



Overview and Scrutiny Panel

12 November 2012

Progress of Corporate Priorities
April – October 2012



Neighbourhood Planning

NP1 Growth and future shape of Fenland

Neighbourhood Planning – the Fenland Core Strategy

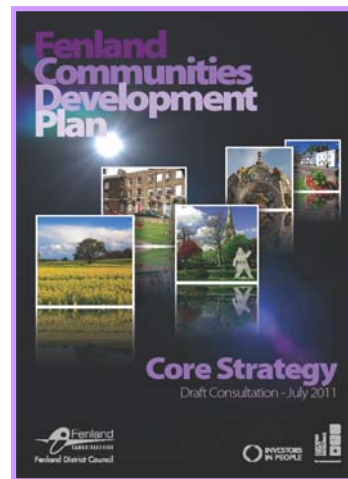
Excellent progress has been made on producing a defining document for Fenland, championed by Cllr Kit Owen, one which will steer growth, prosperity and quality of life for the next 20 years. The Fenland Core Strategy promotes the delivery of 11,000 new homes, provides 85ha of land for new employment development (to enable job creation) yet also protects the unique features of our special landscape and cultural heritage.

Over the past 12 months or so, a draft Core Strategy has had significant Member engagement. It has also gone through two rounds of successful public consultation (ending September 2011 and September 2012 respectively), generating a good level of response from a wide range of organisations, developers, public bodies and the public.

The document, which aligns very well with the national growth agenda and the National Planning Policy Framework, is flexible, brief and written in a way to be accessible to everyone. It not only promotes growth and job creation (with a particular focus on our four market towns, plus organic growth of our villages), but ensures development provides for all sectors of our community, is located away from areas at risk of flooding and has the right level of infrastructure to go with the new homes and businesses.

Successful partnership working throughout the year with key stakeholders (such as the County Council, Environment Agency, Anglian Water and the Agents Forum) means the Core Strategy will deliver successful and sustainable communities.

The final version of the Core Strategy is due to be considered by full Council on 20 December, and thereafter will, following a final round of consultation with the public in early 2013, be submitted to Government for independent inspection. Assuming the document passes such inspection, the Core Strategy will be adopted by Council in late 2013.



Planning and Building Control

A key element of achieving targets is the timely technical validation process with latest figures showing 92% of applications validated within 7 days and furthering the desire for continuous improvement a system of monitoring validation throughout has been refined ie. the time taken to register applications. A review of validation processes to streamline the system has also been commenced.

In terms of application numbers the combined Minor and Other figures show 370 applications showing a 10% increase on last year.

Performance on application processing to date shows Minors and Others on track to achieve targets, whilst Majors is below target, at present this is largely due to the nature of applications received to date and low volume received. The Delivery Team continue to monitor performance in this area as a priority and seek to engage in early preapplication discussion to avoid negotiation/delays during application evaluation.

Planning Compliance has seen a total of 139 enquiries with housing commencements in Building Control at 152.

Fenland Transport Directory

This was launched in February 2012 and to date around 3000 copies have been distributed. This booklet is a one stop shop advertising all forms of public and community transport in Fenland and has enabled local residents to have a greater awareness of the transport available. Feedback from the public has indicated that more people are now using the transport because of the booklet.

Getting from A to B Case Studies

The first six cases studies were launched in September 2012 focusing on car schemes and dial a ride. Over 1000 copies have been distributed so far. Along with the public these leaflets are helping us to have discussions with health care and social care workers, which in turn is helping them to provide better advice to patients about transport choices.

Fenland Rail Development Strategy

FDC Cabinet adopted the Rail Development Strategy in April 2012. This 20 year plan has 3 priorities - better stations, more rail services and more community involvement. The adoption of the strategy is now enabling us to have significant discussions with rail industry partners about the delivery of projects including the long term issues. It is necessary for the appropriate planning and feasibility work to be undertaken now so that we can plan for the delivery of the full strategy.

Hereward Community Rail Partnership

The Hereward Community Rail Partnership is a key element of the Fenland Rail Development Strategy that aims to ensure people can be involved in their local railway. Launched in October 2012, the Hereward CRP aims to build on the work of the



Friends of March Station and the Manea Station Group and also to further assist local Station Adopters. Local people are already coming forward to say that they would like to get involved through the CRP leaflet that was made available at the launch.

Whittlesey Market Town Transport Strategy (MTS)

Whittlesey MTS was adopted by Area Joint Committee in October 2012. The strategy sets out a programme of improvements to address transport issues in Whittlesey covering buses, trains, walking and cycling and community transport. This strategy will now form part of the Local Transport Plan for Cambridgeshire.

Community Transport

Use of Dial A Ride and Car Scheme services continue to increase. FACT Members are typically making over 1,500 journeys a month on dial a ride. Around 11,500 car scheme journeys are also being made per year by local residents travelling around 150,000 miles.

Wisbech 2020 Update

The project continues to gather momentum, with its impending launch in January 2013. Progress so far includes:

- 8 theme workshops, with outcomes posted on Shape Your Place. This has generated comments and has allowed us to act on feedback to prioritise emerging ideas.
- Two public engagement sessions have been held in Wisbech Market Place. The public were keen to talk about the project and offer their ideas.
- An online and paper based survey was conducted in September, which asked residents what they wanted to look like in 2020. Over 600 people responded, which was really positive.
- We listed a number of different ideas, and asked residents which ones they wanted to see the most. The top 3 were for us to:
 - Improve the appearance of derelict buildings.

- o Improve transport links in and around Wisbech.
- o Invite new businesses into the area and encourage diversity.

The theme leads discussed the outcomes of the stakeholder workshops and the community engagement in early October, considering how their work aligns with the themes.



Their findings were presented at the Wisbech 2020 summit on the 26th of October. Within 'break-out' groups, stakeholders discussed which actions they felt were the most important to deliver in the short, medium and long term. This ensures that consistent progress is made in areas that really matter to the local community. After analysing feedback, the vision will launch officially in January 2013.

More information can be found at:

<http://wisbech.shapeyourplace.org/wisbech-2020/>
www.wisbech2020vision.co.uk

Boundary Commission Fenland Electoral Review Update

Over the previous 12 months, the Local Government Boundary Commission for England (LGBCE) conducted an Electoral Review in Fenland. Following extensive Member consultation, FDC also submitted recommendations in relation to Council size in terms of the future number of District Councillors and future District warding arrangements. The results are now available.

The LGBCE are currently undertaking a public consultation between 23 October-7 January 2013, with a final scheme being published on 25 March 2013. The Member Working Group have reconvened to consider the draft scheme for Fenland and the process required to provide a consultation response from the Council.

NP2 The built environment

Manor Leisure Centre, Whittlesey – River Mooring Refurbishment Works

Following reported health and safety issues with this mooring in May 2012, the Council has developed a solution and engaged a local construction company to undertake the works. New pressure treated timber decking and non slip sheeting replaced the rotten timber mooring along with pink

granite chippings finishing off the landing stage. The improved appearance also supports encouragement of Tourism to the area. The mooring was re-opened for use on 27 July 2012.



Nene Waterfront Project (NWP)

The successful delivery of the Nene Parade public realm works along with improved linkages to the Town Centre has benefitted the local area and enhanced the potential for the vacant Nene Sites.

The project continues to focus on key elements:

- Assessing the options for the vacant development sites in a changing economic market – involvement of the Homes and Communities Agency along with direct contact with potential developers remains a priority.
- Development of the Boatyard & Boatlift Services – this facility has seen an expansion in use not only from the traditional leisure craft but increasingly from commercial craft, including the King's Lynn fishing fleet and windfarm vessels which has not only resulted in addition income to FDC but has in turn involved the use of local contractors and suppliers for the benefit of the local economy.
- The exploration of opportunities linked to the off shore wind farms industry – the Port Authority (FDC) has pro-actively engaged with Centrica and its sub-contractors supporting them in underwater cable laying operations in the Wash.



Keen to maximise the use of FDC boatyard facilities there has been a successful trial to maintain their fleet of 7 vessels (each valued at £1.5m) over a 4-5 week period with their team of 26 engineers utilising local hotels and suppliers in the town. With the recent approval by the Government for the provision of the offshore Race Bank wind farm to Centrica, further cable laying, turbine construction and maintenance activity is expected from April 2014, for which the Economy Portfolio Holder Cllr Seaton has indicated that the Council will be taking an active role to maximise the potential benefit to the local economy.

- Continued promotion and use of Boathouse as a local centre for business growth and conferences.
- Links to emerging Wisbech 2020 Vision led by FDC/CCC Leaders and MP which has highlighted the importance of the Port area.

As a quick win FDC has completed the tidying up of the Nene Sites with the removal of weeds and securing of fencing. Road resurfacing has also been undertaken by CCC, which has improved appearance and accessibility of the area.

Coalwharf Road Demonstration Project

The Coalwharf Road Demonstration Project is intended to create an exemplary sustainable development. The project will seek to deliver a high quality, beacon-development to act as a catalyst for high quality design and the use of sustainable technology and construction methods.

The first stage of the Demonstration Project was completed in October. A land swap transaction between FDC and Cambridgeshire County Council (CCC) was completed, enabling FDC to move forward with the development of a design brief and the formulation of a design competition.



Centenary Gardens

The Council has supported the enhancement of a key derelict site adjacent to the Octavia Hill Museum in Wisbech in conjunction with the National Trust and the Museum Trust. The site has now been acquired, the design is completed and additional funding via bids and community subscription is continuing to enable works to commence.

Due to the strong support for this project from former Cllr Roger Green the Leader has agreed to sponsor a seat in his memory within the completed gardens.



The Renaissance Project

Progress continues to be made in working with property owners across Fenland to enhance the structural integrity and appearance of their properties via the project via grants and Streetpride involvement.

A high priority remains the dilapidated buildings in Wisbech where the owners are being pro-actively encouraged and supported from a planning, conservation and funding perspective but this proves difficult in such fragile economic times.

Get Britain Building

To try and “kickstart” new build development in the district, in September the Council proactively contacted 10 developers with planning permission, but not building the site out to see if they would be interesting in accessing a new Government initiative called “Get Britain Building.” This scheme facilitates loans to the developer to invest in building out site, in effect underwriting the risk to the development. In response to the Council’s prompting, 1 developer has formally submitted a bid for consideration and we are awaiting the outcome. Though unsuccessful this is an example as to how the Council looks at new opportunities from Central Government to encourage inward investment in this area.

Wisbech Flood risk Toolkit

As part of the Wisbech Strategic Level Flood Risk Assessment (SFRA) which was completed in June 2012, a "Toolkit" Guidance Note has been produced. This explains to developers and other interested parties the issues to consider for new development proposals within the study area.



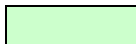
The Toolkit was produced in close partnership with the Environment Agency, Anglian Water, Middle Level Commissioners, North Level District Internal Drainage Board and the Kings Lynn Internal Drainage Board. It takes a pragmatic approach to development proposals within the area using the modelling evidence in the SFRA and seeking to provide suitable mitigation such as safe refuge and access and egress from buildings. It will be helpful in informing land use designations in comprehensive delivery schemes, in determining planning applications and ultimately delivering homes in the area.


Performance


PI	Description	Baseline	Target	Year To Date	Variance
1. Neighbourhood Planning					
1.1 Growth and Future of Fenland					
LPI GI1	Core Strategy – approved by Cabinet and Council	New	100%	Annual	100%
1.2 The Built Environment					
LPI GI3	Net additional homes provided	346	300	Annual	
LPI HCS1	Number of New Affordable Homes	15	75	Annual	
LPI DS1	% of major planning applications determined in 13 weeks	81%	65%	50%	-15%
LPI DS2	% of minor applications determined in 8 weeks	65%	70%	68.32%	-1.68%
LPI DS3	% of other applications determined in 8 weeks	85%	85%	89.88%	+4.88%

KEY

 Above target by 10% or more

 On target or within 5%

 Within 5-10% of target

 Below target by 10% or more

Localism

L1 Supporting vulnerable members of our community

Benefits

We continue to improve benefits performance through our Benefits Recovery Plan. The fantastic effort by the team meant that October was the best month for performance in the current financial year with regards to in-month processing times. We aim to drive this performance even further.

New claims are now being actioned in a cumulative average of 34 days for the current financial year as a whole, compared with a target of 17 days. At the same time changes were being actioned in a cumulative average of 13 days compared to our target of 10 days. Our overall target is 12 days, and we are currently slightly over target at 16 days.

These improvements of one days' faster performance than a month ago show that we are beginning to see the start of improved performance levels as the outstanding work further reduces. This is reflected in the oldest unactioned work now being just 6 days old, compared to 75 days old just two months ago.

It is worth noting that there is a significant difference between new claims and changes to claims, due to more information required for new claims rather than existing ones. Therefore, more time is being spent on new applications. The increased efficiency of the Benefits team is testimony to the well thought out Benefit Recovery Plan, which has increased performance over time by ensuring that the team are consistently and accurately following the expected process.

Illegal Money Lending May Month of Action

Wisbech was highlighted as a hotspot for illegal money lending by the national illegal money lending team. The Council has sought to address these issues and has held 13 events to support and educate the local community. This included money advice sessions, door knocking, leafleting and a well received drama production. Positive outcomes were:

- Positive press stories, including a special feature on Radio Cambridgeshire.
- Raising awareness of authorised help (Rainbow Credit Union)
- Gathering of anecdotal Loan Shark activities in Wisbech (which led to a Loan Shark being revealed.)

Houses in Multiple Occupation (HMO) interventions

The Council have visited over 35 HMOs in partnership with the police, since April 2012. These visits identified that 19 cases required interventions, and 2 closures, due to factors such as overcrowding, condition faults or neighbour disputes. Contact has been made with landlords/agents when improvements were required. A variety of public sector organisations have successfully got involved to resolve the issues. The new web-based system, E-CINS, has allowed the police, FDC and Roddons to work successfully together to protect victims from the effects of anti-social behaviour.

L2 Promoting Cohesion throughout Fenland

Migrant homelessness with no recourse to public funds

The Council is working in partnership with the Police to engage with migrants without recourse to public funds in the UK. Since this initiative started, there have been 12 migrants who have returned home to Eastern Europe funded by a central government grant. This is a voluntary initiative. Some participants wish to leave after coming to the country on false pretences, when seasonal work has dried up and realising they are not entitled to benefits. Before this stage is reached, however, work is done to assist migrants in finding work and checking for benefits if they are passionate about making a life here and working hard.

Community House Update

The project continues to be incredibly successful in managing issues relating to deprivation within the community and providing practical and emotional support to local residents.

Key highlights include:

- Over 642 interventions were made between April and August 2012.
- 98% of residents were satisfied with the service.
- Continued partnership working. In conjunction with Roddons Housing Association, Cambridgeshire County Council, and the College of West Anglia,



the REACH project was set up. [Reaching Everyone Around Community House.] Over £37,000 was awarded to the project in August 2012, which aimed to encourage local residents to access

- tutor resources, community engagement sessions and 3rd sector organisations who could provide tailored support.
- Over 550 members of the community were reached over the summer holidays. 16 events were held, in conjunction with many partners, such as the National Play Day event and Brain Ache Day which encouraged participants to learn new skills and try something different which positively impacted them in the future. The satisfaction rate was 100%

Fenland Wide Cohesion action plan

The Fenland Wide Cohesion Forum continues to promote equality and address local cohesion challenges and issues in the Fenland area. At the last meeting, positive feedback was given on the progression of:

- Working with Children Services and Community Care, to address the safeguarding of children, school attendance issues, domestic violence and hate crime.
- Incorporating and ensuring progression of Social Cohesion within the Wisbech 2020 project.
- Training for frontline staff and decision makers on migrant issues in the Fenland area.

L3 Supporting our ageing population

Fenland Health and Wellbeing partnership

The partnership most recently met in October. Attendees included FDC, GPs, County Council, the Public Health Team and councillors and representatives from Local Commissioning Groups. The following priorities have been agreed for 2012/13:

- Engage the Local Population
- Increase and Improve Communication about local services
- Increase the effectiveness and integration of services



- Increase prevention across all groups, and target interventions.

Golden Age Events

Four Golden Age events have been held so far this year, offering attendees advice and free blood tests. Our benefit Ferret ran many checks to check people were claiming benefits they were entitled to. Feedback was really positive and over 300 vulnerable local residents have benefitted to date. It has been identified that the Ferret has identified over £8000 of unclaimed benefits, and 50 blood pressure tests have been performed. This has positively impacted on local health and quality of life.

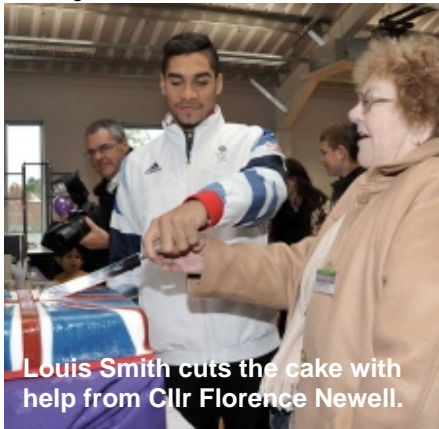
L4 Promote healthy lifestyles

Paralympic Flame Event

Keen to capture and build upon the legacy of the Paralympic games, four Paralympic sport taster sessions were held at the Hudson leisure centre. The event was held in August and coincided with the Paralympic lantern visited the Hudson Leisure Centre. The day was successful, with 160 people attending to see the flame and 50 young people participating in the taster sessions.

Manor Functions update

The £1 million refurbished Manor Leisure Centre provides a large function and event centre for the community, and the flexibility that other businesses are unable to provide. Already 9 events have been held, with many events booked to take place in the future.



Chatteris Leisure Facility opening

On Sunday the 27th of October, the Chatteris Leisure Facility had its official launch. Crowds turned up to see Barry Fry, the Peterborough Director of Football, open all weather pitches and a Club House. This cost £1.2 million to build, with a third (£400,000) of funding coming from the Football Foundation.

Louis Smith, Silver Medal Winner from the London 2012 Olympics, opened the £1.1 million Community Gym – FDC contributed £600,000 towards the total cost.

The facility has been designed to be able to become self sufficient in terms of cost, being able to generate enough revenue from memberships for it to eventually make a profit, whilst still being affordable for local

people. There are now 260 new Leisure Facility members, with the opening event encouraging 50 more people to sign up. This is a really positive number, especially as the target is to have 300 new members sign up by January 2013.

L5 Engaging young people

Engagement with Hard to Reach Young People

In conjunction with Cambridgeshire County Council, FDC organised 'Jammin' sessions at the Queen Mary Centre in Wisbech. The sessions are based around music to support the development and integration of identified young people from a range of backgrounds who do not normally participate in positive activity. Over 60 people attended, which was a great success. The session has inspired many participants to go onto further training, and have helped boost their confidence, self-awareness and self esteem.

Youth District Council

The group continue to meet regularly. In October 2012, they organised a 'Democracy Day,' where local school children aged 12 – 14 learn more about local government, and speak to Officers and Councillors from FDC about their experiences. Feedback was really positive, with many students stating they felt far more informed about local government, and that they were keen for these types of communication to continue.

The group have also agreed that one of their aims for 2012/13 will be to work with Fenland Enterprise and Education Project to hold an employability skills event during the next academic year.

L6 Raising aspirations and improving learning opportunities

Big Lottery Fund – Improving Financial Confidence

The Council, as part of a partnership with Roddons Housing Association, Cambridge Housing Society Group and CAB, have been successfully awarded £1 million to deliver an innovative project over the next 5 years.

The bid will enable the Council to work with our partners in equipping social housing tenants with the skills to become more confident and capable in dealing with their finances. The bid will see new tenants engaged at an early stage, increased volunteering, a range of ICT courses and a Community Bus to reach our rural communities.

Children's Trust

Councillor Garratt has been appointed vice-chairman Children's Trust representative for Cambridgeshire second tier authorities, which is really positive. The trust has been streamlined to focus on key issues that require intervention. A key highlight to this will be to highlight to the Health and Wellbeing Board where support is needed to improve life chances for Young People.

Currently, priorities for the first year are to:

- **Build capacity in universal provision**

Building capacity in the voluntary and community sector to compensate for decreasing universal services.

- **Working collectively to map needs of families** with complex interactions across partners, identifying some joint partnership work to engage and support these families.

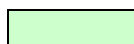
- **Eastern European Families**


Understanding their needs and issues to develop a more strategic, multi-agency response.

PI	Description	Baseline	Target	Year To Date	Variance
2. Localism					
2.1 Supporting vulnerable members of our community					
LPI RACS 10	Overall average time taken to process new claims and changes to benefits	12.6 days	12 days	16 days	-33%
LPI RACS 1	Time taken to process new claims for benefit	20.67 days	17 days	34 days	-100%
LPI RACS 2	Time taken to process changes to benefit	10.92 days	10 days	13 days	-30%
2.2 Promoting cohesion throughout Fenland					
LP1 PC1	Number of Houses in Multiple Occupation in which positive action is taken to address cohesion issues	42	50	23	-8%
2.3 Supporting our aging population					
LPI HCS3	% of attendees satisfied with Golden Age Events	100%	96%		
2.4 Promoting healthy lifestyles					
LPI LS1	Number of Paid customer visits to our leisure centres		553,172	297458	9%
LP1 LS2	% satisfaction of FDC leisure centres	NEW	82%	86%	5%
2.5 Engaging young people					
2.6 Raising aspirations and improving learning opportunities					
LPI HCS4	Annual satisfaction survey of young people involved in FDC activities.	100%	80%		

KEY

 Above target by 10% or more

 On target or within 5%

 Within 5-10% of target

 Below target by 10% or more

Streets Ahead

SA1 Maintain current levels of waste, recycling & cleansing

Revised Refuse and Recycling Web pages a big hit

A recent survey of our refuse and recycling service was completed. Feedback indicated that the refuse and recycling WebPages could be improved. As a result, the structure and content was revised, providing specific pages for schools and businesses to support the work that they do reducing waste and increasing recycling.

The new pages are monitored and usage has already increased by 15%, including the length of time that customers spend on the council's site. Customer feedback is also positive, as the website anticipates questions that many people wish to ask and displays information in a clear manner, allowing customers to "self serve". Queries through Contact Centres have also been slightly reduced as the online service becomes more popular.

Cleansing review update

As part of the Council's modernisation programme, modernisation of working practices commenced in May. Positively, the performance of the cleansing team has since improved. The 7 days a week system now consists of a 2 shift 4 day working pattern that includes weekends and Bank Holidays, with daily working times of 6.00am to 5.30pm. Results have shown:

- The team has responded to 268 rapid response requests, resolving 99% of them the same or next day.
- Community satisfaction with cleansing remains high, at 86%
- 98% of locations inspected have been found to be of a suitable standard.

The team has settled well into the new shift patterns with few problems and continue to work hard to ensure that Fenland is clean and safe for residents and visitors.

"Do your bit and recycle it" – the saying for recycling success!

Recycling Income and Waste Analysis – April 2012

Fenland shares a contract with Cambridge City and Huntingdonshire for the sorting and onward treatment of all the recycling materials collected through Fenland's Blue Bin recycling collections.

This contract is an important income stream for Fenland and our Partner authorities. Every 9 months, a sample of the collected waste is carefully analysed by the contractor to provide the benchmark value for the collected materials, upon which the Council's income is based.

The collected materials passed the grade and demonstrated that there is a continued commitment by Fenland residents to "Do their bit and recycle it!" Importantly, 93% of the 8 tonnes collected for testing was good quality materials that could be readily recycled.

In addition the Council has collected around 20,000 tonnes of materials from our residents. This came from blue and brown bins, recycling sacks and local bottle, textile and paper banks. In 2011/12, these materials generated an excellent £380,000 of income for the Council.

SA2 Delivering community projects that improve the Streetscene

Public Conveniences

The refurbishment of Station Road toilets in Whittlesey was completed in September, in addition to an upgrade of the toilet facilities in Chatteris, Wisbech and March. The toilets are now clean and modern, providing single cubicles for the public to use. Whilst being improved the upkeep costs have been reduced. This now completes the Council's public convenience refurbishment programme.

The public has welcomed the improved toilets and compliments have been received in support of the new facilities and the high standard they represent.

Street Pride

Bringing volunteers together continues to make Fenland a more attractive place to work, and encourages residents to take pride in their surroundings. Already volunteers have devoted over 4900 hours to environmental schemes since 2006, including planting daffodil bulbs. Other notable projects include:

- **June:** Chatteris Street Pride and Cromwell Community College complete a litter pick in the Skate Park and the Wenny Recreation ground.
- **August:** Whittlesey Street Pride Volunteers did a fantastic litter



pick and tidy up at Kings Delph, with 15 bags of rubbish collected. The group has now removed a total of 4.5 tons from this one site alone since focusing their efforts on this area.

Dog Control

Enforcement patrols have come into force to uphold the Dog Control laws from 2005. Consultations were undertaken with Town Councils and the public, many thought more could be done to preserve open spaces and tackle the minority of dog owners that do not pick up after their dogs properly.

From October, council officers now have the power to:

- Uphold dog fouling controls for all land to which the public have access within the Fenland area.
- Request dogs to be put on a lead when loose dogs may cause a nuisance.
- Ensure dogs are kept on a lead in some open play areas and cemeteries.
- Exclude dogs from all young children's gated play areas, games areas and some cemeteries.

These changes have been communicated through FDCs website, using flyers and street signs designed by our Communications team.

Section 106 Glassmoor Fund

In September, several community groups in the locality of the Glassmoor Wind Turbines received a share of £19,000 worth of funding towards environmental projects that will benefit the community. The Section 106 derived funding from the wind turbine development is being used to:

- Support energy efficient Christmas lights in Whittlesey
- Provide double glazing at Ramsey Village Hall
- Deliver a compost toilet facility at an allotment site in Whittlesey.

Through this project these important improvements to local facilities are made possible and as a result enhance the quality of life of local people.

SA3 Promote a Safer Fenland

Acquisitive Crime

The Community Safety Partnership has recorded reductions in Acquisitive crime across Fenland for the first quarter in the following areas:

- Theft from a vehicle – reduction of 19 incidents (-17%)
- Theft of a vehicle – reduction of 9 incidents (-30%)

- Reduction in Criminal Damage by 13%
- Detection in Shoplifting offences – 51%
- Reduction in Violent Crime – 16%

However; dwelling burglary has increased by 18 incidents (27%) over this quarter and was placed as a priority. The Partnership responded quickly to this and the Police have conducted targeted work against possible offenders, whilst the council supported hard targeting campaigns through the community safety team. The Council's CCTV service has also successfully detected 3 persons for burglary, reducing offences considerably.

E-CINS Information Sharing to reduce Anti-Social Behaviour (ASB)

The Cambridgeshire trial which took place in Fenland last year has been praised and highlighted nationally for the work undertaken.

The Council, Roddons Housing Association, Fire & Rescue and Cambs Constabulary were the main authorities to implement these changes, which will be used as best practice to roll out across the whole of Cambridgeshire. The focus on victims, rather than the causes is the main focus, reducing immediate risk before tackling the longer term issues.



The E-CINS online system is an example of where information sharing can prove to be particularly successful. Now, when a resident reports a threat or instance of ASB, this is logged on the E-CINS system. Questions asked throughout the reporting process are designed to identify what the problem is and whether the victim is at a high or moderate level of harm. The information on the E-CINS system allows parties to work together, to prioritise high risk cases and ensure victims can access the services they need. It also identifies the perpetrator and ensures actions are taken to resolve the issue.

The Council have been highly praised in their efforts in this system, and have been asked to lead the trial in expanding the system to assist troubled families.

Tackling Street Drinking

The Council continues to successfully working in partnership to identify and deliver appropriate support/enforcement for street drinking, including:

- Using early morning detached patrols, comprising of FDC, Police and an officer specialised in dealing with rough sleepers who have

- “no recourse to public funds.” In the initial 3 months, a total of 22 rough sleepers were identified and engaged with.
- E-CINS (see above) is also used to monitor, create actions and manage the caseload for the project. The Council has continued to progress its groundbreaking approach by positively working with the UK Border agencies where enforcement is required.
 - Working with new partners such as Octavia View, The Night Shelter and the Rosmini centre.
 - Using information gathered from the Council’s CCTV service.

CrimeBUster

Between April and June 2012, over 800 Fenland residents were successfully engaged by the Council’s CrimeBUster project. The delivery team, made up from the Council, Roddons and Police have engaged 800 people on the planned 19 rural tours. A total of 81% residents who attended these events stated that the continued to make them feel safe within their community.

The CrimeBUster bus also attended 5 community events including from Roddons engagements, school delivery and Community Fairs. CrimeBUster was also used as a key resource for the ‘Loan Shark, Month of Action’ throughout May.

SA4 Provide quality parks and open spaces in Fenland

Summer Bedding Scheme and Anglia in Bloom



Pictured with Cllr Peter Murphy, Judges from Anglia In Bloom, Wisbech In Bloom Chairman and Secretary and Staff from TLG.

The Landscape Group successfully battled against the unseasonably inclement weather during June to plant 58,000 bedding plants in Whittlesey, Chatteris, March, Wimblington and Wisbech. The traditional bedding schemes previously awarded “Best” in the Anglia region are well known and an attraction in Fenland Market Towns.

For the first time, all 4 market towns entered the Anglia in Bloom Competition:

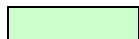
- On July 9th, Chatteris were judged on their colourful schemes and creations, with Flags depicting the Union Jack linked to the scheme of "Best of British."
- March was judged on July 13th, with many displays set out with colour schemes showing red, white and blue.
- Waterlees was judged on July 16th, where judges praised how residents consolidated and enhanced the past two years work.
- Along with Parson Drove and Manea, Wisbech and Whittlesey entertained the Judges on the 17th July. Judges were particularly impressed with the projects completed over the last few years in Whittlesey, such as the Lattersey Nature reserve, allotment sites and Straw Bear Garden.


Fenland was judged to be a "Large Town" winner, and was also awarded a gold and silver award, along with two Silver Gilt.


PI	Description	Baseline	Target	Year To Date	Variance
PERFORMANCE					
3. Streets Ahead					
3.1 Maintain current levels of waste, recycling and cleansing					
LPI ES 1	Requests for Rapid or Village Response service actioned same or next day	96%	93%	99%	6%
LPI ES2	% of streets meeting our cleaning standards upon inspection	98%	93%	96%	3%
LPI ES3	% of streets clear of graffiti and flyposting upon inspection	100%	97%	96%	-1%
LPI ES4	% of Household waste recycled and composted	51%	51%	56%	10%
LPI ES5	Community satisfaction with cleansing services	New	80%	86%	7%
3.2 Delivering community projects that improve the streetscene					
LPI EH1	Street Pride and friends events supported	New	80	65	55%
LPI EH2	Number of Green Business Club Members	143	150	Annual	
3.3 Promote a safer Fenland					
LPI HCS5	% of those involved in our programmes who state they feel safer after attending an event	78%	65%	88%	35%
3.4 Provide quality parks and open spaces in Fenland					
LPI POS1	Number of community led management action plans for Fenland's key open spaces	4	6		
PLI POS2	% of those asked who are happy with FDC parks and events	New	80%		

KEY

 Above target by 10% or more

 On target or within 5%

 Within 5-10% of target

 Below target by 10% or more

Open for Business

OB1 Develop business and employment in Fenland

Fenland's Economic Estate

The overall economic estate of the Council continues to support the establishment and development of local small businesses, resulting in much needed skills and jobs across Fenland.

It should be recognised that our facilities are seen as 'start-up' or incubator units and are provided to provide easy term facilities to fledgling businesses who will hopefully develop and expand, moving on in the area to larger or even their own purpose built premises.



- **South Fens Business Centre**

Another successful period with occupancy levels remaining stable at 81% and conference numbers achieving 354 in the past 6 months.

The cumulative impact of jobs supported or safeguarded since the centre opened has been an impressive 429.

- **South Fens Enterprise Park**

Since the opening of the third phase of the overall South Fens project in May 2012 occupancy has risen to 41%. Over the past 12 months, the Council has been successful in securing over £1.2 million worth of funding that supports this development to aid both business and employment growth in Fenland.



- **Boathouse**

Unfortunately, occupancy levels are below target at 62% but to put in context there has been success stories with businesses such as Caerus Care moving out into its own dedicated building in March due to significant



business growth, demonstrating the 'incubator' role the centres provide.

Conference numbers achieved 311 in the past 6 months with the cumulative impact of jobs supported or safeguarded since the centre opened has been 114.

- **Light Industrial Units**

Interest in the 57 strong light industrial estate remains strong with occupancy levels remaining stable at 86%.

The Council continues to market its economic estate offer for the economic benefit of Fenland.



Free Wireless Internet at Business Sites

The Council has implemented free wi-fi access within rooms at the Boathouse, Fenland Hall and South Fens business centre. This service without usage limits and is much faster than 3G mobile internet coverage. It also allows us to improve the offer of our business facilities.

Skylark Extension

£50,000 of funding was received after the Council successfully bid to Fens Adventurer Rural Development agency. The aim was to expand the existing tea room/restaurant to increase tourism. Over a year, indoor seating was improved along with the production/serving area for Food and Drink.

Green Business Club Success

The Green Business Club is the Council's flagship project to encourage innovative environmental practice in business, with over 150 members. Practical workshops are delivered to ensure Fenland remains "Open for Business" and trade continues to thrive. An example of this is:

- A free session in August was organised in Partnership with CCC and Bedford College. Before attending training, companies admitted to paying in excess of £30 a month (£360 per year) for website that they had little control over. The workshop, delivered by a professional ICT tutor taught them how to use their own tools to create and maintain free webpages, to reduce costs.

An integrated business support service encouraging new and inward investment

In partnership with NWES and Barclays Bank PLC, the Council will be running a series of introductory seminars called 'Ready for Business.' These assist people in self-employment laws and starting their own business. In addition, an intensive support programme, peer learning and assistance of constructing business plans are designed to help businesses succeed. This positively encourages inward investment and the future growth of Fenland.

OB2 Promote the economic profile of Fenland

Broadband

In July 2012, BT announced it will be rolling out high-speed fibre broadband to another 25,000 homes and businesses in Fenland [including March, Whittlesey and Wisbech] during 2013. FDC continues to be part of the Connecting Cambridgeshire Broadband project, and actively promoted superfast broadband with market stalls and Leisure Centre events in July and August.

In September, Virgin Media announced that it has also decided to double its broadband speeds in Wisbech. Virgin Media has also chosen Wisbech to become one of the first places in Eastern England to benefit from its double speeds broadband upgrade, giving customers automatic access to faster download rates at no extra cost. The project will see Virgin's 10, 20, 30 and 50Mbps download packages at least double in speed, while the top-tier 100Mbps package will rise to 120 Mbps.

Virgin Media began carrying out the upgrade earlier in the year and plans to double the speeds of more than four million cable broadband customers. This time next year, Virgin Media is aiming to roll out the faster services across the footprint of almost 13 million households.

Supporting the Fenland Business Community

After the demise of regional Business Links and the one-to-one support that was previously offered, FDC wanted to ensure that the Fenland Business Community still had support that allowed easy access to start, develop and grow a business.

The Council developed a core network of organisations to support businesses which include:

- Banks and Accountants
- College of West Anglia
- Jobcentre Plus

- NWES the Enterprise Agency
- Chambers of Commerce.

In April, an online 'Resource Centre' was launched, called www.fenlandforBusiness.co.uk. This allowed businesses to access advice, guidance, training and one-to-one business support delivered by the partners.

Councillor Seaton also launched a useful Business investment pack, tailored to suit the needs of companies wishing to set up premises in the area. It clearly outlines the advantages of living in Fenland, available services and transport links, which is designed to welcome new business in the area.

OB3 Raising aspirations and improving learning opportunities

Fenland Horticultural and Land-based Skills Centre

FDC has been successful in bidding for a £230,000 Growing Places Funding grant – one of two funding bids that the LEP Investment Sub-group has approved.

Set within the existing boundaries of Delamore Ltd, the aim of the Skills Centre is to create a fully functional and self-contained technical environment in which student learners can develop or obtain the necessary skills and qualifications. The project will act as a catalyst to grow a sector skilled labour pool and lift supply in order to meet employer demand which would significantly improve employment and apprenticeship development opportunities for young people in Fenland, regionally and possibly nationally.

The training facility will also offer College of West Anglia Land-based study students access to realistic work environment to compliment studies at the college.

OB4 Promote Fenland as a Tourism and Visitor destination

Supporting the Fenland Tourism Board (FTB)

The FTB continues to hold regular meetings to focus on:

- Tourism Branding [working with CCC regarding the Brown Sign policy]
- Tourism Promotions – recently



- working with Golden Age events to communicate to local residents.
- Creating information hubs for businesses – 2 more areas have just been created.
 - Website Developments
 - FTB Delivery Plan
 - Market Town Mini Guides [Welcome to Cambridgeshire Fens: Visitor and Accommodation Guide 2013]
 - Form working groups with other organisations.


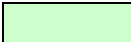


In the future, they plan to organise an end of season stakeholder event which also FTB to inform providers about what they've been doing and seek feedback from tourism providers.

The FTB have also awarded a Tourism award at this year's Fenland Enterprise Business Awards to reflect the importance of the tourism industry within Fenland.

Performance

PI	Description	Baseline	Target	Year To Date	Variance
4. Open for Business					
4.1 Develop Business and Employment in Fenland					
LPI (AP1)	% occupancy for South Fens Business Centre	93%	90%	81%	-5%
LP1 (AP2)	% occupancy for Boathouse	59%	80%	62%	-17%
LPI (AP3)	% occupancy for Factory Estates	85%	90%	86%	2%
LPI (AP4)	% occupancy for South Fens enterprise park	NEW	40%	41%	3%
LPI (AP5)	Number of Jobs created/safeguarded through SFBC occupation	415	455	429	-3%
LPI (AP6)	Number of Jobs created/safeguarded through Boathouse occupation	98	120	114	4
LPI RACS 11	Number of apprenticeships facilitated and supported per annum	NEW	15	Annual	
4.2 Raise the economic profile of Fenland					
LPI MS1	Number of Berth holders at the Yacht harbour	88	90	87	-3%
LPI ED1	Attend at least 3 business fairs per annum	NEW	3	Annual	
LPI ED2	Financial report to the BSF programme in Wisbech in line with milestones met	NEW	100%	Annual	
LPI ED3	Develop Fenland Tourism board with task/plans agreed	NEW	1	Annual	

KEY

	Above target by 10% or more
	On target or within 5%
	Within 5-10% of target
	Below target by 10% or more

Quality Organisation

Q1 Providing good quality and access to services for the community

Customer Access

Despite an increase in calls at the beginning of the financial year, the Council have continued to improve the speed in which we help customers who contact us.

In October, we met our target and answered 80% of calls meeting our service standard of answering within 20 seconds. We continued to reduce the abandoned call rate to just 3% of calls, exceeding our 5% target for abandonment.

We are still offering a call-back service for customers unable to get through to us at busy times, so we can phone them back later in the day to help them with their enquiries. Customers remain satisfied with the quality and ease of use of the service.

Council Tax

Council Tax collection is on target at this point of the year. This is very encouraging and again shows that customers continue to give Council Tax a priority as well as reflecting that those having difficulty paying are contacting us early so we can help them.

Business Rates

The Business Collection Rates are slightly down. However Business Rate collection levels do fluctuate every year and we are confident that we will achieve planned overall collection rates for this financial year as a whole. In 2013/14, the Business Rates collection pooling scheme will ensure that collection remains on target, and that the arrangement is not lost.

Local Council Tax Benefit

A ten week Public Consultation launched on 13 August 2012. Further work is being continued, as response from the public was unexpectedly low on our survey forms, with less than 70 people responding.

Full information about the proposals has been published on our website. Hard Copy leaflets containing the information are available at all four Fenland @ Your Service Shops. We also wrote to all 4,500 working age customers who are currently receiving Council Tax benefit, giving them further information about the proposals, how it may affect them and how to comment on the policy. We also held face-to-face surgeries at Fenland

@ Your Service Shops, to gain feedback on the proposals and how they think it will affect them.

The consultation ended in October, and the responses are being analysed. The recent announcements will be incorporated into the proposed final Local Council Tax Benefit Scheme for formal decision by Council in December.

Q2 Continue to use our resources effectively

Savings – Budget and Efficiencies

The Council in the last 2 years has had a high reduction of funding (top 10 worst hit) and has had to make significant savings. The approach to this has been to protect front line services whilst delivering these savings. At the end of 2012, £3.176million of staff savings will have been delivered. This has been achieved through:

- Modernisation
- Procurement
- Organisational restructure
- Budget reviews

The impact on the community has been minimal, and the Council continues to identify further efficiencies. Positively, the latest staff survey shows that 84% of staff are still proud to work for Fenland, which is testament to how efficiencies have been managed honestly and sensibly.

Staff Survey 2012

Arguably, pressure on resources becomes ever greater in the era of budget cuts and efficiency savings. This year, FDC's total budget has been cut by 10%, totalling £3million. To protect front office services, 90% of savings have come from the back office. In times of great change, many officers have changed job roles, whilst others took voluntary redundancy in order to make these savings. Positively, the latest staff survey showed that 84% of people were proud to work for FDC which shows that the carefully crafted communication and people driven approach worked effectively, and suggests prosperity for the future.

Statement of Accounts 2011/12

FDC has received its External Audit Report from PWC on the 2011/12 accounts. PWC were very happy with the accounts and have praised the Accountancy team for their work and gave an unqualified opinion. The Corporate Governance Committee considered the accounts for approval on September 25th.

Procurement review

Following an Overview and Scrutiny review, Council approved a new Code of Procurement on 26 July 2012. This new Code is reduced significantly in length, is easier to follow and reduces bureaucracy. It also ensures that for all tenders under the EU Threshold, a tender will be obtained from a local supplier. The Overview and Scrutiny panel have ensured that the new Code is fit for purpose, continuing to deliver value for money. They also investigated how the Council's procurement approach can support the local economy, businesses and employment within Fenland.

Educational Investment

Existing facilities are being used effectively to fulfil the needs of the local community.

- CWA Investment – Part funded by FDC, work has begun on the new £7.2 million technology centre at the College of West Anglia's Isle campus in Wisbech. Once completed, students will have the access to a state of the art facility for engineering, motorsports, motor vehicle engineering and electrical programmes. Progress remains steady and the building is expected to open by Easter 2013.



Recently opened theatre facilities at Thomas Clarkson Community College

- **Performance Space.** After receiving over £3.4 million in funding (with FDC providing £400,000 and CCC £3million), the arts space at Thomas Clarkson Community College has been successfully completed. It is being enjoyed by students throughout the day, and is also being used for other purposes in the evening, such as by amateur dramatic groups. The space, which occupies 230 square metres and provides 500 seats opened in October.

Fenland Strategic Partnership (FSP) Stakeholder Event

A FSP Stakeholder event was held on 26/9/12 to review progress on priorities set earlier on in the year. The event was a great success, attended by a wide range of representatives. Good progress continues to be made on priorities, including:

- **Apprenticeships**

- Migrant Population/Cohesion
- Local Health Partnership (LHP) refresh
- Integrated Offender Management
- Recruitment & Retention / Promoting Fenland

Q3 Deliver regulatory services in a customer focused way.

Business Feedback

98% of local businesses say they feel supported and treated fairly by our regulatory services, which is a really positive score. Each time a business uses a regulatory service, such as licensing, an officer makes a follow up call to seek feedback and suggestions for the future. Since April, 40 businesses have been contacted, with 39 of them responding positively.

Annual Canvass

The initial phase of the Electoral Services Annual Canvass was completed by July 2012, as FDC delivered canvas forms to all properties within the District. This early canvas period meant the electoral register was published on the 16th of October, in preparation for the Police and Crime Commissioner Elections on November 15th. Positively, there was over a 96% return rate.

FENBAC (Fenland Businesses Against Crime)

FDC, CCC and Cambridge Constabulary continue to be committed to work in partnership with local businesses and crime reduction partnerships to reduce crime and anti-social behaviour, increase detections and bring more offenders to justice.

Initiatives such as Pubwatch, Shopwatch and the developing Taxiwatch have enabled business owners to work together in order to reduce occurrences of criminal activity and anti-social behaviour.

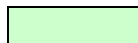
Furthermore, a document pack is currently being completed to provide advice and guidance to managers and staff about how to deal with crime, and to explain how police and council reporting procedures work. The pack will also provide useful information in relation to licensing requirements, CCTV and radio guidance, general food safety advice and other relevant information.


Performance

PI	Description	Baseline	Target	Year To Date	Variance
5. Quality Organisation					
5.1 Providing good quality and access to services for the community					
LPI RACS 9	% of customers dealt with at 1 st point of contact	94%	>85%	95%	11%
LPI RACS 5	% of customers satisfied with overall service at the shops	97%	95%	Annual	
LPI RACS 6	% of customers satisfied with overall service in the Contact Centre	95%	95%	Annual	
LPI RACS 7	% of contact centre calls answered within 20 seconds	80%	80%	75%	-6%
LPI RACS 8	Annual average percentage of abandoned calls	4%	<5	6%	-20%
5.2 Continuing to use resources effectively					
LPI RACS 3	% of council tax collected	97.9%	98%	66%	0%
LPI RACS 4	% of NNDR collected	98.37%	98.5%	59%	-2%
LPI HR 10	% of staff that feel proud to work for FDC	91%	80%	84%	4%
5.3 Deliver regulatory services in a customer focused way					
LPI EH4	% of Local Business supported and treated fairly by a regulatory service	98%	85%	98%	15%
LPI PC1	Number visits to FDC website	279,742	281000	171725	22%

KEY

 Above target by 10% or more

 On target or within 5%

 Within 5-10% of target

 Below target by 10% or more