Management Team

Portfolio Holder Briefing Report

August 2017

Cabinet Members



**Councillor
John Clark**
Leader of the Council



**Councillor
Ralph Butcher**
Cabinet Member for
Growth



**Councillor
Mike Cornwell**
Cabinet Member for
Communities



**Councillor
Peter Murphy**
Cabinet Member for
Environment



**Councillor
David Oliver**
Cabinet Member for
Community Safety &
Heritage



**Councillor
Chris Seaton**
Cabinet Member for
Finance



**Councillor
Will Sutton**
Deputy Leader & Cabinet
Member for
Neighbourhood Planning



**Councillor
Michelle Tanfield**
Cabinet Member for
Leisure & Young
People



**Councillor
Simon King**
Cabinet Member for
Equalities & Transport

BUSINESS PLAN AREA: Communities**Business Plan Priority: Support vulnerable members of our community****Business 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)****Business Plan Action: Continue to respond to changing government policy regarding Welfare Reform. Support Job Centre Plus with the roll out of Universal Credits across Fenland****Portfolio Holder: Cllr Chris Seaton**

Description	Target 17/18	Achieved (in-month only)	Cumulative for 17/18	Variance
Performance Measure				
LPI CS4 Days taken to process Council Tax support – new claims and changes	8 days	8.64 days	9.74 days	+1.74 days
LPI CS5 Days taken to process Housing Benefit – new claims and changes	8 days	8.91 days	9.43 days	+1.43 days

New claims performance improved during July and we expect a steady improvement in the weeks to come. The new starters will not be on the team for some weeks whilst they complete their training. Work is now being combined across the seven ARP authorities and as procedures are revised and updated, performance will improve over coming months to reach our annual target.

We have also signed up to the DWP's 'Real Time Information (RTI)' initiative and consequently are having to clear circa 900 referrals per month across the ARP (around 150 at Fenland). The referrals contain data from the HMRC's RTI system and provide up-to date information about a claimant's earnings and pensions. Incorrect earnings are the primary cause of error within the benefits system. This initiative will widen in scope in the coming weeks as our assessors are given direct access to the HMRC Right Time systems to verify details on an ad-hoc basis.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

Business Plan Action: Deliver the Homelessness Strategy and statutory housing duties. Work with the Home Improvement Agency to award Disabled Facilities Grants

Portfolio Holder: Cllr Will Sutton

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance																		
Performance Measure																						
LPI CEL1 Total number of private rented properties where positive interventions are taken to address safety and cohesion issues	200	29	71																			
<p>At the end of July 2017, The Council had inspected 33 new Houses in Multiple Occupation (HMOs).</p> <p>The Council had also investigated 38 no complaints from tenants occupying privately rented accommodation in the same period. Council Officers intervene to remove Category 1 hazards (serious faults) and Category 2 hazards (less serious faults) from properties to make them safe for the residents.</p> <p>The geographical spread is as follows:</p> <table border="0" style="width: 100%;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>HMOs inspected</u></th> <th style="text-align: center;"><u>Privately Rented Homes investigated</u></th> </tr> </thead> <tbody> <tr> <td>Wisbech</td> <td style="text-align: center;">30</td> <td style="text-align: center;">17</td> </tr> <tr> <td>March</td> <td style="text-align: center;">2</td> <td style="text-align: center;">7</td> </tr> <tr> <td>Chatteris</td> <td style="text-align: center;">0</td> <td style="text-align: center;">7</td> </tr> <tr> <td>Whittlesey</td> <td style="text-align: center;">0</td> <td style="text-align: center;">3</td> </tr> <tr> <td>Villages</td> <td style="text-align: center;">1</td> <td style="text-align: center;">4</td> </tr> </tbody> </table>						<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>	Wisbech	30	17	March	2	7	Chatteris	0	7	Whittlesey	0	3	Villages	1	4
	<u>HMOs inspected</u>	<u>Privately Rented Homes investigated</u>																				
Wisbech	30	17																				
March	2	7																				
Chatteris	0	7																				
Whittlesey	0	3																				
Villages	1	4																				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI Number of households prevented from becoming homeless	115	7	41	

Homeless Trailblazer project

The council has been successful in leading a joint bid across all of the new combined authority area totalling £800k. Funded by central government and ahead of the new Homeless Reduction Bill expected to be implemented next year, the purpose of the project is to prevent homelessness at a much earlier stage and to learn lessons from this approach nationally.

A team of 7 officers that have a responsibility across the whole of the Combined Authority devolution area have been employed to work directly with partner agencies to spot the early signs of homelessness and refer to the team for action. 2 officers have been employed to encourage new landlords to let properties through the initiative and 2 further officers to offer a prevention service to support landlords.

The project also included partnership working with registered providers to develop joint working practices to prevent evictions where possible and reach a satisfactory compromise, this could include repayment plans to cover arrears rather than eviction.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of homes adapted to assist vulnerable and disabled residents to remain in their home	130	6	43	

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 June 17, The Council has assisted 37 no households with adaptation works.

The geographical spread is as follows:

Wisbech	10
March	10
Chatteris	6
Whittlesey	4
Other villages	13

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
MPI Number of households very	100%	90%	7	7	100%	

satisfied or satisfied with the services provided by the Housing Options team						
<p>7 surveys were completed and all were very satisfied or satisfied with the service provided.</p> <p>Total to date is 36</p>						

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
Disabled Facilities Grants: % of residents who felt that the work undertaken to adapt their property made their life easier (1 year on survey)	100%	90%	0	0	100	
<p>No new clients responded to the survey in July 17 for this performance measure.</p> <p>7 surveys have been completed for the financial year so far culminating in satisfaction score of 100%.</p>						

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support vulnerable members of our community

Business Plan Action: *Work with partners to build capacity and resilience so that residents can support themselves and the community*

Portfolio Holder: Cllr Mike Cornwell

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Percentage of DWP customers	75% (90 people)	3	100% (11 out of 11)	

who feel more confident to access work as a result of this project				
Working closely with Clarion the project now has access to a comprehensive e-learning offer, with around 30 different topics some of which offer accredited qualifications.				

BUSINESS PLAN AREA: **Communities**

Business Plan Priority: **Support vulnerable members of our community**

Business Plan Action: ***Develop multi-disciplinary approaches with partners to deliver coordinated interventions for those in need***

Portfolio Holder: **Cllr Mike Cornwell & Cllr David Oliver**

Wisbech Alcohol Project
<p>The Wisbech Alcohol Partnership has been working towards the first meeting of the OffWatch scheme which will support both local partners and off licence premises working together to reduce alcohol related incidents and nuisance linked to off sales.</p> <p>A meeting was held in July, but unfortunately the turn out from local premises was low. As such, partnership officers with assistance from supportive businesses will engage again with off licences to help ensure the next planned OffWatch meeting is widely attended. The next meeting will most likely take place in September in which a further progress update on the OffWatch scheme will be provided.</p> <p>Partnership officers continue to patrol the key hotspot locations within Wisbech and updates are made on this via Cambridgeshire Constabulary local Facebook page. The partnership has been requested to carry out additional high visibility foot patrols in the Harecroft Road area after social media complaints on local street drinking and littering concerns. This location will also be supported by the monthly Recovery walks conducted by Inclusion which takes place again on Monday 7th August.</p> <p>The Wisbech Alcohol Partnership is meeting in September where the partnership project plan will be reviewed and any identified profiles discussed.</p>

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support our ageing population and young people

Business Plan Action: Encourage a range of partners to support the delivery of the Golden Age programme

Portfolio Holder: Cllr Mike Cornwell

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of people who attend the Golden Age events	300	83	83	
No events have been held in July. The next event is going to be held in Christchurch on 27 th September.				

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI Customer satisfaction with Golden Age events	97%	90%	17	17	100	
No events have been held in July. The next event is going to be held in Christchurch on 27 th September.						

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support our ageing population and young people

Business Plan Action: Offer advice to the Fenland Community Youth Council to help young people engage with democratic processes

Portfolio Holder: Cllr Michelle Tanfield

Fenland Community Youth Council (FCYC)

The meeting of the FCYC on the 5th July was postponed at short notice, instead their first meeting will be held in September at Neale Wade Academy.

Students from Neal Wade Academy, Cromwell Community College and Sir Harry Smith Community College are amongst those schools currently involved.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Support our ageing population and young people

Business Plan Action: Work with East Cambs & Fenland Children's and Young People Partnership to improve life chances for children and young people

Portfolio Holder: Cllr Michelle Tanfield

Children's Change Programme

A consultation is currently underway with regard to Children's Centres across Cambridgeshire.

The consultation runs until 22nd September.

<https://www.cambridgeshire.gov.uk/residents/children-and-families/children-s-centres/children-s-centres-consultation/>

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote Health & Wellbeing for all

Business Plan Action: Deliver the Council's Leisure Strategy

Portfolio Holder: Cllr Michelle Tanfield

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI LS1 Number of paid visits to our leisure centres	Annual: 837,588 Target to July: 276,816	60,998	280,630	
<p>Attendances continue to match expectations in the leisure centres, with income on target as a result. The Centres have geared up for a busy summer with offers in August including shorter term memberships for returning students and under 8 year old swimmers.</p>				

Description	Target	Achieved		Variance
Performance Measure				
MPI Number of Direct Debit members	3,125	3,267		
<p>Membership levels within the leisure centres continue to exceed expectations. This is reflected financially with direct debit membership some £20,000 above expectations.</p>				

Leisure Procurement
<p>Work continues with regards to the documentation required to go out to OJEU tender. The documentation is comprehensive and complex, with the Council expected to be in a position to go out to tender shortly.</p> <p>Conditions surveys of the leisure centres are now in hand with completion of this work anticipated this month.</p>

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
LPI CEL5 % of those asked who are satisfied with FDC's Leisure Centres	84%	82%	323	285	88%	

Customer feedback continues to remain above expectations, with 88% of respondents satisfied with the service provided. Despite the high level of satisfaction, the centre teams continue to try and raise standards, particularly regarding the cleaning of changing rooms.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing for all

Business Plan Action: *Embed the implementation and delivery of an overarching Health & Wellbeing Strategy*

Portfolio Holder: Cllr Mike Cornwell

Health & Wellbeing Strategy

A new draft Health and Wellbeing Strategy 2017-20 has been developed within input from partners. The document was considered by Overview & Scrutiny on the 21st August and will be subject to a period of consultation and then consideration by Cabinet in the Autumn.

The refreshed strategy builds on the good work of the first. The actions planned are broad and take account of the work that all Council services do to address health inequalities and improve general wellbeing.

Unfortunately Fenland is a district that still has clear health inequalities when compared to the rest of Cambridgeshire and England. Health issues such as obesity, coronary heart disease and alcohol related issues are worse than the Cambridgeshire average in some of Fenland's wards.

The focus of the second strategy is to work within those areas where opportunities will

deliver the greatest results and enhance current partnership workstreams and practices.

One main focus of the strategy is to develop stronger partnerships, particularly with Council colleagues and multi-disciplinary teams in Fenland, to build health and wellbeing into our decision-making processes, for example making better use of the policy within our Local Plan and to enhance wellbeing.

The most recent health profile document for Fenland was released on 4 July this year. The profile shows issues such as children in low income households, GCSE attainment, lifestyle factors such as smoking and physical inactivity rate highly as issues still of priority to the health of Fenland communities.

The strategic priorities for the new strategy are:

- Collaborative working
- Health inequalities – tackling Lifestyle factors and impact on coronary heart disease, smoking, physical inactivity, alcohol and obesity
- General Wellbeing and Mental Health

In July 2017 the Fenland Health and Wellbeing Partnership received the new draft strategy and supported the overall priorities and actions. Comments received have been included the document with each action assigned a lead officer from both Fenland and County Council Public Health team.

Portfolio Holder:

Cllr Peter Murphy & Cllr Mike Cornwell

Energy Conservation

Energy Switching with iChoosr

In March 2017 the Council joined a new scheme that provides residents with an opportunity to switch energy providers and save money. For customers who have not switched providers before, the average saving is £200 per year.

The next steps for the project will be to host an official launch and more widely advertise the potential to lower energy bills over winter to residents in advance of the next bidding round, which will take place on the 10th October 2017. A communications plan is being developed to support take up by Fenland residents.

The scheme, which is in place across Cambridgeshire, works through 'collective switching'. That is to say iChoosr use the combined buying power of local residents to negotiate cheaper prices directly with energy companies on their behalf.

So rather than trawling comparison sites to switch provider as an individual, people

register to switch and iChoosr negotiate a lower tariff for everyone at the same time. It is hoped that this will provide an effortless means to switch for the 67% of customers who have not switched provider at all or in the last 3 years.

The more people who take part, the greater the chance of getting a competitive energy deal. Once registered the ballot takes place and customers can choose to accept or decline the offer made to them.

iChoosr include those on pre-payment metres within their switching ballot providing they are not in significant arrears, this can provide a pre-payment customers with a cheaper pre-payment tariff offer.

Registration can be done here: [Cambridgeshire Energy Switch](#) . The process is simple and there is no obligation to switch once a resident has received their offer.

Energy suppliers will take part in auctions every few months.

BUSINESS PLAN AREA: Communities

Business Plan Priority: Promote health and wellbeing for all

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

Portfolio Holder: Cllr Michelle Tanfield & Cllr Mike Cornwell

Exercise Referral Scheme

The leisure team runs a referral scheme from registered health professions to our leisure centres for clients who would benefit from a closely monitored exercise programme.

In the past year the results are as follows;

Number of Referrals	151
Number of Completions	140
Completion %	93%
Number of Visits	1,008

% of Members scoring increase in 'Well Being' rating	98%
No. of Members Joining Membership following Referral Scheme	40(29%)
Main Reason for Referral	<ol style="list-style-type: none"> 1. Muscular-Skeletal (35%) 2. Cardiac Rehab (23%) 3. Obesity (18%) 4. Respiratory (10%) 5. Neurological (8%) 6. Hypertension (5%) 7. Mental Health (1%)

In 2017/18 the Council plans to increase the number of referrals by at least 25%, up to just under 200 referrals for the year. This will be achieved by more effective communication with the referring health professionals.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL8 % of collected household waste – blue bin recycling	30%			
We are currently awaiting data from Cambs County Council				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI % missed bins collected the next working day	92%	93%	93%	
There was a reduction of total number of missed collections for blue and green bins across the month				

Missed Collections July (Blue and Green Bins)

	July17
Missed Collections Reported	203
Collected next working day	186
Percentage	92%

The total number of genuine missed brown bins reported in July was 20. Courtesy collections are arranged for customers who are in the transition period of taking up the subscription but waiting for the sticker, of which there were 66 collections in July.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Income generated through recycling materials	£279,000		£105,262.56	

Figure above, cumulative April to July.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Implement an effective, self-funding garden waste collection service

Portfolio Holder: Cllr Peter Murphy

Garden Waste Service Update

Subscriptions

New customers subscribing to the service is slowing as expected. Sign-ups continued during July reaching 19,400.

Pick Up of Unwanted Brown Bins

The collection of brown bins that customers no longer require was scheduled over a 6 week period from the beginning of June has now finished.

Presentation for collection during the campaign was fewer than originally anticipated. Many customers report to us that they are keeping the bins for storage, and in fact some local charities have come to us for bins for this very purpose.

During July more than 200 unwanted bins were collected from customers and this resulted in just over 2 tonnes of plastic being sent for recycling. This plastic is ground up in to pellet form and can be used to make plastic pipes and similar products. In total over 600 bins weighing 6 tonnes were retrieved.

Any customers coming to us after the 6 weeks of scheduled collections can still have their unwanted brown bin collected. This can be organised through Customer Services. It remains free of charge and will be on their scheduled Bulky Collection Day.

Website

The garden waste webpages continue to be well used with 1,341 page views during July 2017.

The [webpages](#) include; details of the service, frequently asked questions and service terms and conditions.

Brown Bin Collections

The crews continue to perform their work well with few issues. The in-cab systems recorded more than 30,000 brown bin collections during July.

There were also 1,744 brown bins that were presented for collection without a subscription sticker. These were not emptied by the crews, who attached a bin hanger encouraging the customer to subscribe.

Additionally, the green wheeled bin crews rejected a further 102 general waste bins that were found to contain garden waste and the blue recycling crews rejected 23.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Deliver clean streets and public spaces, as set out in the national code of practice

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL6 Rapid or Village Response requests actioned same or next day	90%	98%	98%	

Cleansing Rapid and Village Response July 2017

Area	Requests May	Requests Met	Performance
Chatteris	12	12	100%
March	25	24	96%
Villages	23	23	100%
Whittlesey	16	16	100%
Wisbech	47	46	98%
Totals	123	121	98%

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL7 % of inspected streets meeting our cleansing standards (including graffiti and flyposting)	90%	99%	99%	

July Cleansing Inspections

Area	Inspections carried out	Standards met	Performance
Chatteris	30	30	100%
March	30	30	100%
Whittlesey	30	29	97%
Wisbech	30	30	100%
Totals	120	119	99%

What do our customers say?

Description	Baseline	Target 17/18	No of customers who responded	No of customers satisfied	% 17/18	Variance
MPI Community satisfaction with cleansing services Twice-yearly (June and October)		90%	26	22	85%	

300 customer satisfaction questionnaires were sent out towards the end of June; 24 surveys have been received back, which is a disappointingly low return rate compared to previous surveys. 85% of those returned were satisfied, with 85% of those satisfied, stating 'Very good' or 'good'.

We are looking to see if we can identify any reasons for the low return rate.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: *Work with key stakeholders to deliver an advanced waste partnership and to update the Waste Strategy in Cambridgeshire and Peterborough*

Portfolio Holder: Cllr Peter Murphy

Waste Strategy Update

The RECAP partnership is recruiting to the vacant Partnership Manager post in support of creating resource to commence the process of updating and reviewing the Cambridgeshire and Peterborough Waste Strategy.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: *Support property owners, funders and local partner groups to access funding opportunities and improve the appearance of Fenland's streetscene and dilapidated buildings*

Portfolio Holder: Cllr David Oliver

Wisbech High Street Townscape Heritage Project

Since the last update, two more tenants have come forward expressing an interest in becoming involved in the HLF scheme. This is great news as they are both High Street chains which suggests they intend to invest in the properties they lease and maintain a presence on the High Street.

Plans for No 24 (The Gap) are now near completion and the appointed architects for the development will be ready to submit a planning application within the coming weeks.

The Photography Workshops to be delivered as part of the projects Activity Plan are now being advertised around the town and via all social media outlets. These will take place in October 2017 and are being led by award-winning photographer Matt Emmett.

The project has been registered for a Heritage Open Day – part of a national scheme organised by The National Trust. Our event will be on Sept 9th when tours of the High Street will be given, presentations and displays offered in the museum and an opportunity for the public to see the exciting proposals for “The Gap” at No 24 which will also be open to view from the street. Cllr Oliver has agreed to help out with this activity as well as a number of volunteers from the projects Consultative Group.

The Wisbech and Fenland Museum have approved the application for community archaeological investigation to be undertaken in their gardens as part of the project within their gardens.

The dedicated project website is growing in popularity and is being used by the community to share photographs and memories. The project continues to use the website, Facebook page and Twitter to provide updates on the projects progress and forthcoming events as well as those being undertaken by other heritage groups in the town.

Website : www.highstreetwisbech.org.uk

Facebook : search Wisbech High Street Project

Twitter: @highstwisbech

Portfolio Holder:

Cllr Ralph Butcher

Manage the operation and maintain FDC-owned public car parks

Various routine maintenance repairs were identified/reported during the month of July in some of the Council's 21 Car Parking facilities. The following works are scheduled to be undertaken:

1. City Road Lorry Park, March – Patching Works
2. City Road Car Park, March – Patching Works
3. Darthill Road Car Park, March – Patching Works
4. Chapel Road Car Park, Wisbech Diseased Tree Removal
5. Furrowfield Car Park, Chatteris fencing repairs
6. March Market Place – Patching Works
7. Road Marking works to several FDC car parks

Grosvenor Road North Car Park, Whittlesey – Footpath Works

Works to remove overgrown vegetation, replace a hazardous barb wire fence and

patch repair a footpath within Grosvenor Road (North) Car Park has recently been undertaken. The well-used pedestrian link between the A605 and Grosvenor Road had virtually become impassable with overgrowth impacting on car park lighting effectiveness.



Footpath prior to undertaking works



Footpath following completion of the works

Portfolio Holder:

Cllr Peter Murphy

Manage and maintain highway related assets and infrastructure (street furniture, bus shelters, etc)

Routine inspections were undertaken in July for a number of FDC owned highway related assets and the following works were undertaken, or have been scheduled:

1. Cleansing works ordered for all 24 FDC owned Bus Shelters
2. 12 no. replacement street name plates were installed within the district at various locations.
3. Repair works ordered for two FDC Bus Shelters in Chatteris
4. Glass/panel replacements ordered for vandalised FDC Bus Shelters in Elm Road, Mount Pleasant Road and Norwich Road, Wisbech
5. Various base repairs ordered for FDC Bus Shelters in Chatteris, March and Wisbech.

Portfolio Holder:

Cllr Ralph Butcher & Cllr Simon King

Manage and maintain district, parish and Roddons' street lighting

8 street light faults were reported by partners or members of the public and were attended to by FDC contractors during the month of July.

Portfolio Holder:

Cllr Ralph Butcher & Cllr Simon King

Street lighting improvements

A new FDC street lighting specification has been compiled by the Assets and Projects Team which will form the basis of all future street light replacement works within the District. Contract works to replace 109 Cat 1 defective street lights is scheduled to be tendered in August.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Deliver a fair approach to the enforcement of environmental standards, such as flytipping, dog fouling and littering through education, guidance and appropriate use of Council powers

Portfolio Holder: Cllr Peter Murphy & Cllr David Oliver

Tidy Fenland Enforcement Pilot

During July enforcement patrols have been carried out by Kingdom officers for littering and Dog related offences. Hours on patrol for our Kingdom Officers equate to approximately 290 hours on active a patrol. Locations covered have been all the town centres and surrounding areas as well as areas reported for excess litter and dog fouling. Broken down into towns officers have covered:

Wisbech: 151 hrs
March: 79 hrs
Whittlesey: 30 hrs
Chatteris: 30 hrs

To make the payment process easier members of the public can now pay by cash in the shops via the online payment machines as well as paying over the phone or via the internet.

We are now moving into our next phase of the campaign which is to work with local businesses as part of our voluntary code of practice. Business visits will begin during August.

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Streetscene Officer hours spent on active town patrol	4,000	336	1101	
Total hours on patrol this month is 336 Broken down into towns this is:				

Chatteris: 52
March: 89
Whittlesey: 55
Wisbech: 118
Rural: 22

During July officers have been responding to:

- 52 Street cleansing issues, ranging from excess litter, public toilets, syringes and human waste.
- 49 Street Scene enquiries ranging from all aspects of environmental front line queries.
- 29 Abandoned Vehicles and 25 nuisance vehicles. 3 of which were removed by our contractor.
- 27 actions for our open spaces, including marking graves and reports for our grounds maintenance contractors.
- 18 reports to Highways about issues with areas maintained/owned by CCC.
- 12 Dog related enquires ranging from dog fouling reports and requests for intervention work such as speaking to residents and putting signs up.
- Removed 18 fly posters from in and around the district.
- 10 refuse issues have been dealt with.
- 6 matters relating to our assets, such as damaged street furniture and name plates.
- 6 Markets related queries.
- 2 issues reported to Circle Housing
- Assisted our volunteer community groups with delivering equipment and giving advice.

Progress against planned enforcement campaigns targeting dog fouling, litter and parking

As part of our Tidy Fenland Campaign the total amount of tickets issued by Kingdom enforcement officers for July is 100. This brings the total amount of fixed penalties since the launch date of 12th June to 344. Broken down into towns data for July is:

March - 22
Whittlesey - 1
Wisbech - 77.

Other enforcement:

- 10 tickets were issued for parking offences relating to March Market. 6 for exceeding the time limit and 4 for parking outside the bay.
- 1 FPN for fly tipping
- 1 formal written warning for fly tipping where the Council have decided not to prosecute. (rubbish dumped by a public bin)

The total number of fly tipping instances recorded for July is 152. This, broken down into areas, is as follows:

- Chatteris – 12
- March – 22
- Whittlesey – 13
- Wisbech - 57
- Villages – 48
- Total – 152

Officers have attended and investigated 28 fly tipping incidents. Where evidence has been found this has been followed up by contacting the person whose details have been found amongst the waste. Fly tipped waste was mainly household.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Memorial inspections completed	5,000	550	1614	

Officers have carried out 550 memorial safety inspections this month. Out of these inspections 108 were deemed to be unsafe. Memorial Inspections took place in Eastwood Cemetery, March, Wimblington churchyard and New Road Cemetery Chatteris.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: Ensure properly maintained open spaces by working in partnership with ISS World and supporting community groups (such as Street Pride, In Bloom and 'Friends Of')

Portfolio Holder: Cllr Peter Murphy

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CEL10 Number of Street Pride and Friends Of community environmental events supported	204	19	75	

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

Regular work parties were held as well as Doddington Street Pride utilising marketing opportunities by having a promotional stand at the village's carnival. This was an excellent opportunity for the newly constituted group to publicise themselves and promote the work of Street Pride by engaging with many residents and members of the public.

Progress against Street Pride plan:

Priority 1: 'helping groups work together / grant funding'

Priority 2: 'Support for groups by varied Council services'

Priority 3: 'Increased partnership working'

Priority 4: 'Opportunities to involve more young people'

Priority 5: 'Increasing sustainability and resilience'

This month one activity was recognised under priority 3 – increased partnership working.

July saw March Street Pride progress well with enhancing the land opposite West End DIY which Cambridgeshire County Council, as landowners, has given them permission to tidy up. The group have completed the groundwork which included laying gravel and installing raised flower beds. A plough has also been installed as a feature highlighting the area's farming heritage.

This area has been transformed into a great addition to the street scene.

In Bloom Awards

This year four groups entered the Anglia in Bloom competition. Benwick & Chatteris were judged on 5th July and Wisbech & Waterlees were both on 14th July. During the month all the groups were busy finalising last minute touches and maintenance to existing projects. The groups now eagerly await the results in September.

Grounds Maintenance Contract Update

The summer of 2017 has seen an extremely dry start and then a very wet July. This has ensured a good start to the season, with Fenland looking excellent and now a growth spurt throughout our green spaces.

Despite the recent rapid growth, ISS World continues to carry out planned works to a high quality, with the majority of Fenland looking as good this year as it has ever done. Particularly welcome is ISS' work supporting the work of community volunteers for the Anglia in Bloom competition, with the core works standards being of a high this year reflecting well throughout all Fenland towns.

With ISS' focus being the planned open spaces core works, some additional programmed works have taken longer than expected to complete. Both FDC and ISS contract managers are aware of this and are working together to prioritise extra works with a view to being up to date by late September.

Whitemill Coldham / Glassmoor and Ransonmoor updates

The Glassmoor Local Environment Fund awarded funding this month to an exciting environmental project where residents live within the catchment of the turbines. Ashbeach School, Ramsey St Mary were granted £ 3,741.79 to replace an old wooden fence with a recycled plastic one. £5000 was also awarded to Whittlesey Christmas Lights Committee to replace existing lights for LED lighting. 3 other bids were also received and deemed compliant, should the committee agree to award the full amounts requested, Whittlesey and the surrounding community will benefit from a further £6,700 of funding support.

BUSINESS PLAN AREA: Environment

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

Business Plan Action: **Improve the viability of town centres by working with town councils and the community to provide local markets, market town events, and Four Seasons events**

Portfolio Holder: **Cllr Peter Murphy**

Four Seasons Events

Plans are underway for Whittlesey festival on 10th September which is in its 10th year. After having fundraised, the volunteer committee are extremely pleased to offer many attractions free of charge including, climbing walls, bungee trampolines and water zorbs making the event affordable for all residents. Many local groups and organisations participate in the opening parade which will include two marching

bands and a pearly king and queen this year. Whittlesey Festival Committee are a great example of an established group of over 30 volunteers each dedicating their knowledge, time and specialist skills to make the event a success.

BUSINESS PLAN AREA: Environment

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

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

Portfolio Holder: Cllr David Oliver

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of incidents recorded by CCTV	1,500	227	920	

During July 2017 the Council was able to respond and detect 227 incidents of crime and disorder, including anti social behaviour, making use of the Councils CCTV service across our four market towns in Fenland. This is an increase as compared to July 2016 in which 165 incidents were reported.

A breakdown of incidents by town for July:

Chatteris = 6
 March = 23
 Whittlesey = 9
 Wisbech = 189

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI Number of positive outcomes as a result of CCTV intervention	240	39	114	

During July 2017 the Council was able to achieve 39 positive enforcement outcomes from incidents responded to or detected by use of CCTV. This is a very slight decrease as compared to July 2016 in which 40 positive outcomes were achieved.

These included arrests and fines for alcohol related offences, violence and supporting local enforcement partners in tackling inconsiderate parking.

Positive outcomes achieved for July:

Arrests (CCTV led) = 11
 Assisted arrests = 25
 Assisted FPNs / warnings = 3

Description	Target 17/18	Achieved (July)	Cumulative for 17/18	Variance
Performance Measure				
Number of incident reports shared by members of SIRCS [Secure Incident Reporting and Community Engagement System]	250	47	147	

During July 2017, members from SIRCS which includes representation from the four market towns in Fenland from retail, commercial and licensed trade submitted 47 incident reports for circulation.

The reports vary but include; retail related theft, business related crime and alcohol related incidents including violent crime within licensed premises.

This approach continues to support both local business and partner agencies to pro-actively tackle business related incidents to help reduce incidents of crime in Fenland by providing a secure and consistent method to information sharing across the district.

Description	Description	Target 17/18	Achieved	Cumulative for 17/18
Performance Measure				
MPI Number of FDC ASB cases where positive action is taken	90%	100%	100% 9 cases	24

The 9 cases during July came into the FDC Anti-social behaviour team via email and the ASB inbox; all were responded to and actioned within the relevant timescales. These nine cases included Neighbour noise nuisance, alcohol related neighbour ASB behaviours and youth ASB.

Community Safety Partnership Update

The Community Safety Partnership (CSP) held its meeting in July which included the partnership discussing the priority on 'Reducing Offending' with a focus on theft shoplifting.

The partnership board meeting was very well attended which allowed for the partnership to review the strategic assessment focussed on tackling shoplifting and reducing offending in Fenland which in turn allowed members to agree on a number of recommendations to support this.

The following actions and recommendations were agreed;

- The partnership will consider the specific needs of offender subsets of females and young people and deliver the 'Sue's Essentials' project to help provide essential items for children and young people who may not have access to basics, such as toothpaste and soap
- The partnership will support the use of restorative justice practices and community resolution in relation to shoplifting rather than a solution through the Court. This will include the development of a business information pack.
- Review and evaluate the local ShopWatch schemes and consider amalgamation and other efficiencies.
- Review the impact and lessons learnt from new interventions in Wisbech (as a local Alcohol Action Area).

The recommendations will now be placed within the CSP actions plan with projects being developed to support these.

BUSINESS PLAN AREA:

Environment

Business Plan Priority:

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

Business Plan Action:

Support the Fenland Diverse Communities Forum to deliver the Fenland Community Cohesion Strategy

Portfolio Holder:

Cllr Mike Cornwell

Fenland Diverse Communities Forum

Communities are at the centre of community cohesion and integration. The Fenland Diverse Communities Forum acts as the hub to bring partners together, identify

cohesion issues and develop initiatives to address these issues.

The Council is playing an important role in bringing these partners together to address shared interest in improving their locality, to avoid duplication and focus resources on addressing the identified issue/s, both pastoral support or enforcement activities where necessary.

Since February this year we have worked with partners to bring £489,990 into the area, the resource obtained so far:

Fund	Resource	Issue	Lead Agency
Controlling Migration Fund - CMF	£86,400 over 2 years	Migrant outreach service – HMO's	FDC
Home Office	£45,000 one year	Migrant outreach support service/ Cambridgeshire Constabulary	Cambridgeshire Police
Heritage Lottery Fund	£45,000 over 2 years	Gypsy Traveller history and culture in the fens	One Voice4 Travellers & Rosmini Centre
CMF	£93,837	A project co-designed and will be delivered by partners around food – Grow it, cook it, share it and compare	Ground work, ACCESS East of England and Clarion Housing
CMF	£115,553 & £10,000 for a full evaluation – Fenland element of a JT bid with Peterborough CMF lead	Outreach work to address street drinking	County Council – Peterborough CC & FDC
CMF	£94,200 over 2 years.	Information Pack of social media video resource	Public Health- FDC – CCC – Peterborough & Cambs CGC, Peterborough City College, Huntingdon Regional College, Ferry Project, Rosmini Centre, MIND, Peterborough

As an example of the bids – The information Pack:- the recent Joint Strategic Needs Assessment for migrants highlights the impact of recent migration in terms of demography and identified local health and wellbeing issues and unmet need in the migrant populations.

This issue will be tackled by developing a suite of migrant and local resident information, advice and guidance resources, utilising social media and video to convey messages in English, Lithuanian and Polish. This will be shared across the area and beyond.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Attract new businesses, jobs and opportunities, whilst supporting our existing businesses in Fenland

Business Plan Action: Working with our partners, local businesses, the GCGP LEP and the Combined Authority, we will:

- Work with education providers to help improve education attainment and link skills and courses with the needs of local businesses
- Target inward investment to establish new business opportunities, jobs and economic growth
- Facilitate local business support to encourage business growth and improve job diversity and skills
- Improve the business profile of Fenland and create an environment of proactive growth
- Explore and develop funding bids which support business, skills and infrastructure projects
- Influence how the Housing Delivery Grant and infrastructure funding is used to stimulate housing development and economic growth in Fenland

Portfolio Holder: Cllr Ralph Butcher

Economic Development Plan

The Economic Development Plan sets out how FDC's Economic Development Team, in partnership with Opportunity Peterborough, will achieve Fenland's key focus areas:

Enterprise – support start-ups, early stage businesses and micro-small businesses via signposting, engagement with existing and newly established networks to provide improved local business support, including raising awareness through social media, web content and events.

Workforce development – encourage the uptake of in-work training and apprenticeships, forming strategic links between schools-colleges-business through collaboration with The Skills Service and boosting efforts to raise skill levels and educational standards.

Business retention and growth – supporting growth within medium and large businesses through pro-active 1-2-1 business engagement and account management, exploring grant funding opportunities for business and intelligence gathering and supporting sector specific initiatives, such as Agri-Food activities.

Inward investment – Creating a more proactive approach to inward investment which focusses on business, premises, infrastructure and money, improving the profile of

Fenland as an attractive place to work & live.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
MPI BE5 Number of social media followers (Fenland business engagement and profile enhancement) (Annual)	600	25	600	
<ul style="list-style-type: none"> • 118 profile visits • 34 tweets • 8 mentions - when someone else uses '@fenlandbusiness' in their tweet, for example, to show that they've attended an event we've organised, to share the work of Fenland for Business, or even to make us aware of upcoming events or initiatives. This is a good indicator of engagement and awareness of the account by other organisations. • 8492 tweet impressions - this is the potential number of people that may have seen the tweet in their news feed. This is a mix of the people that follow Fenland for Business and the followers of any accounts that interacted with a tweet from Fenland for Business by retweeting, commenting on, or liking a tweet as this activity will be shared with them. 				

Employment, Skills and Apprenticeships

Events

'Build a Business' at Cromwell College - 200 students supported by 2 local businesses (Alan Bartlett & Sons and ALS Food & Pharmaceutical) participated in building a business idea by designing a product, thinking of ways to market it effectively and manage resources, before pitching the idea to a panel of 'Dragons'.

Attitude Survey at Cromwell College - 200 students are invited to share their thoughts on the attitudes towards careers and life after school.

Meetings:

- Careers & Enterprise Company
- NewstrAid
- Fenland Business awards

We offer a wide range of NVQ qualifications out to our workforce already, and are currently developing a wider apprenticeship offer to enable a minimum of 9

apprentice posts being offered by the Council.

We also offer longer term work placements to enable young people to develop valuable work skills.

LEP Engagement & Funding Activity

The Economic Development Team assisted with raising awareness of the 'Funding Opportunity' fair held at March Library with a focus on Arts-based projects. Information was shared with a number of Fenland Arts businesses and as a result we understand that one of these businesses now intends to pursue a full application for funding.

The Economic Development Team met with the INNOVATE team based at Anglia Ruskin University; who have agreed to be one of the guest speakers at the September 5th networking event at South Fens, Chatteris.

INNOVATE and KEEP+ are two funding streams aimed connecting SMEs to academic expertise and graduate talent, KEEP+ will help boost business through research and development support to launch new products, services and promote entrepreneurship.

Enterprise Zones – Wisbech & Chatteris

The GCGP LEP has invited all authorities within the LEP geography to develop a submission for Enterprise Zones within each Local Authority area. Fenland have identified suitable sites in both Wisbech & Chatteris that compliment sector-specific themes of 'precision engineering', 'Agri-food' and the associated 'supply chain'.

Early stage work has been undertaken and in July the Council's Cabinet approved the development of an Enterprise Zone bid for Wisbech & Chatteris. The Economic Development Team are currently engaging with landowners & key stakeholders to develop a robust business case and justification to submit to the LEP. Sifting and submission of the bids by the LEP will be undertaken upon confirmation from the Government that it will be inviting a Wave 3 Enterprise Zone round.

Business Engagement & Inward Investment

Business Engagement

A follow-up meeting was held with Precision Component Manufacture Ltd (PCML) in March. The meeting covered areas such as funding, skills and joint promotional activity.

Following the meeting introductions were made to Rebecca Sussex from The Skills Service and to the DWP/JCP regarding recruitment. Information was also provided regarding funding opportunities related to capital investment and water, energy and resource efficiency as well as contacts for free sustainability audits.

It was agreed that the Council could work with PCML to develop a case study to help promote engineering in Fenland,

Inward Investment

A review of large, predominantly foreign-owned employers in Fenland has been completed and 19 companies identified as targets for company meetings to explore the possibility of expansion projects, job safeguarding and retention with the possibility of future growth at the sites by attracting additional divisions of the companies to the location.

Connecting with DIT Account Managers to establish the UK expansion opportunities for FDI companies with subsidiaries in the District Council area but with Head Quarters elsewhere. 6 company discussions initiated with DIT Account Managers.

Events

Preparations are underway for the September networking event at South Fens, Chatteris. Three guest speakers have been confirmed for the theme of 'Growing your business'. A press release will be produced and distributed to local media and an additional events reminder will be sent to contacts in advance to notify them of the event and its content.

Referrals and 'word of mouth' appear to be the most effective method of drawing the event to a business's attention and emails will be sent to all previous attendees as a polite reminder, as well as new contacts with a focus on growing our contacts within the business community.

The Wisbech Link for Growth event continues to meet every 4 weeks at Boathouse and provides a platform for localised network and business connections to be made.

Supporting Whittlesey Business Forum

Due to changes in potential venue, the Whittlesey Business event is being postponed until May Bank Holiday 2018. Press releases have already been prepared along with

posters so once details have been confirmed this event can be finalised.

Newsletter

The monthly Fenland for Business newsletter was edited and distributed to 683 contacts and achieved a 22% open rate, a promising increase considering there were no unsubscribers. The topics continue to vary widely and include a range of national business-related issues, information sharing and local case studies of business growth.

We will continue to add new contacts to the mailing list who express an interest in receiving our newsletter. The last few months have seen a noticeable increase in subscription requests which is gratifying to note. The success of the networking events is attributable to much of this increase.

683 contacts received the July newsletter

22.4% open rate (151 contacts, 325 opens) – *which reflects the number of recipients opening and viewing the email newsletter.*

3.2% Bounced (22 contacts) – *which reflects the number of emails returned as 'undeliverable'.*

74.4% no info (506 contacts)

3 contacts clicked on the business rates support article a total of 12 times.

1 contact clicked on the link to the Wisbech networking event

3 contacts clicked on the September networking event listing 38 times

2 contacts also clicked on the Skills Service and disability confidence scheme links

Other interactions include articles and information about: Metalcraft, Fenland District Council; The Boathouse & South Fens Business Centre pages; Fenland for Business, Twitter (FFB).

Fenland for Business website

The quality of engagement with the Fenland for Business website continues to improve with longer visits, and slightly increased page views per user. The slight decrease in traffic can be attributed to the summer and people taking time off work.

The way that visitors arrive at the website remains the same with the majority of visits coming from organic searches, however referrals have almost equalled direct traffic in July. This is important because referrals help improve rankings on search engines, resulting in the website being much more likely to be found by businesses.

Further business engagement

Continued liaison on behalf of a March-based retail business in connection with their waste contract. Successful signposting has taken place and the business is now better managing this aspect of their facility.

Contact has been made with a proposed container storage development in Wisbech, predominantly as an awareness raising opportunity to highlight the assistance FDC can give in terms of growth, skills, funding opportunities. The Team will continue to manage these interactions.

Fenland Agri-Food Projects

A plan for the promotion of GCGP's Agri-Tech Fund has now been discussed and agreed. Twenty relevant SMEs will be directly contacted every month from August alongside a social media based awareness raising campaign.

In addition, intermediaries in Fenland such as accountants, banks, FSB, Chambers, NFU and CLA will be contacted to ensure that they are promoting the scheme to their clients and members.

The aim of the will be to generate at least one successful application per month from Fenland businesses.

A business networking event is being organised for October, the focus of which will be funding for Agri-Food businesses. This event will be slightly longer than usual to allow for a greater dissemination of the topics involved whilst still maintaining a 'SMART capture' approach to ensure interest remains engaged. This will include Martin Luttmann for Agri-Tech Fund and CambsAcre for Fenland LEADER. Other speakers are being confirmed to ensure the event is relevant, effective and beneficial to all of those planning to attend.

A press release will be issued regarding the event and also publicising the funding streams.

Influence how the Housing Delivery Grant and infrastructure funding is used to stimulate housing development and economic growth

The Council has secured £300,000 of "quick wins" Devolution funding for the delivery of 36 affordable homes in Whittlesey. The funding has helped secure more affordable housing than what would have been achieved on the site.

Work Experience Placements & Work Opportunities Programme

The Council has an established work experience programme working with local schools to provide placements for young people. In the last number of months we have successfully facilitated placements for schools in teams including ICT, HR, Planning, Environmental Services and Member Services. We have also provided longer-term placements, working with Job Centre Plus and other agencies.

We are also currently supporting longer term placements within our Leisure Services teams.

Work with partners to deliver a programme of supported skills development across the district

The Council regularly supports the Skills Service to deliver a programme of events across the district including interview and employability skills & careers fairs to ensure that young people are ready for the world of work when the time comes.

Explore and expand opportunities for the Council to work in partnership with local education providers to promote employment opportunities for the local community, and raise the aspirations for people to improve their employment / life prospects

We have a rolling programme and commitment to working with education providers promote employment opportunities for young people through careers fairs and the career's festival.

Wider Apprenticeship Offer

We are currently developing a wider apprenticeship offer to enable a minimum of 9 apprentice posts being offered by the Council, and have approached local businesses to offer support.

We are currently meeting a variety of apprenticeship providers to identify those that are the best fit for the Council.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Attract new businesses, jobs and opportunities whilst supporting our existing businesses in Fenland

Business 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

Portfolio Holder: Cllr Ralph Butcher

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI BE1 % of business premises and light industrial units occupied across the estate	87%	89%	89%	

South Fens Business Centre:

We have had three new enquiries for office space this month, two of which are considering their options.

Two existing tenants have committed to renewing their leases with us and a further two tenants have decided to serve notice to end their leases which will be effectively from the end of September 2017. One business has been acquired by a larger firm and they do not wish to retain their office in Chatteris. The second business is buying a purpose-built unit which will allow for office accommodation and manufacturing space, significantly in excess of the spaces available at South Fens Enterprise Park.

The Business Premises Team are currently reviewing marketing options for South Fens, to ensure that we maximise opportunities to increase occupancy, activities include;

- Reviewing and refreshing our web presence;
- Increased output via 'Fenland for Business' & FDC's Twitter feeds;
- Developing case studies of existing tenant businesses;
- Working with our Communications Team to implement a targeting marketing campaign using social media;

Whilst particular focus is on increasing the levels of occupancy at OSouth Fens Business Centre, these activities will extend to include the Boathouse Business Centre and South Fens Enterprise Park.

Boathouse Business Centre:

Heads of terms have been issued to an existing tenant who is moving to one of our premium offices.

Current floor space occupied 7,709 m² out of a total available 8,660 m².

South Fens Business Centre	66%
South Fens Enterprise Park	86%
Boathouse Business Centre	78%
Light Industrial Units	98%

Overall Business Premises Estate occupancy is currently in excess of target at 89%.

BUSINESS PLAN AREA: **Economy**

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

Business Plan Action: ***Stimulate the delivery of mixed use development at the Nene Waterfront, alongside the delivery of our wider regeneration objectives***

Portfolio Holder: **Cllr Ralph Butcher**

Nene Waterfront Project

The development of the Lot 3 site is ongoing, the developers have indicated that they have experienced positive reception from the sales market and a number of units have already been sold prior to completion.

The future development of Lots 1 & 2 is the subject to further investigation and a meeting with the Homes & Communities Agency enabled the Council to better understand the potential support on offer to accelerate the development on these sites.

The announcement of the Housing Infrastructure Fund (HIF) has enabled FDC to begin to develop a 'Marginally Viability' bid, which is to be submitted before the closing date at the end of September 2017. The HIF bid aims to close the development viability gap and is likely to be in the form of a grant.

The future development of the NWF site is to be considered by Members as part of the emerging Property Investment & Development Strategy (PIDS).

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Ralph Butcher

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI MS1 Number of berth holders / occupancy of berths at Wisbech Yacht Harbour	90%	95%	95%	
<p>During July the number of berth holders increased with 3 permanent moorings taken out. No vessels departed throughout July.</p> <p>In total 6 vessels visited Wisbech two of these were fishing vessels to use the crab marsh yard. There was also four leisure craft to call at Wisbech for a short stay.</p>				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI MS2 Number of boat lift operations at Wisbech Port	300	32	126	
LPI MS3 Number of vessel lifts	155	12	51	
<p>July was a quiet month for the boatyard, the majority of lifts for July was from Fishing vessels returning into the water and additional vessels being lifted out for refit.</p>				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
Gross Tonnage to Ports	445,000	33,803	135,672	
<p>Port Sutton Bridge - The summer shutdown of the steel mills in Europe is the main reason</p>				

that ship numbers to PSB are down in July, Discussions with PSB continue to advise that steel import to the PSB will increase through the year

Port of Wisbech - Timber imports remain good into Wisbech with above tonnage, Fencing products will lower for the next 1 – 2 months but will increase towards the end of the year.

Sutton Bridge Marina – Commercial & Leisure Moorings

These new mooring are complete, with an opening planned for 13th September 2017.

Management arrangements have been finalised with CCC for FDC to operate the facility.

BUSINESS PLAN AREA: **Economy**

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

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

Portfolio Holder: **Cllr Ralph Butcher**

Wisbech 2020

The refreshed Wisbech 2020 Vision document was reviewed by the Overview & Scrutiny Committee on 31 July 2017. The consideration by this committee forms part of a wider consultation process with partner organisations prior to the final document being launched in the autumn. The refreshed vision document will also be tabled at the next FDC Cabinet meeting on 14 September 2017.

Plans are currently underway for the 5th Wisbech 2020 Vision summit which will include the launch of the refreshed vision document. The event will once again be held at the Thomas Clarkson Academy, which is a fitting venue due to the renewed focus on skills and education. Once the date and agenda have been confirmed, all district councillors from the Wisbech area will receive an invitation to the summit.

BUSINESS PLAN AREA: Economy

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

Business Plan Action: Enable appropriate growth and development through the delivery of a proactive and effective shared Planning Service

Portfolio Holder: Cllr Will Sutton

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI EC2 % of major planning applications determined in 13 weeks (or within extension of time)	75%	100%	100%	
All applications (3) we determined (in July) within 13 weeks or within a timescale agreed with the applicant.				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI EC3 % of minor planning applications determined in 8 weeks or within extension of time)	80%	95%	95%	
37 applications were determined within the month with only 2 not being determined within 8 weeks / within a timescale agreed with the applicant. The cases that went over target related to applications that were being refused and so the applicant was unwilling to enter into an extension of time arrangement.				

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI EC4 % of other planning applications determined in 8 weeks or within extension of time)	90%	100%	98%	

All 37 applications determined in the month were decided within 8 weeks or within a timescale agreed with the applicant.

Brownfield Register Update

The government has in the last few weeks, published guidance on the preparation and management of the register and this document is currently being evaluated so that the required work procedures can be put in place.

Custom & Self Build Register Update

The fee to be raised in relation to new / renewed applications has been agreed and also a cost code for receipt is about to be established. The revised web site information is ready to publish pending the establishment of the budget code.

Next month existing applicants will be asked to renew their application and also work will start on the identification of extant planning permissions for custom and self build properties.

BUSINESS PLAN AREA: Economy

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

Business Plan Action: *Develop, enable and deliver economic, infrastructure and regeneration strategies / projects through Fenland's Regeneration programme*

Portfolio Holder: Cllr Ralph Butcher

Progress against Regeneration Action Plan

The Regeneration Plan is a collective of targeted and corporately significant projects which are the responsibility of a number of different teams across the Council, led by Officers from the Regeneration Action Plan Team and headed up by the Council's Chief Executive.

Specific projects associated with the Regeneration Action Plan are reported as separate projects within this performance report.

Portfolio Holder: Cllr Ralph Butcher & Cllr Will Sutton

Broad Concept Plans Update

Two meetings have been held with SME builders to look at ways in which the public and private sector could work better together to bring forward to deliver the BCP. The subsequent action points are being worked on currently.

Chatteris South – revisions to the planning application received and is at consultation stage. Expected that the application will be presented to planning committee in October.

South West March – a number of the landowners (that own a significant portion of the allocation) are in discussions with a regional builder who will assist them in the preparation of a BCP.

Wisbech East – additional study work commissioned to help inform the master plan for the site. Re-consultation with the public will follow.

Housing Infrastructure Fund

In light of the launch of the Housing Infrastructure Fund, Officers have been assessing

sites that could be suitable for either the 'Forward Funding' or 'Marginally Viability' funding streams.

Officers are developing submissions within the Marginally Viability Stream for funding to secure development brokerage work to bring forward the development of the East Wisbech Broad Concept Plan area, along with a marginal site in March. In addition, a submission for Wisbech Garden Town is being prepared for the 'Forward Funding' stream, which can only be submitted by the Combined Authority.

Successful bids will be notified in the Autumn, with the 'Forward Funding' stream requiring a more detailed second stage submission, should it be successful at the first stage.

Marginally Viability – these are sites that are ready to go and can deliver houses by 2021 and can be bid by either District Councils or coordinated via Combined Authorities with a £10m cap per scheme. Full bid deadline 28 September 2017.

Forward Funding – Combined Authorities can only bid, for larger schemes that are more strategic with a £250m cap per scheme with spend up to 2021. 2 Stage applications with expressions of interest by 28 September 2017 followed by detailed business cases early 2018.

Positive meetings have been held with local developers to explore how they can assist with the delivery of housing with a particular focus on the BCPs.

BUSINESS PLAN AREA:

Economy

Business Plan Priority:

Promote and enable housing growth, economic growth and regeneration across Fenland

Business Plan Action:

Develop and help deliver a viable holistic regeneration and growth proposal to Government for a Wisbech Garden Town as part of the Devolution agreement

Portfolio Holder:

Cllr Ralph Butcher & Cllr Will Sutton

Wisbech Garden Town Update

Following the approval of the Garden Town Study work by the Combined Authority, the necessary project management and governance arrangements are being finalised.

BUSINESS PLAN AREA: Economy

Business Plan Priority: Promote and lobby for infrastructure improvements across the district

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

Portfolio Holder: Cllr Simon King

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
Number of journeys made by bus and rail users	Maintain 14/15 level (14,308 journeys)	1607	6358	

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 1,425 members in Fenland District (31 December 2016).

Local Sustainable Transport Fund (LSTF)

- Increase the number of people walking, cycling and using public transport

Wisbech Bus Service project

The procurement for the new bus service, which is being undertaken by Cambridgeshire County Council, was completed in May 2017. The operator for the new bus service is Fenland Association for Community Transport (FACT). The service commenced on 3 July 2017. Widespread notification across Wisbech through leaflets, emails and press notices to make people aware of the new bus service is ongoing.

A formal launch event for the new bus service was completed on 21 July 2017. The Mayor of Wisbech presented at an event that forms part of the awareness raising of the new service. The events focused on the Horsefair Bus Station and the Tesco store and include refreshments at Tesco.



BUSINESS PLAN AREA:	Economy
Business Plan Priority:	Promote and lobby for infrastructure improvements across the district
Business Plan Action:	<i>Engage with partners on the feasibility and delivery of major infrastructure projects across Fenland, including A47 and A605 improvements and the Wisbech-March-Cambridge rail link</i>
Portfolio Holder:	Cllr Simon King

Support strategic transportation objectives

A47

Highways England consultation for the Guyhirn Roundabout scheme closed on 21 April 2017. This scheme is part of Roads Investment Strategy (RIS) Details about the consultation can be found in the website links below.

DfT Website Press release for the consultation

[https://www.gov.uk/government/news/have-your-say-on-plans-to-dual-and-improve-
junctions-on-the-a47](https://www.gov.uk/government/news/have-your-say-on-plans-to-dual-and-improve-junctions-on-the-a47)

Highways England consultation web page for the Guyhirn roundabout

<https://highwaysengland.citizenspace.com/he/a47-guyhirn-junction-improvement/>

For other up to date information about each scheme in RIS1 details are regularly added to the Highways England website. A link for which is below:

[http://www.highways.gov.uk/roads/road-projects/a47-corridor-improvement-
programme/](http://www.highways.gov.uk/roads/road-projects/a47-corridor-improvement-programme/)

March to Wisbech Railway Line

The assessment of this line is included in the approved Garden Town works, funded by the Combined Authority.

A605 Kings Dyke Crossing

This scheme has been tendered.

BUSINESS PLAN AREA: Economy

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

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

Portfolio Holder: Cllr Ralph Butcher

Surplus Asset Disposal Programme

A list of surplus sites and a revised disposal programme is being developed to support the Property Investment & Development Strategy (PIDS). The programme will look to identify opportunities for sites to be offered for 'Self Build' development and will include a potential list of low value sites to be sold by auction and key/strategic higher value sites.

The disposal of larger key/strategic sites will provide a significant contribution towards providing sites for residential or commercial/industrial development across the District.

It is hoped that the disposal of the lower value sites will reduce the incidences of anti-social behaviour and in turn, reduce the cost and burden to the public purse, whilst also creating a capital receipt for the Council.

Wisbech Port Estate Review

Originating as a project from the Council's Comprehensive Spending Review, Officers have developed an action plan which will maximise commercial opportunities, whilst securing additional revenue income and reducing liabilities within the Port estate.

Over the course of 2017/18 Officers will be seeking to rationalise and regularise occupancy at the Port and will investigate opportunities to drive further value from the Council's port-related assets.

A meeting with the incumbent port operating company was held in July and has enabled both parties to gain a greater understanding and insight into each other's needs and to help plan for the future. The continued engagement and ensuring dialogue will enable the Council to ensure a more sustainable port operation, whilst seeking to improve regulation, operational efficiencies and increase income

generation.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Good Customer Service

Business 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*

Portfolio Holder: Cllr Chris Seaton

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS6 % of Council Tax collected	97.5%		38.63%	
LPI CS8 Net Council Tax receipts payable to the Collection Fund	£49,517,432		£19,027,410	

Collection remains on track both for in year collection and collection fund. The in-year amount is slightly below target some of this can be attributed to the movement of debt in year as people move and debt is spread to February and March for collection.

During July the following recovery documents have been issued
Reminders 1,199 with a value of £127k (compared to 1241 worth £134k last July)
Final Notices 1,046 with a value of £700k (compared to 623 worth £341k last July)
Summonses 1,300 with a value of £65k (compared to 314 worth £207k last July; note that summonses issued later this year hence much higher number)

Currently there are 1,825 work items outstanding for Fenland (15,193 total ARP)
The team continue to focus on the processes outstanding to reduce the amount of callers chasing unprocessed work. The annual long term empty review continues, ARP has sent and processed first contact and reminders for these properties. Data files were sent to Capacity Grid at the end of July, some of which will be used by them to replicate this exercise. This could result in a number of enquiries and potential complaints from customers which will be dealt with as they arise.

Our new temporary team member starts early August with training scheduled. In addition we are recruiting for 3 further current vacancies.

The majority of the billing processes have been mapped and are now live in CIVICA.

The move process, arguably the most complex is in development and is anticipated to be live by the end of August. Work have now moved onto the recovery processes. It is anticipated that by Christmas the automatic work distribution will be in place across Council Tax.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS7 % of NNDR collected	98.5%		38.94%	
LPI CS9 Net business rates receipts payable to the Collection Fund	£25,786,366		£10,102,522	

Collection on Business Rates continues to exceed targets for in year collection and collection fund targets despite the revaluation and changes impacting on ratepayers.

During June the following recovery documents have been issued

Reminders 47 with a value of £143,870.676

Final notices 10 with a value of £79,544.45.

Summonses 17 with a value of £63,333.22

There are currently 288 Fenland processes outstanding (2328 ARP total)

The additional work created by the delays and complexities of the application or the new reliefs continues to have a detrimental effect on the ability to keep up with the daily work.

Since the new discretionary relief scheme was recently agreed all businesses who have been identified are being contacted so they can confirm they do not exceed state aid limits before the relief is applied to the accounts.

The software that will allow us to apply the Supporting Small Businesses relief will be available later in August so that we can apply the reduction and issue amended bills restricting the amount of increase to £600 for the year.

In addition to this the team will be undertaking discretionary rate relief reviews across a number of sites this year

Although the focus of the EDMS (CIVICA) project is not on NDR, there has been some progress made for business rates on refunds/credits and discretionary reviews. Wherever we can use the basis of a council tax process as an outline for the business rates process we will adapt and implement as much as possible.

Description	Target 17/18	Achieved in-month	Cumulative for 17/18	Variance
Performance Measure				
LPI CS10 % of contact centre calls answered within 20 seconds	34% Profiled target end-July	25.6%	39.5%	
LPI CS11 % of contact centre calls handled	74% Profiled target end-July	66.7%	69.3%	

Contact Centre performance has again improved this month after a challenging start in April with regards the percentage of calls that we have answered within our target of 20 seconds.

However as a result of 15% more calls in July than the same month last year (this July we were offered 7851 calls compared to 6845 last July) we were unable to meet our call handling target. From 31/7/17 we moved capacity to our busiest time of the week (Monday morning) which will help bring performance up, also we are currently examining demand and capacity over a number of weeks in order to understand how resources can be refocused throughout the week to better meet demand, now that our revised Contact Centre opening hours have been in place for four full months (prior to 1/4/17 our Contact Centre was open Mondays to Fridays 9am to 5pm and Saturdays 9am to noon; from 1/4/17 it has only been open Mondays to Fridays 9am to 4pm). It is also clear that the reduced opening hours have yet to translate into lower demand; for the first four months of 2016-17 we were offered 32,731 calls compared to 34,686 for the same so far this year.

Description	Target 17/18	Achieved in month	Cumulative for 17/18	Variance
Performance Measure				
LPI CS12 % customer queries resolved at first point of contact	85%	94.1%	93.6%	

The Customer Services team continue to deliver excellent customer service by meeting first point of contact targets.

Description	Target 17/18	Achieved	Cumulative for 17/18	Variance
Performance Measure				
LPI CS13 % of Customer Satisfaction with the	95%	91.3%	87.5%	

The first customer satisfaction survey this year showed 83.7% of customers satisfied with our service, mirroring our performance at that time, in that customers are concerned at being able to get through to us at peak times, though it is clear that they are pleased with the standard of customer service provided by individual staff.

We conducted a further satisfaction survey in late August showing much more encouraging results of 91.3% customers being satisfied, showing improved telephone answering performance also affects customer confidence; this made our average this year so far 87.5%.

Achieve CSE re-accreditation for the whole Council

We were assessed for CSE in June and have now received a glowing report from the Assessor as he has renewed our accreditation for another year.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Good Customer Service

Business Plan Action: *Make services more digitally accessible and increase self-serve opportunities as detailed in our Channel Shift Strategy*

Portfolio Holder: Cllr Chris Seaton

Portfolio Holder: Cllr David Oliver & Cllr Chris Seaton

News Survey & Social Media Update

Monthly update on news stories to the FDC website

The number of news stories added to the FDC website and distributed as press releases to local media in July = 16

Highlights included:

- All aboard for the new bus service
- Joint projects receive migration funding
- Progress builds on Combined Authority housing plans

- 'Check your details' plea as annual canvass begins
- Paperless approach saves £985 a month
- Campaign taking action to Tidy Fenland!
- Heritage asset restored to former glory

Social Media Update

Monthly update on FDC social media sites;

The number of social media updates added to the FDC Facebook and twitter accounts in July;

Facebook = 83

Twitter = 135

We currently have 1322 likes on Facebook and 7,688 followers on twitter.

	Tweets	Tweet Impressions	Profile visits	Mentions	New followers	Total no of Followers
FDC Twitter	135	90.7K	2,033	143	25	7,688

	Posts	Reach	Post Engagements	Page Likes	Total Page Likes
FDC Facebook	83	59,571	16,434	60	1,322

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Transformation & Efficiency

Business Plan Action: *Appropriately pursue shared services, joint working arrangements and collaborations, whilst ensuring robust performance management*

Portfolio Holder: All

Combined Authority Update

Recent Combined Authority Meetings

Please [click here](#) to view the agenda and minutes from the Combined Authority Overview & Scrutiny Committee meeting held on 24 July 2017.

Please [click here](#) to view the agenda and reports from the Combined Authority meeting held on 26 July 2017.

Please [click here](#) to view the agenda and minutes from the Combined Authority Overview & Scrutiny Committee meeting held on 16 August 2017.

The Combined Authority Board made the following decisions related to Fenland:

- Business case for Phase 2 Peterborough University - £6.53m
- Dualling of A47 business case – Peterborough to Walton Highway - £0.5m
- Feasibility A47-M11 extension - £1.25m
- Wisbech Garden Town feasibility - £6.5m
- Independence economic commission to undertake an economic review
- Support to government National Productivity Investment Fund – A47 junctions, March junctions and Wisbech Access Study
- Modular housing study - £25k
- Develop centre for skills and apprenticeships - £692k apprenticeship employer grant, options appraisal for skills hub
- Pay & progression pilot (government funded) for Health Care Worker Sector - £5.2m
- Commission new Local Transport Plan, Housing Strategy & Non-Statutory Spatial Plan

Forthcoming Combined Authority Meetings

The agenda and reports for all Combined Authority meetings can be accessed on the Cambridgeshire and Peterborough Combined Authority website

www.cambridgeshirepeterborough-ca.gov.uk/

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Consultation and Engagement

Business Plan Action: *Refresh the Council's approach to consultation through a revised Consultation Strategy*

Portfolio Holder: Cllr Michelle Tanfield

Consultation Strategy Update

Consultation is a key priority for the Council, and is outlined as such in our Business Plan. As part of this year's Business Plan Consultation process, Overview & Scrutiny requested that we 'refresh' the corporate consultation strategy.

Therefore, a draft strategy is being developed to provide a consistent and clear framework to underpin the variety of public consultation undertaken by the Council. This will replace the previous Consultation and Community Engagement Strategy of 2012-15.

The consultation strategy will go forward to Overview & Scrutiny in September and Cabinet in September / October.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Equalities

Business Plan Action: *Meet the requirements of the 2010 Equality Act through our core service delivery*

Business Plan Action: *Publish an Annual Equality Report*

Portfolio Holder: Cllr Simon King

Meet Equality Act Requirements

Gypsy Traveller Alcohol & Drink Intervention Project

One Voice4 Travellers are working with the Traveller and Gypsy communities who have recognised drug and alcohol abuse problems amongst their young people. The project has now started and will continue until the beginning of December 2019.

Based in Fenland One Voice4 Travellers will work with 20 families a year for the next 3 years. They will work with parents of young people who are using drugs and alcohol, to support them and mentor the families in supporting their children to “kick the habit”.

Of the families engaged it is anticipated that approximately half will become an “Information Advocate” and will be able to give information, if requested, to members of their own community on help and services available and how to access them.

They have contacted the drug and alcohol services in Cambridgeshire, to introduce the project, and confirm that they have identified and engaged a number of volunteers, including a person who is qualified youth worker, who will deliver the project.

This has now started, and updates regarding progress will be given as the project moves forward.

The Council have helped support the project development to secure the funding.

BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Asset Management and Investment**

Business Plan Action: ***Ensure the Council's asset base is suitable, sustainable and maximises service and income benefits***

Portfolio Holder: **Cllr Ralph Butcher**

Corporate Asset Management Plan Update

The Asset Management Plan 2017-20 sets out the 9 Strategic Asset Management Priorities of the Council and the accompanying Action Plan creates a framework for Officers to manage, allocate resources and monitor timescales to ensure timely delivery of the Actions and improve the Council's asset management approach.

Due to the size and nature of the work linked to the Asset Management Plan there will be periodic updates on specific projects from the action plan.

Following the engagement with Service Managers and Heads of Service in June, a 'longlist' of identified works has been developed during July. The creation of the

'longlist' of prioritised works is the first step in developing an asset investment plan and will enable the Council to gain a greater understanding of the funding required from both revenue and capital budgets.

BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Asset Management and Investment**

Business Plan Action: ***Develop and deliver a commercial investment strategy***

Portfolio Holder: **Cllr Ralph Butcher**

Property Investment & Development Strategy (PIDS)

To compliment the Council's recently adopted Asset Management Plan and to aid with the commercialisation of the Council, Officers are developing a Property Investment & Development Strategy (PIDS). The PIDS can help FDC by increasing revenue income; reducing liabilities & outgoings; acquiring assets and securing capital receipts & capital appreciation. The PIDS could also offer the opportunity to kick-start development and regeneration to support the Council's Business Plan objectives where the private sector is not presently able to respond.

During July Officers have been developing and refining an action plan which includes a combination of small and more ambitious projects which can be considered and if agreed, adopted by Members to facilitate a more 'commercialised' approach for the management of land and property assets. This work has also included identifying surplus sites suitable for auction disposal or 'self-build' development.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Workforce Development

Business Plan Action: *Maintain an effective workforce with the right skills to deliver the priorities of the Council*

Portfolio Holder: Cllr Chris Seaton

Learning & Development

The Council remains committed to the learning and development of its workforce, and has a very robust and responsive learning and development framework in place to ensure that staff's learning needs are met.

The IIP Assessor recognised this:

“Learning and development activities are ongoing and there is still a learning culture despite the reduced training budget. People are being more creative in terms of finding cost-effective methods which meet their development needs. The organisation is to be congratulated that this continues to be a strength.”

We have provided a wide range of learning and development interventions for our workforce over the past year, such as 121 coaching, management development, PACE training, investigation skills, health and safety, managing sickness, NVQs, funded training, mental health in the workplace, resilience training and so on. We are currently collating organisational learning needs for delivery this financial year.

We are also investigating how we might use the Apprenticeship funding available to enhance and develop the skills of existing staff.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Workforce Development

Business Plan Action: *Support and empower staff to make effective decisions within a pleasant working environment*

Portfolio Holder: Cllr Chris Seaton

People Management Strategy Review Update

The Council's People and Development Strategy is aligned to the Council's Business Plan and focuses on outputs for 2017 - 2020. It has been developed in recognition of the need for our people to continue to work effectively with a range of Partners. It continues to be reviewed and improved on an annual basis. It is a live document that will be refreshed and updated as the Council evolves and faces new and emerging challenges.

This strategy informs and responds to the Workforce Development Plans (WfDP) created by our Service Managers as part of the Service Planning process to support the delivery of the Council's Business Plan. We review our WfDPs each year as part of the annual service planning cycle to take account of the changing needs of the organisation and the community it serves.

BUSINESS PLAN AREA: Quality Organisation

Business Plan Priority: Enforcement

Business Plan Action: *Take a fair and equitable approach to positively improving living, working and environmental standards*

Portfolio Holder: Cllr Will Sutton

Planning Enforcement Update

24 new enforcement cases were opened and 21 cases were closed following investigation. In relation to the closed cases:

No breach of planning control found – 10
Retrospective planning permission gained – 4
Breach very minor and action not warranted – 4

Breach resolved informally – 2
Duplication of existing case file – 1

No enforcement notices were served in the month.

BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Health & Safety**

Business Plan Action: ***Maintain effective Health & Safety policies and systems to comply with relevant legislation and local requirements***

Portfolio Holder: **Cllr Chris Seaton**

Health & Safety Update

We continue to review and update the Codes of Practice for Health and Safety and roll out the schedule of planned training.

Emergency Planning Update

Review of the Council's 'Emergency Management Plan' was completed with an amendment to the plan issued. This plan details the response to any incident/major incident occurring within the district, which requires Council action.

BUSINESS PLAN AREA: **Quality Organisation**

Business Plan Priority: **Health & Safety**

Business Plan Action: ***Ensure the safety and wellbeing of the Council's workforce, partners and the wider community***

Portfolio Holder: **Cllr Chris Seaton**

Workforce Wellbeing Strategy & Health Surveillance Programme Update

We offer a wide range of support to our employees to help promote and encourage their good health and wellbeing, such as:

- A dedicated Occupational Health Advice and guidance support service available for all colleagues;
- A comprehensive programme of health surveillance for groups of employees who work in certain service areas (e.g. refuse drivers, leisure centre staff, port staff, CCTV staff etc.)
- We provide a health care plan for all employees (at nil cost to the Council) to enable financial support to access to access a wide range of health care specialists and interventions (e.g. chiropractic services, dental treatment, acupuncture, reflexology, chiropody etc.)
- A range of Family Friendly People Policies
- We also have a team of qualified Health Champions drawn from across the Council who are promoting quarterly health promotion events.